

# Walsall

## Quarterly KPI Monitoring Report

### Quarter 4

Quarterly Monitoring Schedule	
Quarter 1	Mid-July 2022
Quarter 2	Mid-October 2022
Quarter 3	Mid-January 2023
<b>Quarter 4</b>	<b>Mid-April 2023</b>



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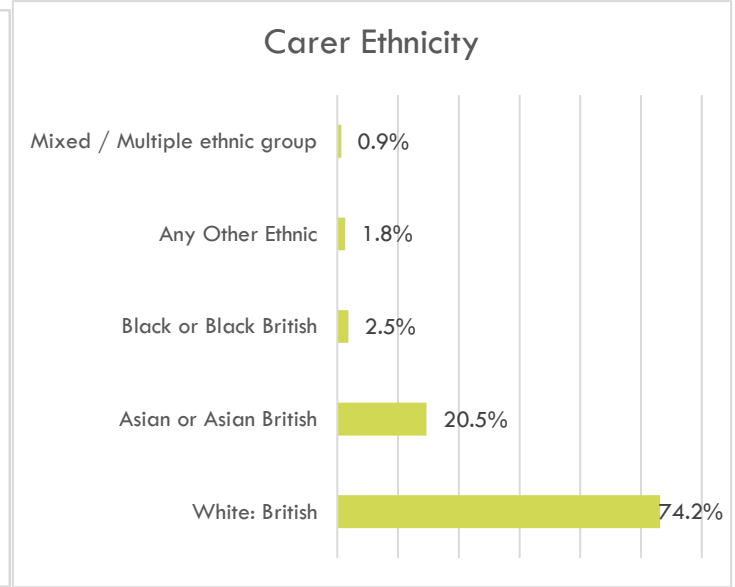
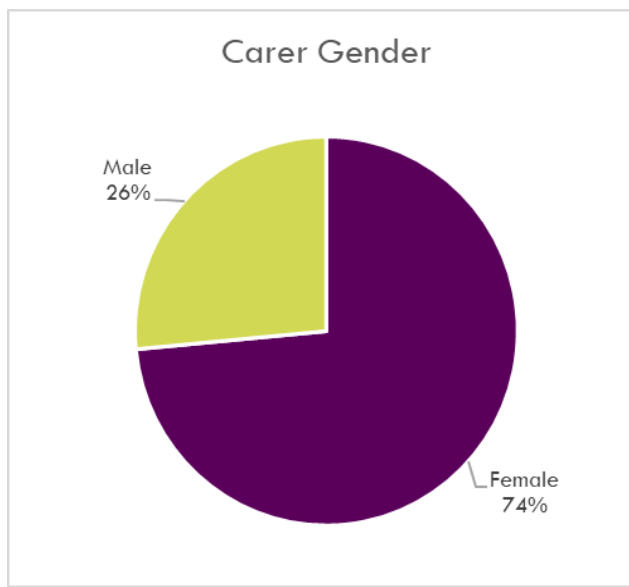
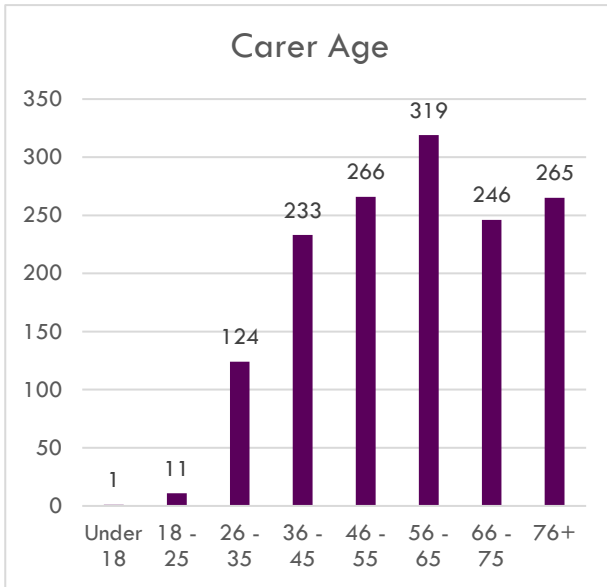
## Total Carers registered with Walsall (Rolling Totals)

	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Total Carers Registered in Quarter	79	173	118	
Total Carers on Carer Register at Quarter end	1187*	1355	1471	

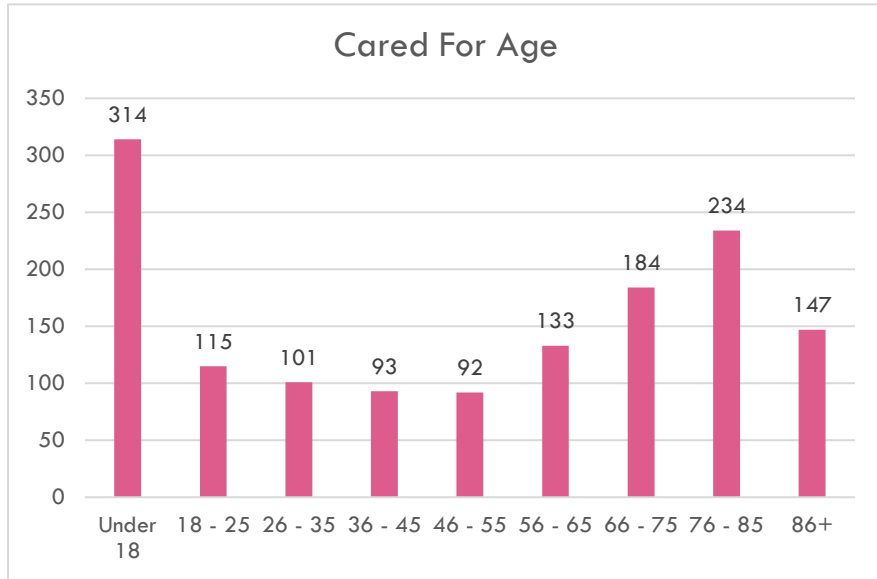
\*Total includes number inherited from previous service



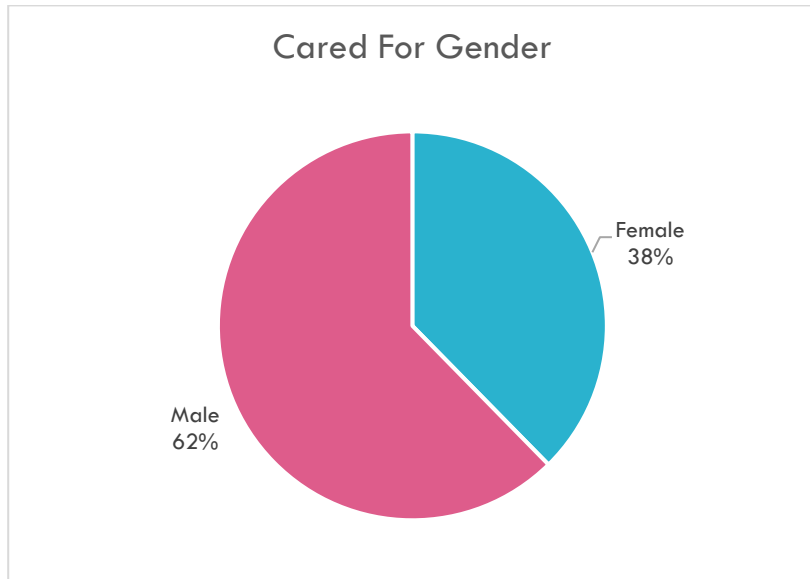
### Carer Demographics of (Carers Accessing Service in Quarter)



## Cared For Demographics



Condition	Count of Primary Cared For Q3	Count For Q4
Physical Disability	358	381
Long term condition/ Chronic Illness	341	365
Learning Disability / Difficulty	336	370
Autism/ ADHD/ Asperger's	289	342
Mental Health Illness	199	210
Dementia/Alzheimer's	165	181
Arthritis	154	168
Heart Condition	119	121
Respiratory Condition	100	105
Frailty	102	112
Diabetes	98	108
Cancer	63	67
Visual Impairment/ Blindness	57	67
Acquired Brain Injury	33	34
Hearing impairment/ Deaf	57	40
Parkinson's	32	33
Dual Sensory Impairment	0	2



## Carer Engagement

Social Media	Indicator	Quarter 2	Quarter 3	Quarter 4
Website	Total Users during the Quarter	519	965	829
	Total New Users during the Quarter	479	877	747
	Average Time on Website	2min 24sec	2min 21sec	1min 40sec
Facebook	Total Reach in Quarter	1822	4247	4686
	Cumulative Likes At end of the quarter	56	86	105
Twitter	Total Followers At end of quarter	36	57	62
	Mentions in the quarter	16	32	10
Newsletter	Number of Carers Subscribed	507	616	621
	Average Open rate in quarter	61%	61%	56%

## Carer Activity

	Quarter 3	Quarter 4
Number of Case Notes Created	673	914
Carers Receiving Information, Advice and Signposting	163	265
Carers Receiving Welfare and benefits Support	25	26
Number of Wellbeing Checks	15	25

Scores for the carers Wellbeing Check this quarter	Average score (out of 5)
Average Score	2.7
Health and wellbeing	1.9
Work, Education and Training	2.1
Financial Situation	2.8
Time Out	1.6
Other caring/family commitments	3.3
Relationships	2.4
Home	2.7
Diet	3.2
How Safe do you feel?	4

