

# Advice & Adovcacy Outcomes Framework

A. Financial Security	B. Access to Rights and Justice	C. Problem Resolution and Crisis Prevention	D. Health and Well-Being	E. Confidence and Empowerment	F. Independent Living and Housing	G. Community Connection	H. Knowledge and Self-Advocacy
Access to sufficient income, benefits, and financial support to meet day-to-day living costs, reduce financial distress, and build longer-term financial stability.	Access to rights, entitlements, and services; the ability to challenge decisions; and achieving fair treatment through advocacy or advice.	Resolution of practical problems and prevention of issues escalating into crises through timely advice, support, and intervention.	Improvement in physical and mental health, reduction in anxiety and stress, and increased ability to manage health conditions and access health services.	Increased self-confidence, ability to advocate for oneself, make informed decisions, and have a stronger voice in dealings with services and systems.	Ability to maintain safe, secure, and stable housing, live independently, and manage daily living needs with reduced reliance on crisis services.	Opportunities to build social connections, participate in community activities, reduce isolation, and strengthen a sense of belonging.	Improved knowledge of rights, options, and services, and the confidence to use this knowledge to navigate systems and advocate independently.
<i>A1. Client secures new benefit entitlements</i>	<i>B1. Client successfully challenges a decision (appeal, complaint)</i>	<i>C1. Client's immediate presenting issue is resolved</i>	<i>D1. Client reports improved emotional well-being</i>	<i>E1. Client reports increased confidence in dealing with agencies</i>	<i>F1. Client remains housed or secures new accommodation</i>	<i>G1. Client joins local activities, groups, or events</i>	<i>H1. Client understands their rights and options</i>
<i>A2. Client achieves a financial backpayment or lump sum</i>	<i>B2. Client secures access to entitled services</i>	<i>C2. Client prevented from eviction, homelessness, or loss of service</i>	<i>D2. Client reports reduced anxiety or stress</i>	<i>E2. Client makes independent contacts with services post-support</i>	<i>F2. Client accesses housing support services</i>	<i>G2. Client reports feeling part of a community</i>	<i>H2. Client can explain steps to resolve an issue independently</i>
<i>A3. Client has reduced debt or arrears</i>	<i>B3. Client receives support in legal processes</i>	<i>C3. Client reports improved ability to manage future risks</i>	<i>D3. Client gains access to health services (GP, mental health, etc.)</i>	<i>E3. Client participates in service user forums or advocacy groups</i>	<i>F3. Client reports feeling safer and more stable at home</i>	<i>G3. Client develops new social connections or friendships</i>	<i>H3. Client uses information resources provided by services</i>
<i>A4. Client reports better ability to manage essential living costs</i>	<i>B4. Client reports feeling their voice was heard</i>	<i>C4. Client accesses a crisis prevention service (e.g., housing, debt)</i>	<i>D4. Client increases participation in health-promoting activities</i>	<i>E4. Client articulates needs or choices more clearly</i>	<i>F4. Client manages daily living tasks more independently</i>	<i>G4. Client volunteers or contributes to community initiatives</i>	<i>H4. Client reports improved ability to deal with official processes</i>
<i>A5. Client opens or maintains a stable bank account</i>	<i>B5. Client gains documentation or evidence to support a claim</i>	<i>C5. Client's service engagement prevents escalation of issue</i>	<i>D5. Client reports feeling safer at home</i>	<i>E5. Client self-advocates successfully for a service or entitlement</i>	<i>F5. Client attends or completes tenancy support programmes</i>	<i>G5. Client reports reduced feelings of loneliness or isolation</i>	<i>H5. Client knows where to get help in the future</i>
<i>A6. Client sustains rental payments without arrears</i>	<i>B6. Client reports knowing how to seek redress if needed</i>	<i>C6. Client has a completed contingency or crisis plan</i>	<i>D6. Client reports better management of long-term health conditions</i>	<i>E6. Client demonstrates new skills in navigating services</i>	<i>F6. Client secures adaptations to make home safer</i>	<i>G6. Client engages with online communities (where appropriate)</i>	<i>H6. Client demonstrates self-advocacy in meetings or appointments</i>
<i>A7. Client accesses financial advice services</i>	<i>B7. Client is referred to specialist legal support</i>	<i>C7. Client supported to access emergency funds or housing</i>	<i>D7. Client referred to or uses specialist health services</i>	<i>E7. Client reports greater self-efficacy and control</i>	<i>F7. Client maintains tenancy or housing placement at 6 months</i>	<i>G7. Client accesses community digital or library services</i>	<i>H7. Client shares learned information with others</i>
<i>A8. Client reports reduced financial stress or anxiety</i>	<i>B8. Client reports increased awareness of rights</i>	<i>C8. Client receives multi-agency coordinated support to prevent crisis</i>	<i>D8. Client reports improved sleep, diet, or exercise habits</i>	<i>E8. Client initiates follow-up actions independently</i>	<i>F8. Client engages with landlord/housing officer appropriately</i>	<i>G8. Client participates in peer-support networks</i>	<i>H8. Client prepares documents or applications independently</i>