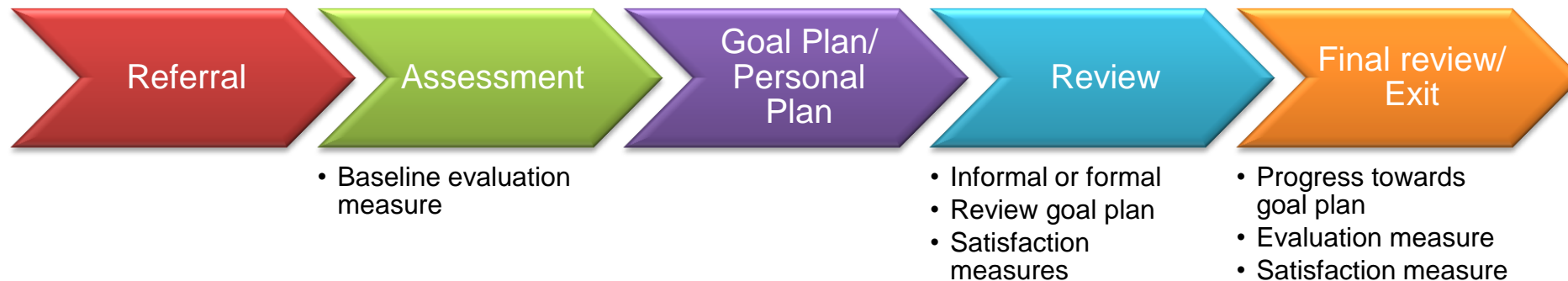


Community Connecting Shared Evaluation Tool (Version 1)

Service User Journey



We can gather information about the impact of the service from



Community Connecting Shared Evaluation Tool (Version 1)

Community Connecting Outcomes and Goal Planning

Older people accessing Community Connecting will:

1. Know what is on in their local community
2. Feel able to take part in activities/ services they want and need
 - a. Physical health
 - b. Mental Health
3. Experience improved health and wellbeing
4. Feel more independent and able to stay in their own home for longer

Goal plans should be written to reflect the outcomes listed above. For example:

'I want to be able to go on the bus by myself again'	Goal 4
'I want to feel confident in leaving the house again'	Goal 2b
I want to know what's available to me'	Goal 1

It can then be clearly reported. For example, 80% of people using Community Connecting in North West Edinburgh wanted to know more about what is going on in their local community. Of those people, 94% reported Community Connecting enabled them to find out what was on in their local community.

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Base line measure/ Impact measure

An evaluation wheel will be used at the assessment and exit from the service to measure the impact of the service. The statements asked will reflect the service outcomes.

- I know what's going on in my local community
- I feel able to take part in activities/ services I want and need (confidence)
- I am physical able to take part in activities/ services I want and need
- I am able to get to the services/ activities I want and need (transport)
- I feel connected to and spend with other people/ in my community
- I can make choices I want and have control over decisions taken in my life
- I feel more independent from my carer and they can get a break

Each question will be rated 1 (low) to 5 (high). There will be a conversation around each question with room for notes to be taken. For example,

I know what is going on in my local community

1

2

3

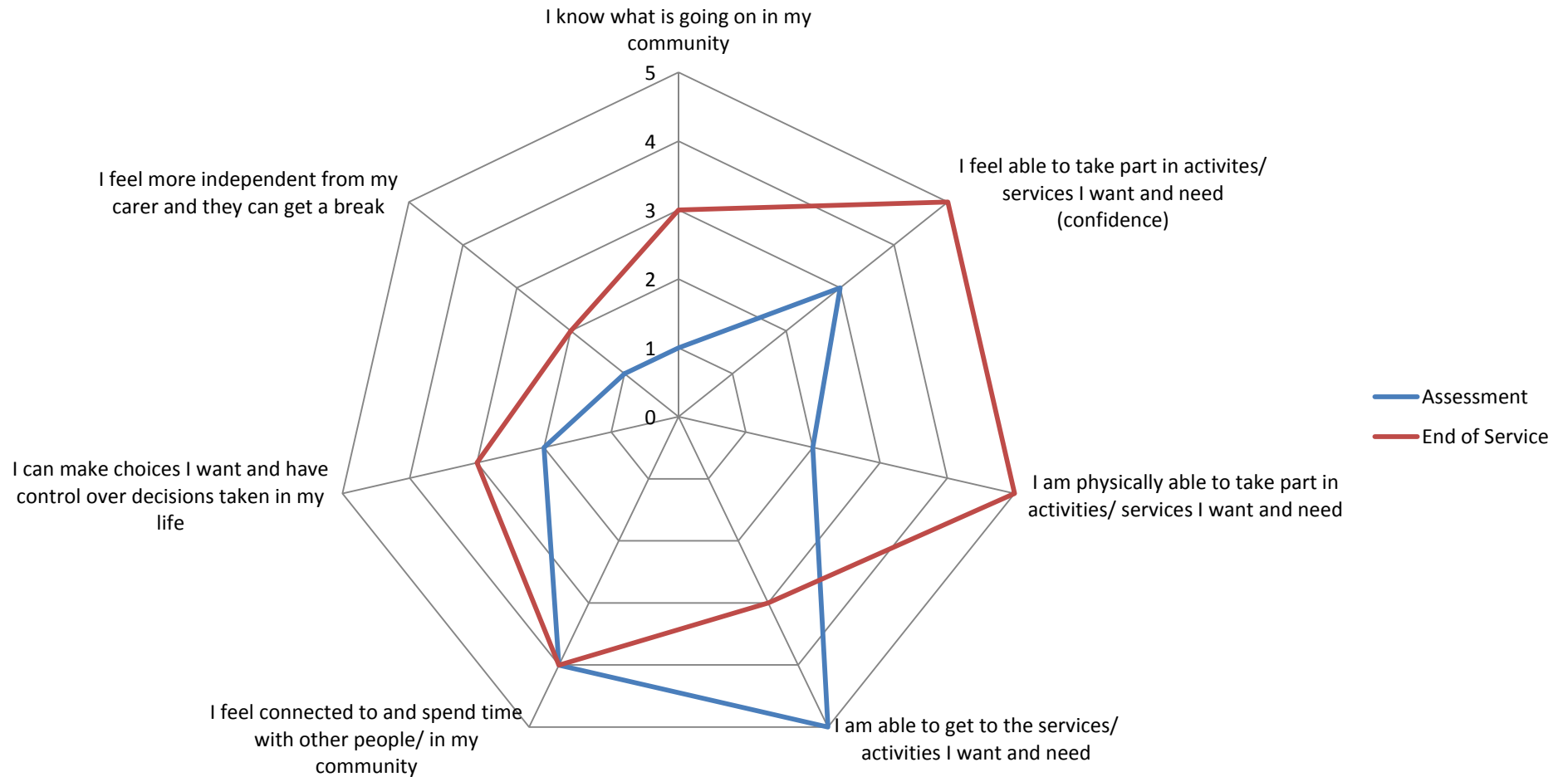
4

5

Comments:

The baseline measure can be used to aid goal setting. For example, if a service user scores a 1 in knowing what is on in their community, the focus of one of the goals can be around finding out what's on.

Community Connecting Shared Evaluation Tool (Version 1)



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Review

At review, older people using the service should be asked questions relating to the satisfaction measures:

- Do you feel that you were appropriately matched to support?
- Do you feel that the activities and opportunities were suited to your interests and goals?

Note:

Carers' feedback outstanding

Volunteer satisfaction outstanding- supervision sessions?