### Complaints Advocacy Data for: Oldham Council

**Time Period:** April 01, 2011 to March 31, 2012

#### Table 1  Volume of Activity and 'Exports'

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries* Received</td>
<td>699</td>
</tr>
<tr>
<td>Information Downloaded from Carers Federation Website**</td>
<td>1949</td>
</tr>
<tr>
<td>Direct Advocacy Cases for residents of the local authority area***</td>
<td>77</td>
</tr>
<tr>
<td>% of residents’ cases where the case refers to a health service in another area</td>
<td>12%</td>
</tr>
<tr>
<td>Prison Health Cases for residents of the local authority area</td>
<td>0</td>
</tr>
</tbody>
</table>

* Enquiries refer to telephone queries resolved without further advocacy support

** Total number of hits to the ICAS information pages

*** A case represents the advocacy provided to a single client around an agreed set of issues. A case may encompass several issues.

#### Table 2  Local Authority Activity - 'Imports'

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Total number of cases about a health facility within the local authority area, including residents and non-residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>185%</td>
<td>63% A full list of other areas can be provided on request.</td>
</tr>
</tbody>
</table>

#### Table 3  Age Groups of Clients (%)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>0-16</th>
<th>17-59</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31</td>
<td>69</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Table 4  Gender (%)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
<th>Transgender</th>
<th>Intersex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>55.8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>38</td>
<td>62</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Table 5  Client Group (%)

<table>
<thead>
<tr>
<th>Client Group</th>
<th>Carers</th>
<th>Physical Disabilities</th>
<th>Learning Disabilities/ Difficulty</th>
<th>Sensory Impaired</th>
<th>Elderly</th>
<th>Detained Under MHA</th>
<th>Mental Health</th>
<th>Substance Misuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0.1</td>
<td>1.3</td>
<td>1.3</td>
<td>0</td>
<td>0</td>
<td>5.2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1.3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td>55.8</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Table 6  Ethnicity (%)

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>ICAS</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>British</td>
<td>84.4</td>
<td>84.4</td>
</tr>
<tr>
<td>Irish</td>
<td>0</td>
<td>0.9</td>
</tr>
<tr>
<td>Gypsy Traveller</td>
<td>0</td>
<td>2.6</td>
</tr>
<tr>
<td>Other White</td>
<td>0.9</td>
<td>86.2</td>
</tr>
<tr>
<td>White Subtotal</td>
<td></td>
<td>87</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>ICAS</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>White/Black Carribean</td>
<td>0</td>
<td>6.5</td>
</tr>
<tr>
<td>White/Black African</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>White/Asian</td>
<td>0.3</td>
<td>0.1</td>
</tr>
<tr>
<td>Other Mixed Background</td>
<td>0.1</td>
<td>1.1</td>
</tr>
<tr>
<td>Mixed Subtotal</td>
<td></td>
<td>6.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>ICAS</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian</td>
<td>0.7</td>
<td>0.6</td>
</tr>
<tr>
<td>Pakistani</td>
<td>6.3</td>
<td>0.1</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>4.5</td>
<td>0.3</td>
</tr>
<tr>
<td>Other Asian/Asian British</td>
<td>0.3</td>
<td>11.8</td>
</tr>
<tr>
<td>Asian/Asian British Subtotal</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>ICAS</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carribean</td>
<td>1.3</td>
<td>0.4</td>
</tr>
<tr>
<td>African</td>
<td>0</td>
<td>0.1</td>
</tr>
<tr>
<td>Other Black/Black British</td>
<td>0.1</td>
<td>0.06</td>
</tr>
<tr>
<td>Black/Black British Subtotal</td>
<td>0.56</td>
<td>0.2</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.2</td>
<td>0.1</td>
</tr>
<tr>
<td>Other Ethnic Group</td>
<td>0.1</td>
<td>0.3</td>
</tr>
<tr>
<td>Chinese/Other Subtotal</td>
<td></td>
<td>0.3</td>
</tr>
</tbody>
</table>