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| **Principles** | **Standards** |
| 1. Independent advocacy stands up to injustice, discrimination, and disempowerment. | * 1. Independent advocacy recognises power imbalances or barriers people face and takes steps to address these.   2. Independent advocacy enables people to have more agency, greater control, and influence.   3. Independent advocacy challenges discrimination and promotes equality and human rights. |
| 1. Independent advocacy is loyal to the people it supports and stands by their views and wishes | * 1. Independent advocacy follows the agenda of the people supported regardless of the views, interests, and agendas of others.   2. Independent advocacy must be able to evidence and demonstrate its structural, financial, and psychological independence from others.   3. Independent advocacy provides no other services, has no other interests, ties or links other than the delivery, promotion, support and defence of independent advocacy. |
| 1. Independent advocacy ensures people’s voices are listened to and their views are taken into account. | * 1. Independent advocacy reduces the barriers people face in having their voice heard because of communication, or capacity, or the political, social, economic, and personal interests of others.   2. Independent advocacy recognises and safeguards everyone’s right to be heard. |

These standards impact on

**Wider community outcomes**

1. People in Scotland understand what independent advocacy is and can access it if required

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2. Reduction of stigma in communities.

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3. Empowered community with strong connections.

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4. Human rights upheld for all, strong community voice.

**Other organisations and service outcomes**

1. Improved services with greater equality of access.

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2. People are treated with more dignity and respect.

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3. Independent advocacy credibility and legitimacy is recognised and fully understood.

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4. Independent advocacy helps to defend and uphold human rights.

**Advocacy Partners/Groups outcomes**

1. People are better informed of their rights.

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2. People are more able to express their views

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3. People have their views and wishes taken into account.

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4. People have more choice and control in situations which affect their lives.

**Independent Advocacy National Outcome 1**

Independent advocacy enables people to be better informed about their rights, as well as **understanding their needs and wishes and the choices they have**. It increases their **agency and power** to choose their own actions freely, as much as possible.

**Independent Advocacy National Outcome 2**

Independent advocacy supports people to **recognise, understand and challenge power imbalances** that influence their lives. It enables them to **challenge these imbalances,** in order to try and realise their rights, needs and wishes.

When someone is unable to take personal action, their advocate will ensure that their rights are upheld.

**Independent Advocacy National Outcome 3**

Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood.

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|  | **Outcome** | **Indicator** | **Evaluation Methods** |
| **Advocacy partners or groups** | 1. People are better informed of their rights. | * People take part in meetings/decision making processes. * People are having conversations about their options. * People are talking about their rights. * People are given accessible information about their rights. * People are given a range of ways to make choices. | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |
| 1. People are more able to express their views. | * People tell us they are more supported. * People have increased confidence in expressing their views. * Less need for independent advocacy. * People supporting each other. * People are making choices. * People contribute at hearings/meetings. * Greater number of people are participating in important meetings about them. * Increase in evidence of self-advocacy (or supported to self-advocate). | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |
| 1. People have their views and wishes taken into account. | * People are given a range of ways to make choices. * People tell us they are more supported. * People are given accessible information about their rights. * People are more involved. * People can describe what they want to happen. * Decisions are taken which reflect the full rights of a person who is unable to act on their own behalf.  (Non instructed advocacy) * People contribute at hearings/meetings~~.~~ * Others understood what the person/group wishes to happen. * Active consideration is given to the true wishes of a person/group by the professional(s)/others in a meeting | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |
| 1. People have more choice and control in situations which affect their lives. | * People have increased participation in decision making processes. * People have their rights safeguarded. (non instructed advocacy) * Decisions are taken which reflect the full rights of a person who is unable to act on their own behalf. * People are given a range of ways to make choices. * People are more involved. * Increase in evidence of self-advocacy (or supported to self-advocate). * People are making choices. * People contribute at hearings/meetings. * People felt more powerful in conversations about them and their lives * People have a greater sense of self identity and autonomy. * People are more empowered. | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |

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| **Other organisations or services** | 1. People are treated with more dignity and respect. | * People are given a range of ways to make choices. * People express they feel more supported. * People are given accessible information about their rights and the options available to them. * People are more involved. * People contribute at hearings/meetings. * People express a greater sense of self identity and autonomy. | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |
| 1. Independent advocacy credibility and legitimacy is recognised and fully understood | * Independent advocacy is connected strategically and locally to Boards, forums, steering groups as an equal partner whilst maintaining their independence. * Evidence of systems change/policy in response to input from independent advocacy organisations/groups. * Increased referrals * Increased funding for all models of independent advocacy | * Strategic Plans * Local Policy * Evaluations * Advocacy Map * Local reporting * National outcomes report * Annual reports |
| 1. Independent advocacy helps to defend and uphold human rights | * Advocacy organisations/groups gather and use data on the number of people in communities facing the same issues or difficulties. * Advocacy organisations/groups shine a light on local and systemic issues. * Advocacy organisations/groups contribute to using a rights-based approach in local communities. * Advocacy organisations/groups have raised awareness of human rights. * Local communities have an increased awareness of stigma and discrimination. * Local communities have increased empathy and understanding of everyone’s rights. | * Evaluations * Advocacy Map * Local reporting * National outcomes report * Annual reports * Strategic Plans |
| 1. Improved services with greater equality of access | * More people can access service at the right time. * Increased awareness raising sessions in community. * Receiving more appropriate referrals. * Less people presenting to crisis services or in crisis | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes |

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| **Wider community** | 1. People in Scotland understand what independent advocacy is and can access it if required | * People and communities know independent advocates have the values, skills and knowledge required for the role. * More people can access services at the right time. * Increased awareness raising sessions in community. * Receiving more appropriate referrals * Less people presenting to crisis services or in crisis. | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes * Evaluations * Advocacy Map * Local reporting * National outcomes report * Annual reports |
| 1. Reduction of stigma in communities | * Wider communities grow in awareness of stigma and discrimination. * Multiple advocacy organisations gather and use data on the number of people in communities facing the same issues or difficulties. * Independent advocacy organisations/groups shine a light on local and national systemic issues. | * Questionnaires * Self-rating scales * 1:1 interview * Focus groups * Informal feedback * Observation * Case notes * Evaluations * Advocacy Map * Local reporting * National outcomes report * Annual reports |
| 1. Empowered community with strong connections | * Strong collective advocacy voice within communities. * Local services and policy influenced by independent advocacy. * Communities have increased knowledge of their rights and how to access them. * People are more connected to their local communities through citizen advocacy. * Local communities value the contribution of people who are seldom heard. * Access to justice of all kinds. | * Advocacy map * National outcomes report * Inclusion of independent advocacy in policy and legislation |
| 1. Human rights upheld for all, strong community voice | * Wider community have empathy and understanding of everyone’s rights. * People have their rights safeguarded. * Wider communities are aware of their right to independent advocacy and how to access it. * People are supported to decide whether to use independent advocacy or not. * Strong collective advocacy voice within communities * Wider policy and legislation are influenced by independent advocacy. * Access to justice of all kinds. | * Advocacy map * National outcomes report * Inclusion of independent advocacy in policy and legislation |