

Complaints Advocacy Data for: Stockport Borough Council

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

Table 1 Volume of Activity and 'Exports'

	Quantity
Enquiries* Received	699
Information Downloaded from Carers Federation Website**	1949
Direct Advocacy Cases for residents of the local authority area***	80
% of residents' cases where the case refers to a health service in another area	19%
Prison Health Cases for residents of the local authority area	0

\* Enquiries refer to telephone queries resolved without further advocacy support

It is not possible to define the number of enquiries ,resolved without further advocacy support , by local authority area, as recorded information at that time did not define client by residential local authority area

\*\* 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'

	Percentage
Total number of cases about a health facility within the local authority area, including residents and non-residents	93
% of complaints about health facility in the local authority area from people who do not reside in the area*	30%

\* A full list of other areas can be provided on request

Table 3 Age Groups of Clients (%)

0-16	17-59	60+
0	60	40

Table 4 Gender (%)

Male	Female	Transgender	Intersex
39	61	0	0

Table 5 Client Group (%)

Carers	Physical Disabilities	Learning Disabilities/ Difficulty	Sensory Impaired	Elderly	Detained Under MHA	Mental Health	Substance Misuse
0	15	1.3	3.8	0	0	3	0

Other	Dementia	Acquired Brain Injury	Stroke	Multiple Disability	Long Term Illness or Condition	None
1.3	0	0	0	8.7	10	56.3

Table 6 Ethnicity (%) Showing the prevalence for ICAS supported clients against the general population rates

	British	Irish	Gypsy Traveller	Other White	White Subtotal
ICAS	86.3	0	0	3.8	90.1
General Population	92.9	1.5		1.3	95.7

	White/Black Carribean	White/Black African	White/Asian	Other Mixed Background	Mixed Subtotal
ICAS	0	0	0	1.3	1.3
General Population	0.3	0.1	0.3	0.3	1.0

	Indian	Pakistani	Bangaldeshi	Other Asian/Asian British	Asian/Asian British Subtotal
ICAS	0	1.3	0	0	1.3
General Population	0.7	1.0	0.1	0.3	2.1

	Carribean	African	Other Black/Black British	Black/Black British Subtotal	Chinese	Other Ethnic Group	Chinese/Other Subtotal
ICAS	2.5	0	0	2.5	2.5	2.5	5
General Population	0.2	0.1	0.1	0.4	0.4	0.3	0.7