

We have three broad aims that we will apply when developing and delivering support services, and which we will use to assess the benefits of services we fund, but that are delivered by the voluntary and community sector:

- **Living well and enjoying life** – supporting people to enjoy life and feel in control of making their own choices.
- **Preventing ill health and promoting self-care** – preventing ill health conditions from developing (mental and physical), managing risk factors or preventing existing health conditions deteriorating further. Supporting people to feel confident managing their own health conditions and self-caring.
- **Healthy ageing and independence** – helping people stay active and healthy as they age and providing support to ensure they remain independent as long as they want to.

There are five supporting principles that we believe promote the delivery of the aims above.

- **Wider support** - ensuring people have support with wider aspects of their lives in order to maintain their health and wellbeing.
- **Access** - supporting people to access the things and people they need to manage their health and enjoy their lives.
- **Knowledge** - increasing people's knowledge of how they can maintain good health or manage conditions, ensuring they are aware of the services and support groups available. This will enable them to find the right options and make confident, informed decisions
- **Right Service, right time** - using a proportionate service to meet people's needs, prioritising self-care and services available through the community before the use of statutory services.
- **Crisis Support** - preventing situations deteriorating into a crisis or helping people through a crisis and back on to their feet when one occurs.

## More people are able to be independent

Outcome	Rationale	Contributes to	Supporting principles	Existing indicator	Suggested Indicator	Suggested Outputs
More people live in accommodation that meets their needs and supports good health.	Suitable living accommodation has been shown to improve physical and mental health, prevent hospital admissions and social care use and enable people to remain in their own homes, whatever type of accommodation that is.	Healthy ageing & independence Preventing ill health and self-care.	Wider support, Access, Knowledge, Right service, right time,	No	I live in a home that suits my needs; responses on a scale from strongly disagree to strongly agree.	No of individuals from equalities and protected characteristic groups supported  No of volunteers  No of people buddies or befriended
More people have the confidence to be independent	Maintaining independence is important to many people	Healthy aging & independence	Wider support, access, Knowledge, right service, right time, crisis support	TLAP – making it real Aging better plan	I have the information and support I need in order to remain as independent as possible. I am confident using available transport options to do things. I feel I have the skills I need to be independent. I know where to get advice I trust about services, support and information. Strongly agree to strongly disagree.	No and type of support for people - signposting, light touch, enhanced  No of activities
More people are able to manage their money effectively	Financial security is a fundamental basis for independence and wellbeing.	Healthy aging & independence	Wider support, Knowledge	No	[Hard outcome] Number of people accessing benefits they are entitled to. [Hard outcome] Number of people with debt/income management plans.	No of attendees at activities  No of successful referrals to other organisations and where
More people have control over the important things in their life		Healthy aging & independence	Wider support, Knowledge,	OPQOL	I have a lot of control over the important things in my life I feel supported to make my own decisions about my living arrangements I feel supported to make my own decisions about my care Strongly agree to strongly disagree	

More people are able to self-manage their own (or the person they care for's) health/LTC.

Outcome	Rationale	Contributes to	Supporting principles	Existing indicator	Suggested Indicator	Suggested Outputs
More people feel confident self-managing their own (or the person they care for's) health/LTC.	People who are confident in managing their own health or LTC (or indeed the LTC of their loved ones if caring) are less likely to use health and social care, particularly emergency services.	Preventing ill health and self-care. Healthy aging & independence	Wider support, access, knowledge, right service, right time, crisis support	PAMS (patient activation measures)	I am confident that I know how to manage my own health I know where to go/who to ask for help if I need it. I am confident accessing health and wellbeing related information/services on the internet I am confident that I can tell when I need to go get medical care and when I can handle a health problem myself I am confident that I can follow through on medical treatments I need to do at home I know how to prevent further problems with my health condition Strongly agree to strongly disagree	No of individuals from equalities and protected characteristic groups supported No and type of support for people with LTCs - signposting, light touch, enhanced No volunteers
More people are active	Physical inactivity has been shown to be a significant risk factor for poor physical and mental health and for use of health and social care services. In particular, in older people, inactivity can lead to an increased risk of falls which result in significant use of health and social care services.	Healthy aging & independence, Preventing ill health & self-care. Living well	access, knowledge, right service, right time, crisis support	PHOF (but not using)	How frequently do you engage in physical activity that causes your heart rate to increase for at least 10 minutes? Never or almost never A few times a month Once or twice a week Most days At least daily	No of people buddies or befriended No of LTC activities No of attendees at activities No of successful referrals to other organisations and where

<p>More people report they know where to go for help in a crisis. (This could be a health related crisis or crisis related to other aspects of life)</p>	<p>Part of the 3 conversations model focuses on helping people through crisis situations and back on their feet.</p>	<p>Preventing ill health &amp; self-care. Healthy aging &amp; independence</p>	<p>Wider support, access, knowledge, right service, right time, crisis support</p>	<p>No</p>	<p>I am confident that I know where to go for help in a crisis I am confident I can figure out solutions when new situations or problems arise with my health condition Strongly agree to strongly disagree</p>	
<p>More people report being able to live well with a LTC</p>	<p>From feedback from VCS</p>	<p>Preventing ill health &amp; self-care. Healthy aging &amp; independence</p>	<p>Wider support, knowledge</p>	<p>OPQOL</p>	<p>If my health limits social/leisure activities, then I will compensate and find something else I can do Strongly agree to strongly disagree</p>	

## More people have good levels of wellbeing

Outcome	Rationale	Contributes to	Supporting principles	Existing indicator	Suggested Indicator	Suggested Outputs
Fewer people report having high levels of anxiety	People with higher well-being have lower rates of illness, recover more quickly and for longer, and generally have better physical and mental health	Healthy aging & independence, Preventing ill health & self-care. Living well	Wider support	PHOF	The percentage of respondents who answered 0-4 to the question <i>Overall, how anxious did you feel over the past [agreed time period]?</i>	No of individuals from equalities and protected characteristic reporting improved levels of wellbeing
Fewer people report feeling depressed	People with higher well-being have lower rates of illness, recover more quickly and for longer, and generally have better physical and mental health	Healthy aging & independence, Preventing ill health & self-care. Living well	Wider support	No	The percentage of respondents who answered 0-4 to the question <i>Overall, how depressed did you feel over the past [agreed time period]?</i>	No and type of support for people - signposting, light touch, enhanced  No volunteers
More people report having increased levels of happiness	People with higher well-being have lower rates of illness, recover more quickly and for longer, and generally have better physical and mental health	Healthy aging & independence, Preventing ill health & self-care. Living well	Wider support	PHOF	The percentage of respondents who answered 0-4 to the question "Overall, how happy did you feel over the past [agreed time period]?"	No of people buddies or befriended  No of wellbeing activities
More people report that they have enough social contact.	There is clear link between lack of social contact and poor mental and physical health.	Preventing ill health & self-care. Living well, Healthy aging & independence	Wider support, right service, right time,	PHOF and ASCOF	"Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?" with the answer "I have as much social contact as I want with people I like".	No of attendees at wellbeing activities  No of successful referrals to other organisations and where

Fewer people report feeling lonely	Feeling lonely is linked to risk of an earlier death, depression, dementia and poor self-rated health.	Preventing ill health & self-care. Living well,	Wider support,	English Longitudinal study of ageing	How often do you feel lonely? Never, or almost never, sometimes, often.
More people report having meaningful contact/connections	It is not just the quantity of social contact that is important to people's health and wellbeing, but also the quality of this contact. Working with the VCS we defined this as 'meaningful contact' and also the importance of a community of support, able to provide support to an individual within that community when needed.	Preventing ill health & self-care. Living well, Healthy aging & independence	right service, right time,	No	I regularly have meaningful, contact with others I feel connected to my wider community I feel connected to other people with..... [insert condition/group] I feel that there are people I could turn to if I needed them. Strongly agree to strongly disagree.
More people feel able to cope and in control of their own life	Added from VCS feedback about client needs			No	I feel able to cope with my life day to day Strongly agree to strongly disagree.

## More people are supported to live good lives

Outcome	Rationale	Contributes to	Supporting principles	Existing indicator	Suggested Indicator	Suggested Outputs
More People make use of their skills through accessing training, volunteering, education or employment	There is a clear evidence base that shows that for the majority of people being in 'good work' is better for their health than being out of work.	Preventing ill health & self-care. Living well, Healthy aging & independence	Wider support		Hard outcome: count of people in work, volunteering, completing training, or education. I feel confident applying my skills to work, volunteering, training or education. Strongly agree to strongly disagree.	No of individuals from equalities and protected characteristic groups supported  No and type of support for people with LTCs - signposting, light touch, enhanced
More people are able to access activities (both physically and digitally) to support their health and wellbeing.	Transport has been shown to be a particular issue in rural areas such as South Gloucestershire. Being able to access social and leisure activities is essential for maintaining wellbeing and maintaining independence.	Healthy aging & independence, Living well	Wider support, access, right service, right time,	No	I can usually get to the social and leisure activities when I want to I can usually get to friends and family when I want I am confident accessing social groups via the internet/email. Strongly agree to strongly disagree. I've had the support I need to access social and leisure activities	No volunteers  No of people buddies or befriended
More people regularly access green spaces for leisure/ recreation	Access to green spaces has been shown to improve mental health and enable physical activity, with associated physical and mental health benefits.	Preventing ill health & self-care. Living well	Wider support, access, right service, right time,	No	I access green spaces such as parks or countryside: Most days Once or twice a week A few times a month Hardly ever	No of activities  No of attendees at activities No of attendees at carers activities
More people spend their time engaged in activities that give them a role in life	VCS groups tell us that it's important to capture people who are engaged in meaningful occupations that do not fall under traditional work/training/education categories.	Healthy aging & independence Living well	Wider support, access, right service, right time,	OPQOL	I do paid or unpaid work or activities that give me a role in life Strongly agree to Strongly disagree	No of successful referrals to other organisations and where

<p>More people are able to leave the house and get out and about</p>	<p>VCS groups tell us that when they first work with clients they often find it difficult to even leave the house and so this is an important first step to be achieved in improving health and wellbeing and being able to access further services and activities</p>	<p>Preventing ill health &amp; self-care. Living well, Healthy aging &amp; independence</p>	<p>Wider support, access, right service, right time,</p>	<p>No</p>	<p>I am confident enough to get out and about when I need/want to Strongly agree to strongly disagree I feel safe and secure in my local area Not at all Sometimes Most of the time</p>	
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