

Service	KPI's and Activity Metrics	Target 19/20	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20
Lifestyle Service – general	Number of referrals into the OYK Service with % contacted within 48 hours	70%	4,239 81% (g)	5,166 81% (g)	4,889 81% (g)	5,349 79% (g)	5,333 80% (g)
	Number of individuals active within the OYK Service	-	3,447	4,210	3,951	4,207	4,243
	Number and percentage of clients engaged with OYK Advisors being from the most deprived areas in the County	60%	433 56% (a)	506 56% (a)	524 55% (a)	636 54% (a)	677 55% (a)
	Number of MOTS taken up and delivered to clients	-	491	770	679	653	656
	Number and percentage of NHS Health Checks delivered, of those offered one	1,600	86 45% (r)	163 30% (r)	79 19% (r)	60 14% (r)	95 52% (r)
	Number of eligible individuals receiving a brief intervention on alcohol	-	143	163	562	739	569
	Number of eligible individuals receiving a brief intervention on wellbeing	-	507	727	672	813	736
Smoking Cessation Service	Number of individuals referred to the smoking cessation service	-	2,961	3,384	2,308	2,499	2,507
	Number of people setting a quit date with the service	-	1,455	1,649	1,493	1,519	nca
	Number and percentage of people quitting at 4 weeks, having set a quit date with the service	52%	762 52% (g)	981 59% (g)	844 57% (g)	898 59% (g)	nca
Weight Management Service	Number of individuals engaged in the Healthy Weight Programme in the quarter		277	231	260	186	135
	Number and percentage of individuals who have lost up to 3% body weight	60%	191 69% (g)	97 42% (r)	123 47% (r)	56 30% (r)	80 59% (a)
Satisfaction	Number and percentage of individuals who were satisfied or very satisfied with the service receive, at the end of the intervention	90%	262 100% (g)	266 100% (g)	432 99.5% (g)	506 99.2% (g)	543 98.9% (g)