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PRESS RELEASE

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Batias gains new Advocacy Quality Performance Mark (QPM)

Batias Independent Advocacy Service has been awarded the Advocacy Quality Performance Mark (QPM) from the National Development Team for Inclusion (NDTi). The QPM is the UK's only independent quality performance mark for organisations offering independent advocacy; an essential service for people who need support to express their needs and have increased choice and control in their lives.

To gain the QPM, independent advocacy providers have to undergo a rigorous self-assessment process and policy review. This is followed by a structured site visit for NDTi assessors to meet advocates and the people they support. As well it being good practice for Local Authorities to provide advocacy to people at risk of exclusion, commissioners are required to provide statutory independent advocacy under the Mental Capacity Act, Mental Health Act, and more recently the Care Act. The Advocacy QPM provides them with a robust benchmark to measure independent advocacy services, ensuring they select the very best providers.

Kate Knight, Advocacy Service Manager from Batias said:

“Batias is pleased to announce we have been re-awarded the Quality Performance Mark for the third time, we are proud of our services and this award demonstrates our commitment to high quality services for all of our clients.”

Gail Petty, QPM Manager and Lead for Advocacy and Rights at NDTi said:



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“The Advocacy Quality Performance Mark is only awarded to advocacy organisations who can demonstrate that they are providing excellent services to people often experiencing challenging situations in their lives. It indicates that they have the training and policies in place to ensure people’s rights are upheld and their preferences are heard and responded to.”

Originally developed by Action for Advocacy (A4A), the Department of Health funded NDTi to review and revise the QPM in 2014, working with providers, users and commissioners of advocacy services. The application process was streamlined to be as straightforward as possible, while retaining the rigor required to ensure that high standards are met. It is available to organisations providing independent advocacy in England, Wales and Northern Ireland. Further information can be accessed and applications can be made via www.qualityadvocacy.org.uk.

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Notes to editors

- The National Development Team for Inclusion (NDTi) is a not-for-profit social change organisation promoting inclusion and equality for people who risk exclusion and need support to lead a full life. It has a particular interest in issues around age, disability, mental health and children and young people. Further information is available online at www.ndti.org.uk.
- Batias provides independent advocacy support for some of the most vulnerable people in our communities. For more information about our services please visit our website www.batias.com

For further press information contact Erika McCusker, Operations Manager for Batias on 01375 389869.

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