

Older Citizens
Advocacy York

O C A Y
**OLDER CITIZENS
ADVOCACY-YORK**

History of OCA Y

Public meeting 2001

First clients 2002

First paid staff 2002

Incorporated 2017

Investors in Volunteers 2018

Charity Governance Award
Winner 2020



Advocacy is.....

Speaking up for
the client, even
if your own view
is different

Free, no cost
implications

Flexible about
the time
shared with the
client

Independent of
other services.

Confidential

Enabling
people to
make
choices and
take control

Seeking positive
outcomes for the
client

Empowering

Based on really
careful listening
to what the
client is seeking

Enabling clients to
express their wishes
and views. Helping
them to say what
they want to say to

Valuing and
confidence
building

Advocacy is
not.....

A rubber stamp or seal of
approval to a decision
already made

A replacement for a
service that is lacking

A befriending
service

Mediation

Something
which will go
away when
asked to by 'the
system'

A way of coercing
someone into making
decisions

A last resort when
all else fails

An extra pair
of hands to
help with
work

What happens when you get in touch?

- **First point of contact:** Client is informed about OCAY on outreach, or is referred to us via another service, or gets in contact with us directly via telephone or email or just drops in.
- **Booking initial meeting:** An initial meeting is booked with a member of staff and client details are added to our database
- **Initial meeting:** This is usually hosted at the OCAY offices, or at the client's home if they are less mobile. We will provide information on our service. Advocacy issue is explored in-depth and notes are taken. A risk assessment is completed by the advocate.

Working with a volunteer

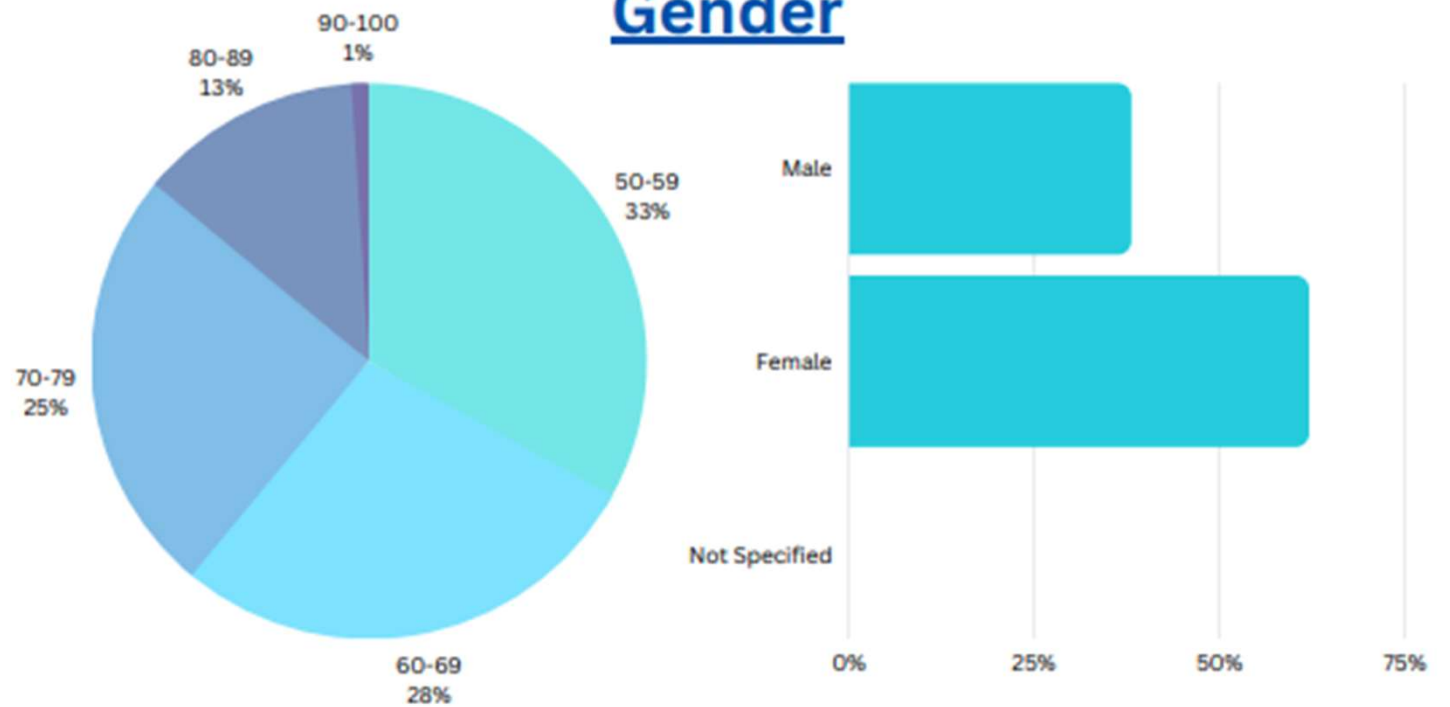
- **Advocate expresses interest:** Advocate expresses interest in the case via the database, or by contacting the office. The Administrator will allocate the case to the advocate, and they can then access the client details
- **Contacting client:** Advocate contacts client to arrange meeting, introduce themselves and discuss how client/advocate wishes to proceed.
- **Case notes:** Advocate to log relevant information as case notes and all contact with the client on database. Administrator periodically checks this is happening and keeps tabs on open cases.
- **Case Closure and Feedback:** When the issue concerned has been completed the case is closed and the client is approached for feedback.

Our Volunteers

- 24 current volunteer advocates
- We also have volunteers for fundraising and outreach.
- Training usually 2 to 3 times a year and consists of 3 mandatory sessions: Induction, basic Advocacy Skills and Safeguarding Awareness
- Database Training
- Follow on Interview Skills and Record Keeping
- Professional 1:1 support from the Advocacy Manager
- Regular coffee meetings and opportunities to meet other volunteers

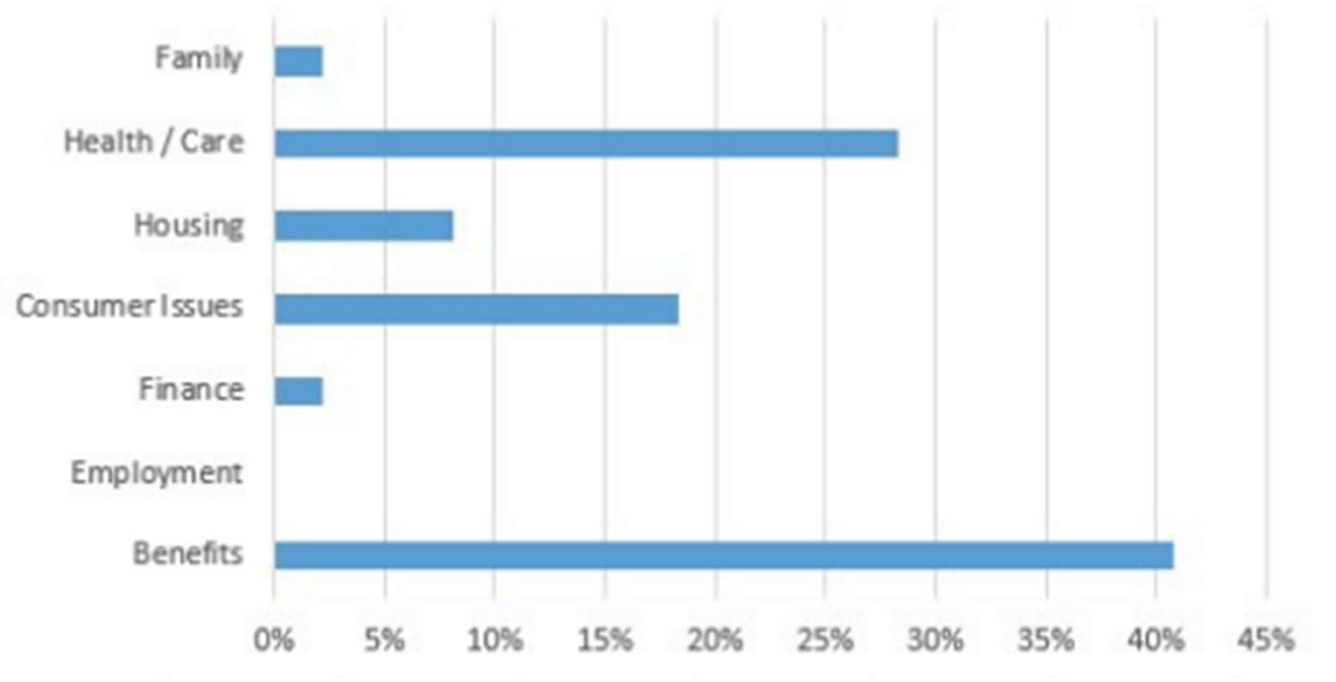
We supported
468 clients in
2023/2024

Client Age & Gender



Types of Issues

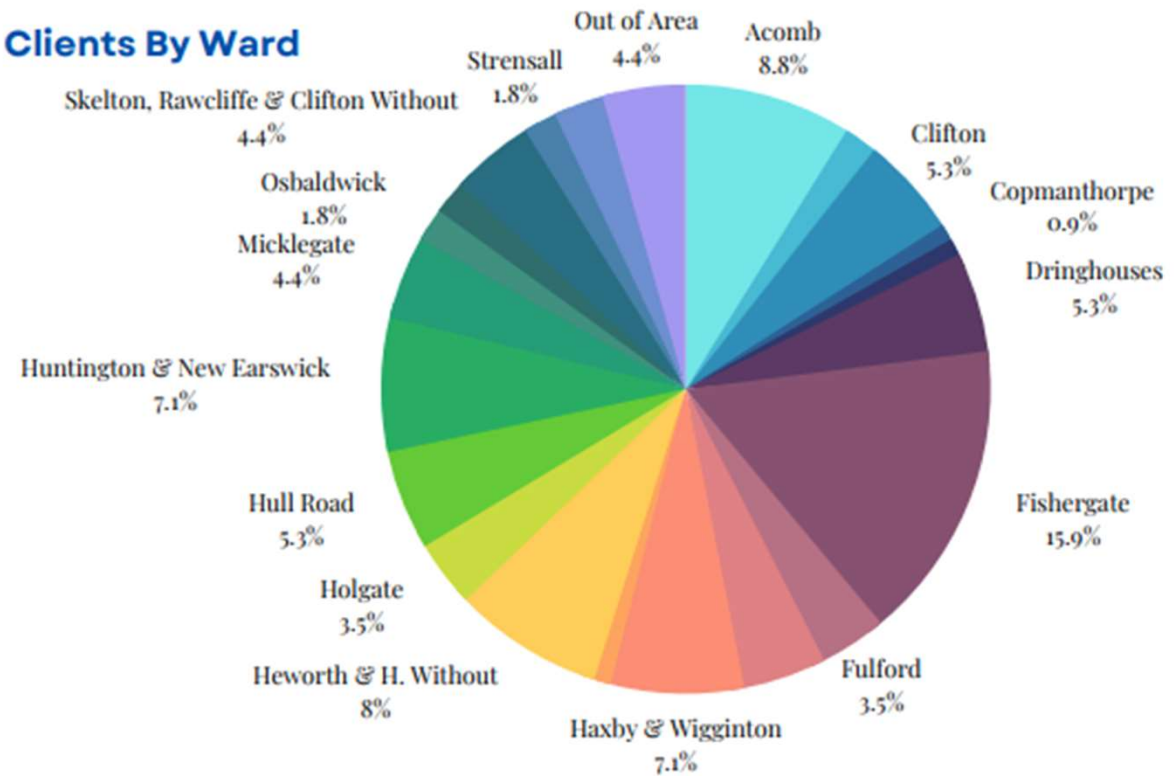
Referral Issues of OCA Y Clients



Where our clients live

Where our clients come from

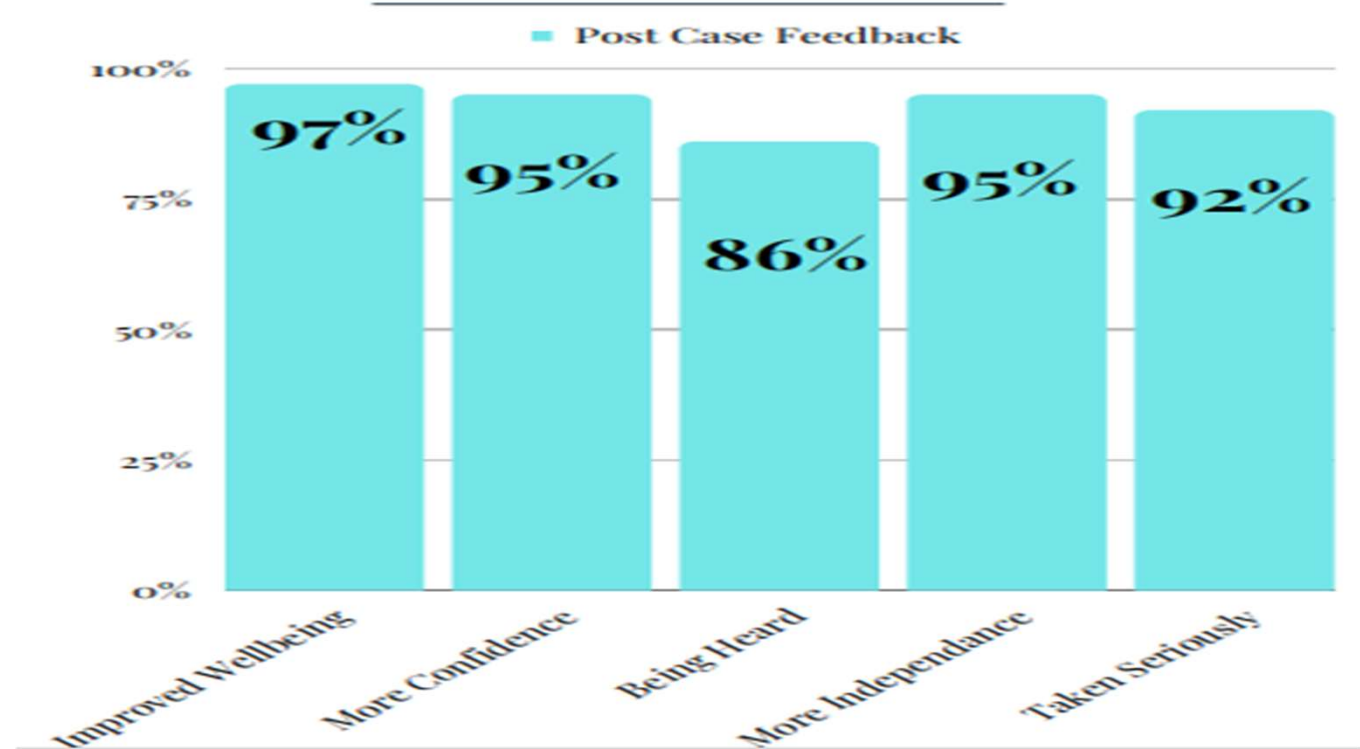
Clients By Ward



What our clients say about us

Client Feedback

OCAJ has supported 468 cases in 2022/23
The table below shows the client feedback after the case was closed.



Case Studies

Client Case Studies

Case Study 1 – Attendance Allowance

Client approached us for help with an Attendance Allowance application. They had applied a few years ago and been turned down but since then their health had deteriorated. They had various medical conditions. An advocate came forward to help with the application. They did research into the application process. The advocate filled in the application under instruction from the client and their son. The application was successful, and they were awarded the higher rate of Attendance Allowance which is £92.40 per week. They were very pleased with the outcome.

Case Study 2 – Blue Badge Application

Client wanted help to complete a Blue Badge application. It was a first application. They had severe back pain and had to take medication for this and wanted a Blue Badge so that they could get parking when they visited the local hospital. The advocate spoke to the client on the phone and made an online application on their behalf. The application was successful, and they were awarded a Blue Badge. They were very happy with the service and would use us again and would recommend us to others.

Any Questions

- Thank you for listening
- Any questions
- Contacts 01904676200 or info@ocay.org.uk
- Website www.oldercitizensadvocacyyork.org.uk