

	KPIs	Target (pa)
1.	No. of HWLL volunteers HAB Members Youthwatch volunteers E&V Representatives Events & Engagement	<u>24</u> 9 4 8 Non-spec.
2.	Number of Enter & View visits	20
3.	Number of people directly engaged with	4740
3a.	City residents	
3b.	County residents	
4.	Number of people engaged through the website	17979
5.	Number of people engaged through social media	4632
6.	Number of people receiving one-to-one signposting and information. (Telephone, email, post and via website)	460
6a.	Individual feedback forms	
7.	Number of HWLL hosted sessions overall and with diverse communities	8
8.	HWLL service user annual survey	1
9.	Number of targeted engagement activities – linked to the priorities and work plan	3
10.	Reports are uploaded to the website within 14 days of publication	100%
11.	Regular attendance and input to partnership boards	Health and Wellbeing Board City (4 pa)/ County (4pa) – 100%
		LLR Safeguarding Adults Board (6 pa) – 80%
		ICB (7 pa)– 70%

Appendix A

		Health Overview and Scrutiny Committee (5 county, 6 city and 3 joint) – 80%
		Informal meetings with HWBB chairs/ members – bi-monthly
12.	HWLL HAB meetings in public	6
13.	HWE 360 Quality Assessment involving all stakeholders	1