

Complaints Advocacy Data for: Wigan Metropolitan 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***	31
% of residents' cases where the case refers to a health service in another area	23%
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	32
% of complaints about health facility in the local authority area from people who do not reside in the area*	25%

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

Table 3 Age Groups of Clients (%)

0-16	17-59	60+
0	74	19

Table 4 Gender (%)

Male	Female	Transgender	Intersex
26	74	0	0

Table 5 Client Group (%)

Carers	Physical Disabilities	Learning Disabilities/ Difficulty	Sensory Impaired	Elderly	Detained Under MHA	Mental Health	Substance Misuse
0	16.1	6.5	0	0	0	6.5	0

Other	Dementia	Acquired Brain Injury	Stroke	Multiple Disability	Long Term Illness or Condition	None
0	0	0	0	3.2	12.9	54.8

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

	British	Irish	Gypsy Traveller	Other White	White Subtotal
ICAS	90.3	0	0	6.5	96.8
General Population	97.6	0.6		0.5	98.7

	White/Black Caribbean	White/Black African	White/Asian	Other Mixed Background	Mixed Subtotal
ICAS	0	0	0	0	0
General Population	0.1	0.07	0.1	0.1	0.4

	Indian	Pakistani	Bangaldeshi	Other Asian/Asian British	Asian/Asian British Subtotal
ICAS	0	0	0	0	0
General Population	0.2	0.1	0.02	0.06	0.4

	Caribbean	African	Other Black/Black British	Black/Black British Subtotal	Chinese	Other Ethnic Group	Chinese/Other Subtotal
ICAS	0	0	0	0	0	3.2	3.2
General Population	0.06	0.1	0.01	0.2	0.2	0.09	0.2