

Measuring Prevention with Qrios: A Wellbeing-Centred Digital Approach

<u>Organisation(s):</u>	NDTi	
<u>Country:</u>	United Kingdom	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☒ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☒ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☒ Social Inclusion ☒ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☒ Research & Use of Evidence ☒ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☐ 1. Education, training, life-long learning ☒ 2. Gender equality ☒ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☒ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☒ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☒ 16. Health care ☒ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☒ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your</i>	Qrios is an ethical, interoperable digital platform that captures anonymised wellbeing data from preventative conversations using the NDTi Wellbeing Framework. Through Community Led Support (CLS) Hubs across the UK, it creates a shared evidence base that helps partners identify risks earlier, target support more effectively, and measure the impact of prevention. The approach enables local	

<i>project on our website. Example here.</i>	authorities, health services and community organisations to work together to improve wellbeing and reduce demand for formal care.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	Across Europe, social care systems face increasing demand and financial pressure, yet many systems continue to rely on data that measures service activity and crisis response rather than prevention. As a result, organisations often have limited visibility of the wellbeing factors that influence whether people remain safe, connected, independent and resilient within their communities. Traditional datasets tend to identify concerns only once people have reached a threshold for assessment or formal intervention. This creates a significant evidence gap for prevention and early support, making it difficult for organisations to understand emerging risks, target resources effectively, and demonstrate the value of community-based approaches. Qrios addresses this challenge by capturing anonymised wellbeing information during preventative conversations, providing real-time population insight that supports earlier intervention, stronger partnership working, and more sustainable models of care and support.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Make prevention visible by measuring and understanding wellbeing factors such as safety, independence, connection, choice and control before crisis occurs. 2. Support evidence-based decision-making through ethical, anonymised and interoperable wellbeing data that informs commissioning, investment and partnership working. 3. Strengthen community-based prevention by enabling organisations to identify emerging risks early and coordinate more effective support across sectors.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	Community Led Support (CLS) Hubs across the United Kingdom use the NDTi Wellbeing Framework and the Qrios digital platform to capture anonymised wellbeing information from preventative conversations with people seeking support. Rather than focusing solely on service delivery or eligibility for care, the approach gathers insight into the conditions that enable people to remain safe, independent, connected and in control of their lives. Qrios provides an ethical and interoperable infrastructure that enables local authorities, health services, voluntary organisations and community partners to contribute to a shared evidence base. Information is collected consistently using wellbeing-focused questions, allowing local systems to understand both individual outcomes and wider population trends. The platform generates real-time wellbeing intelligence that can be viewed through dashboards and reporting tools. Partners use this information to identify patterns of need, areas where wellbeing is declining, and groups that may benefit from earlier intervention. The data supports collaborative decision-making, helping organisations coordinate responses, design preventative initiatives and target resources more effectively. The approach also supports learning and continuous improvement by enabling practitioners and leaders to understand the impact of preventative work, over time.

	By bringing together wellbeing information from multiple organisations, Qrios helps reduce fragmentation, strengthen partnership working and establish a common understanding of prevention across local systems. Interactive use of the data enables professionals to explore trends relating to safety, connection, confidence, independence and support needs, helping shape community-based responses that reduce the likelihood of crises and unnecessary reliance on formal services.
Outcomes: <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	Through Community Led Support Hubs using Qrios and the NDTi Wellbeing Framework, local systems have been able to measure wellbeing outcomes at both individual and population levels, providing a clearer understanding of the impact of prevention. Quantitative findings indicate improvements in wellbeing for people engaging with CLS, including increased confidence, stronger social connections and greater feelings of control. Participating areas have also reported reduced escalation into formal services, with lower referral-to-assessment rates suggesting that support is reaching people earlier and helping them address issues before they become urgent. The wellbeing data has enabled earlier identification of risks by highlighting populations and communities with lower scores relating to safety, independence or connection. This allows partners to coordinate targeted interventions and invest resources where they are most likely to improve outcomes. Qualitative feedback from people accessing support shows that individuals feel listened to, experience reduced anxiety and have greater confidence in accessing local resources. Practitioners report that wellbeing-focused conversations identify underlying issues such as loneliness, housing concerns and lack of confidence earlier than traditional assessment approaches. Evaluation has been undertaken through anonymised quantitative wellbeing data collected within Qrios, analysis of population-level trends, service performance indicators and feedback from people using services and practitioners. Together, these findings demonstrate how wellbeing measurement can provide a meaningful and ethical approach to understanding prevention, resilience and early intervention across whole populations.
Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☒ Other, please define: Developed internally by NDTi
Links to supporting documents: <i>e.g. project website or report</i>	NDTi Wellbeing Questions Framework NDTi https://www.ndti.org.uk/project/qrios/

<i>of the practice, articles</i>	https://www.ndti.org.uk/wp-content/uploads/2025/07/Valuing-Community-Led-Support-NDTi-Jan-2023-003.pdf https://www.repository.cam.ac.uk/bitstreams/7485e040-2ed6-43c2-ab50-b9e08b2dfd63/download https://research.birmingham.ac.uk/en/publications/effect-of-strengths-based-care-community-led-support/
Comments and tips <i>i.e. for people willing to implement your Practice in their service</i>	