

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2018/19

INDICATOR NAME

Number of people engaged in healthy living services

CURRENT PERFORMANCE

Outturn	51
Target	52.5

HISTORIC PERFORMANCE

	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Outturn	N/A	N/A	60	74
Target			52.5	52.5

REASONS FOR CURRENT UNDERPERFORMANCE

The One You health model is in its first year of operation. We can see from the previous quarters that we have been overachieving with the amount of new clients that we are seeing. Due to the design of the One You process, we have a need to follow up on clients 12 weeks following initial contact, this impacts on the time needed in the last quarter to follow up those clients and continue their behaviour change journey. We anticipate a certain level of ebb and flow over the year as we take the previous quarter's cohort of clients on a journey throughout the year.

We will be evaluating the baseline data from Year 1 at the end of the year to inform the KPI for the coming year.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION

NECESSARY)

Work has started to make our workforce more resilient through training and guidance documents and also to educate the referees around what is and isn't a suitable referral into the service.