

Older Citizens Advocacy York (OCAY) Longer-Term Impact Survey June/July 2023



Report and summary of results

Methodology

The intention of this longer-term impact survey is for it to be carried out every 6 months or so as an ongoing measure of how our clients are viewing our services, and to highlight any areas of improvement.

This was the third long-term impact survey we had conducted since the start of 2022. Two previous surveys were held in 2022.

A sample of thirty clients were selected at random to be interviewed. All the cases had been closed between four and 12 months before the interviews took place. Four volunteers agreed to use the script to undertake the survey over the telephone in July 2023.

The volunteers who carried out the survey had not worked with the clients previously. This was decided to be the most appropriate way of gathering responses to enable participants to answer the questions honestly. A letter was sent to each client informing them of the survey, when they would be contacted, and by whom. The letter also explained how to let OCAY know if they did not want to take part. Consent for contact was gathered when clients initially accessed the service. Clients' details were not recorded along with their responses meaning they were fully anonymous.

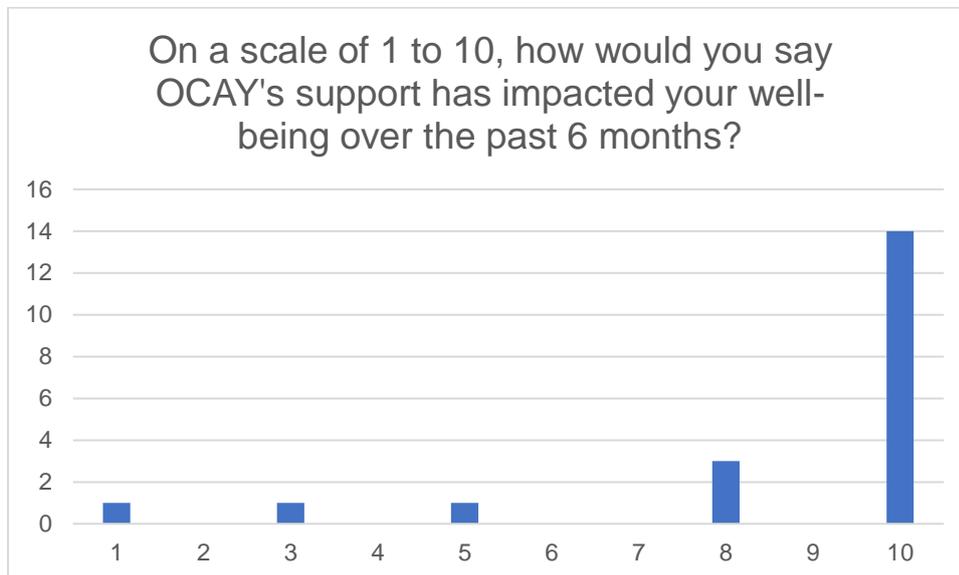
Results

A total of 20 clients agreed to complete the survey which was same number of participants who agreed to take part in the June 2022 survey. The clients who did not participate were either unable to remember working with OCAY, were ill, did not answer the telephone when called, or did not want to answer the questions. In particular, 3 clients did not complete the survey because they did not achieve their desired outcomes in relation to their cases.

There was variation in terms of whether each respondent answered all questions, and this is noted against each question below. The results of each question are broken down in the following graphs.

Question 1 and 2

'On a scale of 1 to 10, with 1 meaning it has had no impact and 10 meaning it has had a huge impact, how would you say OCAY's support has impacted your well – being over the past 6 months?'



20 participants responded to this question: 14 people gave a score of 10, 3 people gave a score of 8, one person scored 5, one person a 3, and one person scored 1.

When asked to explain the reason why a participant gave their score on the scale, those scoring the service as having had an impact on their well-being as 10 stated things such as:

- 'The support was very helpful. Successfully got a Blue Badge'.
- 'Put me on the right line. Fantastic service. Was not able to function before but can now.'
- 'Excellent help from advocate'.
- 'Comforting having someone to listen and care whilst assessing my needs'.
- 'Very good. Everything I asked for, they helped'.
- 'Brilliant. All done in one month. Helped to get rid of all my stress'.
- 'All the help I got was fantastic and I won my case'.
- 'Wonderful to be able to use my Blue Badge, such a relief when I got the help to apply for it'.
- 'OCAY were very helpful. I don't know what I would have done without them, simple as.'

Those who gave a score of 8 said:

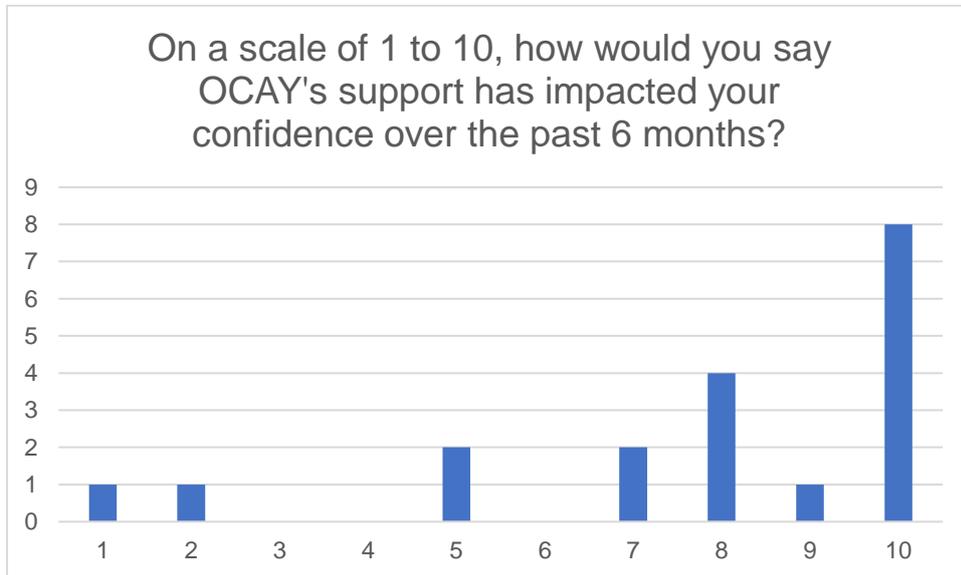
- 'Fantastic service'.
- 'It has helped as I was so worried'.
- The advocate was 'very wise' and their negotiations 'got things moving.' They feel they wouldn't have got anywhere without OCAY's support.

The person who gave a score of 5 did not comment, and those who gave a score of 1 or 3 mentioned:

- 'The issue is still unresolved'.
- 'The advice was unhelpful in the circumstances of this issue'.

Question 3 and 4

'On a scale of 1 to 10, with 1 meaning it has had no impact and 10 meaning it has had a huge impact; how would you say OCAY's support has impacted your confidence over the past 6 months?'



19 participants responded to this question: 8 people gave a score of 10, 1 person gave a 9, 4 people gave a score of 8, 2 people gave a 7, 2 people gave a score of 5, 1 person gave a 2, and 1 person gave a score of 1.

When asked to explain the reason why a participant gave their score on the scale, those scoring the service as having had an impact on their confidence as either 9 or 10 on the scale included comments such as:

- 'Advocate was excellent, and I haven't needed to call for anything else'.
- 'I know that I can fight my cause even against large organisations'.
- 'Support was brilliant. Advocate was brilliant'.
- 'Confidence in being able to get help. Will always bear this in mind'.
- 'Anything I find I know where to go. It has helped'.
- 'Been able to cope. Confidence boosted. Gave great advice'.

Those who gave a score of 8 said:

- Client felt they had someone on their side who understood what they were trying to do and did their best to help.
- 'It felt good to have someone fighting your corner' and 'it is hard to do it on your own'.
- 'Boosted confidence massively'.
- 'Went with me to a job seekers appointment'.

Those who gave a score of 7 mentioned:

- 'Has helped my confidence'.

- 'Advocate attentive, reassuring that I am asking for the correct help'.

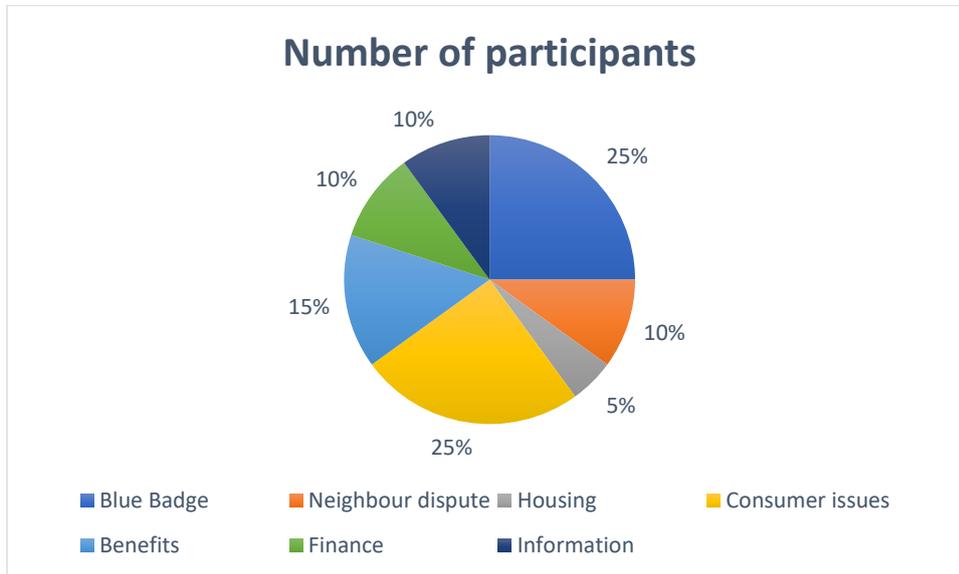
The people who gave a score of 5 stated:

- 'Helped my confidence to ask for help and helped me when travelling with others'.
- The support they received has not really impacted their confidence. Although they did also say that a Blue Badge 'has given me more confidence to go out but only for short distances'.

The person who gave a score of 2 did not comment, and the person who gave a score of 1 said that they had 'no resolution'.

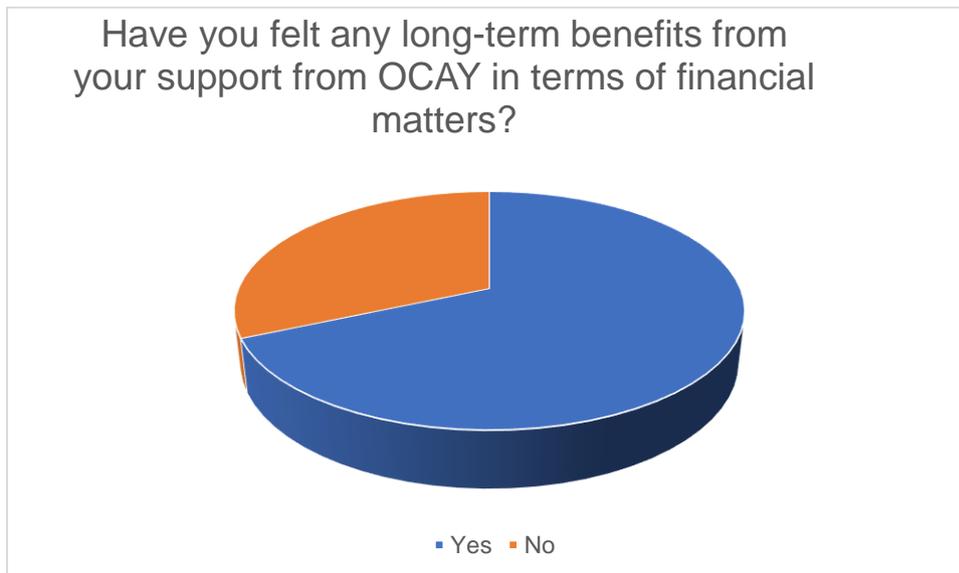
Question 5

The type of issues the participants approached OCAY about were in connection with blue badge (5), neighbour dispute (2), housing (1), consumer (5), benefits (3), finance (2), and for information (2).



Question 5a

Have you felt any long-term benefits from your support from OCAY in terms of financial matters?



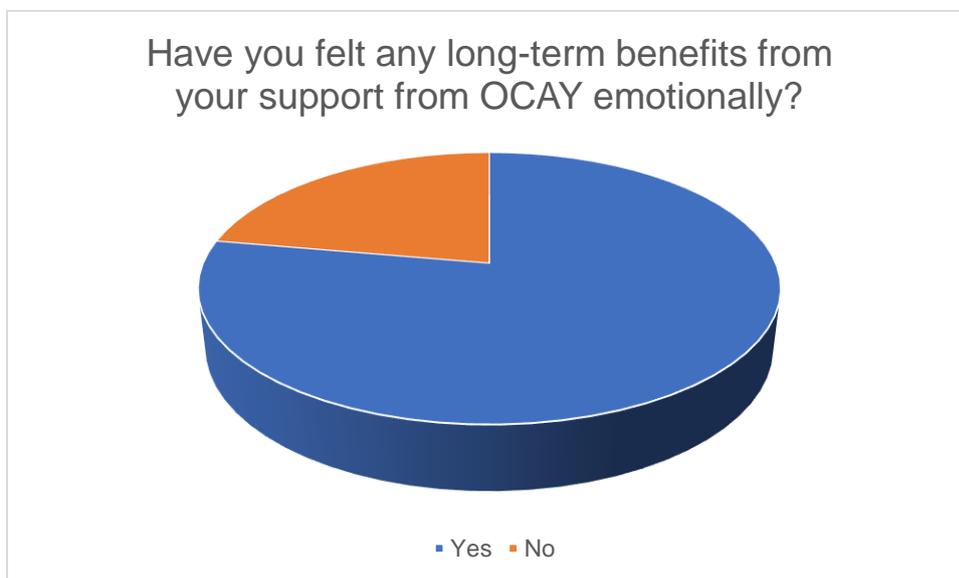
19 participants provided an answer to this question, with 13 saying they did feel long-term benefits from OCAY's support in relation to financial matters and 6 saying that they did not.

Those who answered 'Yes' to this question were asked to describe these benefits with participants stating that:

- Advocate has really helped with family probate.
- 'Thank you! A great relief!'
- Client did get a £200 payment because of OCAY's support.
- 'Got standard PIP (Personal Independence Payment) which helps me financially'.
- 'The volunteer helped me. I now have more money'.
- 'Food vouchers helped'.

Question 5b

Have you felt any long-term benefits from your support from OCAY emotionally?



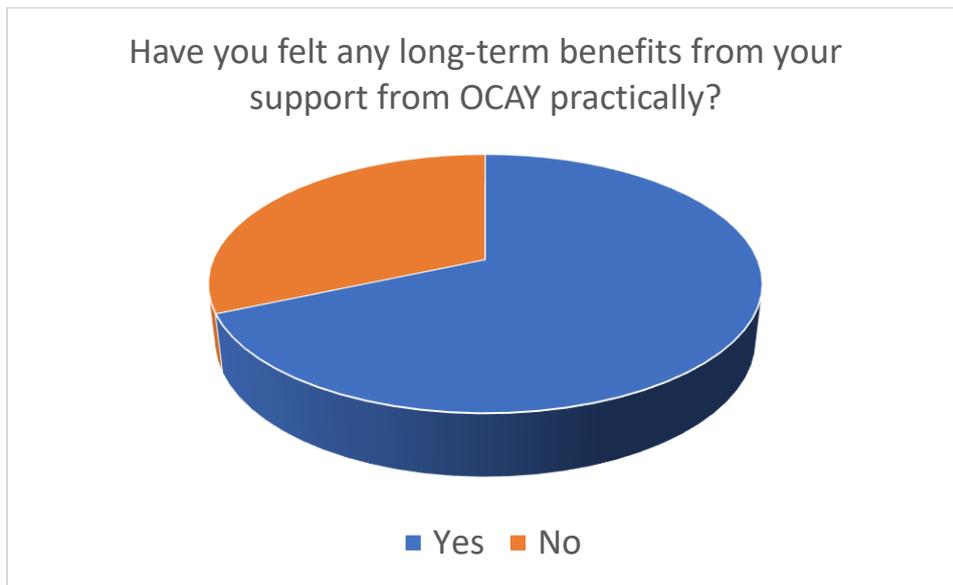
18 participants answered this question, with 14 of them saying that they did feel long-term benefits after their support from OCAY emotionally and 4 saying that they did not.

Those who responded 'Yes' to this question were asked to describe how they were impacted emotionally, and they described the following:

- 'Takes anxiety away from these types of application processes'.
- 'It made me more confident for myself'.
- 'Now I have no worry due to advocate helping me'.
- Without OCAY's support 'I wouldn't have been here now'.
- 'It has helped me to feel less isolated when problems arise'.
- 'Enabled me to feel as though I had a support network around me'.
- 'More comfortable. Do not worry anymore'.

Question 5c

Have you felt any long-term benefits from your support from OCAY practically?



19 participants answered this question, with 13 of them saying that they did feel long-term benefits from their support from OCAY practically and 6 saying that they did not.

Those who responded 'Yes' to this question were asked to describe how they were impacted practically, and they described the following:

- 'I got my blue badge and my disk sorted which I hadn't had before'.
- 'Advocate helped me enormously'.
- Helped them 'compose letters and things' which was very helpful.
- 'Helped me to be able to say the right thing'.

Question 5d

When asked if the participant had felt any long-term benefits from their support from OCAY in terms of anything else, their comments included:

- Recommended OCAY to a friend.
- 'Thank you for helping me'.
- 'It's nice to know that there is someone out there'.
- 'I would recommend OCAY in future. Extremely helpful'.
- 'Great advocate. Helped me so much'.

Question 6

If you had a problem in the future, would you go back to OCAY for help?

20 participants answered this question, with all of them saying that they would go back to OCAY for help.

Conclusions

Overall, the responses were nearly all positive. For question 1, 85% scored 8 or higher in terms of their experience with OCAY having impacted their well-being; for question 3, approximately 68% scored 8 or higher in relation to OCAY's support having impacted their confidence; for question 5a and 5c approximately 68% said they believe they felt long-term benefits financially and practically (respectively); and around 77% stated they felt long-term benefits emotionally. The breadth of impact demonstrated within the responses correspond with the holistic approach adopted by OCAY when dealing with clients.

Based on the comments provided in relation to the scores given, it appeared that people really appreciated the support that they had received. The most telling result was that 100% of respondents said that they would go back to OCAY for help in the future, including those respondents who had provided lower scores for previous questions.

The few lower scores that were given can mostly be explained by people not obtaining their desired outcomes and this is evidenced in the comments provided in relation to a lack of a resolution. For example, one person who gave low scores did so because his neighbour dispute was not resolved. In certain cases (for example, neighbour disputes), it is difficult to manage expectations and achieve the outcome the client desires.

The surveys that were completed reflect the most common types of cases that OCAY deal with over a typical year; with 25% of the surveys being completed by clients who approached the service in relation to Blue Badge issues (our most common issue) and 25% of the surveys being completed by clients with money issues (benefits and finance issues).

These results continue to highlight that the services provided by OCAY are delivering a valuable resource to its clients. One learning point could be that perhaps more work needs to be done in relation to how best to manage client expectations, so they aren't disappointed with undesired outcomes. Continuing with longer-term impact assessments with previous clients proves worthwhile in order to maintain OCAY's high-quality service provision and allows for learning in relation to areas of improvement.

The results of this report will be shared with trustees, volunteers, and staff. The learning will therefore be shared throughout the organisation.

Appendix 1

Long-Term Impact Survey and script

Hello, I am a volunteer from OCAY calling to talk to you about a short survey looking at OCAY's advocacy service and how it has helped you with..... (add here the issue/s that the client had support with).

You will have had a letter that explained we would be contacting you. The survey will be used to help improve the service and your responses will be kept confidentially and reported anonymously. We are very grateful for your help.

1. On a scale of 1 to 10, with 1 meaning it has had no impact and 10 meaning it has had a huge impact; how would you say OCAY's support has impacted your well-being over the past 6 months?

1 2 3 4 5 6 7 8 9 10

2. Could you please explain why you gave this score on the scale?

3. On a scale of 1 to 10, with 1 meaning it has had no impact and 10 meaning it has had a huge impact; how would you say OCAY's support has impacted your confidence over the past 6 months?

1 2 3 4 5 6 7 8 9 10

4. Could you please explain why you gave this score on the scale?

5. Have you felt any long-term benefits from your support from OCAY in terms of ...?

a. Financial matters YES / NO

i. If yes. Please can you describe that?

b. Emotionally, YES / NO

i. If yes. Please can you describe that?

c. Practically YES / NO

i. If yes. Please can you describe that?

d. Anything else YES / NO

i. If yes. Please can you describe that?

6. If you had a problem in the future would you go back to OCAY for help?

YES / NO

Thank you for your help today, we really appreciate it.