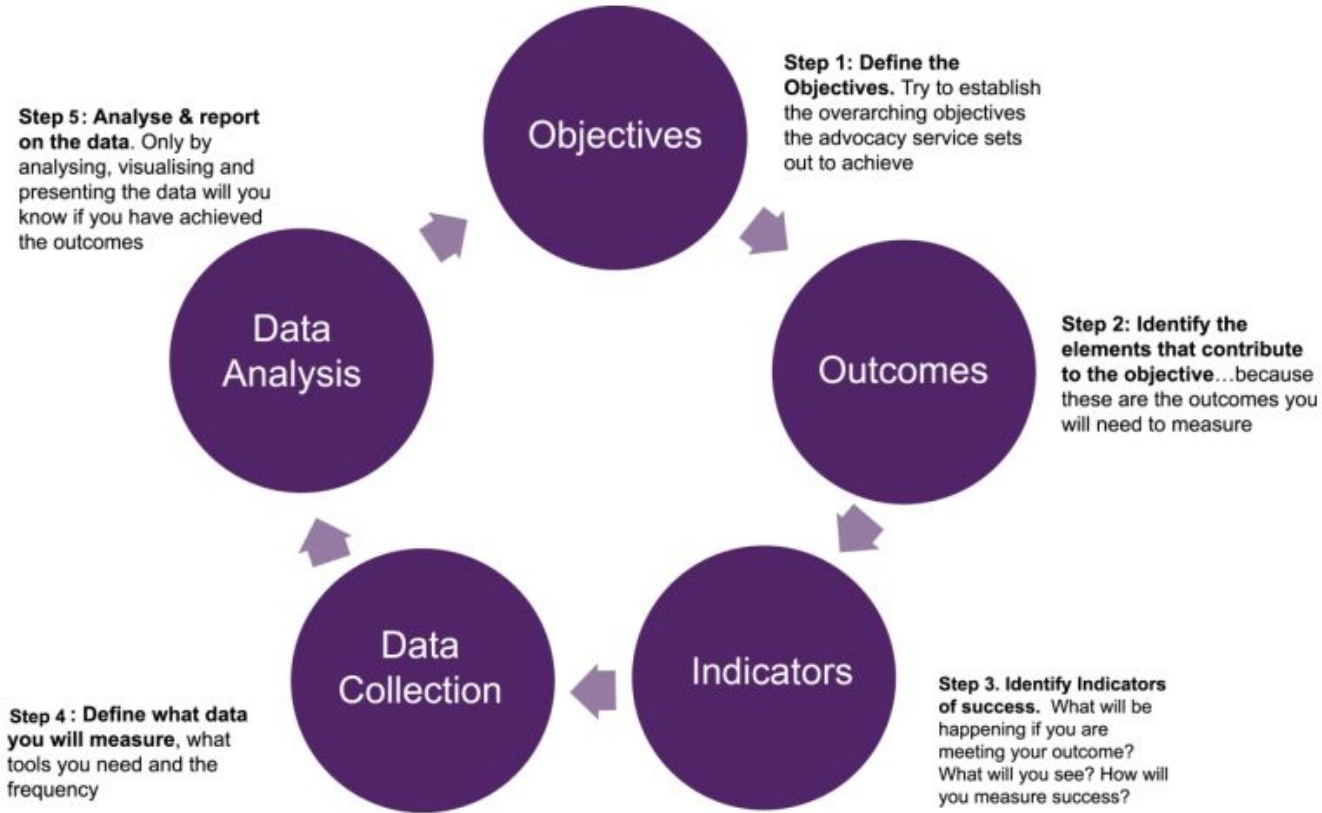


Outcomes Payments for Advocacy Services in Hackney

Outcomes Planning Approach



NDTi Outcomes



Outcomes that result in changes for individuals

The following outcomes demonstrate changes for people accessing the advocacy service:

Outcome	Indicator	Target Year 1	Data Sources	% of Incentive Budget
Increased voice and personal control: The person...				
Has influenced the decision making processes	Demonstrable input into decision making processes by those persons able to communicate wishes and wants	TBC	Case Notes, Reports Surveys, Outcome stars etc	3%
Has with the support of advocacy services achieved specific outcomes or goals	% of cases where persons goals have been achieved Service User Satisfaction	80% 90% Rate Satisfied.	Successfully closed cases, Case Notes, Reports, Outcome stats etc	3%
Is supported to appeal,	% of cases that result in a demonstrable	TBC	Case Notes,	3%

Outcomes that result in changes for individuals

The following outcomes demonstrate changes for people accessing the advocacy service:

Outcome	Indicator		Data Sources	Incentive
Had rights upheld: The person...				
Has had their rights protected and/or has increased knowledge (or use) of their rights	Decisions processes were successfully challenged	TBC	Cases notes Reports	3%
Challenged injustice:	The person has been protected from abuse or neglect The Person supported to challenge discriminatory practice Safeguarding concerns raised	TBC	Safeguarding Stats Reporting	3%

Outcomes that change the health and care system

Changes to the health and social care sector as a result of delivering advocacy have been

Outcome	Indicator		Data Sources	Incentive
Improving the quality of service response & service experience by people who use it:				
Services know when and how to refer to independent advocacy	Advocacy services experience a decrease in inappropriate referrals, advocacy services experience an increase in appropriate referrals from a variety of sources	TBC	Referral Data and trends Data Reports	5%
Trends and themes identified by the advocacy service have been acted upon by commissioners and service managers	Action Taken Change in Policy/Approach	TBC	Case Studies	5%
Delivery of Advocacy Information and education	Number of sessions undertaken/ Participants	Minimum 10 sessions	Reporting	5%

Changes to communities

As a result of delivering an advocacy service, wider community benefits have been:

Outcome	Indicator	Year 1 Target	Data Sources	Incentive
People have improved access to community services:				
Community services have responded to residents need	<p>% of Non Stat cases supported by Community MSMEs</p> <p>Targets achieved for Stat cases by MSMEs</p> <p>Successful Delivery of Statutory Advocacy by MSME Percentage increasing each year</p>	<p>100%</p> <p>5%</p>	Reporting	15%

Outcomes that change the way the advocacy service is run

As a result of evaluating advocacy, the advocacy service has used that information to:

Outcome	Indicator		Data Sources	Incentive
Improve accessibility to advocacy:				
Progress towards providing a service to ALL eligible people by advocacy network	Expanded Advocacy Network Increased the amount of advocacy (both stat and non stat) provided to people from seldom heard groups BAME, LGBTQIA+	10 organisations to be delivering Non Stat in year 1	Monthly, Quarterly & Annual reports	5%
Delivery of Alternative forms of Advocacy (Peer, Group, Citizen, Self)	Training of Neighbourhood Partners and MSMEs Active Alternative Advocacy	4 neighbourhoods trained Alternative Advocacy Live 200 beneficiaries 4 groups	Reporting	10%
Delivery of culturally appropriate advocacy	Utilisation of a pool of advocates and RPRs representative of the	12 new RPR trained from	Surveys Reporting	5%

Outcomes that change the way the advocacy service is run

As a result of evaluating advocacy, the advocacy service has used that information to:

Outcome	Indicator		Data Sources	% of Incentive
Governance and Best Practice:				
Meeting targets for cases closed, Timeframes, waiting lists, etc	Closed Case Volumes, waiting list outrages,	Minimum case thresholds 90% seen within agree timeframes	Monthly, Quarterly & Annual reports	10%
Operating within budget	Budget	No request for additional funds	Invoices and forecasts	5%
Ensuring advocates are trained, supervised and supported	Ringfenced training funds agreed with LBH Training started, Qualifications gained	10 new community advocates trained in stat advocacy	Staff Files and Training numbers	5%
Learning from Service User Feedback	Changes to service delivery Contribution	TBC	Case Studies	2%