

### Appendix 3: KPIs

#### Visits

- One visit a fortnight per home (Monday- Sunday)
- 2 volunteers per visit initially then 1 or 2 volunteers per visit depending on the number of unbefriended residents in each home
- 2-4 hours per visit
- 20-30 minutes with each resident
- 8 residents maximum per visit

There will be some flexibility offered around the number of visits per home as more residents may be unbefriended in one home than another. In addition, homes are different sizes with varying numbers of residents.

#### Volunteers

- Volunteers to be recruited and trained
- Match volunteer to home geographically
- Match volunteer to identified needs in each home
- Volunteers will be required to carry out a little research on residents to find out about their past lives, work, musical likes etc as this will develop a rapport with the person and the care home staff. Information to be provided by ASC if on file.

#### Contract timeline

<b>Contract start date</b>	1 October 2022
<b>Project manager recruitment</b>	1 October 2022 - 31 December 2022
<b>Volunteers recruitment</b>	1 October 2022 - 31 December 2022
<b>Roll out in care homes</b>	January 2023

#### Roll out in care homes

- Timeline for roll out in care homes beginning January 2023

Care Home	Identified residents	Start to roll out
HC1 Tower Bridge	30	January 2023
South East London Baptist Homes The Elms	5	February

Anchor Bluegrove	3	February
Anchor Waterside	5	March
Anchor Rose Court	4	March
Excel Queens Oak	TBC	April
Anchor Greenhive	TBC	April
Country Court	TBC	May

The timeline above takes into consideration:

- Recruiting a Project Manger
- Recruiting a minimum of 8 volunteers
- Establishing a good working relationship with care home managers
- Scheduling visits depending on number of residents identified in each home as benefitting from the scheme.