

COMMUNITY Impact Data 2015/16

GETTING
HEARD

We supported **319** Oxfordshire clients through our community advocacy service¹.

The issues most commonly supported on were:

- **Housing** 24%
- **Social care needs** 19%
- **Benefits** 16%
- **Legal/rights** 15%



All our clients were adults with **a quarter being older people** aged over 60 years. Building on our strong community presence a third of our clients had self-referred.

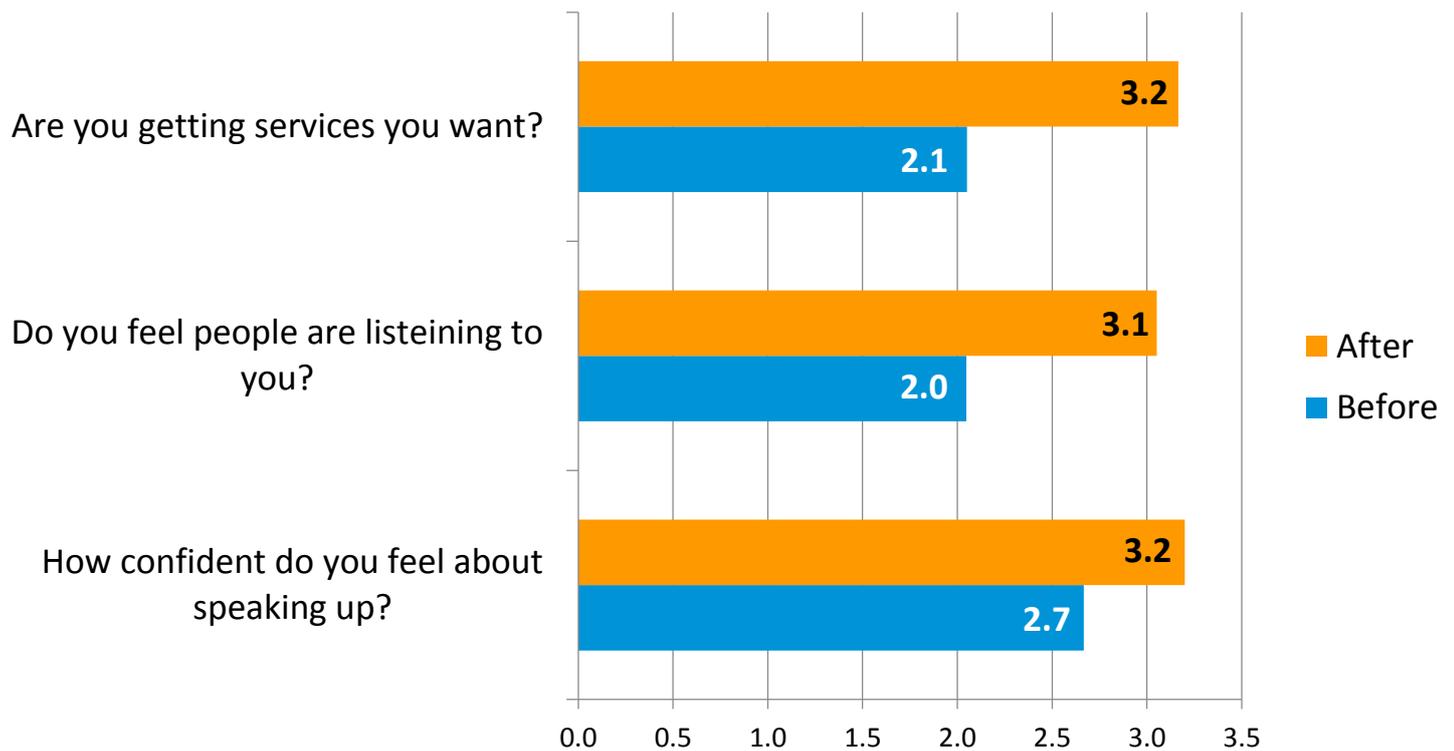


Over **half our clients had experienced mental ill-health**. Many had a:

- **Physical disability** 41%
- **Learning disability** 17%
- **Serious physical illness** 11%

¹ Excludes clients supported through our Cancer and Older People's project delivered in partnership with OPAAL and Macmillan.

At the beginning and end of each partnership we asked 3 questions to measure distance travelled as a result of advocacy (with 1 being the lowest and 4 being highest score). On average **across all indicators advocacy made a positive impact.**



And here's what some of our **clients had to say**:

Thank you so much for all your support and help both before and throughout the appeal. I couldn't have gone through it without you.

It was absolutely vital that I was heard at the meeting and **I was heard**

It really means so much to me I cannot express it in enough words how grateful I am to you for you being with me on the day and your **understanding** of my situation

It is incredible how a perfect stranger can walk into a meeting and change things for me. Her support was invaluable.

Thanks to her support

I was able to voice my wishes

which were taken into consideration by people around me.

I am not sure I would have turned up if my Advocate wasn't there!

