**Proactive Intervention Offer**

**Appendix I**

Example of a three-year monitoring, evaluation, and reporting framework, which will guide our performance benchmarks and ensure continuous improvement.

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| **Term** | **Expected Outcomes** | **Performance Measures** | **Evidence** |
| **After Year 1** | * Service is integrated into the HWPs
* Service operates at full capacity
* Holistic approach to support is demonstrated
* Volunteer network and support offer are established
* Community assets are understood and mapped
* Professionals are aware of and utilising the service
* Follow-up calls have been implemented
* Communities grow and develop, making informal support the primary source of assistance
* People understand the offer and how to access it
* Provider understands community needs and has initiated a forum to gather feedback
* Collected data to evaluate the impact of the service
 | * Has the service met year 1 expectations?
* Do professionals know about the service?
* Are professionals using the service?
* In which areas is the service being used?
* For what purposes is the service being used?
* Emergence of community groups?
* Increase in volunteers?
* Are people and communities are feeling happier and more connected?
* Are the interventions offered aligned to NICE interventions guidance for falls prevention?
* How many people tell us that they have met their goals as they defined them?
 | * Feedback from people
* Case studies
* Quarterly report

Annual report |
| **After Year 2** | * Demonstrated a flexible approach to demand
* Developed peer support workers in the locality
* Acknowledged and implemented lessons learned from year 1
* Service demonstrates innovation, learning, and future planning to meet the changing demands and needs of the community
* Service provides evidence of reducing the need for statutory services (Adult Social Care) through a proactive approach
 | * Has the service met year 2 expectations?
* Do professionals know about the service?
* Are professionals using the service?
* In which areas is the service being used?
* For what purposes is the service being used?
* Emergence of community groups?
* Increase in volunteers?
* Are people and communities are feeling happier and more connected?
* Are the interventions offered aligned to NICE interventions guidance for falls prevention?
* How many people tell us that they have met their goals as they defined them?
 | * Feedback from people
* Case studies
* Quarterly report
* Annual report
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| **After Year 3** | * Service has evolved
* Developed the community offer, including support for micro providers

Service can quantify savings due to a reduction in need | * Has the service met year 3 expectations?
* Do professionals know about the service?
* Are professionals using the service?
* In which areas is the service being used?
* For what purposes is the service being used?
* Emergence of community groups
* Increase in volunteers?
* Are people and communities are feeling happier and more connected?
* Are the interventions offered aligned to NICE interventions guidance for falls prevention?
* How many people tell us that they have met their goals as they defined them?
 | * Feedback from people
* Case studies
* Quarterly report
* Annual report
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