

EQUALITY TOGETHER Monitoring 2017/18, Quarters 1-3

1. Total Enquiries

	Q1	Q2	Q3
Total enquiries	1630	1411	1421
Total clients	670	772	708

2. Face to Face consultations

Equality Together	No of Enquiries face to face
Quarter 1	569
Quarter 2	455
Quarter 3	663

(NB Other contacts will have been by phone or letter, these figures are lower than the total number of people.)

3. Locations

People accessing welfare advice from Equality Together are drawn from all parts of the district however the largest come from the following wards:

No's attending by ward

WARD	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %
Toller	36	5%	34	5%	51	8%
Bowling & Barkerend	41	6%	51	8%	34	5%
Manningham	27	4%	38	6%	39	6%
Bolton & Undercliffe (E)	32	5%	32	5%	32	5%
Tong (S)	35	5%	40	6%	34	5%

This data is based on the postcode the client provided and shows that three of the five wards who make the most use of Equality Together services are from Bradford West

No's of People by constituency

CONSTITUENCY	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %
Bradford East	166	25%	180	23%	158	22%
Bradford South	140	21%	150	19%	148	21%
Bradford West	166	25%	194	25%	199	28%
Keighley	72	11%	90	12%	78	11%
Shipley	105	16%	127	16%	102	14%
Out of Area	21	3%	31	4%	23	3%
Not Stated						
TOTAL	670		772		708	

4. Types of Enquiry

Venue	Q1	Q1%	Q2	Q2%	Q3	Q3%
Telephone	876	54%	832	59%	588	41%
EQ Base	196	12%	260	18%	407	29%
Letter	184	11%	95	7%	169	12%
Age UK	177	11%	88	6%	50	4%
Home Visit	80	5%	94	7%	40	3%
Girlington Advice Centre	29	2%		0%	70	5%
Bradford and Airedale Hospital Mental Health Unit	29	2%		0%	32	2%
Lynfield Mount Hospital Haven	21	1%		0%	33	2%
Morley Street	19	1%	12	1%	8	1%
Bradford Cancer Support Centre	16	1%		0%	18	1%
Not Specified		0%	29	2%	5	0%
Bradnet	2	0%	1	0%	1	0%
Court	1	0%		0%		0%

Number of Enquiries by Venue

Venue	Q1	Q1%	Q2	Q2%	Q3	Q3%
Telephone	876	54%	832	59%	588	41%
EQ Base	196	12%	260	18%	407	29%
Letter	184	11%	95	7%	169	12%
Age UK	177	11%	88	6%	50	4%
Home Visit	80	5%	94	7%	40	3%
Girlington Advice Centre	29	2%		0%	70	5%
Bradford and Airedale Hospital Mental Health Unit	29	2%		0%	32	2%
Lynfield Mount Hospital Haven	21	1%		0%	33	2%
Morley Street	19	1%	12	1%	8	1%
Bradford Cancer Support Centre	16	1%		0%	18	1%
Not Specified		0%	29	2%	5	0%
Bradnet	2	0%	1	0%	1	0%
Court	1	0%		0%		0%

Type of Enquiries

	Q1	Q1%	Q2	Q2%	Q3	Q3%
Benefits	1105	68%	944	67%	933	66%
Community Care & Health	365	22%	307	22%	349	25%
Other	54	3%	61	4%	65	5%
Housing	67	4%	41	3%	29	2%
Consumer	20	1%	37	3%	10	1%
Debt	8	0%		0%	14	1%
Immigration & Asylum	6	0%		0%	18	1%
Employment	3	0%	3	0%	2	0%
#N/A	2	0%	1	0%		0%
Education			11	1%		0%
Family			6	0%	1	0%
Grand Total	1630		1411		1421	4462

5. Profile of clients

AGE RANGE	Q1	Q1%	Q2	Q2%	Q3	Q3%
Under 18	19	3%	31	4%	29	4%
18-25	25	4%	26	3%	38	5%
26-35	47	7%	43	6%	55	8%
36-45	74	11%	73	9%	77	11%
46-55	104	16%	115	15%	109	15%
56-65	23	3%	7	1%	8	1%
66-80	292	44%	375	49%	307	43%
Over 80	77	11%	100	13%	65	9%
Not Recorded	9	1%	2	0%	20	3%
TOTAL	670		772		708	100%

GENDER	Q1	Q2	Q3	tot	%
MALE	317	341	298	956	44%
FEMALE	353	431	408	1192	55%
NOT RECORDED			2	2	0%
TOTAL	670	772	708	2150	

ETHNICITY	Q1	Q1%	Q2	Q2%	Q3	Q3%
White English/Welsh/Scottish/Northern Irish/British	364	54%	541	70%	427	60%
Asian or Asian British Pakistani	111	17%	118	15%	176	25%
NOT RECORDED	80	12%	28	4%	26	4%
Other	23	3%	22	3%	17	2%
Asian or Asian British Indian	11	2%	15	2%	13	2%
White East European	9	1%	7	1%	11	2%
White Irish	38	6%	1	0%		0%
Asian or Asian British Kashmiri	7	1%	4	1%	13	2%
Black or Black British Caribbean	3	0%	15	2%	6	1%
White Other	4	1%	7	1%	8	1%
Asian or Asian British Bangladeshi	4	1%	3	0%	5	1%
Gypsy or traveller	2	0%	3	0%	3	0%
Mixed White/Black African	9	1%		0%		0%
Black or Black British African	2	0%	3	0%	1	0%
Asian or Asian Other			2	0%	1	0%
Mixed Other	3	0%		0%		0%
Arab				0%	1	0%
Black or Black British Other			1	0%		0%
Chinese			1	0%		0%
Mixed White/Black Caribbean			1	0%		0%

6. Languages/Interpreting

Language	Q1	Q2	Q3
Other	31	25	24
BSL	9	4	8
Gutmuhi/Punjabi	6	4	7
Urdu	7	1	1
Hindko	1		
Slovakian	2	2	2
Czech	2		
Hungarian	1	1	
Cantonese/Hakka	1		
Arabic			1
Polish			1

Of these the languages used most were BSL, Gutmuhi/Punjabi, Urdu and Hindko
People whose first language is not English spoke 10 other languages