

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q1 2019/20

Number of people engaged in healthy living services

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	29
Target	52.5

HISTORIC PERFORMANCE

	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Outturn	60	74	51	20
Target	52.5	52.5	52.5	52.5

REASONS FOR CURRENT UNDERPERFORMANCE

Two Health and Wellbeing Advisers left the Council, as did the Health Improvement Team Leader. All three posts have now been successfully recruited, as of mid May 2019 – the absence of staff for half of Q1 has meant that performance against this measure is unsurprisingly low. However, with a full complement of staff, performance expected to return to target levels in Q2.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

No action necessary – new staff have now received sufficient training (including database training) allowing them to engage with clients. This includes contacting referrals, booking appointments and conducting one to one assessments. Now that this is in place the team are working through the backlog of referrals and working with existing clients.