

Outstanding service

This category recognises services that are making a difference in a local area. We want to showcase the very best in service delivery. This category also recognises developments and improvements within how advocacy is delivered. We want to celebrate creative and innovative ways services are evolving their support.

Judging Criteria

Judges will be looking for examples and evidence of services that have achieved success. Success can be broadly defined so there is no formal scoring system. However you may wish to consider the following areas in your nomination.

Remember to give evidence (or examples) wherever you can to support what you are saying (otherwise the judges have nothing to base their decision on).

- Is the service you are nominating exceptionally **well ran**? You may want to concentrate on outstanding leadership, improvements in the way resources are sourced or resources are managed.
- Is the service you are nominating **transforming** the way people are heard by **health and care services**? Can you give examples of collective (or systemic) advocacy that has made a real difference?
- Does the service you are nominating use and **support volunteers** in outstanding ways? Or is the service exceptionally strong in providing quality ongoing support, training and supervision to their advocates? Can you show how people feel valued or supported by the organisation?
- Is the service you are nominating **improved significantly** in the way it offers its support? For instance, it may have developed innovative ways to measure, evaluate or deliver advocacy, or grown.