

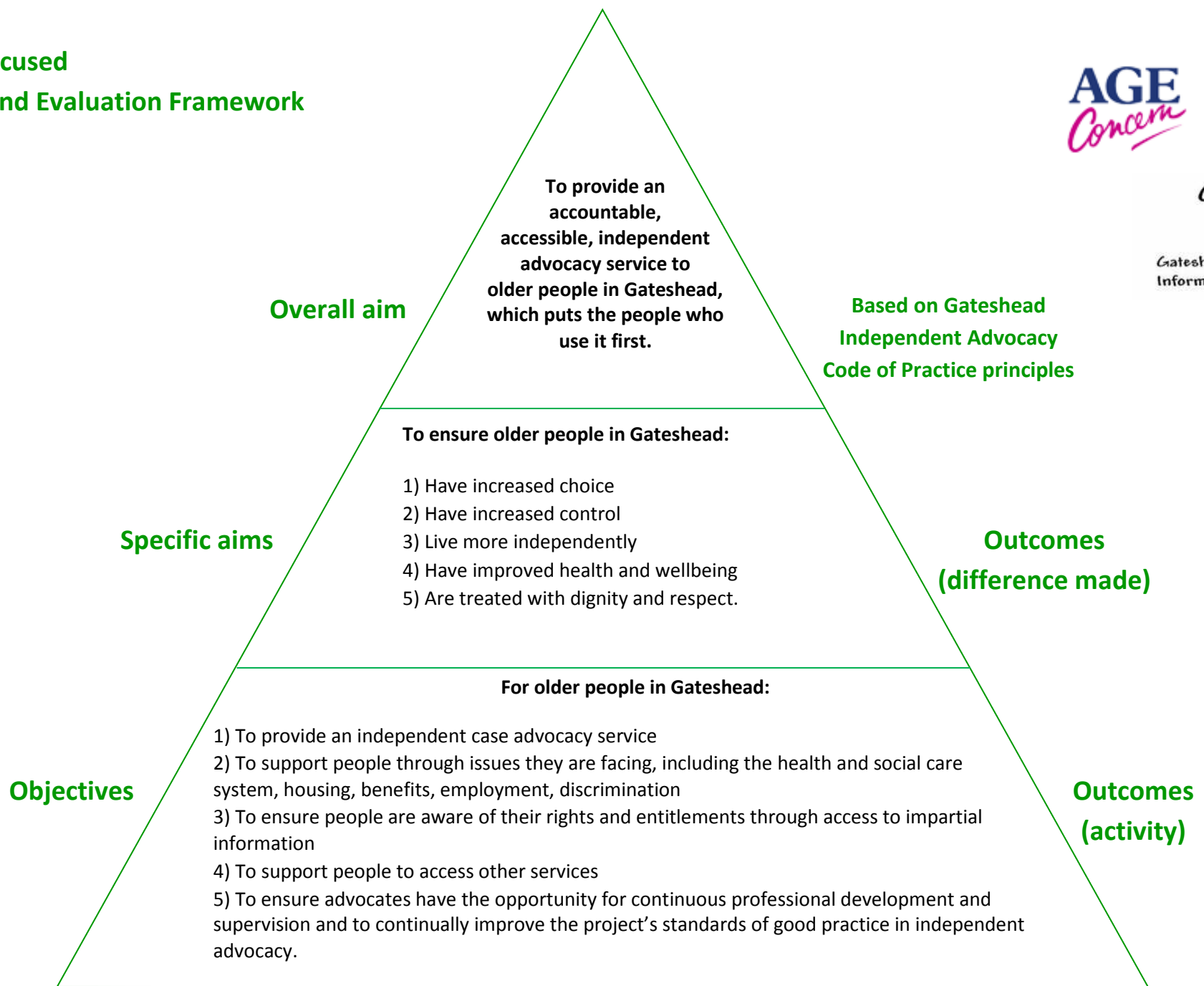
Age Concern Independent Advocacy Monitoring and Evaluation Framework



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**Outcomes Focused
Monitoring and Evaluation Framework**



Age Concern Independent Advocacy Monitoring and Evaluation Framework
Aims - Outcomes (difference made)

Specific Aim	Outcomes	Outcome Indicators	Data Collection Method	When	Person responsible	Reporting method
1. To ensure older people in Gateshead are supported to have increased choice	Increased choice	Feedback from service users and carers	Outcomes Star	Start and end of each case	Advocate	Quarterly reports
2. To ensure older people in Gateshead are supported to have increased control	Increased control	Feedback from service users and carers	Outcomes Star	Start and end of each case	Advocate	Quarterly reports
3. To support older people in Gateshead to live more independently	A more independent life Participate more fully as active citizens	Feedback from service users	Outcomes Star	Start and end of each case	Advocate	Quarterly reports
4. To support older people in Gateshead to have improved health and wellbeing	Improved health and wellbeing	Feedback from service users	Outcomes Star	Start and end of each case	Advocate	Quarterly reports

Specific Aim	Outcomes	Outcome Indicators	Data Collection Method	When	Person responsible	Reporting method
5. To support older people in Gateshead to be treated with more dignity and respect	Treated with more dignity and respect	Feedback from service users	Outcomes Star	Start and end of each case	Advocate	Quarterly reports

Objectives - Outputs (activity)

Objectives	Outputs	Output Indicators	Data Collection Method	When	Person responsible	Reporting method and schedule
1. To provide an independent case advocacy service for older people in Gateshead	Independent advocacy service	Number of clients	Case notes	Ongoing	Advocate Administrator	Quarterly reports
		Case load per advocate				
		Number of contact hours				
		Number of admin, travel, preparation hours				
2. To support people through issues they are facing including the health and social care system, housing, benefits, discrimination employment etc.	Case advocacy service	Reason for advocacy support	Case notes	Ongoing	Advocate	Quarterly reports
3. To ensure people are aware of their rights and have access to impartial information	Website	Number of site hits	Recorded number	Quarterly	Advocate	Quarterly reports
	Case advocacy service	Number of referrals	Enquiry records		Administrator	
	Information leaflets	Range, type and distribution of information available Telephone enquiries	Record of distribution e.g. GP practices, hospitals, health centres		Advocate	

Objectives	Outputs	Output Indicators	Data Collection Method	When	Person responsible	Reporting method and schedule
4. To support people to access other services	Case advocacy service	Number of signposting	Enquiry records	Quarterly	Advocate	Quarterly reports
		Number of people accessing other services as a result of advocacy support	Case records			
5. To ensure advocates have the opportunity for continuous professional development and supervision and to continually improve the project's standards of good practice in independent advocacy	Supervision schedule	Number of supervisions per advocate per year	Staff records	Quarterly	Manager	Quarterly reports
	Membership of local Authority and PCT working groups	Number and range of groups attended	Meeting records			
	Internal and external training courses	Attendance at internal and external training	Staff records			

Objectives	Outputs	Output Indicators	Data Collection Method	When	Person responsible	Reporting method and schedule
	Advocates attending GAIN Support Network	Number of support meetings attended Number of individual advocates attending	Meeting records			
	GAIN Steering Group Meetings	Number of meetings attended by manager	Meeting records			
	Membership of GAIN 'A Stronger Voice' Project Board	Number of meetings attended Outcomes focused monitoring and evaluation framework	Meeting records Outcomes and outputs information			

Monitoring the impact of advocacy support through the Outcomes Star Guidelines for advocates and managers

Introduction

Our objective by introducing the Outcomes Star approach is to begin to build up an evidence base which clearly demonstrates the difference that independent advocacy support makes in people’s lives. To do this, we need to move away from Service Focussed monitoring to User Focussed monitoring.

The table below highlights the differences between each approach:

Service Focussed	User Focussed
Focus on service delivery	Focus on service user
Focus on how you deliver the service	Focus on how service user changes
Focus on quality of service	Focus on effectiveness of service
Emphasis on improving quality	Emphasis on improving effectiveness
Measure the amount of what you do	Measure the benefit of what you do
Evidence of activities	Evidence of results

The Outcomes Star approach is a simple and effective way of doing this.

How does the Outcomes Star work?

The Outcomes Star allows us to measure the effectiveness of our work across a range of outcomes. For this pilot we will be using outcomes which relate to the broad themes set out in ‘Putting People First’, which states that outcomes:

‘.should ensure people irrespective of illness or disability are supported to:

- **Live independently**
- **Stay healthy**
- **Exercise maximum control over their lives**
- **Sustain a family unit**

- **Participate as active citizens**
- **Have the best possible quality of life**
- **Retain maximum dignity and respect'**

We will be selecting the five broad outcomes:

CHOICE, CONTROL, DIGNITY and RESPECT, INDEPENDENCE, and HEALTH AND WELLBEING.

The Outcomes Star approach will demonstrate and evidence the difference that advocacy support makes in these key areas, by measuring how service users feel in relation to them at the start of advocacy support and again at the end of advocacy support.

Guidelines for using the Outcomes Star

We work with some of the most vulnerable people in Gateshead. They may have dementia, learning disabilities, mental health issues, sensory loss, physical disabilities or be carers.

We need a flexible way of recording an individual's start and end points which enables information to be gathered, rather than a fixed way of doing things which excludes people.

As part of our work to demonstrate the role and value of independent advocacy all advocates are asked to **use the Outcomes Star with all referrals.**

Advocates should go through **Outcomes Star 1** with the individual they are working with **at the first meeting**. They should mark the scores on the sheet and connect them by drawing lines between each one (see example on page 16). Advocates should go through **Outcomes Star 2** with the individual **at the last meeting**. As before, mark the scores on the form and connect the scores by drawing lines between each score.

The Outcomes Star is used nationally across a range of client groups. It is popular with clients because it shows, visually, progress or change that has occurred for the individual.

You should not view the Star as being like a formal questionnaire with each advocacy partner being asked for information in exactly the same way. What is appropriate for one person will not be for another.

Use your knowledge of the service user and their preferred communication method to find out their views and feelings.

The person will score themselves against the criteria in the Outcomes Star 1 on a continuum of 1 to 7, with a score of 1 being 'weakest' or 7 being 'strongest'. E.g. If someone feels they have no independence they will score 1.

This will produce a score of between 1 and 7 for each response and an average score across all 5 areas. At the end of the advocacy support the process will be repeated using the same

form. By comparing the two scores we will be able to quantify the distance the person has travelled across the six individual areas and overall across all areas.

For example an individual may score as follows:

	First meeting with advocate	Last meeting with advocate
Choice	1	3
Control	2	3
Health and wellbeing	1	2
Independence	2	2
Dignity and Respect	2	3
Total score	8	13
Average score	1.6	2.6

This shows that there has been a 62% increase in that individuals total score across the six areas. The individual feels they have significantly more choice and control and feels that their opinions are valued more.

The Outcomes Star also provides a visual image of the difference independent advocacy support makes in people’s lives.

By collating all of the Outcomes Star data we will be in a position to evidence the value and impact of advocacy (the difference it makes in people’s lives) across each individual outcomes and overall.

Each advocacy project will have hard evidence of the difference it is making and hence the value and effectiveness of advocacy provision.

Information of this type is vital if advocacy projects are to be ‘best placed’ to secure continuation of funding.

Key points when working with the Outcomes Star

- **The Star should be used with ALL cases.** It is not an option, as funders rightly ask for evidence of the difference advocacy interventions make in people’s lives. Failure to use the Star and record outcomes and ‘distance travelled’ will seriously affect your projects ability to attract continuing funding or to attract new funding.

- The approach we are adopting is that it is best to record as much information as we can about the client/partner's starting position and end position, by any of the means identified below, rather than not recording any information.
- The information we collect around where an individual is at the start of independent advocacy support and at the end of the support is valid irrespective of how or who provided the information so long as we record where the information came from i.e. service user, the advocate, service user with support from advocate, carer/family/friend.
- There are a number of different approaches which you can take to gather client/partner views and the completion of the Star.
- The approach taken will depend on your advocacy partner's capacity and/or ability to understand and complete it themselves. Completion by the client/partner is clearly the ideal solution.

Broadly, there are four ways in which you can record the starting point and end point of your advocacy partner:

1. Your advocacy partner is able to complete Outcomes Star 1 and 2 by themselves
2. Your advocacy partner is able to complete outcomes Star 1 and 2 with support from you

If neither of these are possible:

3. Ask, with permission, the views of other people such as his or her carer, partner, family, social care worker, personal assistant etc and record these views

If this is difficult, for whatever reason:

4. Assess the situation yourself and record your view of your advocacy partner's position at the start and end of the advocacy support.

What is important is that the method by which the Stars were completed is recorded in all cases. Do this by completing the form on the back of each Outcomes Star.

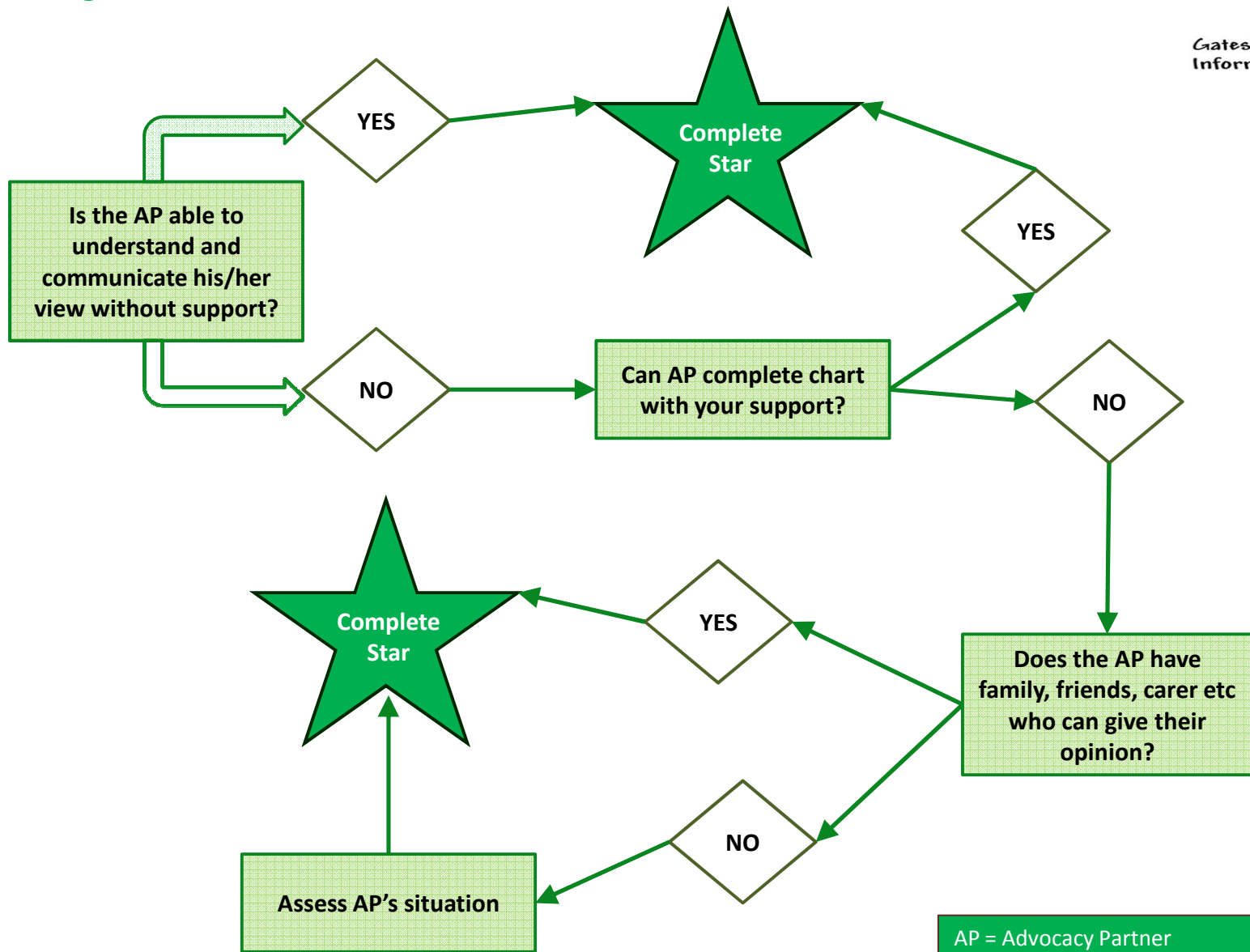
See the flow chart below which outlines the process.

If you have any questions, please contact Gateshead Advocacy Information Network (GAIN):

E-mail: gain@gain.org.uk

Telephone: 0191 478 3130

Collecting Outcomes Star Information



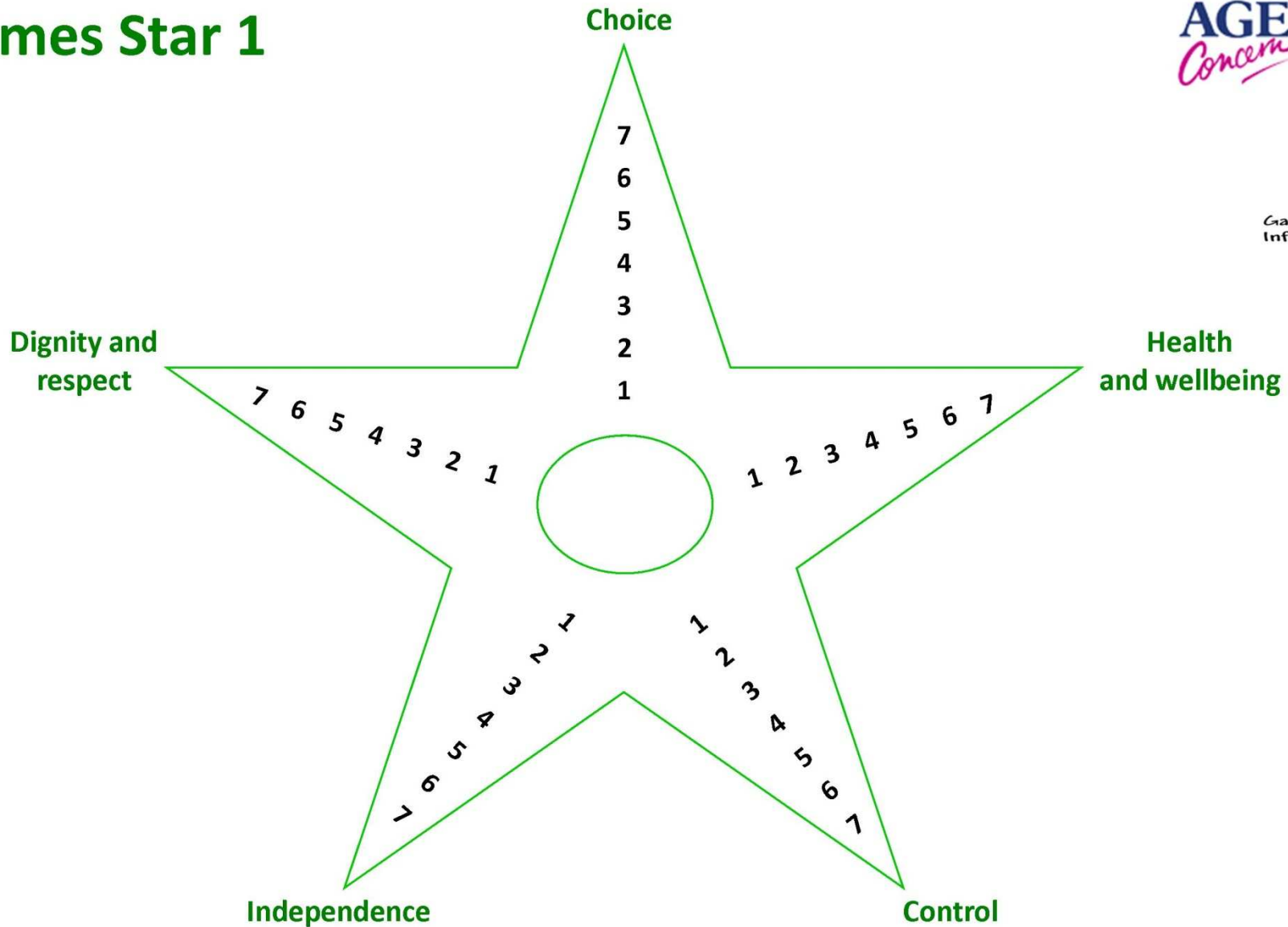
AP = Advocacy Partner
 Remember:
 ✓ Star to be completed in all cases
 ✓ Record method of completing Star in all cases

Outcomes Star 1 (to be completed at first meeting with client)

Advocate name:	
Project name:	
Client ID number:	
Date case opened (DD/DD/YY):	
Outcomes Star 1 completed by:	<input type="checkbox"/> Service user <input type="checkbox"/> Advocate <input type="checkbox"/> Service user and advocate <input type="checkbox"/> Carer/other
Client group:	<input type="checkbox"/> Carer <input type="checkbox"/> Dementia <input type="checkbox"/> Hearing impairment <input type="checkbox"/> Learning disability <input type="checkbox"/> Mental health <input type="checkbox"/> Older people <input type="checkbox"/> Physical disability <input type="checkbox"/> Visual impairment
Referred by:	<input type="checkbox"/> Self-referral <input type="checkbox"/> Carer <input type="checkbox"/> Social care worker <input type="checkbox"/> Health worker <input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Other

Notes

Outcomes Star 1



1
Not at all

2
Mostly not

3
Rarely

4
Not sure

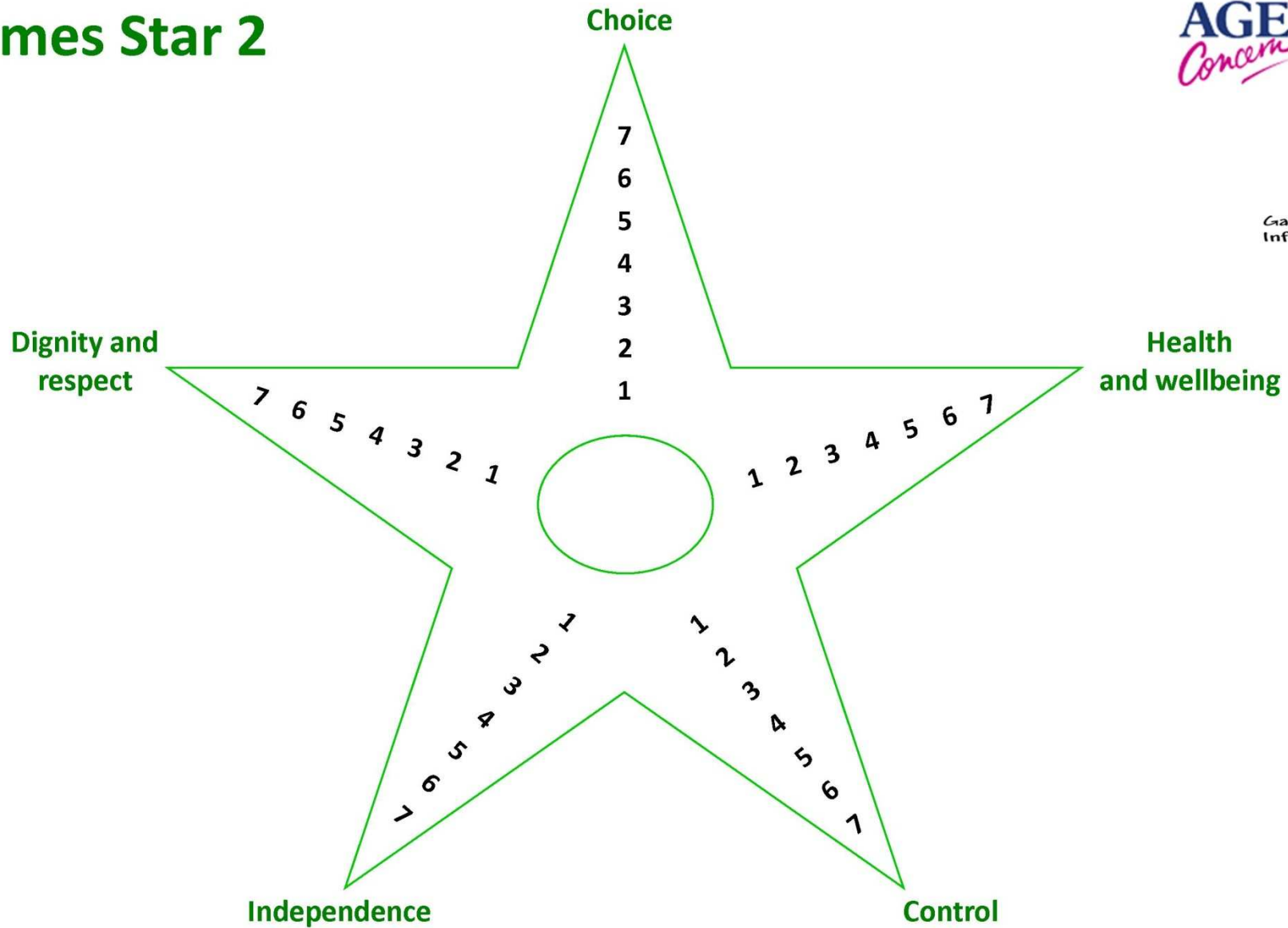
5
Some

6
Mostly

7
Fully

Outcomes Star 2 (to be completed at the end of advocacy support)			
Advocate Name:		Face-to-face time with client (00:00):	
		Other meeting time (00:00):	
Client ID number:		Preparation time (00:00):	
Date case opened (DD/DD/YY):		Travel time (00:00):	
Date case closed (DD/DD/YY):		Total time (00:00):	
Client group:	<input type="checkbox"/> Carer <input type="checkbox"/> Dementia <input type="checkbox"/> Hearing impairment <input type="checkbox"/> Learning disability <input type="checkbox"/> Mental health <input type="checkbox"/> Older people <input type="checkbox"/> Physical disability <input type="checkbox"/> Visual impairment		
Outcomes	Initial score Outcomes Star 1 (1-7)	End score Outcomes Star 2 (1-7)	
Choice			
Health and wellbeing			
Control			
Independence			
Dignity and respect			
Total			
Star completed by:	<input type="checkbox"/> Service user <input type="checkbox"/> Advocate <input type="checkbox"/> Service user and advocate <input type="checkbox"/> Carer/other		<input type="checkbox"/> Service user <input type="checkbox"/> Advocate <input type="checkbox"/> Service user and advocate <input type="checkbox"/> Carer/other
Notes			
To what extent was the client's issue resolved in his/her opinion?	<input type="checkbox"/> Fully <input type="checkbox"/> To a large extent <input type="checkbox"/> To some extent <input type="checkbox"/> Not at all		
What did the issue relate to?	<input type="checkbox"/> Housing <input type="checkbox"/> Family/Carer <input type="checkbox"/> Benefits <input type="checkbox"/> Safeguarding <input type="checkbox"/> Social Care <input type="checkbox"/> Health <input type="checkbox"/> Legal <input type="checkbox"/> Human rights <input type="checkbox"/> Employment <input type="checkbox"/> Leisure <input type="checkbox"/> Community <input type="checkbox"/> Other		

Outcomes Star 2



1
Not at all

2
Mostly not

3
Rarely

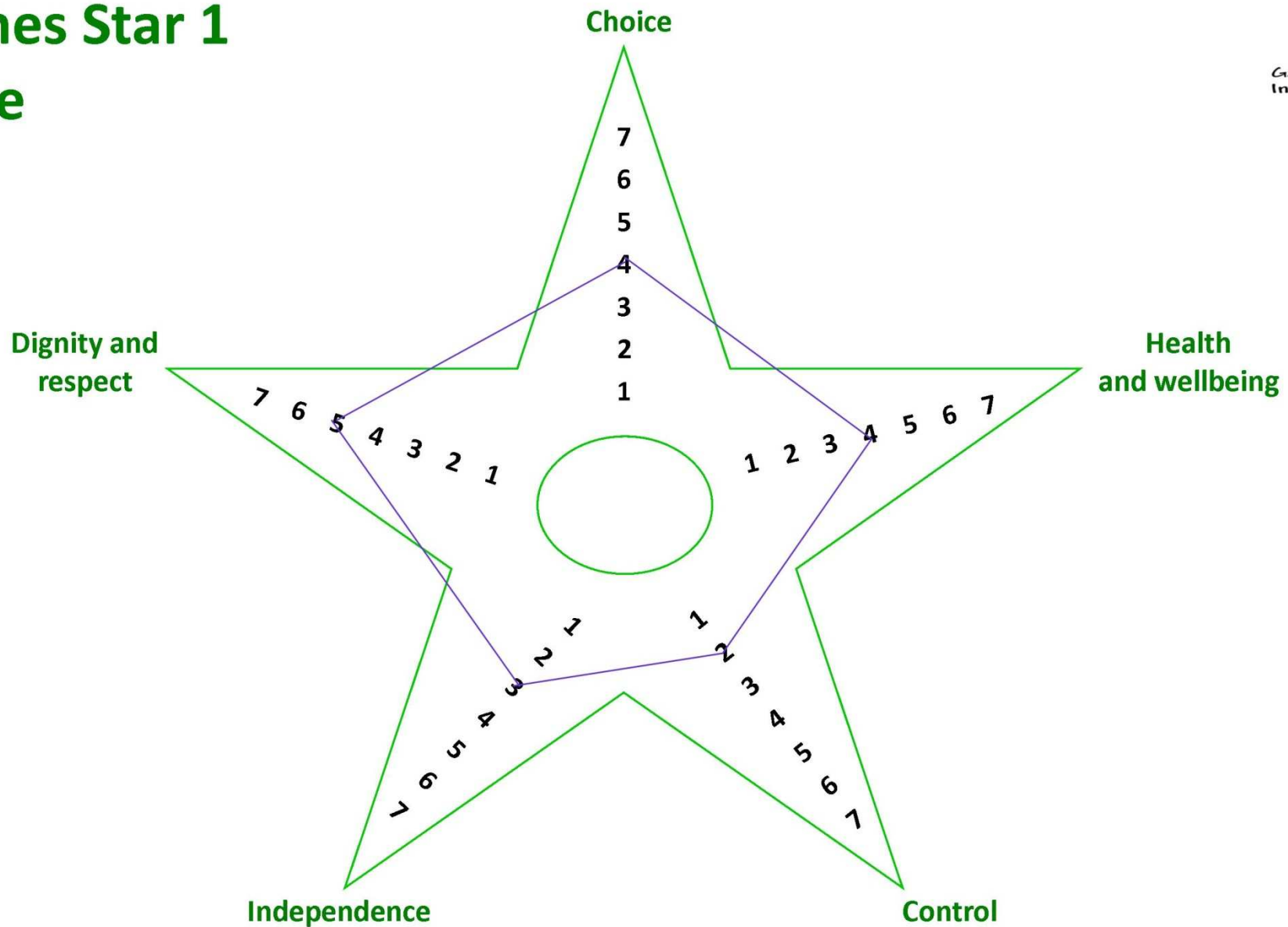
4
Not sure

5
Some

6
Mostly

7
Fully

Outcomes Star 1 Example



1
Not at all

2
Mostly not

3
Rarely

4
Not sure

5
Some

6
Mostly

7
Fully

For further information about any aspect of this Monitoring and Evaluation Framework, please contact GAIN (Gateshead Advocacy Information Network):

Tel: 0191 478 3130

E-mail: gain@gain.org.uk

Web: www.gain.org.uk

Gateshead Advocacy Information Network
John Haswell House
8/9 Gladstone Terrace
Gateshead
Tyne and Wear
NE8 4DY

Steve Cowen, November 2010