**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 |
| **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 |