

CURRENT MONTH

Jan-23

< Select Month

CARERS KPIs - SUMMARY DASHBOARD

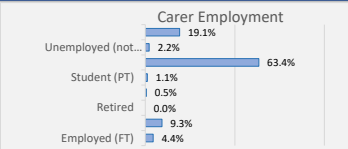
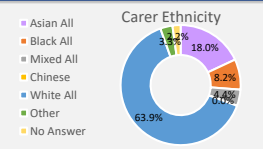
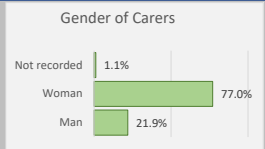
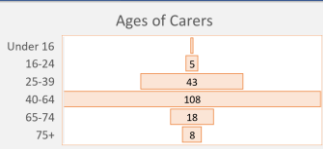
CURRENT YEAR

22-23

DEMOGRAPHICS

183 Contacts from 148 People

65.0% Live With Cared For

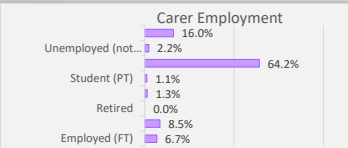
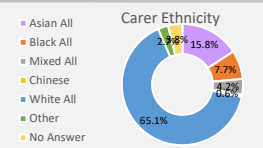
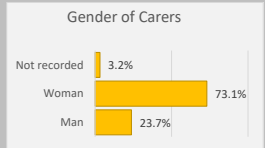
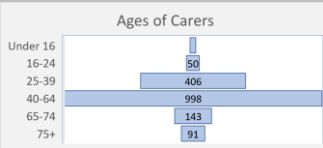


20.8% Consider themselves disabled

£11,630 Carers Emergency grant cost

1710 Contacts from 1247 People

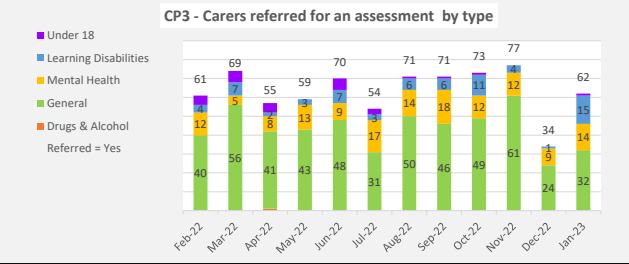
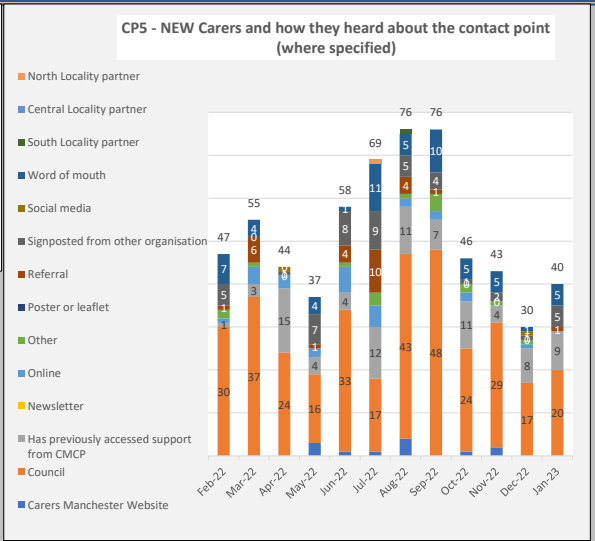
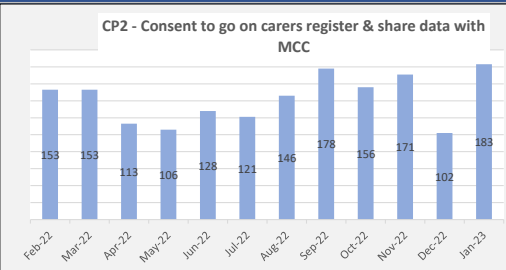
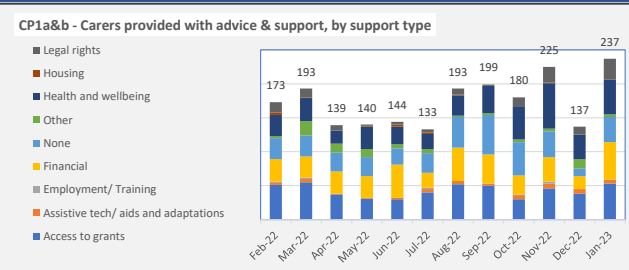
69.5% Live With Cared For



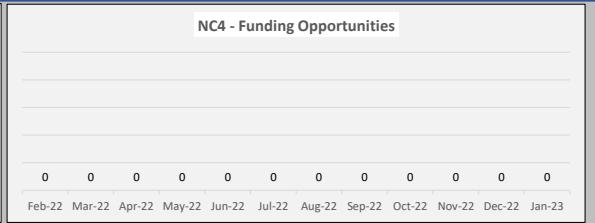
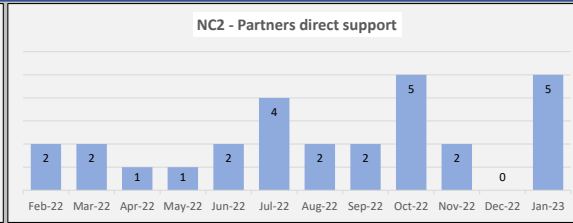
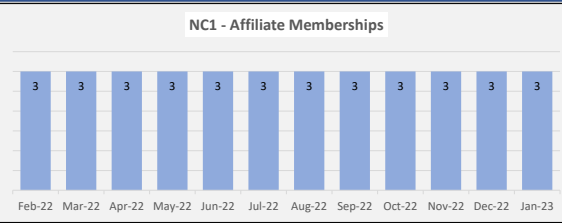
21.1% Consider themselves disabled

£103,768 Carers Emergency grant cost

CONTACT POINT



NETWORK



CURRENT MONTH

Jan-23

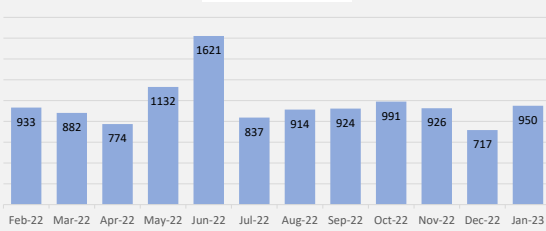
< Select Month

CARERS KPIs - SUMMARY DASHBOARD

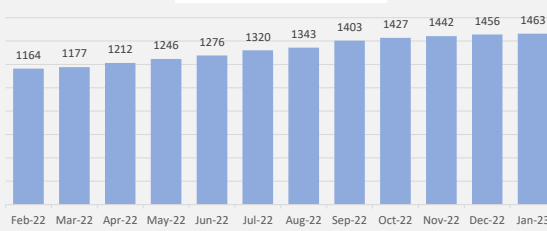
CURRENT YEAR 22-23

COMMUNICATION AND MARKETING

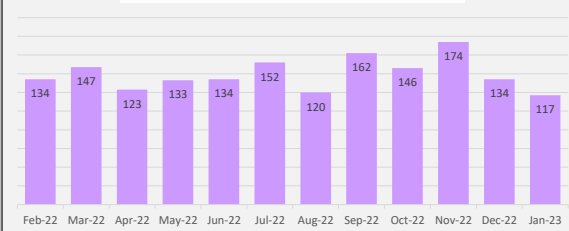
CM1 - Website Visits



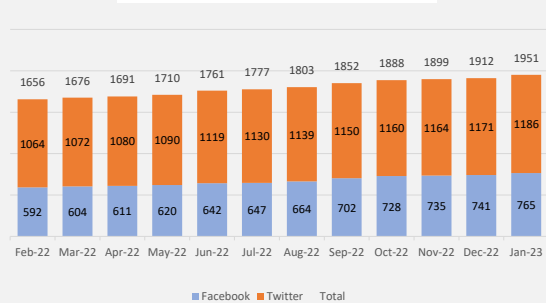
CM5 - Newsletter Subscribers



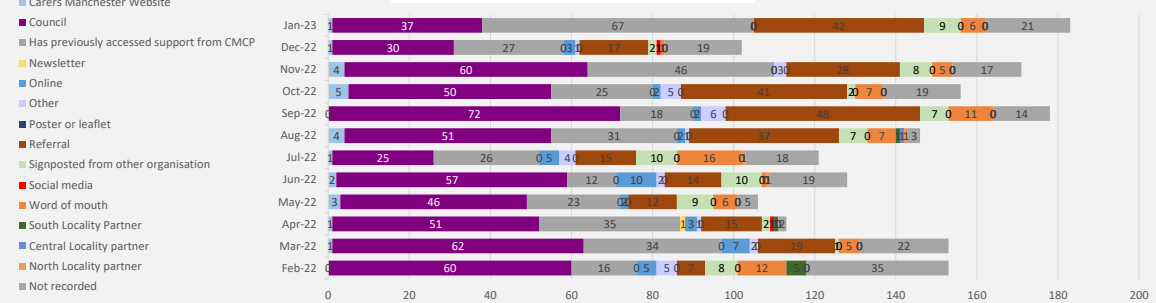
AS3 - Number of Carers Assessments undertaken



CM3 - Facebook and Twitter total subscribers

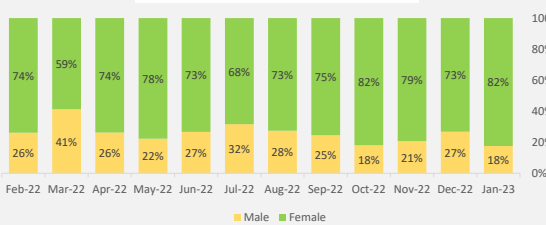


CM2 - Where did you hear about the contact point?

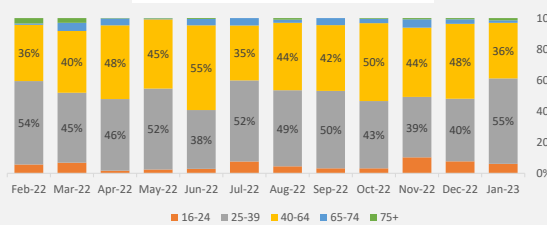


REVIEWS & FEEDBACK

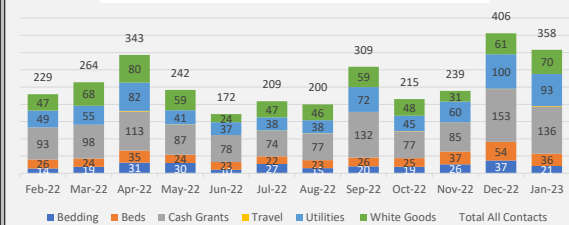
HF1 - Carers emergency grant by gender



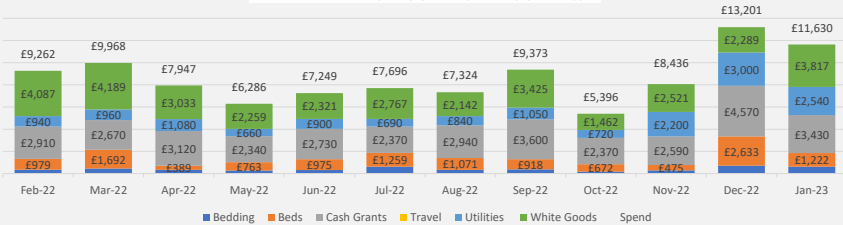
HF2 - Carers emergency grant by age range



HF3 - Carers emergency grant type by number of grants



HF4 - Carers emergency grant spend by grant type



CURRENT MONTH

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< Select Month

CARERS ASSESSMENTS SURVEY - SUMMARY DASHBOARD

CURRENT YEAR

22-23

Jan-23

15

Assessment Surveys Complete

73.3%

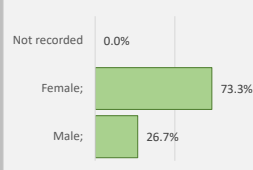
Rate the service 5 out of 5

18-25 years;
26 - 30 years;
31 - 39 years;
40 - 49 years;
50 - 59 years;
60 - 69 years;
70 - 79 years;
80 to 89 years;
Over 90 years;
Not recorded

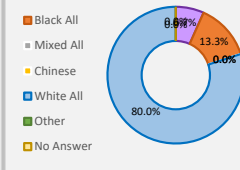
Ages of Carers



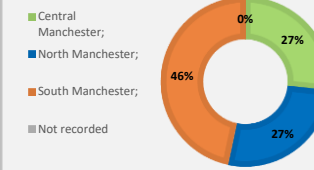
Gender of Carers



Carer Ethnicity



CARER LOCALITY



86.7%

had enough information & involvement in planning their support

100.0%

say the Social Care Assessor listened to and understood their needs?

Feb-22 to Jan-23

141

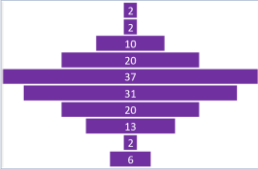
Assessment Surveys Complete

83.3%

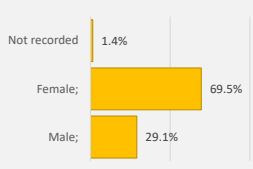
Rate the service 5 out of 5

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Over 90 years;
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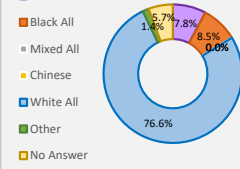
Ages of Carers



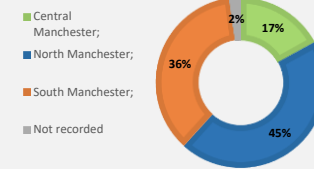
Gender of Carers



Carer Ethnicity



CARER LOCALITY



85.1%

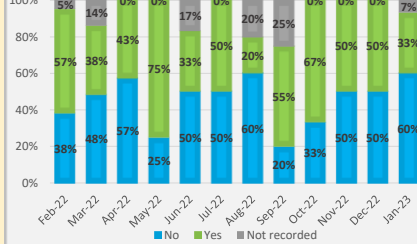
had enough information & involvement in planning their support

95.7%

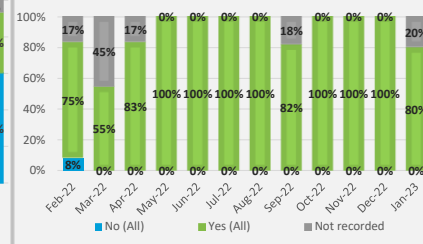
say the Social Care Assessor listened to and understood their needs?

Contact Point Feedback - Rolling 12 months

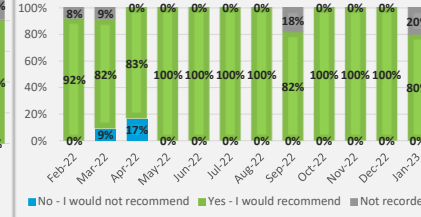
HAVE YOU USED CARERS MANCHESTER CONTACT POINT?



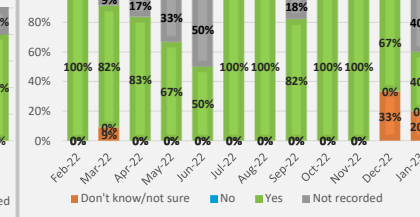
DID YOU FIND CARERS MCR CONTACT POINT TO BE HELPFUL TO YOU IN YOUR CARING ROLE?



OF THOSE WHO SAID THEY HAD USED THE CONTACT POINT, WOULD RECOMMEND CARERS MANCHESTER CONTACT POINT TO OTHER CARERS WHO NEED INFORMATION AND ADVICE



OF THOSE WHO SAID THEY HAD USED THE CONTACT POINT WHO THINK THE HELPLINE SERVICE SHOULD CONTINUE



43 out of 141 carers left a satisfaction rating

75.4%

rate satisfaction with Manchester Contact Point as 8,9 or 10 (ratings scored 1-10, where 10 is highest)