

# BCH Customer Profile 2010



In the course of our work we collect a lot of information about our customers. We regularly look at the information on our computer systems and the information that we get from surveys so that we can make sure that we are providing services that our customers want and value, and also to ensure that all of our customers are treated fairly.

The following tables show a brief profile of our customers. Items A to F are taken from Housing System data. Items G to P are taken from STAUS survey of customers 2010.

\* denotes a percentage of less than 1

A Gender	Percentage
Male	46.60%
Female	53.40%
Transgender	0.00%

B Age	Percentage
16-18	0.50%
19-25	5.57%
26-40	17.12%
41-59	36.72%
60-65	11.38%
66-74	13.76%
75+	14.84%
Not known	0.12%

C Ethnicity	Percentage
Asian or Asian British Indian	0.05%
Asian or Asian British Other	0.08%
Asian or Asian British Pakistani	0.02%
Black or Black British African	0.08%
Black or Black British Caribbean	0.07%
Black or Black British Other	0.10%
Chinese or other Ethnic Group Chinese	0.10%
Ethnic Group Other	0.08%
Gypsy/Romany/Traveller	0.07%
Mixed Other	0.03%
Mixed White & Asian	0.02%
Mixed White & Black Caribbean	0.12%
Prefer not to say	10.23%
White British	70.82%
White Irish	0.93%
White Other	10.88%

<b>D Religion</b>	<b>Percentage</b>
Buddhism	0.13%
Christian	44.44%
Declined to answer	27.15%
Hinduism	0.05%
Jewish	0.10%
Muslim	0.13%
No Religion	12.46%
Other Religion	1.55%

<b>E Disability</b>	<b>Percentage</b>
Deaf / Hearing Impaired	1.88%
Learning Disability	0.48%
Mental Health Difficulty	3.31%
No Disability	46.08%
Other Disability	3.56%
Progressive Disability	1.95%
Restricted Mobility	12.79%
Visual Impairment	1.78%

<b>F Sexuality</b>	<b>Percentage</b>
Bi-Sexual	0.47%
Declined to Answer	34.10%
Heterosexual	43.34%
Homosexual	1.30%
Lesbian	0.57%
Other	0.03%
Unknown	0.18%

<b>G Length of tenancy/leasehold</b>	<b>Percentage</b>
Under 1 year	9%
1 – 2 years	10%
3 – 5 years	15%
6 – 10 years	16%
11 – 20 years	18%
21+ years	29%
Don't know/ can't remember	4%

<b>H Length of time in current property</b>	<b>Percentage</b>
Under 1 year	11%
1 – 2 years	13%
3 – 5 years	15%
6 – 10 years	18%
11 – 20 years	20%
21+ years	23%
Don't know/ can't remember	1%

<b>I Number of people living in household</b>	<b>Percentage</b>
One	58%
Two	28%
Three	8%
Four	3%
Five or more	2%

<b>J Number of people aged under 16 in household</b>	<b>Percentage</b>
One	29%
Two	39%
Three	27%
Four or more	5%

<b>K Number of people aged 60 or over in household</b>	<b>Percentage</b>
None	
One	77%
Two	22%
Three or more	*
Not provided	*

<b>L Household make-up</b>	<b>Percentage</b>
One adult under 60	29%
One adult aged 60 or over	35%
Two adults both under 60	8%
Two adults, at least one 60 or over	7%
Three or more adults, 16 or over	2%
1-parent family with child/ren, at least one under 16	5%
2-parent family with child/ren, at least one under 16	5%
Other	8%

<b>M Disability in household</b>	<b>Percentage</b>
Yes	70%
No	30%

<b>N Wheelchair user in household</b>	<b>Percentage</b>
Yes	13%
No	87%

<b>O Employment status</b>	<b>Percentage</b>
Employee in full time job (30 hours or more per week)	6%
Employee in part time job (less than 30 hours per week)	5%
Self-employed (full- or part-time)	1%
Government supported training	0%
Unemployed & available for work	8%
Wholly retired from work	35%
Full-time education at school etc.	0%
Looking after the family or home	4%
Permanently sick or disabled	30%
Doing something else	1%

<b>P Employment status Partner/ Spouse</b>	<b>Percentage</b>
Employee in full time job (30 hours or more per week)	3%
Employee in part time job (less than 30 hours per week)	1%
Self-employed (full- or part-time)	1%
Unemployed & available for work	3%
Wholly retired from work	8%
Full-time education at school etc.	*
Looking after the family or home	2%
Permanently sick or disabled	6%
Doing something else	*
Not applicable	3%
Not provided	74%