

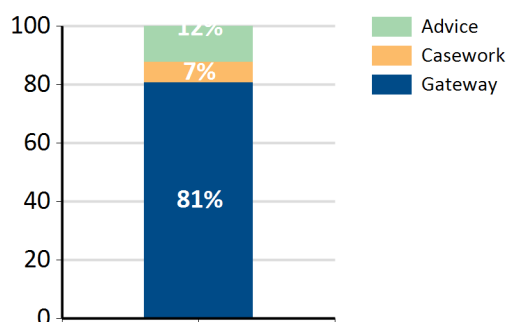
Calderdale District (member) Dashboard

Headline Statistics

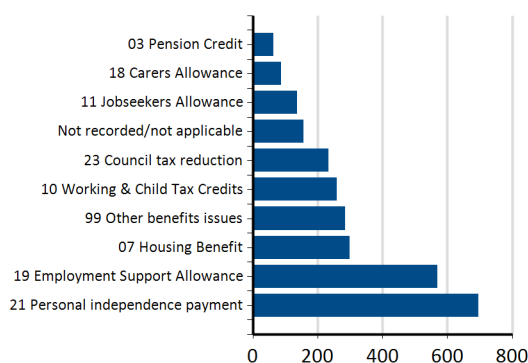
2016-17 Q1 2015-16 Q1

	2016-17 Q1	2015-16 Q1
Total New Enquires:	2,296	2,013
Total Advice Issues:	6,315	5,726
Client Contacts:	4,071	3,898

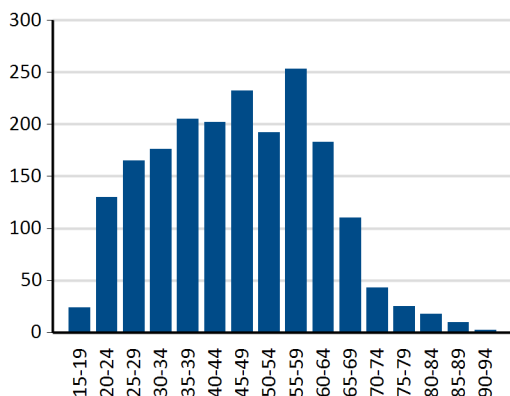
Enquires by work level



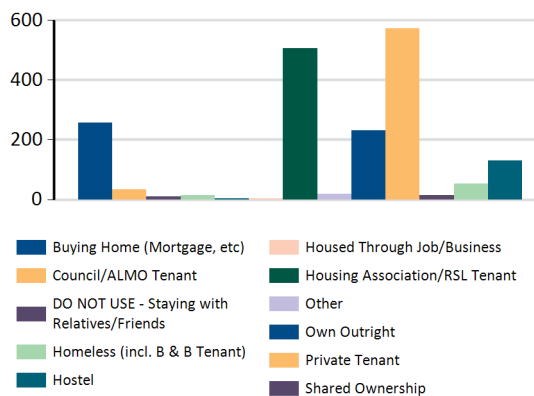
Top 10 Benefit Issues



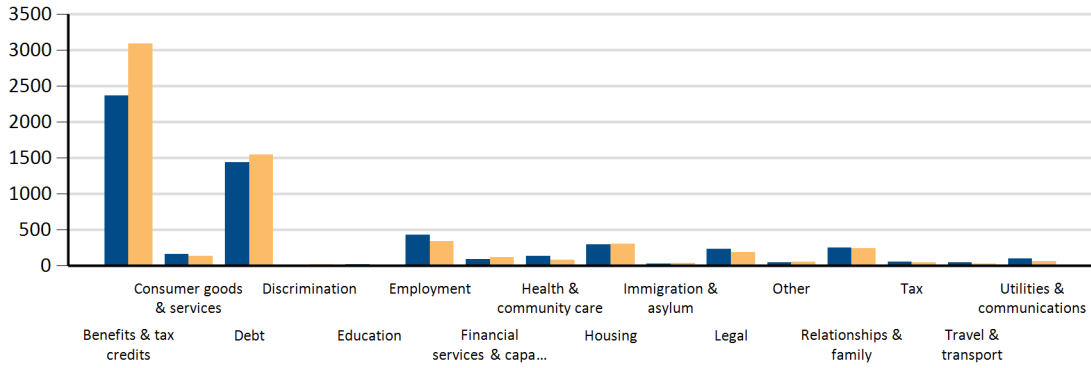
Age Range



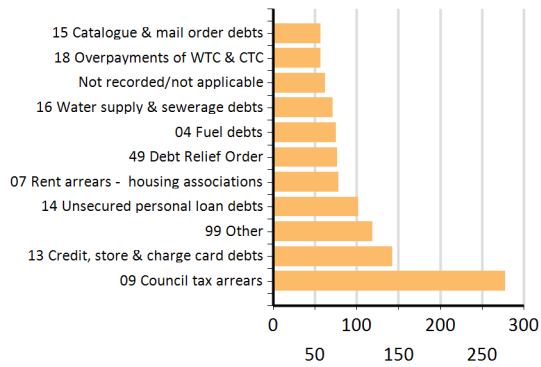
Housing Tenure



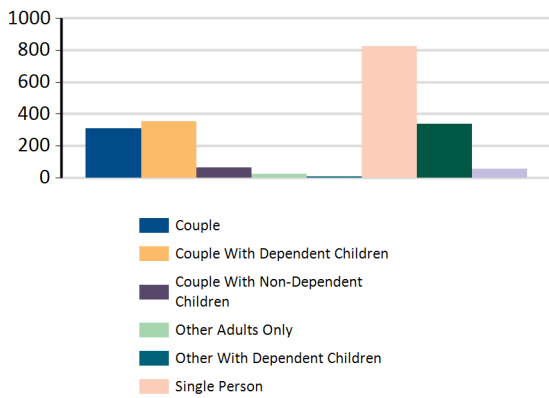
Advice issues by category



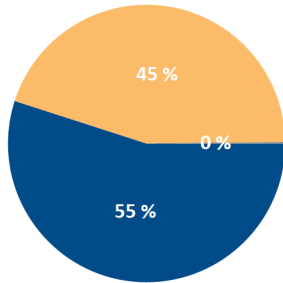
Top 10 Debt Issues



Household Type

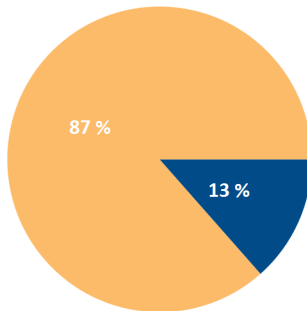


Gender



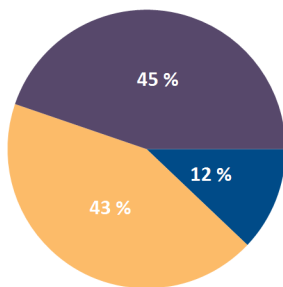
Female Trans Trans - Female
Male

Ethnicity



BAME White

Disability/LTH



Disabled
Long-term health condition
Not disabled/no health problems

Calderdale District (member) Advice Trends

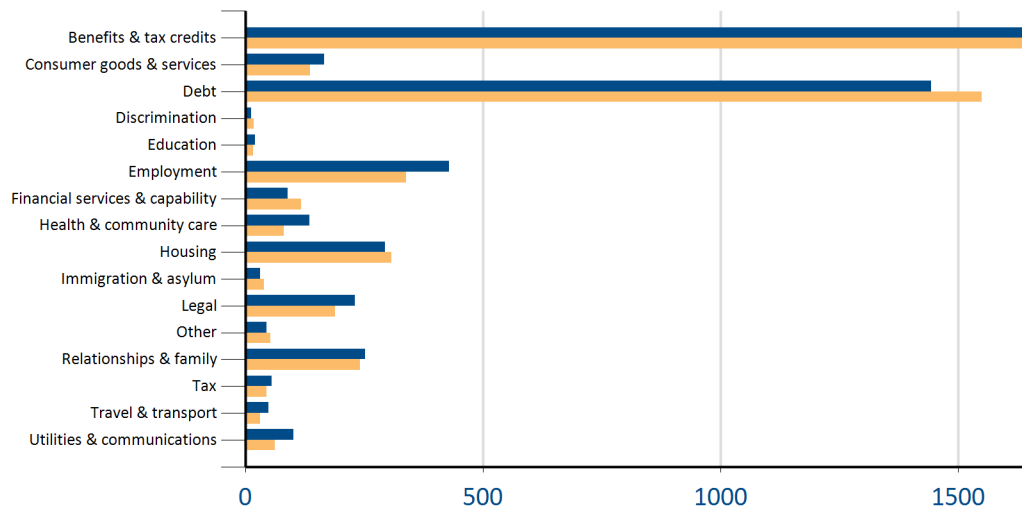
	2016-17 Q1	2015-16 Q1	% Change	
Total Advice Issues:	6,315	5,726	10%	Total Enquires
	2016-17 Q1	2015-16 Q1	% Change	
Client Contacts:	4,071	3,898	4%	

Click the next page button (above) for additional reports

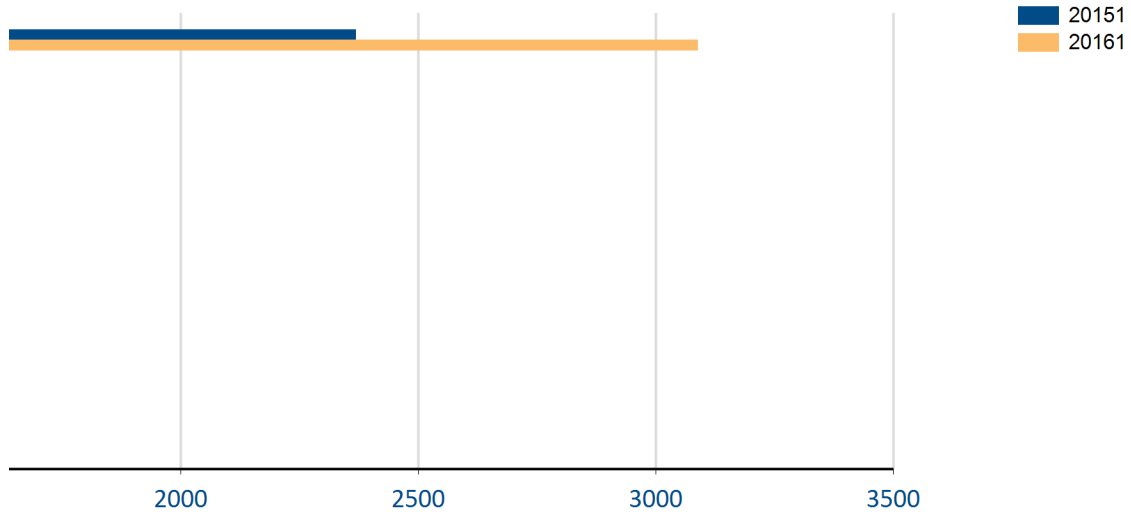
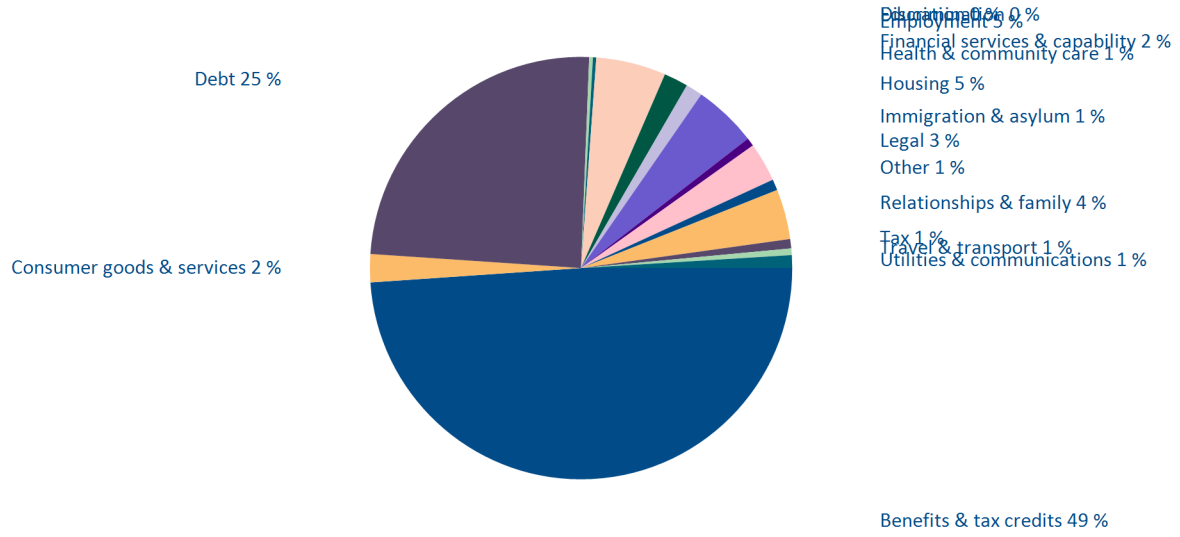
2016-17	2015-16	% Change
Q1	Q1	
2,296	2,013	14%

Advice Issue Codes

AICPart1	20161	20151	% Change
Benefits & tax credits	3,089	2,370	30%
Consumer goods & services	136	166	-18%
Debt	1,550	1,444	7%
Discrimination	18	12	50%
Education	16	20	-20%
Employment	338	429	-21%
Financial services & capability	117	89	31%
Health & community care	81	135	-40%
Housing	307	294	4%
Immigration & asylum	40	32	25%
Legal	189	231	-18%
Other	53	45	18%
Relationships & family	242	252	-4%
Tax	45	56	-20%
Travel & transport	32	49	-35%
Utilities & communications	62	102	-39%
Total	6,315	5,726	10%



[Click the next page button \(above\) for additional reports](#)



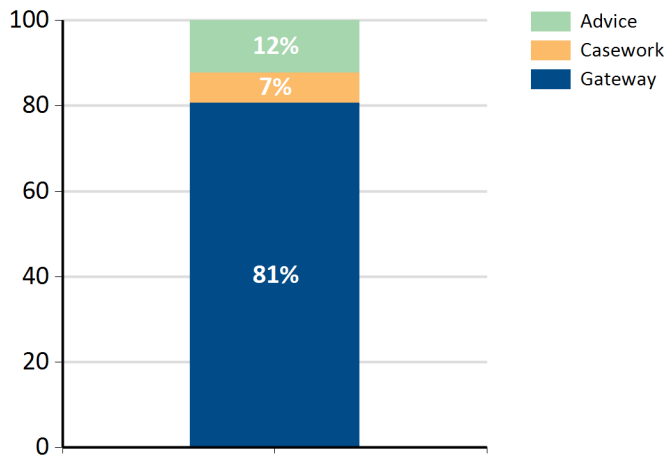
Enquires by work level

Work Type	Enquires 2016-17 Q1	
Advice	281	12%
Casework	164	7%
Gateway	1,851	81%
Total	2,296	100%

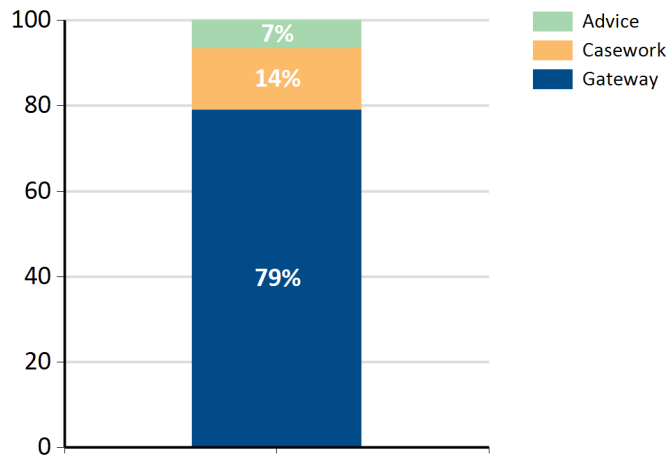
Work Type	Enquires 2015-16 Q1	
Advice	132	7%
Casework	290	14%
Gateway	1,591	79%
Total	2,013	100%

Click the next page button (above) for additional reports

2016-17 Q1



2015-16 Q1



Top 10 Benefits AIC's 2016-17 Q1

AICPart2	Issues
21 Personal independence payment	696
19 Employment Support Allowance	570
07 Housing Benefit	299
99 Other benefits issues	286
10 Working & Child Tax Credits	259
23 Council tax reduction	233
Not recorded/not applicable	156
11 Jobseekers Allowance	137
18 Carers Allowance	88
03 Pension Credit	63

Click the next page button (above) for additional reports

Top 10 Debt AIC's 2016-17 Q1

AICPart2	Issues
09 Council tax arrears	278
13 Credit, store & charge card debts	143
99 Other	119
14 Unsecured personal loan debts	102
07 Rent arrears - housing associations	78
49 Debt Relief Order	77
04 Fuel debts	75
16 Water supply & sewerage debts	71
Not recorded/not applicable	62
18 Overpayments of WTC & CTC	57
15 Catalogue & mail order debts	57

Appendix 2: Profile of all Clients Helped

Gender	Clients	
Female	1,152	55%
Male	941	45%
Trans	2	0%
Trans - Female	1	0%
Total (Excluding Not Recorded/Unknown)	2,096	100%

Age	Clients	
15-19	24	1%
20-24	130	7%
25-29	165	8%
30-34	176	9%
35-39	205	10%
40-44	202	10%
45-49	232	12%
50-54	192	10%
55-59	253	13%
60-64	183	9%
65-69	110	6%
70-74	43	2%
75-79	25	1%
80-84	18	1%
85-89	10	1%
90-94	2	0%
Total (Excluding Not Recorded/Unknown)	1,970	100%

Disability	Clients	
Disabled	227	12%
Long-term health condition	811	43%
Not disabled/no health problems	841	45%
Total	1,879	100%

Type Of Disability	Clients	
Cognitive Impairment	7	1%

Deaf	2	0%
Hearing Impairment	3	0%
Learning Difficulty	17	2%
Long-Term Health Condition	426	41%
Mental Health	251	24%
Multiple Impairments	56	5%
Other Disability or Type Not Given	23	2%
Physical Impairment (non-sensory)	245	24%
Visual Impairment	8	1%
Total	1,038	100%

Ethnicity	Clients	
Asian or Asian British - Bangladeshi	13	1%
Asian or Asian British - Chinese	4	0%
Asian or Asian British - Indian	5	0%
Asian or Asian British - Other	14	1%
Asian or Asian British - Pakistani	166	8%
Black or Black British - African	13	1%
Black or Black British - Caribbean	2	0%
Black or Black British - Other	4	0%
Mixed - Other	8	0%
Mixed - White & Asian	1	0%
Mixed - White & Black Caribbean	1	0%
Other - Any Other	32	2%
Other - Arab	9	0%
White - British	1,535	76%
White - English	101	5%
White - Irish	11	1%
White - Northern Irish	2	0%
White - Other	96	5%
White - Scottish	2	0%
Total	2,019	100%

Housing Tenure	Clients	
Buying Home (Mortgage, etc)	256	14%
Council/ALMO Tenant	33	2%

DO NOT USE - Staying with Relatives/Friends	10	1%
Homeless (incl. B & B Tenant)	14	1%
Hostel	2	0%
Housed Through Job/Business	2	0%
Housing Association/RSL Tenant	506	27%
Other	19	1%
Own Outright	230	12%
Private Tenant	573	31%
Shared Ownership	15	1%
Staying with Relatives/Friends (Paying Rent)	52	3%
Staying with Relatives/Friends (Rent Free)	129	7%
Total	1,841	100%

Household Type	Clients	
Couple	310	16%
Couple With Dependent Children	352	18%
Couple With Non-Dependent Children	64	3%
Other Adults Only	21	1%
Other With Dependent Children	2	0%
Single Person	822	42%
Single Person With Dependent Children	337	17%
Single Person With Non-Dependent Children	55	3%
Total	1,963	100%

Occupation	Clients	
Carer - Children	83	5%
Carer - Elderly/Disabled	42	2%
DO NOT USE - Employed < 30hrs p/w	15	1%
Employed < 16hrs p/w	48	3%
Employed >= 30hrs p/w	302	17%
Employed between 16hrs p/w and 29hrs p/w	124	7%
Looking After Home - Dependents	35	2%
Looking After Home - No Dependents	4	0%
On Govt Scheme For Employment	4	0%
Other	72	4%
Permanently Sick/Disabled	438	24%

Retired	208	11%
Self Employed	75	4%
Student	15	1%
Unemployed - seeking paid employment	344	19%
Total	1,809	100%

Income Profile	Clients	
< £ 400 pcm	24	35%
£ 1000 - £ 1499 pcm	6	9%
£ 1500 - £ 1999 pcm	4	6%
£ 2000 - £ 2499 pcm	1	1%
£ 400 - £ 599 pcm	14	20%
£ 600 - £ 799 pcm	9	13%
£ 800 - £ 999 pcm	11	16%
Total	69	100%

