

Proposed KPIs for 2024/25

<u>Chertsey Museum</u>	
CM1	Total number of Chertsey Museum users (including all groups)
CM2	Total number of Visitors to Chertsey Museum
CM3	Number of school children visiting the site as part of Chertsey Museum Education Sessions
CM4	Number of school children visited at school as part of Chertsey Museum Education Sessions
<u>Community Alarms & Telecare</u>	
CAT1	Number of residents accessing the Community Alarm service (RBC)
CAT3	Total number of referrals (not including Lone Worker) (RBC)
CAT5	Total Number of Systems Transferred to Digital (RBC)
CAT2	Number of residents accessing the Community Alarm service (SHBC)
CAT4	Total number of referrals (SHBC)
CAT6	Number of Systems Transferred to Digital (SHBC)
<u>Community Development</u>	
CD1	Numbers Attending Junior Citizen
CD2	Free or subsidised activities for Living Well Week
CD3	Numbers Attending the Sportability Festival
CD4	Number of FACs Applications
CD5	Number attending Surrey Youth Games Training
CD6	Number of children supported through subsidised holiday club spaces
<u>Community Halls</u>	
CH1	Number of Bookings at Chertsey Hall
CH2	Number of Bookings at Egham Hythe Centre
<u>Community Safety</u>	
SAF1	Total Number of ASB reports received (across Council) Note: Change this to - Total Number of ASB reports received (to community Safety Department)
SAF2	Number of ASB Case Review (formally known as Community Trigger) applications received
SAF3	Number of Community Protection Warnings (CPWs) issued
SAF4	Number of Community Protection Notices (CPNs) issued
SAF5	Number of Children's Services MAP enquiries received
SAF6	Number of Domestic Homicide Review (DHR) notifications received
<u>Community Transport</u>	
CT1	Number of Passenger Journeys Booked (RBC)
CT2	Number of Passenger Journeys Booked (SHBC)
<u>Day Centre Services</u>	
SCS1	Number of Attendees at Addlestone Service
SCS2	Number of Meals Served at RBC Centres
SCS3	Number of Meals Served at Windle Valley Centre
<u>Family Support</u>	
FS1	Percentage of Families Contacted Within 5 Working Days of Allocation
FS2	Percentage of Families Seen Within 10 Working Days of Allocation
FS3	Percentage of Early Help Assessment Completed Within 45 Calendar Days of Allocation
<u>Handy Person / Home Improvement Agency</u>	
HP1	Number of Handyperson referrals (RBC)
HP2	Number of Handyperson referrals (SHBC)

HIA1	Number of Referrals to Home Improvement Agency (Total)
<u>HomeSafe Plus</u>	
HSP1	Total Number of Homesafe Plus Referrals for NW Surrey Boroughs
HSP2	Number of Homesafe Plus referrals received for Runnymede Residents (c)
HSP3	Total Number of Services Referred to for Runnymede Residents
HSP4	Percentage uptake in services referred to Runnymede through Homesafe Plus (c)
HSP5	Number of Homesafe Plus referrals received for Surrey Heath residents
HSP6	Total Number of Services Referred to for Surrey Heath Residents
HSP7	Percentage uptake in services referred to Surrey Heath through Homesafe Plus (c)
<u>Meals at Home</u>	
MH1	Number of Meals at Home items served (RBC) (c)
MH2	Number of Meals at Home items served (SHBC) (c)
<u>Safer Runnymede</u>	
SRM1	Number of Community Alarm Calls Received (Runnymede) - Excluding Calls When Employee on Site
SRM2	Number of Community Alarm Calls Received (Surrey Heath) – Excluding Calls When Employee on Site
SRM3	Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required? (Runnymede) (c)
SRM4	Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required? (Surrey Heath) (c)
SRM5	Number of Incidents Reported/Recorded by CCTV (Runnymede)
<u>Social Prescribing</u>	
SP1	Total Number of Social Prescribing Referrals (RBC)
SP2	Total Number of Social Prescribing Referrals (SHBC)