

Appendix 5: Outcomes framework

Commissioners have used the Advocacy Outcomes Framework developed by the National Development Team for Inclusion (NDTi) and then developed 6 local outcomes to be measured and reported on. The Framework was developed nationally and there is helpful guidance and a tool for providers to use to help measure the outcomes (Advocacy Outcomes Toolkit, NDTi, July 2016).

<p>1. Outcomes that result in changes for individuals:</p> <p>1.1 Individuals are supported to access information to support decision making, make their own decisions, challenge decisions, appeal, complain and raise concerns.</p> <p>1.2 Individuals have improved quality of life, increased choice and control, improved health or treatment, are protected from abuse or neglect and able to challenge discriminatory practice.</p> <p>1.3 Individuals are more independent, have increased confidence, increased access to communities and networks, increased knowledge and feel more able to use health and care processes and services.</p>	<p>2. Outcomes that change the health and care system:</p> <p>2.1 Trends and themes identified by the Advocacy Provider have led to improvements in the way that services are delivered and individuals' experiences of them.</p>
<p>3. Changes to communities:</p> <p>3.1 Community organisations, groups and individuals are more aware of advocacy services and advocacy users are more aware of and more connected to their communities and networks.</p>	<p>4. Outcomes that change the way the advocacy service is run:</p> <p>4.1 The Advocacy Service is more accessible to excluded groups (BAME, D/deaf, people with autism), advocacy users feel confident that the advocate understands their issues and that they have a voice in decision making and service developments.</p>

