

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2020/21

INDICATOR NAME

Number of people engaged in healthy living services

CURRENT PERFORMANCE

| | |
|----------------|------|
| Outturn | 37 |
| Target | 52.5 |

HISTORIC PERFORMANCE

| | Q3 2019/20 | Q4 2019/20 | Q1 2020/21 | Q2 2020/21 |
|----------------|------------|------------|------------|------------|
| Outturn | 37 | 59 | 26 | 59 |

REASONS FOR CURRENT UNDERPERFORMANCE

Referrals into the OYK service have been lower than previous years during Q3 which has affected the number of new clients that have engaged in the service. This figure is 60 compare to 2019/20 which was 112. We have particularly seen a decline in the number of GP referrals into the service due to the Exercise on Referral programme not running. This was very popular prior to covid however has not been able to restart due to the multiple gym closures under government guidelines and the phased return to activities when opened.

In addition to the above there have been impacts on the number of Weight Management groups the service has been able to run during coronavirus. Groups started in Q2 and continued into Q3, therefore these clients have already been counted in Q2 data - please note that each client is only counted once in this reporting in the quarter of their initial engagement therefore although the group ran across 2 quarters, they are only counted in 1 quarter. The next weight management group starts in Q4.

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

We are continuing to promote the service through all referral sources. We are working with KCC Public Health Comms on January promotions to encourage self and partner referrals which include some paid promotions from mid-January.

We have spoken with Fusion regarding Exercise on Referral who are going to look at how we can restart this programme however we do not yet have a date to work towards. This is partially due to the national lockdown prevention the gyms from opening, but also due to staff vacancies at Fusion that need filling for this specific programme.

We are running our next weight management group in January and looking at promotions specifically aimed at our target groups ready for 2021/22.