# Local Citizens Advice (CAB) Equality Consultation 29-01-19 807 Responses

1. Page 1

| **1. Are you** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Local Citizens Advice (CAB) volunteer | |  | | --- | |  | | 8.50% | 68 |
| 2 | Local Citizens Advice (CAB) member of paid staff | |  | | --- | |  | | 1.88% | 15 |
| 3 | Local Citizens Advice (CAB) client/service user | |  | | --- | |  | | 26.25% | 210 |
| 4 | Member of the public – non service user | |  | | --- | |  | | 54.63% | 437 |
| 5 | Other (please specify): | |  | | --- | |  | | 8.75% | 70 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.53 | Std. Deviation: | 0.99 | Satisfaction Rate: | 63.31 | | Variance: | 0.97 | Std. Error: | 0.03 |  | | | | | answered | 800 |
| skipped | 7 |

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| **2. Have you used the Citizens Advice (CAB) service in the past 12 months?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Once | |  | | --- | |  | | 17.25% | 123 |
| 2 | 2-5 times | |  | | --- | |  | | 19.50% | 139 |
| 3 | 6-10 times | |  | | --- | |  | | 3.93% | 28 |
| 4 | More than 10 times | |  | | --- | |  | | 2.52% | 18 |
| 5 | Used the service over a year ago | |  | | --- | |  | | 30.15% | 215 |
| 6 | Have not used the service | |  | | --- | |  | | 26.65% | 190 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.89 | Std. Deviation: | 1.93 | Satisfaction Rate: | 57.76 | | Variance: | 3.73 | Std. Error: | 0.07 |  | | | | | answered | 713 |
| skipped | 94 |

| **3. Which office/s do you use? (you may tick more than one)** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Beccles | |  | | --- | |  | | 8.57% | 55 |
| 2 | Brandon | |  | | --- | |  | | 1.40% | 9 |
| 3 | Bungay | |  | | --- | |  | | 2.65% | 17 |
| 4 | Bury St Eds | |  | | --- | |  | | 9.35% | 60 |
| 5 | Eye | |  | | --- | |  | | 2.02% | 13 |
| 6 | Felixstowe | |  | | --- | |  | | 14.64% | 94 |
| 7 | Framlingham | |  | | --- | |  | | 1.40% | 9 |
| 8 | Halesworth | |  | | --- | |  | | 1.40% | 9 |
| 9 | Haverhill | |  | | --- | |  | | 2.96% | 19 |
| 10 | Ipswich | |  | | --- | |  | | 25.55% | 164 |
| 11 | Leiston | |  | | --- | |  | | 5.61% | 36 |
| 12 | Lowestoft | |  | | --- | |  | | 11.06% | 71 |
| 13 | Mildenhall | |  | | --- | |  | | 0.16% | 1 |
| 14 | Newmarket | |  | | --- | |  | | 1.56% | 10 |
| 15 | Stowmarket | |  | | --- | |  | | 10.44% | 67 |
| 16 | Sudbury | |  | | --- | |  | | 12.15% | 78 |
| 17 | Wickham Market | |  | | --- | |  | | 0.62% | 4 |
| 18 | Woodbridge | |  | | --- | |  | | 2.96% | 19 |
| 19 | Other (please specify): | |  | | --- | |  | | 7.63% | 49 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 12.36 | Std. Deviation: | 6.15 | Satisfaction Rate: | 61.87 | | Variance: | 37.79 | Std. Error: | 0.24 |  | | | | | answered | 642 |
| skipped | 165 |

| **4. How do you currently contact the local Citizens Advice Service (CAB)?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Visit Main office | |  | | --- | |  | | 62.28% | 393 |
| 2 | Visit Outreach Office | |  | | --- | |  | | 13.00% | 82 |
| 3 | Email | |  | | --- | |  | | 13.95% | 88 |
| 4 | Phone | |  | | --- | |  | | 37.56% | 237 |
| 5 | Skype | |  | | --- | |  | | 0.48% | 3 |
| 6 | Other (please specify): | |  | | --- | |  | | 9.67% | 61 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.41 | Std. Deviation: | 2.16 | Satisfaction Rate: | 40.76 | | Variance: | 4.68 | Std. Error: | 0.09 |  | | | | | answered | 631 |
| skipped | 176 |

| **5. What issues have you sought advice on? (you may tick more than one)** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Benefits | |  | | --- | |  | | 37.64% | 236 |
| 2 | Tax credits | |  | | --- | |  | | 11.00% | 69 |
| 3 | Universal credit | |  | | --- | |  | | 14.19% | 89 |
| 4 | Debt | |  | | --- | |  | | 24.24% | 152 |
| 5 | Relationships and family | |  | | --- | |  | | 15.79% | 99 |
| 6 | Housing | |  | | --- | |  | | 23.29% | 146 |
| 7 | Employment | |  | | --- | |  | | 16.75% | 105 |
| 8 | Legal | |  | | --- | |  | | 26.95% | 169 |
| 9 | Financial services and capability | |  | | --- | |  | | 11.48% | 72 |
| 10 | Consumer goods and services | |  | | --- | |  | | 12.12% | 76 |
| 11 | Utilities and communications | |  | | --- | |  | | 5.74% | 36 |
| 12 | Prefer not to say | |  | | --- | |  | | 10.53% | 66 |
| 13 | Other (please specify): | |  | | --- | |  | | 13.08% | 82 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 13.35 | Std. Deviation: | 12.25 | Satisfaction Rate: | 92.66 | | Variance: | 150.02 | Std. Error: | 0.49 |  | | | | | answered | 627 |
| skipped | 180 |

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| **6. Do you think that any individuals with these protected characteristics would be negatively affected by the proposed funding reduction and if so why?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Age | |  | | --- | |  | | 86.66% | 500 |
| 2 | Disability | |  | | --- | |  | | 92.89% | 536 |
| 3 | Gender reassignment | |  | | --- | |  | | 49.22% | 284 |
| 4 | Marriage and civil partnership | |  | | --- | |  | | 61.70% | 356 |
| 5 | Pregnancy and maternity | |  | | --- | |  | | 60.14% | 347 |
| 6 | Race | |  | | --- | |  | | 63.26% | 365 |
| 7 | Religion or belief | |  | | --- | |  | | 53.21% | 307 |
| 8 | Sex | |  | | --- | |  | | 50.26% | 290 |
| 9 | Sexual orientation | |  | | --- | |  | | 49.91% | 288 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 25.71 | Std. Deviation: | 50.82 | Satisfaction Rate: | 250.45 | | Variance: | 2582.64 | Std. Error: | 2.12 |  | | | | | answered | 577 |
| skipped | 230 |

| **7. Given the reduced funding do you have any suggestions for how we may prevent these individuals from being negatively affected?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 495 |
|  | | answered | 495 |
| skipped | 312 |

| **8. Do you have any further comments on the proposed funding reductions?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 490 |
|  | | answered | 490 |
| skipped | 317 |

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| **9. How did you hear about this consultation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Facebook | |  | | --- | |  | | 33.43% | 233 |
| 2 | Twitter | |  | | --- | |  | | 4.02% | 28 |
| 3 | Local Press - Printed Newspaper | |  | | --- | |  | | 12.20% | 85 |
| 4 | Local Press - Online | |  | | --- | |  | | 10.19% | 71 |
| 5 | Word of mouth | |  | | --- | |  | | 33.29% | 232 |
| 6 | Radio | |  | | --- | |  | | 4.16% | 29 |
| 7 | TV | |  | | --- | |  | | 3.16% | 22 |
| 8 | Other (please specify): | |  | | --- | |  | | 23.39% | 163 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.19 | Std. Deviation: | 3 | Satisfaction Rate: | 56.51 | | Variance: | 9.01 | Std. Error: | 0.11 |  | | | | | answered | 697 |
| skipped | 110 |

| **10. Can you please tell us the first part of your post code, for example IP7** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 673 |
|  | | answered | 673 |
| skipped | 134 |

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| **11. If you choose not to answer any of these questions, please tick the ‘Prefer not to disclose’ option so that we are aware of your choice.** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Prefer not to disclose | |  | | --- | |  | | 100.00% | 86 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1 | Std. Deviation: | 0 | Satisfaction Rate: | 0 | | Variance: | 0 | Std. Error: | 0 |  | | | | | answered | 86 |
| skipped | 721 |

| **12. Are you:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Female | |  | | --- | |  | | 59.28% | 377 |
| 2 | Male | |  | | --- | |  | | 37.42% | 238 |
| 3 | Prefer not to say | |  | | --- | |  | | 2.20% | 14 |
| 4 | Prefer to self describe | |  | | --- | |  | | 1.10% | 7 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.45 | Std. Deviation: | 0.6 | Satisfaction Rate: | 15.04 | | Variance: | 0.36 | Std. Error: | 0.02 |  | | | | | answered | 636 |
| skipped | 171 |

| **13. What is your sexual orientation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Bisexual | |  | | --- | |  | | 2.73% | 17 |
| 2 | Gay man | |  | | --- | |  | | 1.28% | 8 |
| 3 | Gay woman/Lesbian | |  | | --- | |  | | 1.28% | 8 |
| 4 | Heterosexual | |  | | --- | |  | | 79.78% | 497 |
| 5 | No sexuality | |  | | --- | |  | | 0.80% | 5 |
| 6 | Same sex relationship with a man | |  | | --- | |  | | 0.16% | 1 |
| 7 | Same sex relationship with a woman | |  | | --- | |  | | 0.16% | 1 |
| 8 | Prefer not to say | |  | | --- | |  | | 11.24% | 70 |
| 9 | Other (please specify): | |  | | --- | |  | | 2.57% | 16 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.47 | Std. Deviation: | 1.6 | Satisfaction Rate: | 43.42 | | Variance: | 2.55 | Std. Error: | 0.06 |  | | | | | answered | 623 |
| skipped | 184 |

| **14. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person’s ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 28.50% | 179 |
| 2 | No | |  | | --- | |  | | 71.50% | 449 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.71 | Std. Deviation: | 0.45 | Satisfaction Rate: | 71.5 | | Variance: | 0.2 | Std. Error: | 0.02 |  | | | | | answered | 628 |
| skipped | 179 |

| **15. If you have answered yes to the above question, please indicate the type of impairment which applies to you from the list below.People may experience more than one type of impairment, in which case please select all that apply. If your disability does not fit any of these types, please mark ‘Other’.** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Mobility | |  | | --- | |  | | 32.38% | 68 |
| 2 | Hearing | |  | | --- | |  | | 13.81% | 29 |
| 3 | Vision | |  | | --- | |  | | 10.48% | 22 |
| 4 | Learning | |  | | --- | |  | | 7.14% | 15 |
| 5 | Mental Health | |  | | --- | |  | | 41.90% | 88 |
| 6 | Communication | |  | | --- | |  | | 8.57% | 18 |
| 7 | Long standing health condition | |  | | --- | |  | | 34.76% | 73 |
| 8 | Prefer not to say | |  | | --- | |  | | 7.14% | 15 |
| 9 | Other (please specify): | |  | | --- | |  | | 12.38% | 26 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 7.93 | Std. Deviation: | 5.33 | Satisfaction Rate: | 78.04 | | Variance: | 28.4 | Std. Error: | 0.37 |  | | | | | answered | 210 |
| skipped | 597 |

| **16. Your religion or belief - What group do you most identify with?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | No religion | |  | | --- | |  | | 40.38% | 254 |
| 2 | Baha'i |  | 0.00% | 0 |
| 3 | Buddhist | |  | | --- | |  | | 1.11% | 7 |
| 4 | Christian | |  | | --- | |  | | 39.90% | 251 |
| 5 | Hindu |  | 0.00% | 0 |
| 6 | Jain |  | 0.00% | 0 |
| 7 | Jewish | |  | | --- | |  | | 0.64% | 4 |
| 8 | Muslim | |  | | --- | |  | | 0.48% | 3 |
| 9 | Sikh |  | 0.00% | 0 |
| 10 | Prefer not to say | |  | | --- | |  | | 11.45% | 72 |
| 11 | Any other religion or belief (specify if you wish) | |  | | --- | |  | | 6.04% | 38 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.93 | Std. Deviation: | 3.29 | Satisfaction Rate: | 29.25 | | Variance: | 10.85 | Std. Error: | 0.13 |  | | | | | answered | 629 |
| skipped | 178 |

| **17. Which age group do you fit into?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Under 16 |  | 0.00% | 0 |
| 2 | 16-24 | |  | | --- | |  | | 1.73% | 11 |
| 3 | 25-34 | |  | | --- | |  | | 9.26% | 59 |
| 4 | 35-44 | |  | | --- | |  | | 14.60% | 93 |
| 5 | 45-54 | |  | | --- | |  | | 21.51% | 137 |
| 6 | 55-64 | |  | | --- | |  | | 21.82% | 139 |
| 7 | 65-74 | |  | | --- | |  | | 20.41% | 130 |
| 8 | 75+ | |  | | --- | |  | | 5.81% | 37 |
| 9 | Prefer not to say | |  | | --- | |  | | 4.87% | 31 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.61 | Std. Deviation: | 1.62 | Satisfaction Rate: | 57.65 | | Variance: | 2.63 | Std. Error: | 0.06 |  | | | | | answered | 637 |
| skipped | 170 |

| **18. To which of these groups do you consider you belong?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Asian or Asian British: Indian | |  | | --- | |  | | 0.31% | 2 |
| 2 | Asian or Asian British: Pakistani |  | 0.00% | 0 |
| 3 | Asian or Asian British: Bangladeshi | |  | | --- | |  | | 0.16% | 1 |
| 4 | Any other Asian background - please specify in the box below. | |  | | --- | |  | | 0.16% | 1 |
| 5 | Black or Black British: Caribbean | |  | | --- | |  | | 0.47% | 3 |
| 6 | Black or Black British: African | |  | | --- | |  | | 0.16% | 1 |
| 7 | Any other Black background - please specify in the box below. |  | 0.00% | 0 |
| 8 | Chinese |  | 0.00% | 0 |
| 9 | Mixed: White and Black Caribbean | |  | | --- | |  | | 0.62% | 4 |
| 10 | Mixed: White and Black African | |  | | --- | |  | | 0.31% | 2 |
| 11 | Mixed: White and Asian | |  | | --- | |  | | 0.16% | 1 |
| 12 | Any other Mixed background - please specify in the box below. | |  | | --- | |  | | 0.16% | 1 |
| 13 | White: English | |  | | --- | |  | | 51.01% | 327 |
| 14 | White: Irish | |  | | --- | |  | | 0.94% | 6 |
| 15 | White: Scottish | |  | | --- | |  | | 1.09% | 7 |
| 16 | White: Welsh | |  | | --- | |  | | 0.62% | 4 |
| 17 | White: British | |  | | --- | |  | | 32.92% | 211 |
| 18 | Gypsy or Irish Traveller | |  | | --- | |  | | 0.31% | 2 |
| 19 | Other White background - please specify in the box below | |  | | --- | |  | | 1.40% | 9 |
| 20 | Prefer not to say | |  | | --- | |  | | 5.93% | 38 |
| 21 | Other (please specify): | |  | | --- | |  | | 3.28% | 21 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 14.99 | Std. Deviation: | 2.87 | Satisfaction Rate: | 69.95 | | Variance: | 8.25 | Std. Error: | 0.11 |  | | | | | answered | 641 |
| skipped | 166 |