

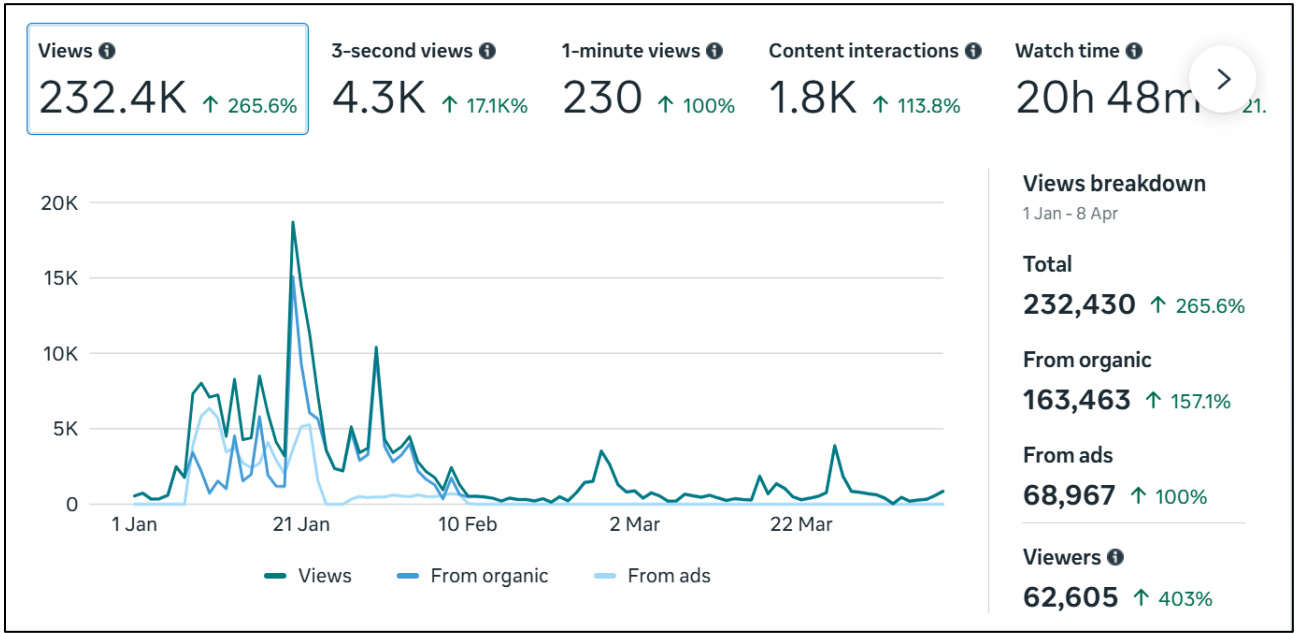
WCC Performance report 2026-27

Appendix 1 - Engagement Data Dashboard

Detail	2025-2026			26-27
	Q2	Q3	Q4	Q1
Number of people Registered for Information	1057	1034	1025	1024
Number of members of Reference and Engagement group	96	97	94	91
Experts by Experience	8	8	7	6
Organisations	88	89	87	85
<u>Website</u>				
Visits to HWW website	1929	4024	3716	4958
New	92.1%	97.2%	97%	98%
Returning	7.9%	2.8%	3%	2%
<u>Social Media</u>				
Number of Facebook followers (see pages 3/4 for further info)	999	1058	1286	1339
LinkedIn connections	123	178	198	206
Number of contacts with members of the public i.e. attending events	335	126	28	412
<u>Signposting</u>				
Number of consumer enquiries for advice, information and signposting	23	4	11	3
Number of patient experiences received	91	74	89	80
Number combining both enquiries for advice, information and signposting with patient experience	41	39	49	43
Total	155	117	149	126
Information provided / HWW Complaints Guide	0	0	12	5
Signposted to advocacy services	2	2	2	5
Signposted to other organisation/s	23	26	47	47
<u>Complexity (estimated time to deal with the enquiry)</u>				
Up to 2 hours	N/A	100	135	112
More than 2 hours and up to 4 hours	N/A	13	11	11

More than 4 hours and up to 8 hours	N/A	1	0	3
More than 8 hours	N/A	0	3	0
<u>Contact Channels</u>				
Email	29	12	30	19
Face to Face	335	94	28	412
HWE	45	34	71	34
Phone	33	32	39	38
Social Media	15	13	3	0
Website	17	21	5	15

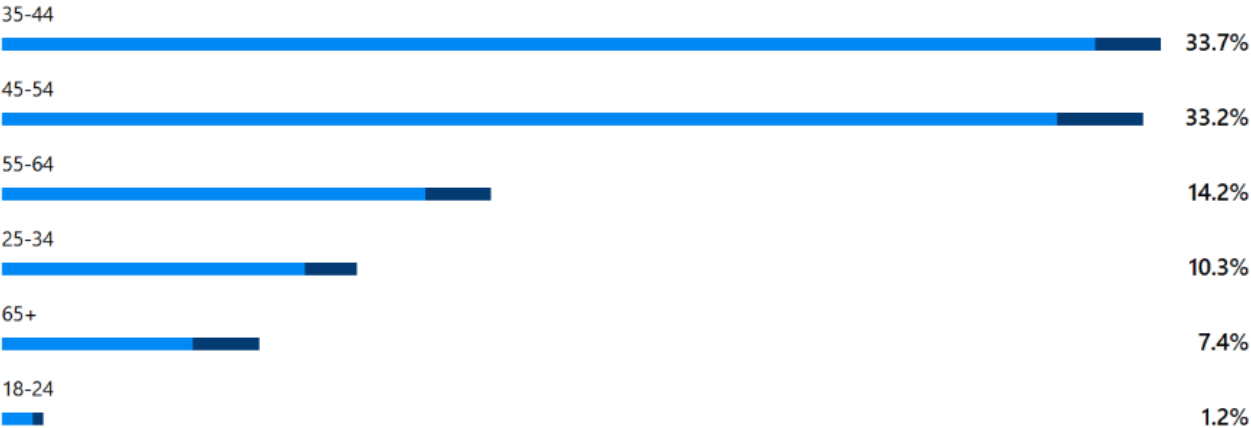
Facebook data



Age and gender ⓘ

Lifetime

● Women ● Men ● Unknown



Top towns/cities

