

Advocacy Service Outcomes Report

Our 1st 300 Cases

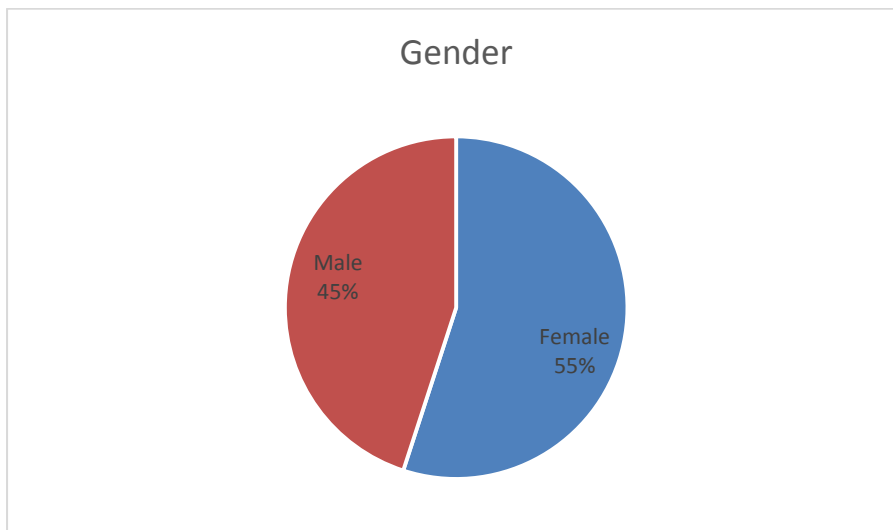
OCD Action continues to provide the only advocacy service in the UK specifically for people with a diagnosis of OCD or BDD. The service has been providing people across the UK with telephone and email advocacy support since 2009. In addition our team of trained & supported advocacy volunteers can now offer face-to-face advocacy to people in London, South East, North West and South West England. We are now in the process of training a number of volunteers based in North East England & Yorkshire.

Our volunteer advocates can support adults who have a diagnosis of OCD or BDD who have a particular issue because of their condition. Advocates can provide an individual with information, explore any possible action that the individual might take, support them in the informed decisions that they make and empower them to speak for themselves or, if they prefer, speak on their behalf. In practical terms advocates can attend meetings, write letters and make phone calls with and on behalf of individuals.

This report looks at the first 300 cases that the service worked on and looks at the range of the individuals we supported and their experience of using the service.

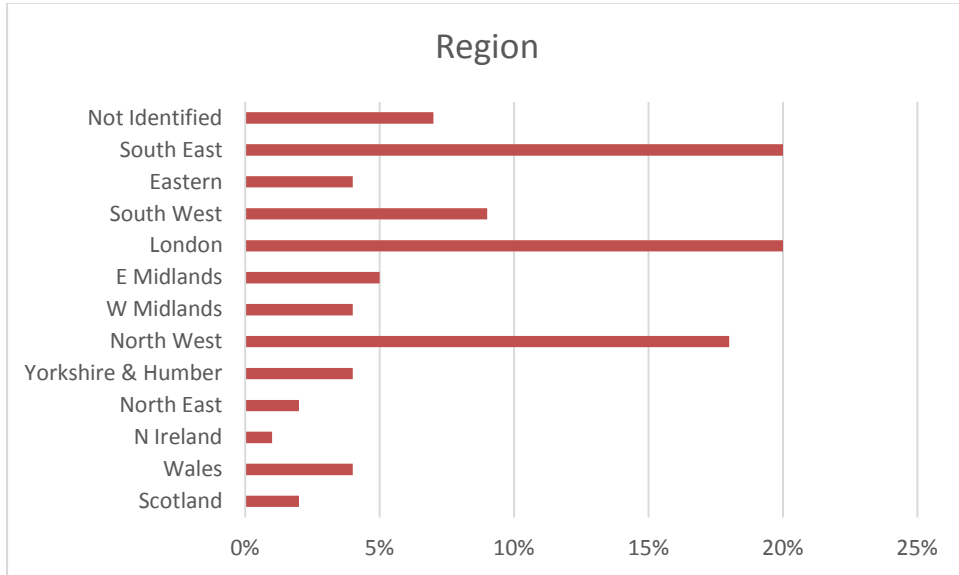
People who used the service

As can be seen in the figure below we worked with slightly more women than men:



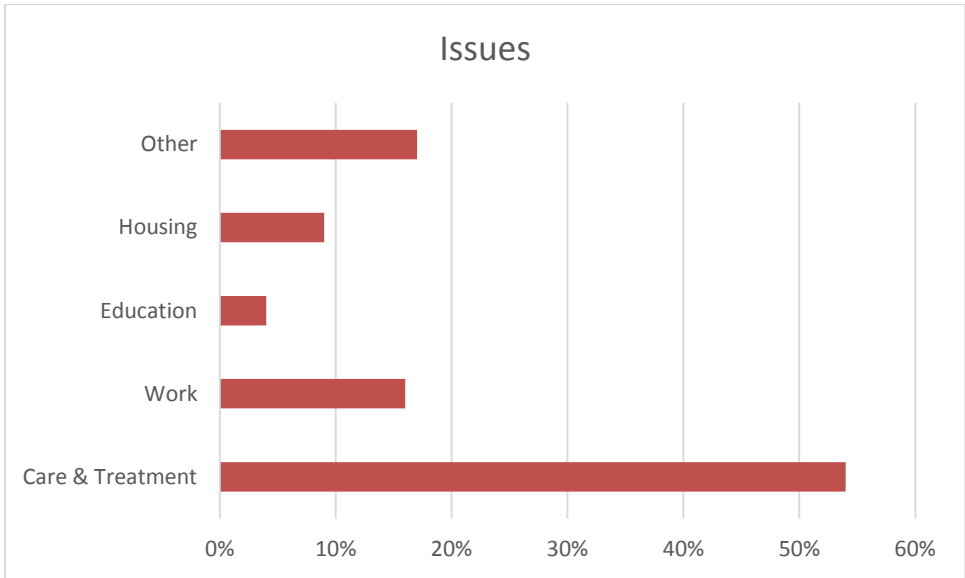
Where Do Our Clients Live?

We worked with people all over the UK but we took on more cases in those regions where we had more established volunteer teams i.e. London, the South East & the North West:



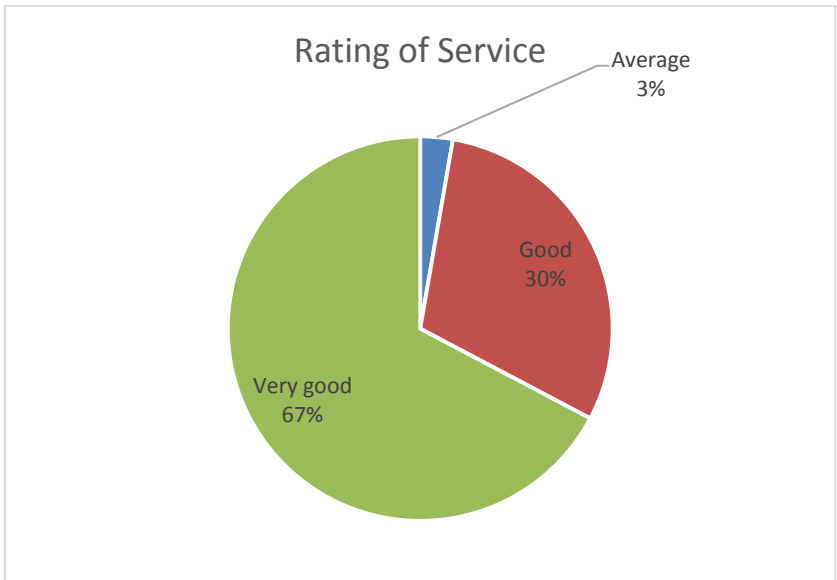
What Issues Did People Bring to the Service?

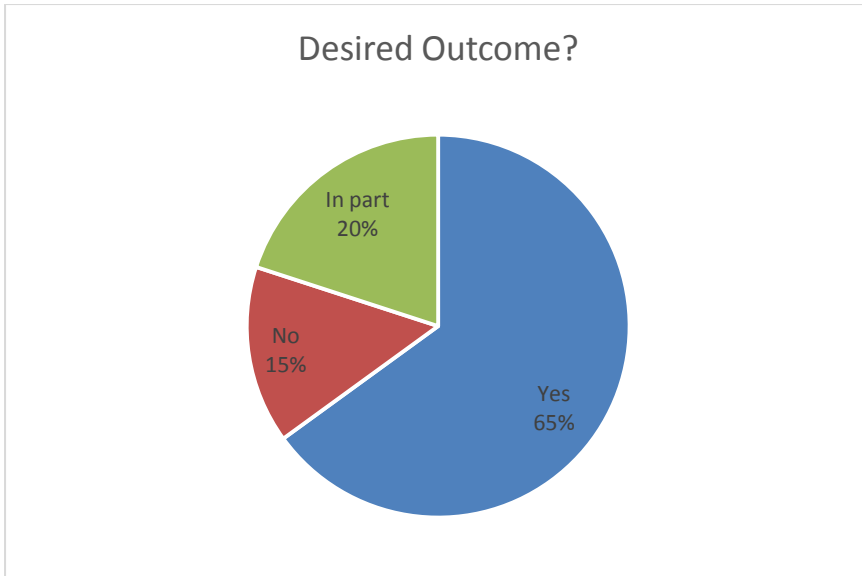
More than half of the people we worked with needed advocacy support for their care & treatment issues. The single largest issue in the 'Other' category was benefits, with an increasing number of people wanting information & support with accessing benefits. The advocacy service doesn't have the specialist expertise to provide advice or to complete benefit forms but we can assist people to access local advice services & help people draft statements detailing how their OCD impacts on their daily lives:



What Was the Experience of the People we worked with?

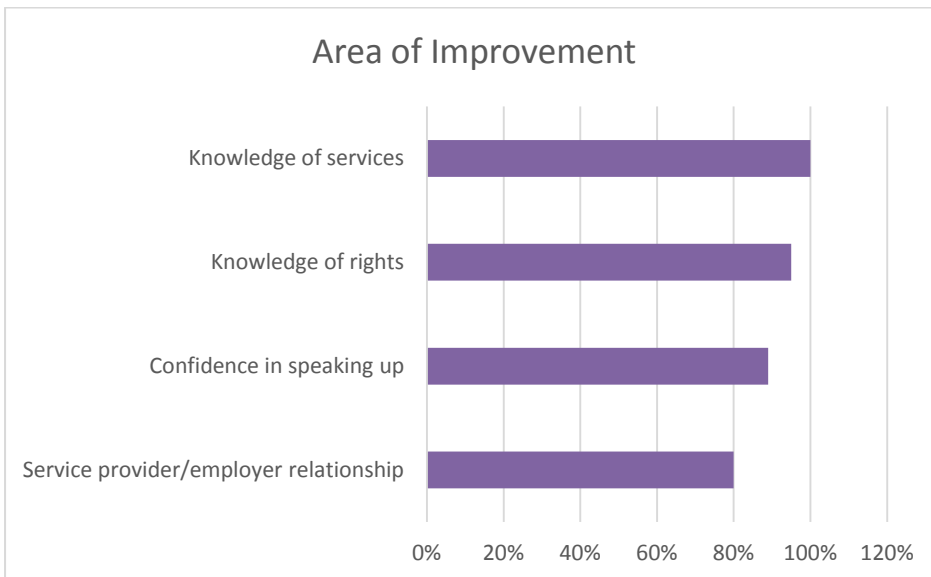
As part of our evaluation process we ask the people we work with to rate the service they have received and to let us know whether we have been able to achieve what they wanted. The figures below show feedback from those individuals who completed evaluation forms:





Impact of Advocacy on the Individual

Everyone we work with is asked to rate themselves on a range of measures both before and after we have worked with them to see if they have seen any improvement. The graph below shows the percentage of people who reported an improvement in a specific area after advocacy involvement:



Case Review

The Advocacy Manager also reviews all cases to give a more detailed analysis of the outcomes achieved:

Care & treatment cases: 163 cases

Improved access to care & treatment	35%
Increased knowledge of treatment rights and options	97%

Work: 46 cases

Job position now more secure	28%
Improved knowledge of rights at work	100%
Increased confidence in asserting rights under equality law	65%

Education: 11 cases

Improved support from university/college	45%
Reasonable adjustments made to accommodate client	27%
Increased confidence in asserting rights under equality law	100%

Housing: 28 cases

Tenancy more secure	25%
Greater support from housing services	50%
Increased knowledge of housing rights	100%