

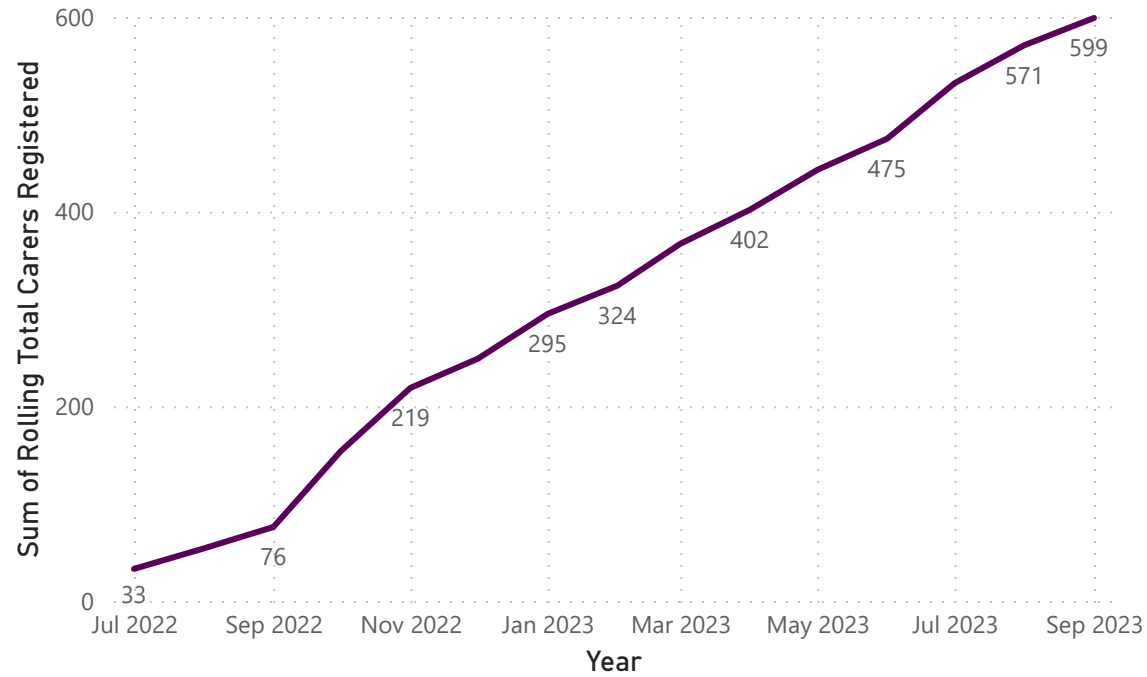
# Walsall Carers Hub KPI Report Q2 2023-24



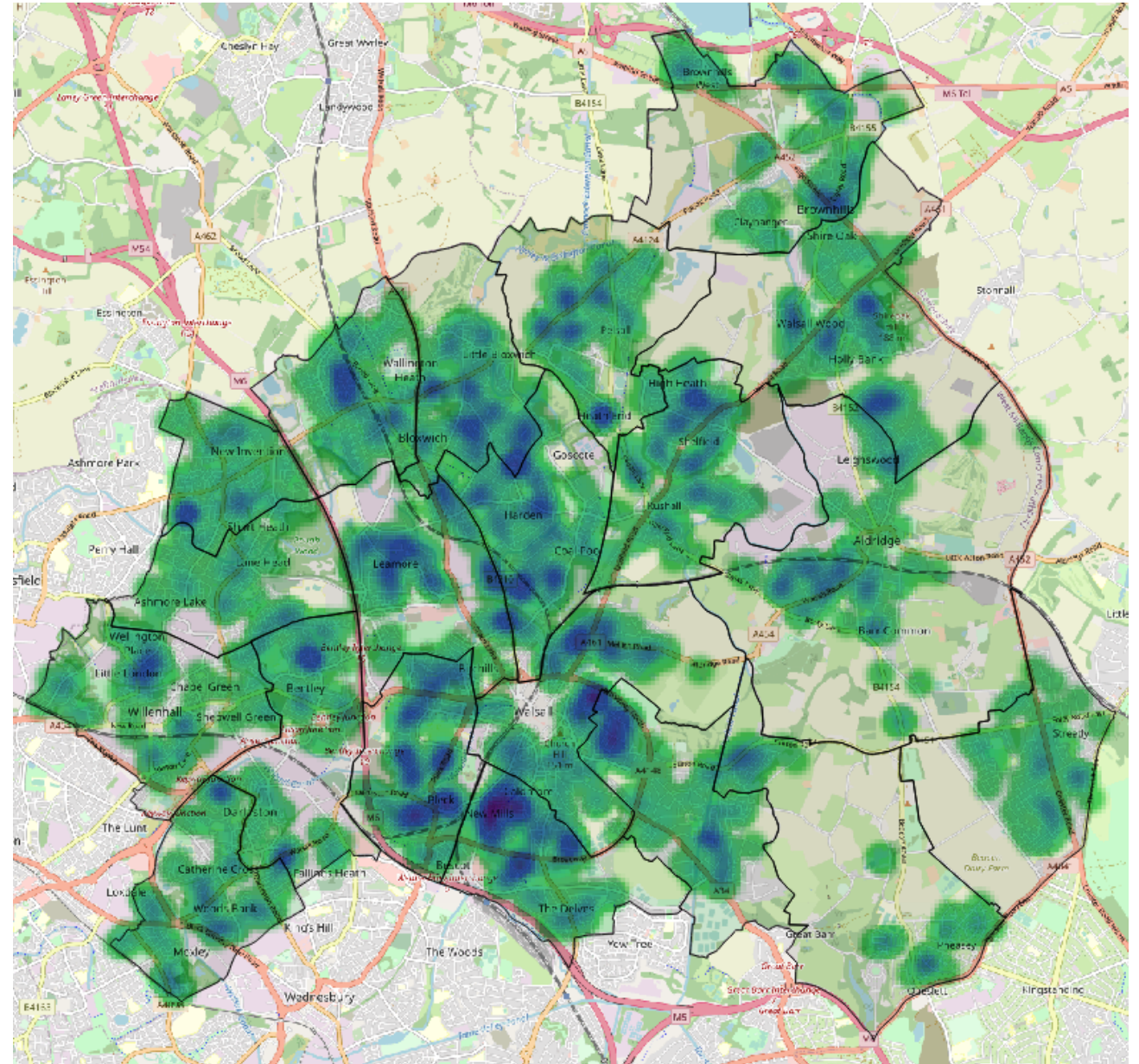
Led by Forward Carers,  
delivered by Midland Mencap



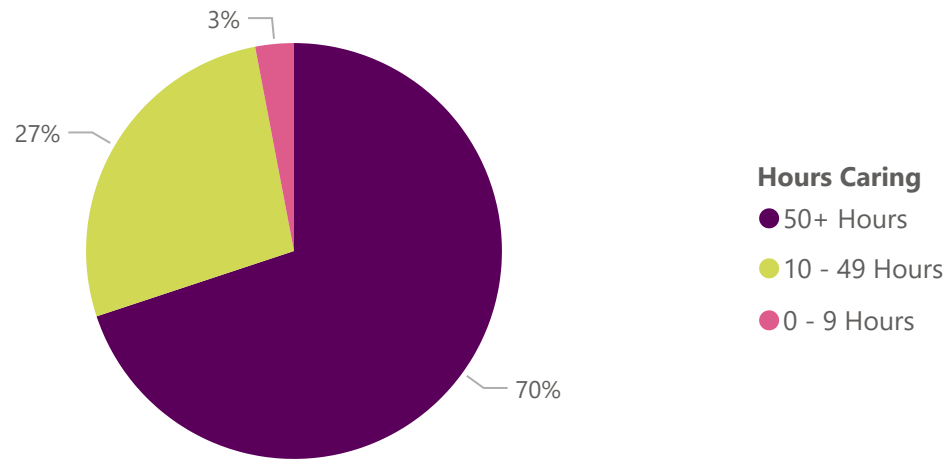
Rolling Total Carers Registered By Month



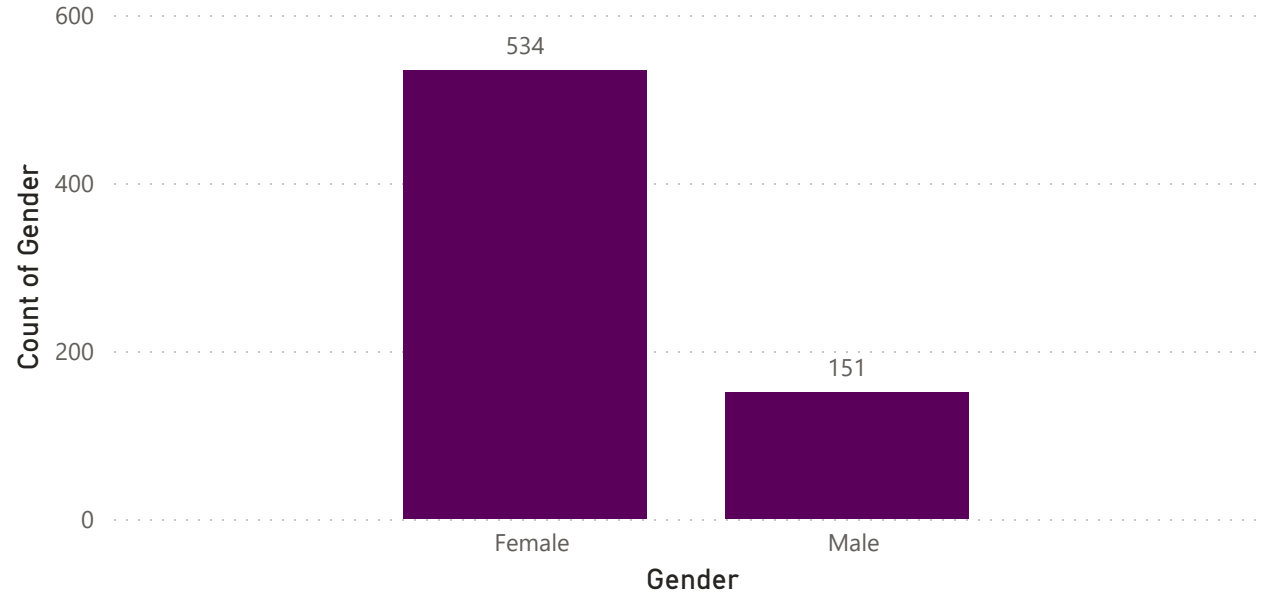
Heatmap of Carers within Walsall (Based on 1699 Total Registered Carers)



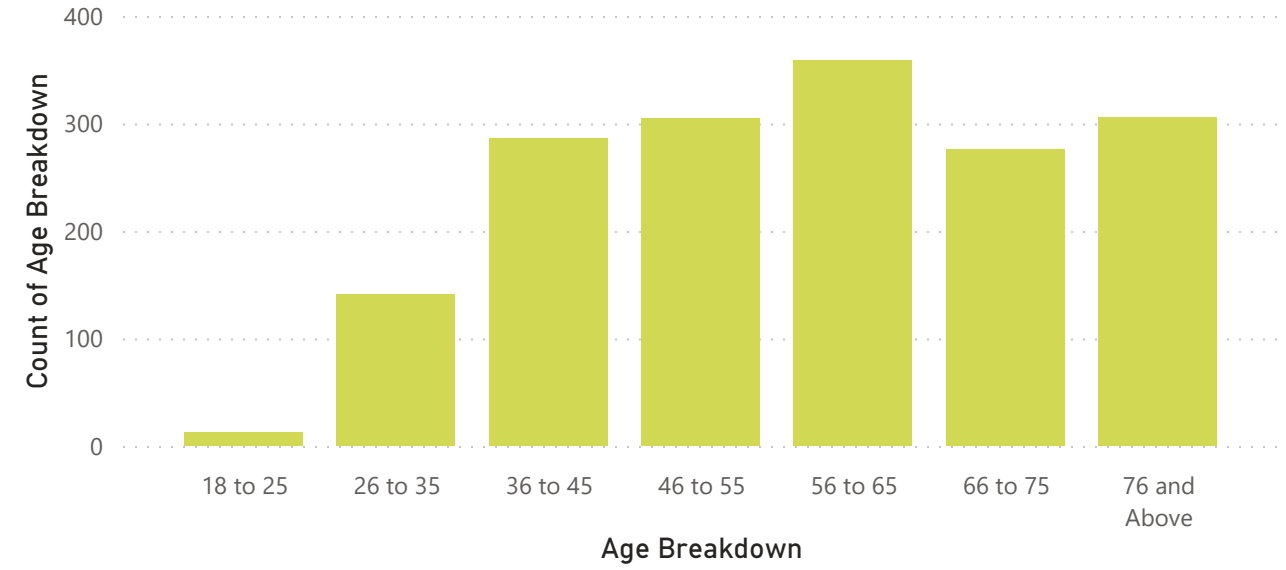
Carers by Hours Caring (Where Known)



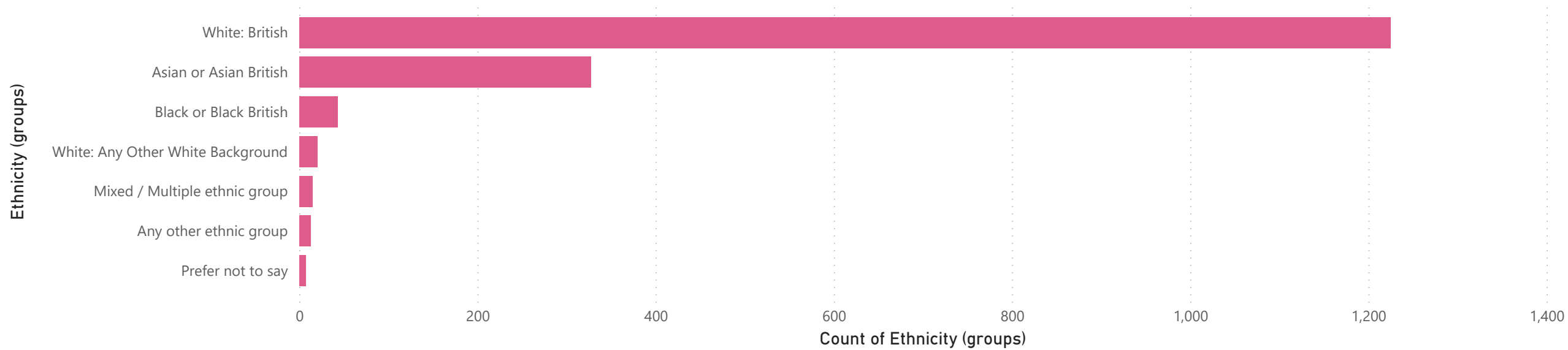
### Carer by Gender



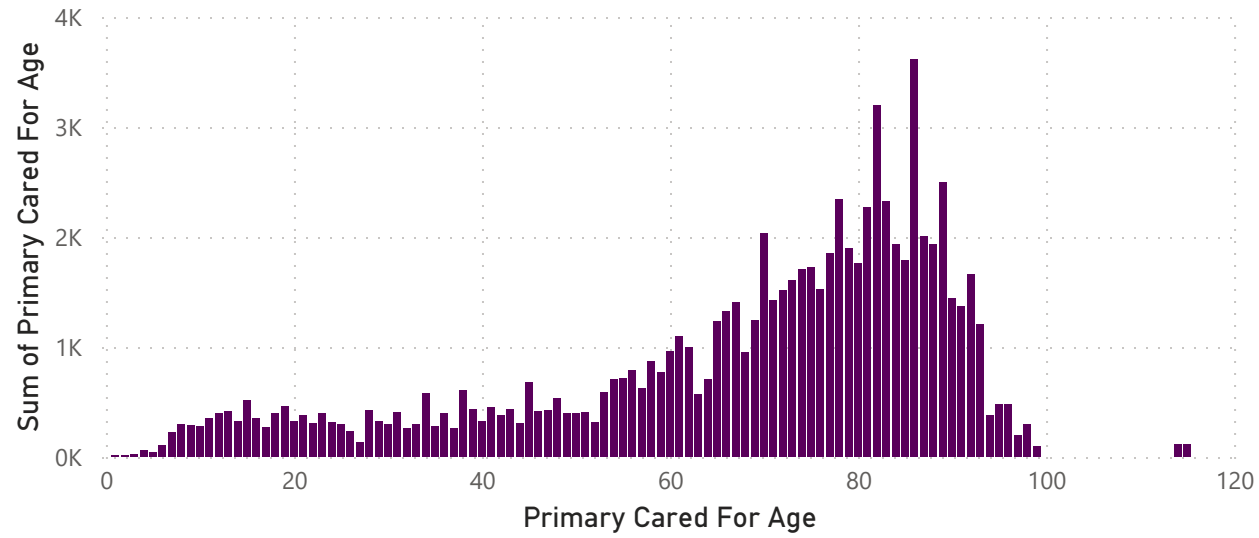
### Carers by Age Group



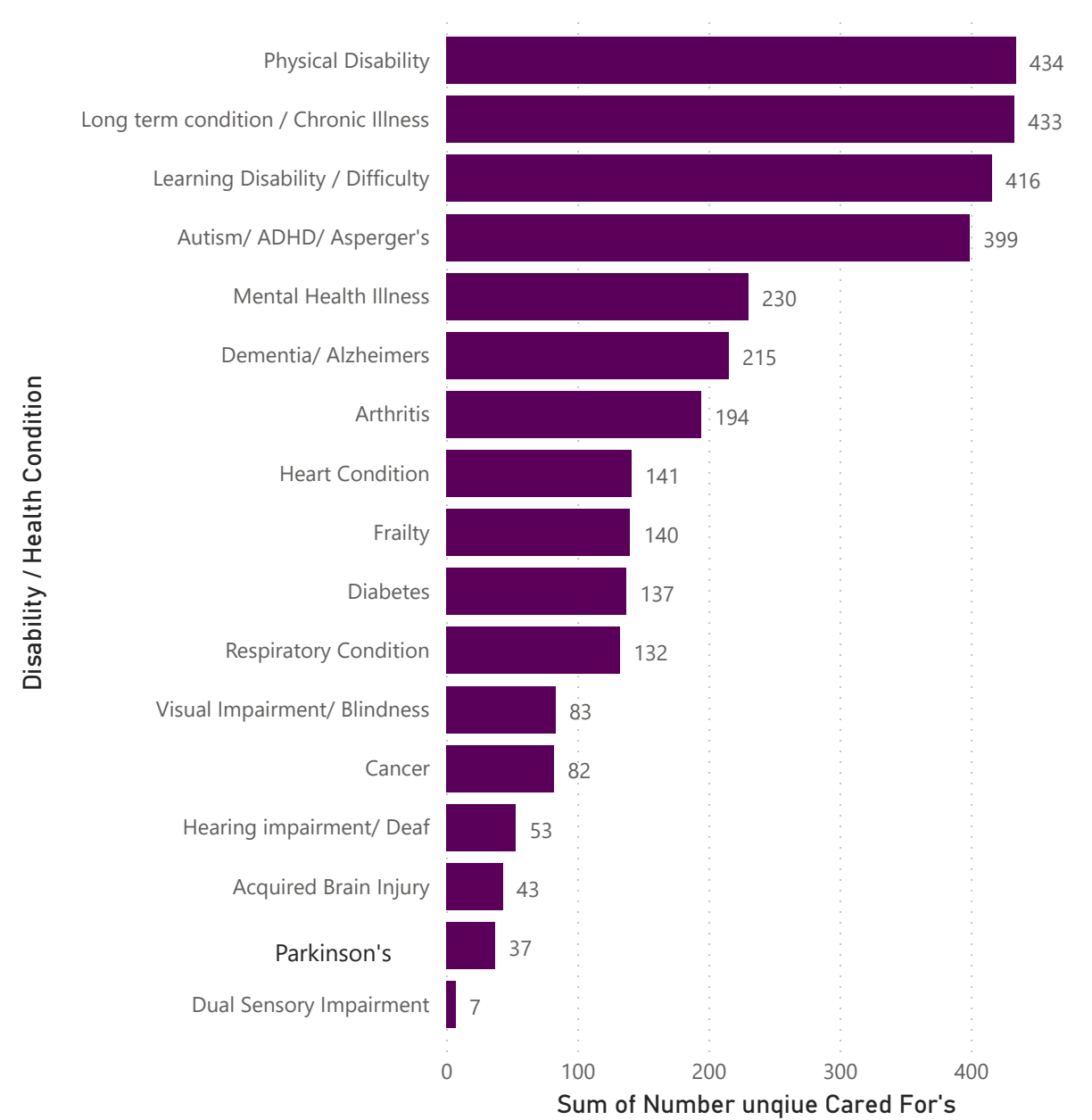
### Carer by Ethnic Group



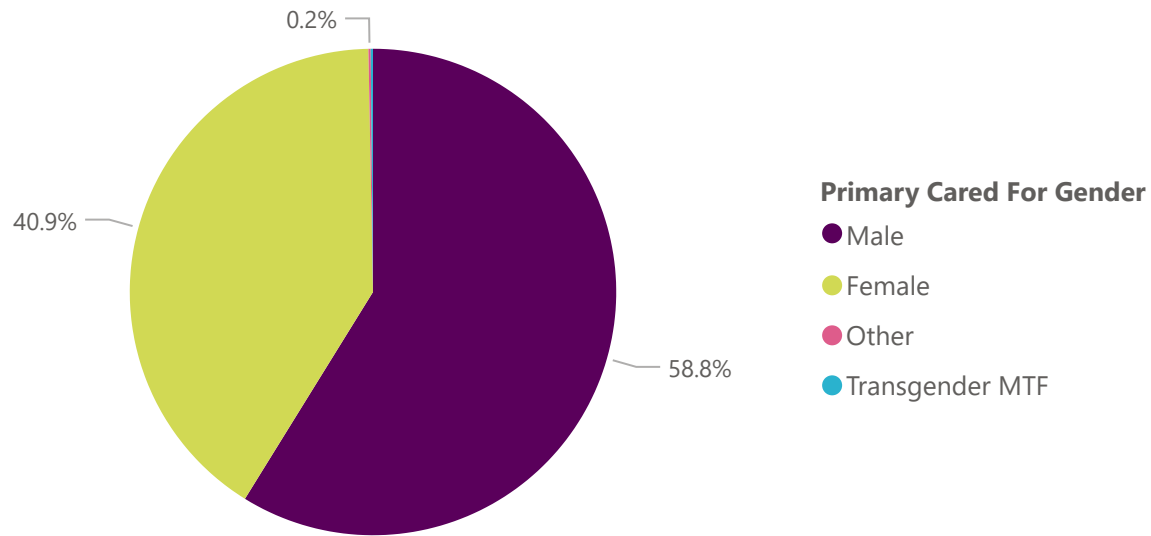
Cared For by Age



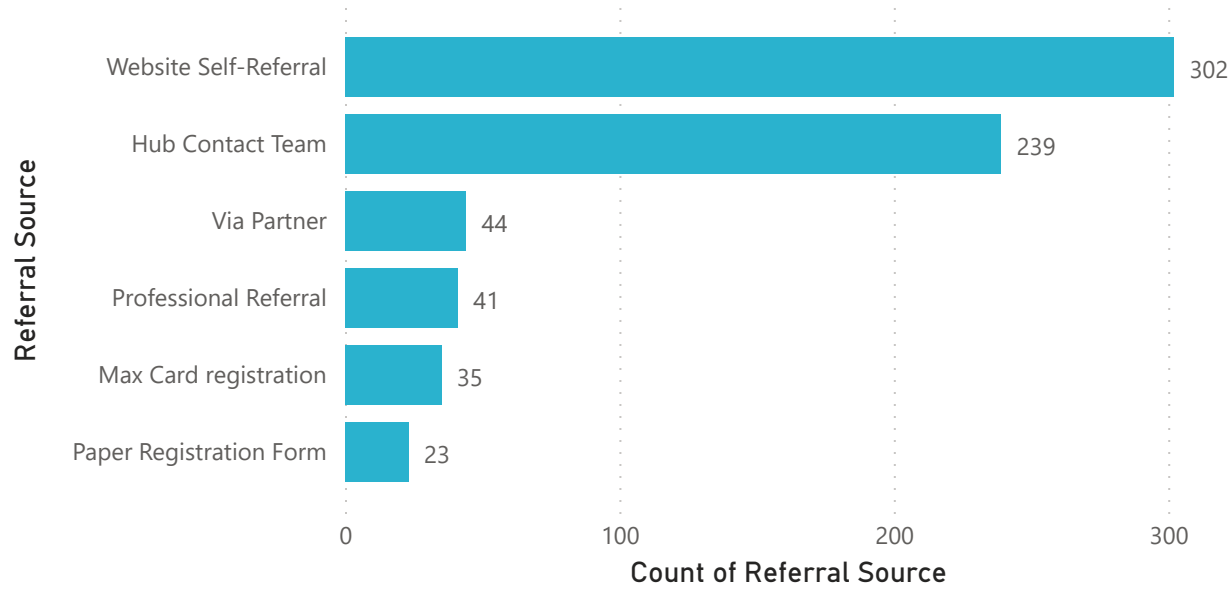
Number of Unique Cared Fors by Health Condition / Disability



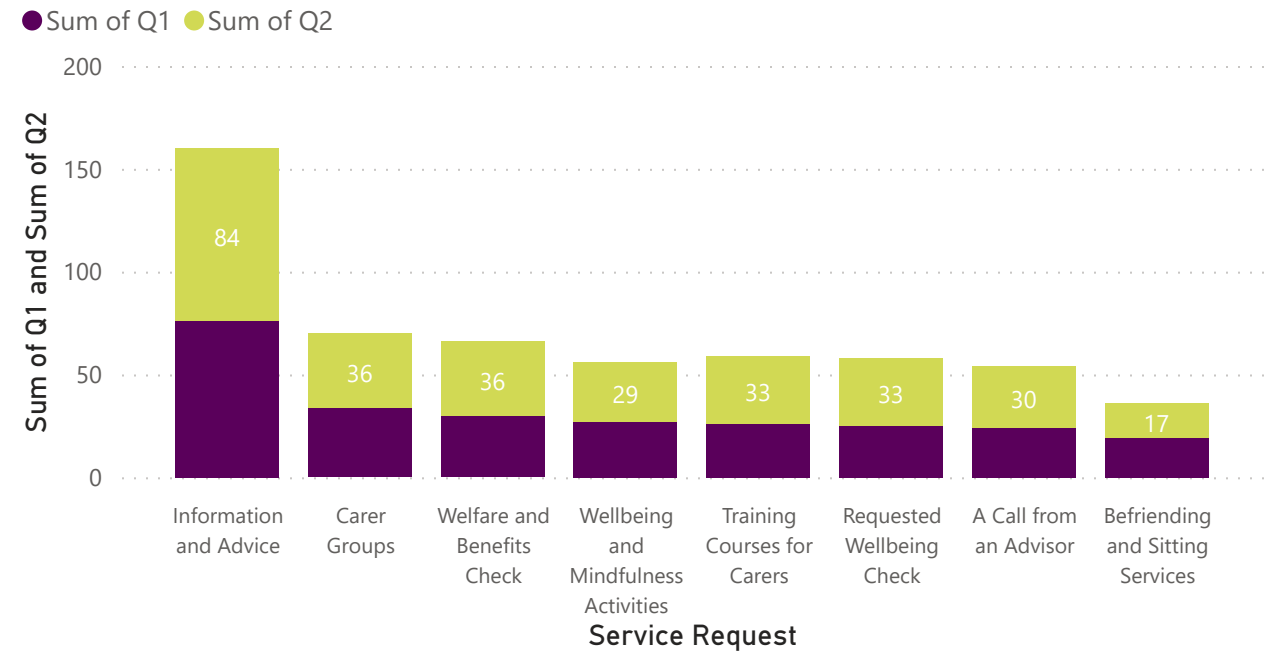
Cared For by Gender



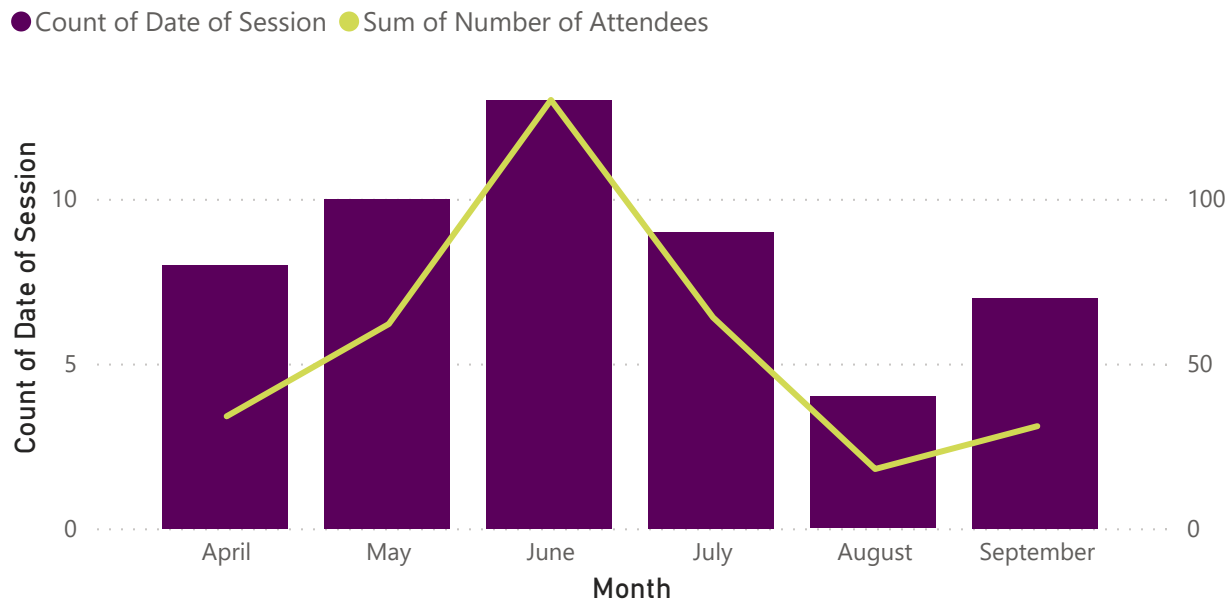
### Count of Referral Source (Where Provided, All Time)



### Count of Service Request (All-Time)



### Count of Date of Session and Sum of Number of Attendees by Month



### Case Work Undertaken

Month	Number of Case Notes Recorded	Number of 1:1 Session recorded	Number of Information and Advice Case Notes	Number of Welfare and Benefit Support recorded
Apr	173	20	65	10
May	223	23	68	10
Jun	227	24	60	14
Jul	322	18	159	50
Aug	469	7	192	29
Sep	234	1	64	29
<b>Total for Financial Year</b>	<b>1648</b>	<b>93</b>	<b>608</b>	<b>142</b>

Additionally, working with National Databank, 9 free SIM Cards were distributed to Walsall Carers in the quarter, 16 since the start of the project.



## Social Media

Social Media	Indicator	Quarter 3	Quarter 4	Quarter 1 23-24	Quarter 2 23-24
Website	Total Users during the Quarter	965	829	1056	865
	Total New Users during the Quarter	877	747	939	782
	Average Time on Website	2min 21sec	1min 40sec	1 min 33sec	1 min 4sec
Facebook	Total Reach in Quarter	4247	4688	10834	3,544
	Cumulative Likes at end of Quarter	86	105	113	140
Newsletter	Number of Carers Subscribed	616	621	781	809
	Average Open Rate in Quarter	61%	56%	51%	56%

## Wellbeing Checks

	Q1	Q2
Number of Carers Assessed	15	32
Your Health and Wellbeing Score	1.8	1.9
Work, Education and Training Score	2.3	2.6
Your Financial Situation Score	2.3	3.3
Time Out Score	1.3	1.7
Other Caring/family commitments Score	2.9	3.6
Relationships Score	2.0	2.1
Your Home Score	2.8	3.0
Your Diet Score	3.3	3.0
How Safe do you feel Score	3.7	3.6



## Case Study of client supported in quarter

### About the Carer/Cared For

Carer is a single mother aged 33, who emigrated to the country. She does not have any disabilities or health conditions of her own but she cares for her 8-year-old son, who has severe learning difficulties, and a younger daughter.

### What was the situation?

The Carer dropped in with her daughter and partner who she has separated from during one of the drop-in sessions. She was considerably stressed out and needed support as the situation was affecting her mental health severely. Her son has a care package in place but was not suitable for his needs and the carer could not control his behaviour.

I provided assistance to the Carer in facilitating a conversation with her son's school teacher in order to request a change to her son's current care package through a new assessment that the teacher was organizing. The Carers first language is not English, so I supported her in effectively communicating with and providing evidence to the teacher to support the assessment and ensure that her son would receive the appropriate level of care.

During the conversation with the teacher, I also acted as an interpreter to bridge any language barriers, ensuring that the Carer could effectively communicate her concerns and advocate for her son's needs. Throughout the process, my aim was to empower the Carer to navigate the complex system of care assessments and advocate for her son's wellbeing effectively.

### What difference has the service made for the Carer/Cared for?

The support I provided in facilitating the conversation between the caregiver and the school teacher to request a change in the care package helped bridge the language barrier, enabling the caregiver to clearly express her concerns and needs to the school teacher. The service provided reduced the stress and anxiety of the caregiver especially when English is not her first language and knowing there was support available helped alleviate the emotional burdens.

Overall, the service had a positive impact of the well-being of the Carer.

