

Lomond & Argyll Advocacy Service Client Satisfaction Survey 2010—2018



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Client Satisfaction Survey

Lomond & Argyll Advocacy Service is keen to hear the views of people who use our service and other stakeholders. To help achieve this we undertake a regular client satisfaction survey. Over time, it provides us with valuable feedback on the experiences of our clients.

This takes the form of a questionnaire, sent by post with a stamp addressed envelope enclosed, to a random sample of 100 clients who have used the service during the preceding six months. The response rate is currently running at approximately 21%, which we believe is reasonable for a postal survey of this type, particularly given our client group.

In 2019, the survey will change slightly on a trial basis and will be sent out monthly to approximately 17 clients, whose cases have been recently closed, across the service. Over a year period this will equate to 200 clients, giving the same sample size as previously. By sending out the survey every month, it is hoped that the client may be more likely to respond as the assistance from our advocates will be fresher in their minds. This should give us a higher response rate for our survey.

Survey Results:

Between October 2010 and October 2018 we have conducted sixteen surveys and have received a total of 342 responses from our clients. This can be seen in figure 1.

- 125 respondents in West Dunbartonshire
- 161 from clients in Argyll and Bute
- 56 respondents were anonymous or did not disclose their location.

A statistical analysis of responses appears on the following pages.

A wide range of clients returned the surveys from all areas of our service, including mental health (58%), learning disabilities (36%) and over 65s (35%) (Fig. 2). Looking at figure 3, the age range of the respondents also correlates well with the age range of the clients that are seen across the service. We have a large number of clients in the range of 41-64 years and the over 65 age range.

Figure 4 shows that the majority of clients hear about our service through social workers, friends or other means. This can include opticians, hairdressers or through website and social media.

It can be seen from figure 5 that 82% of our clients who returned our questionnaire were satisfied with the service received from their advocates. 90% of respondents felt both respected and happy working with

the advocate (Figure 6 and 7). Figure 8 shows that 83% of clients found the advocate easy to talk to.

82% of the respondents felt that working with the advocate helped them feel confident (see figure 9) while 84% felt involved in all the decisions made with the advocate (figure 10). 84% of clients felt that they received all the information that they needed to address their issues from the advocate (figure 11).

However, figure 12 shows that only 71% of clients felt that it was easy to see their advocate, although a further 22% felt that they saw an advocate sometimes when needed. It is often the case that advocates cannot attend meetings at short notice due to the nature of their work, which may go some way to explaining why clients feel this way.

Overall, 92% of clients found that the advocates explained their job role clearly, figure 13.

Overall, satisfaction of our clients with the services provided by LAAS is high. The results of the survey show that our advocates are treating clients with respect and giving them the confidence to speak up and be heard. To ensure that satisfaction levels remain high, our advocates will continue to explain clearly to clients how they will be able to help and provide as much information as possible to achieve this aim.

Graphs for Satisfaction Survey 2010-August 2018

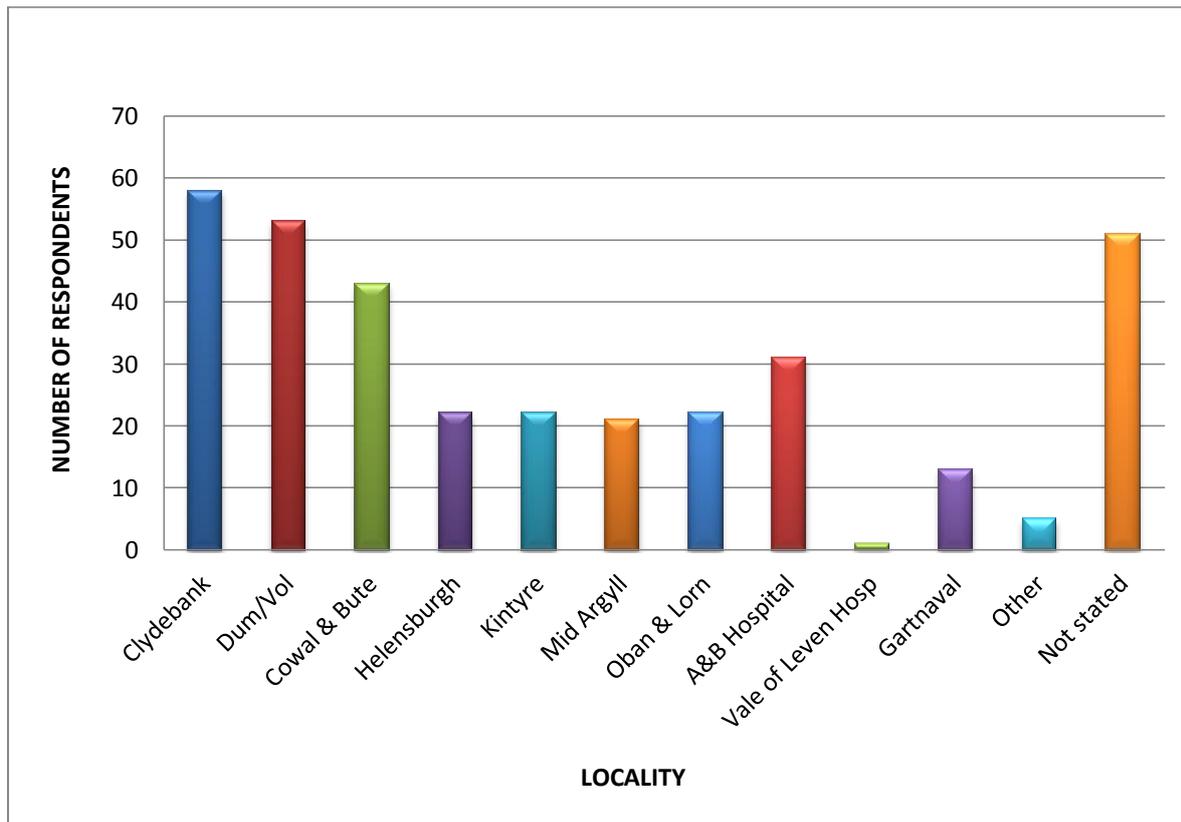


Figure 1: Respondents to questionnaire up to Aug 2018

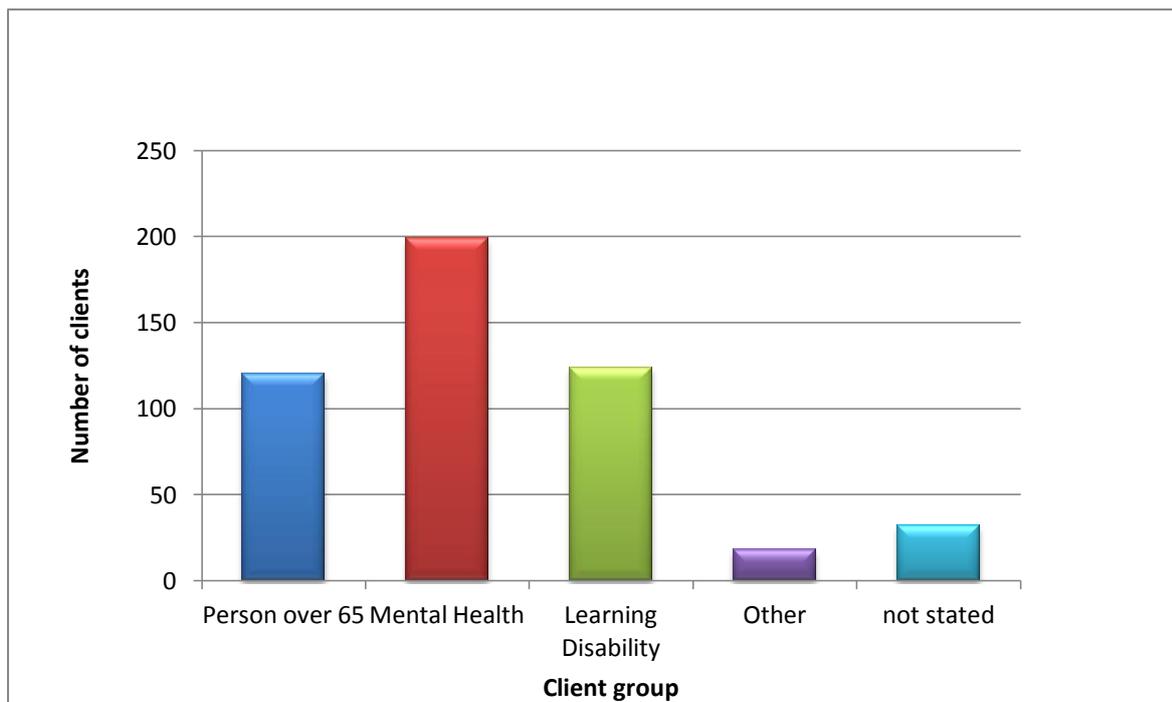


Figure 2: Client group of respondents 2010- Aug 2018

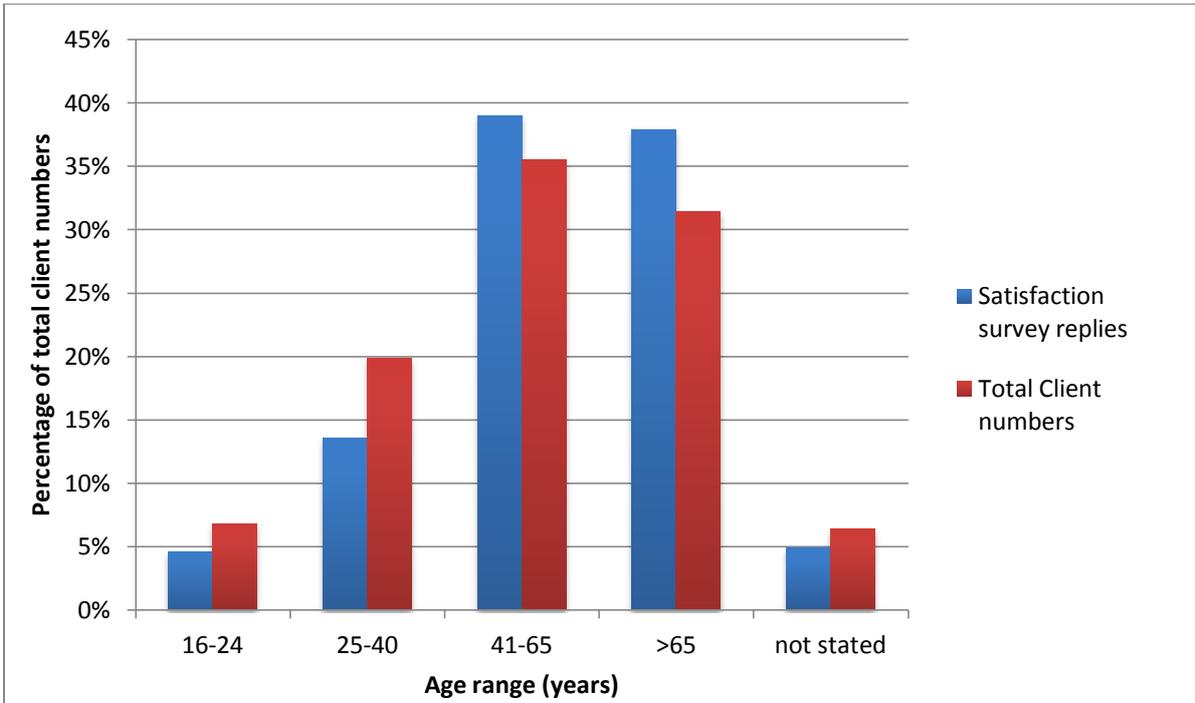


Figure 3: Age range of Respondents vs total client numbers 2010- Aug 2018

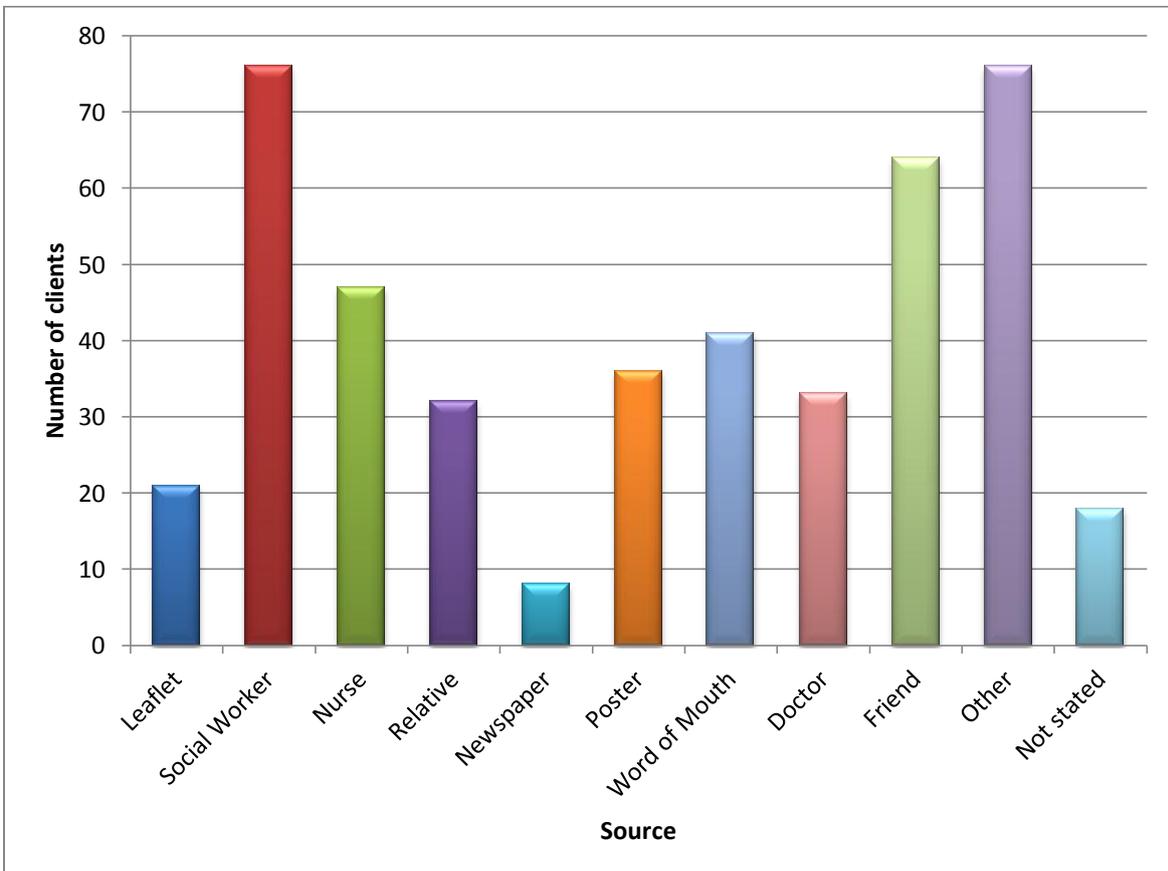


Figure 4: How did you hear about Advocacy? 2010-Aug 2018

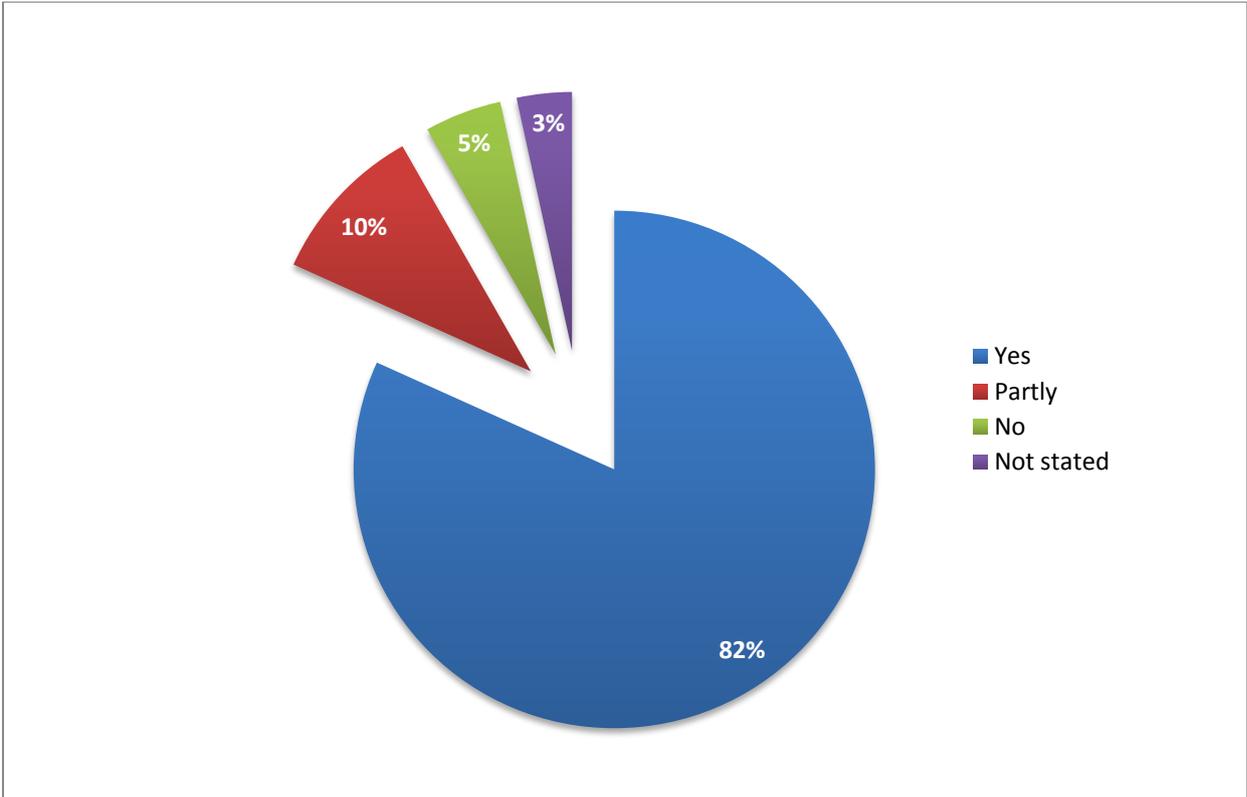


Figure 5: Were you happy with the results of working with your advocate? 2010 to Aug 2018

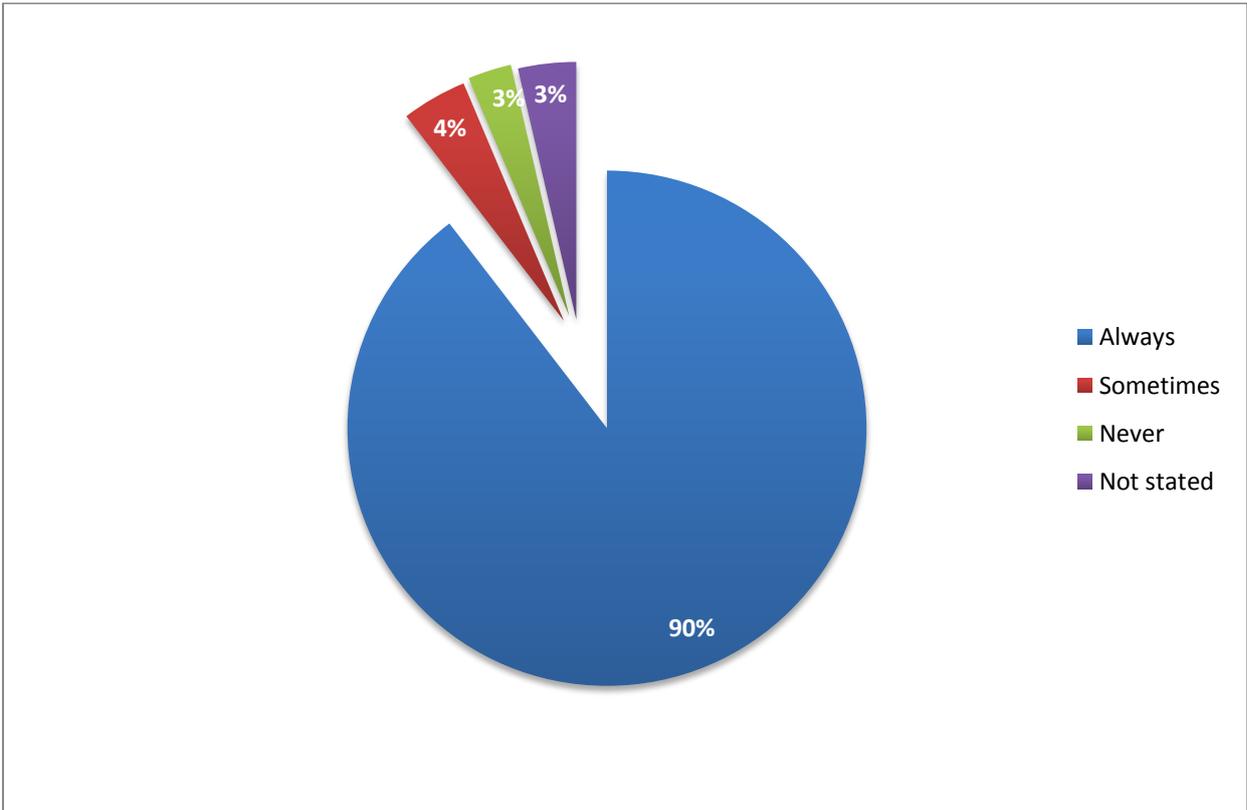


Figure 6: Did your advocate treat you with respect? 2010- Aug 2018

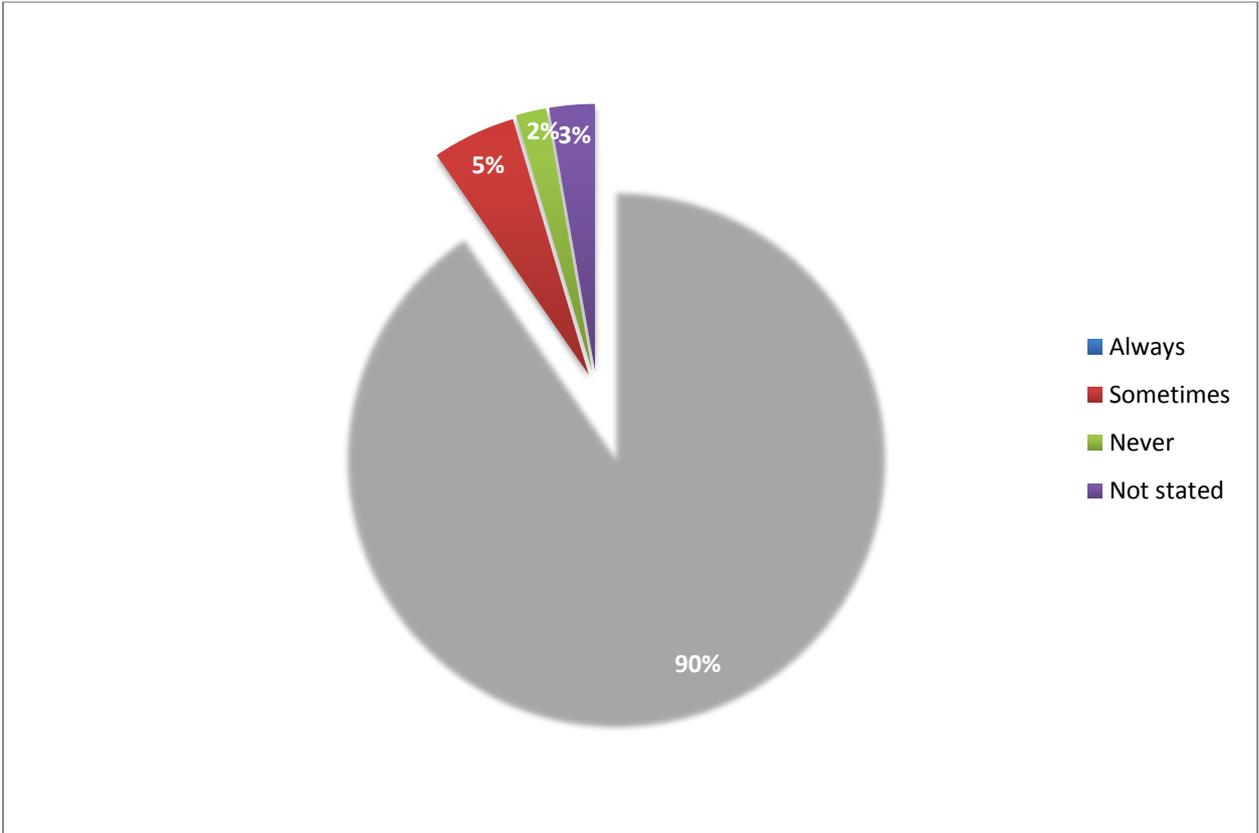


Figure 7: Were you happy working with your advocate? 2010- Aug 2018

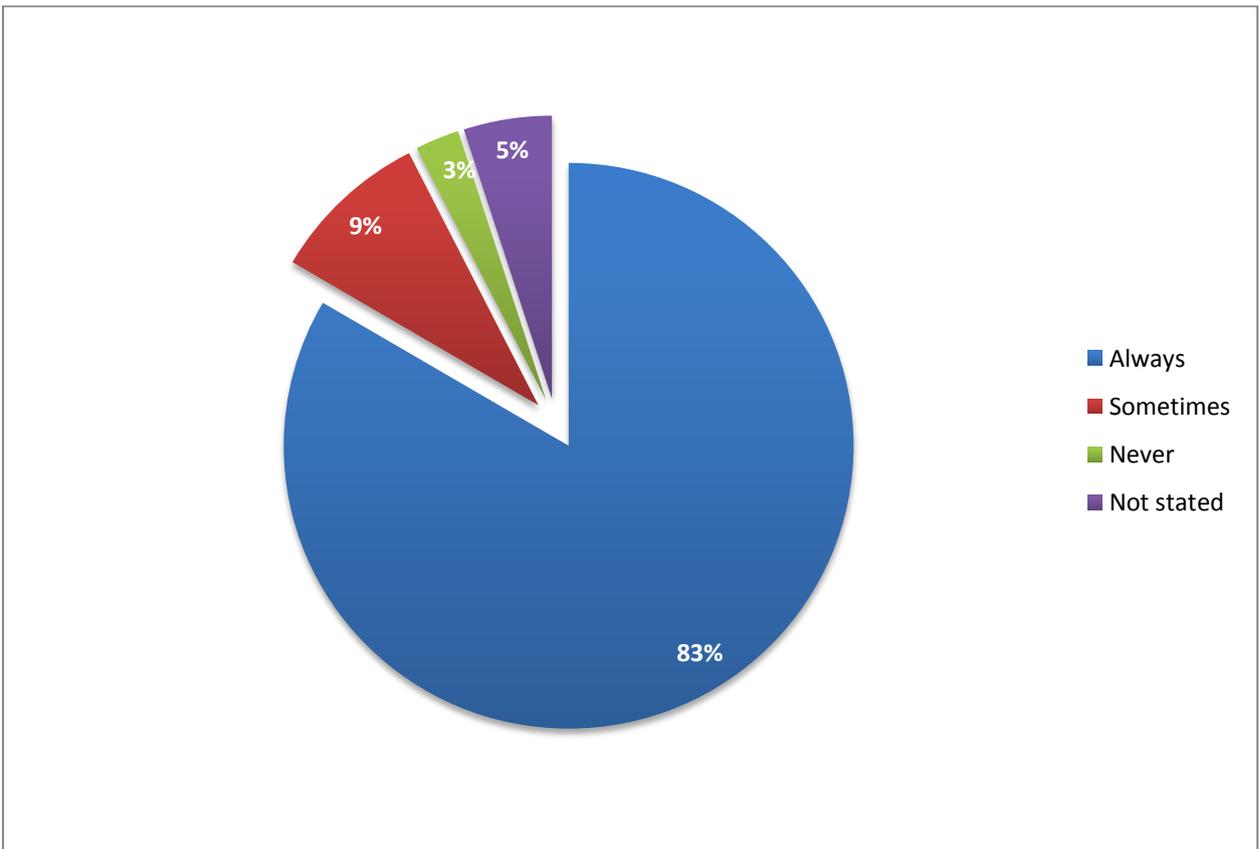


Figure 8: Was your Advocacy easy to talk? 2010-Aug 2018

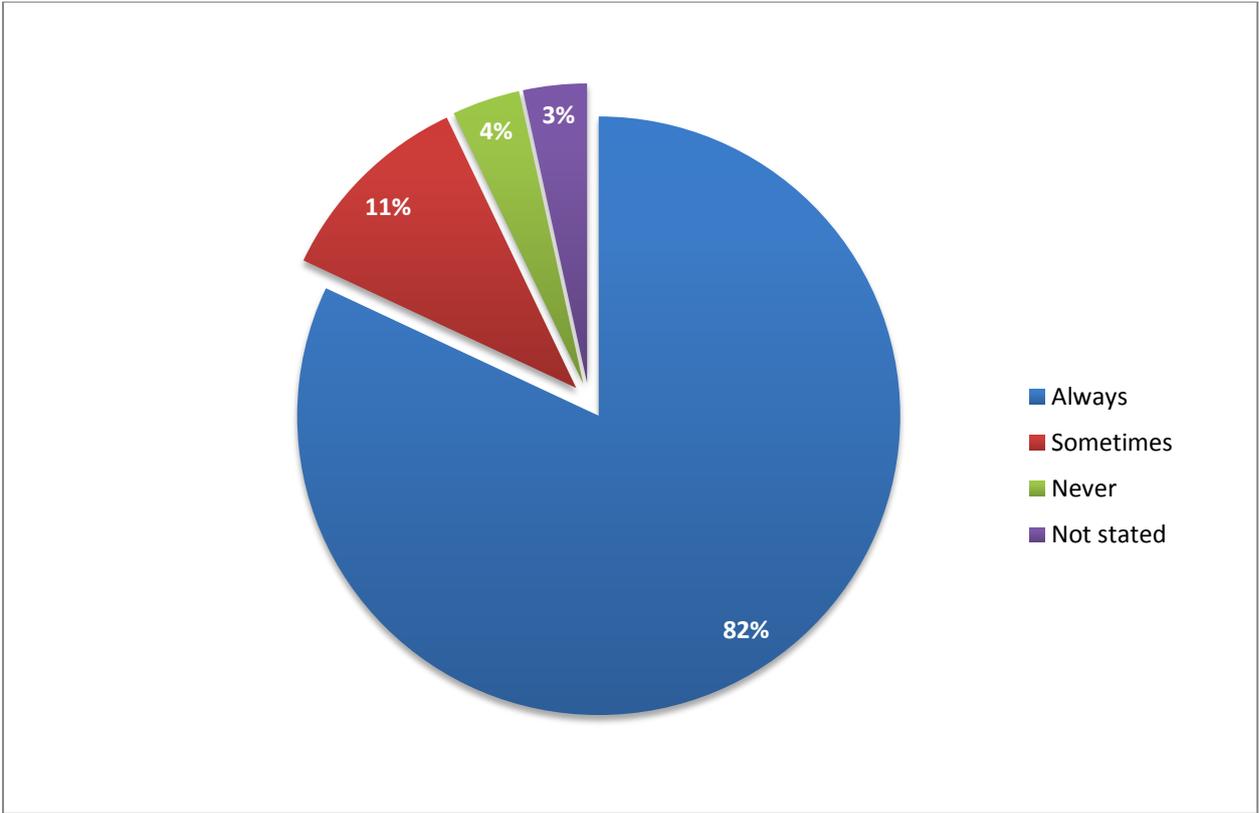


Figure 9: Did your advocate help you to feel confident? 2010-Aug 2018

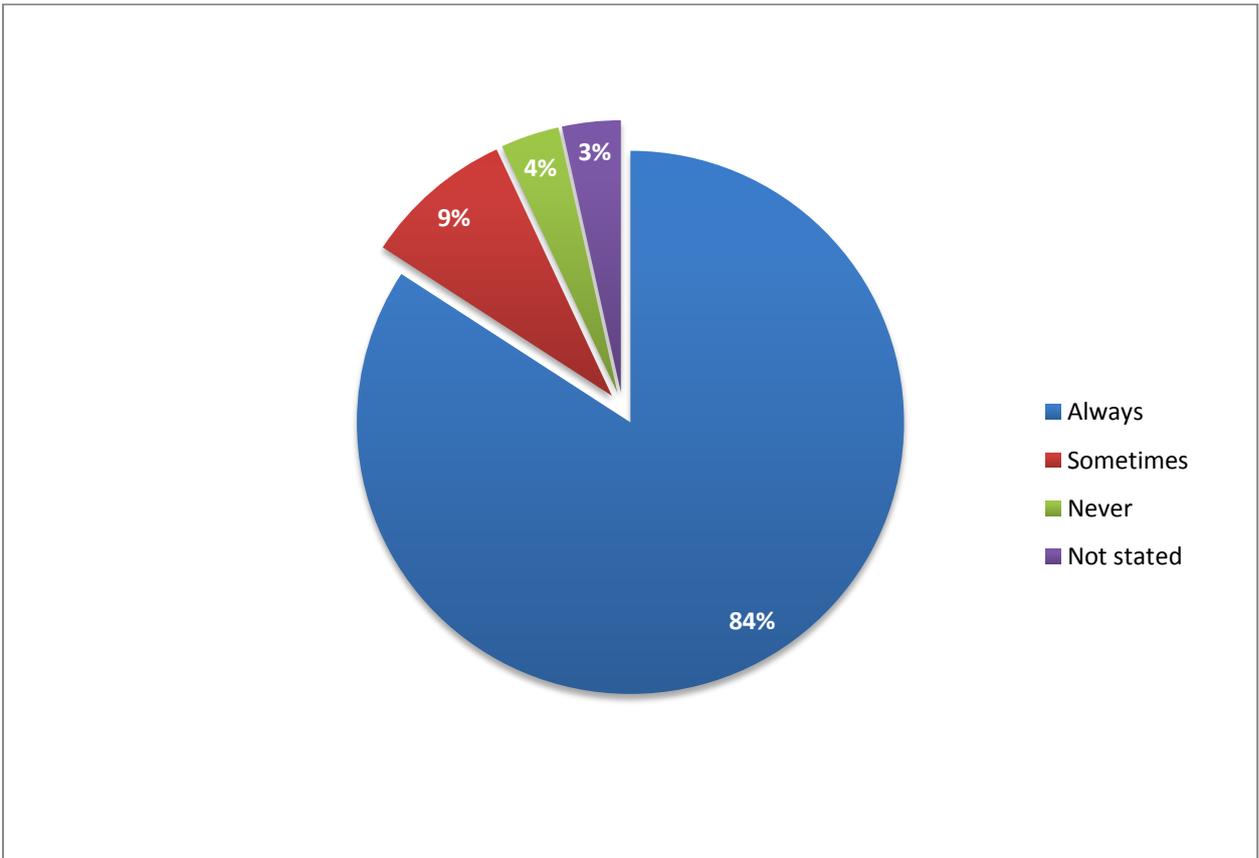


Figure 10: Did your advocate ensure you were involved in all decisions? 2010- Aug 2018

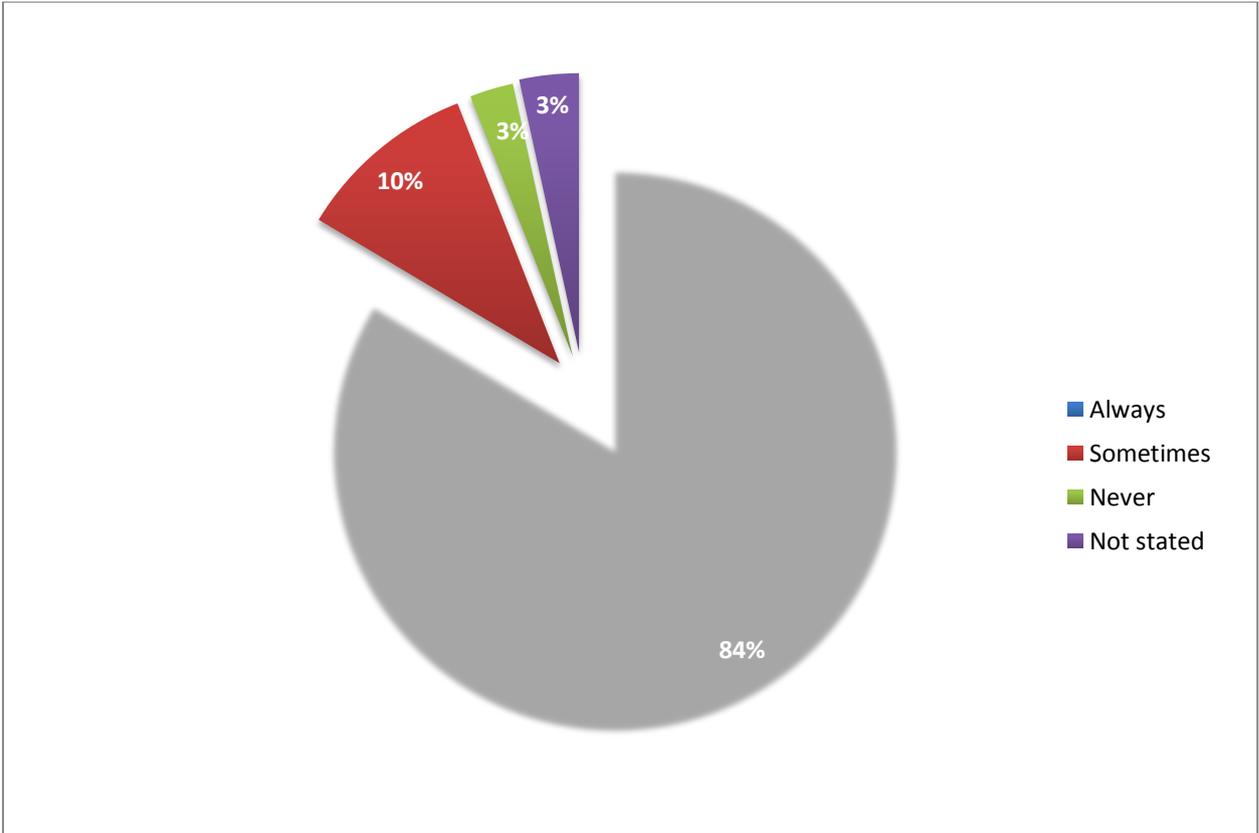


Figure 11: Did you get the information you needed? 2010-Aug 2018

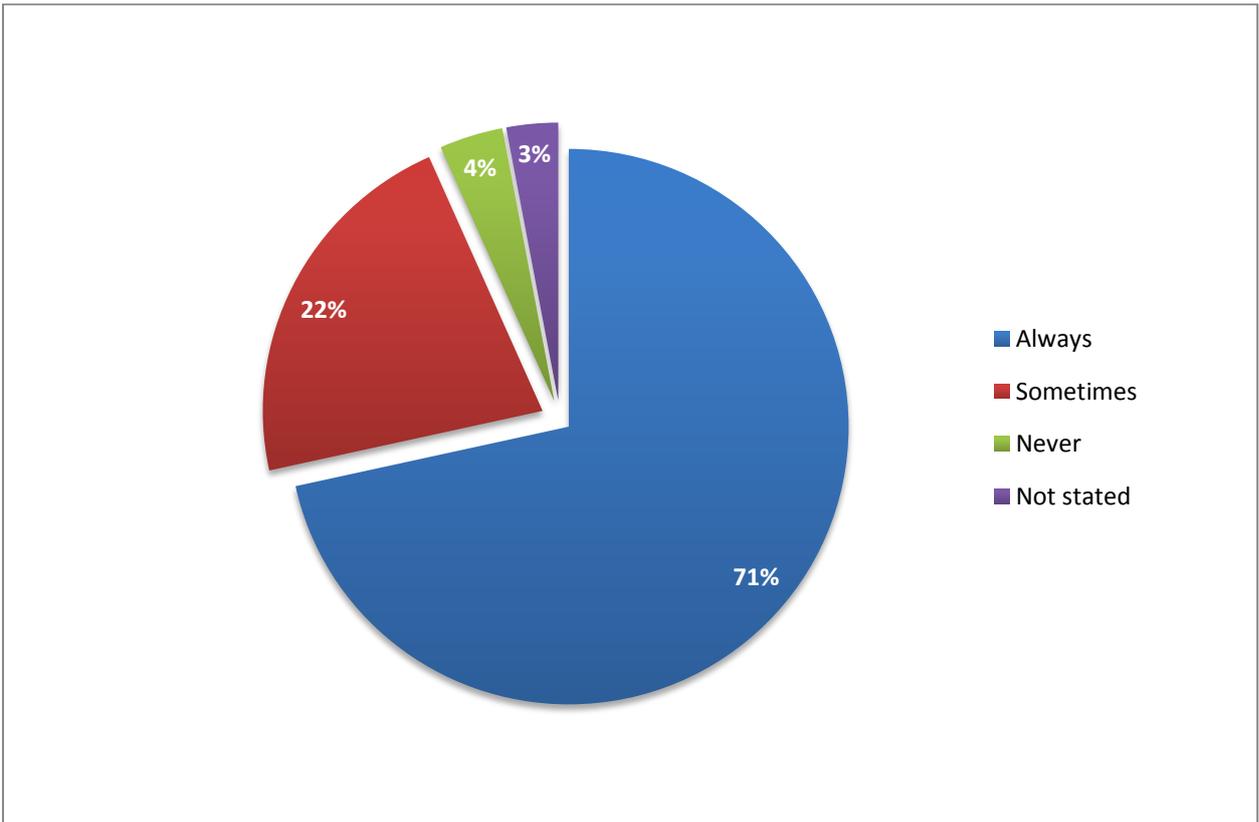


Figure 12: Was it easy to see your advocate? 2010- Aug 2018

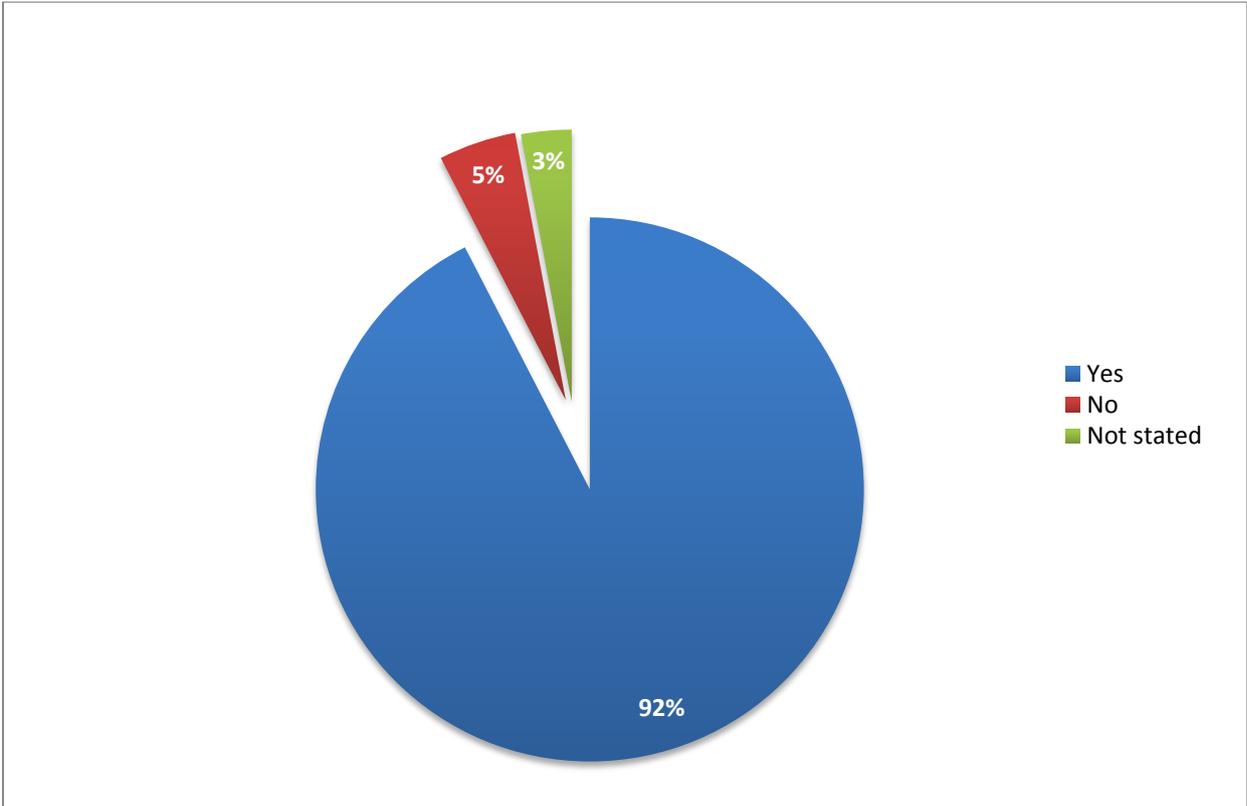


Figure 13: Did your advocate explain their job to you? 2010 to Aug 2018

Respondents were also invited to make any additional comments they wished. All observations are recorded below:

Most recent client feedback:

"I was helped when I had no one to help me, I found out about the Lomond and Argyll Advocacy, my worker from Oban, helped me in every way. She was amazing. I would like to thank your service for helping me, thank you."

"Good Work"

"My advocate worker was always pleasant to me and supported me, fantastic worker."

"Have been in Care Homes since Xmas and want to leave. Difficult getting out even for short time. Am extremely depressed"

"The advocate did do what I asked but I found her hard to talk to at times. It was an advocate I needed for help but my social worker got her for me. I needed help on a daily basis but social worker did not provide that."

"CTO not for over 2 weeks. Then decision will be made. Very frustrated"

- "The advocate was excellent help and provided support and advice before and after discharge from hospital; I couldn't have managed as well without this"
- "The advocate made me feel confident, especially when I needed it".
- "The advocate only works part-time"
- "The advocate came all the way out to my home—she was great!"
- "They just say they are not allowed to give advice, so what's the point?"
- "I have had excellent help from this service, although the problems I have had to deal with have mostly been unsuccessful due to the fact that people I am dealing with are not willing to change decisions for my sake"
- "I have found the help I received invaluable."
- "I did not use the service much but it was good."

- "I would like to thank your advocate. She helped me for a year. She went the last mile and further. I thank her sincerely."
- "Polite, understanding, easy to talk to. Got the job done quickly with the minimum of fuss"
- "A credit to herself and to your service."
- "We need advocates who don't just see one as a mental health problem. We might have a huge number of personal difficulties just like you"
- Large print questionnaire would be helpful for some of us.
- "I found my advocate very helpful and would not ask for anyone else. My advocate is great, takes the time to go over stuff with me and is very helpful. I would recommend my advocate to anyone as she has been and still is doing a great job and would not ask for anyone else as me and my advocate get on great."

- "I would like to send my heartfelt thanks to the Advocacy service for all your invaluable help and information my son received from the two advocacy workers appointed to his case. Sincere thanks to [the advocates]."
- "It is very helpful to have the advocacy to help you. They do a good job for you."
- "I would like to thank you for my advocate worker. I was treated with your service, and I would also like to tell all your workers that worked with my case I couldn't have asked for better especially [the advocate]. She is very good and excellent at her working with me. She treated me more like a daughter and I found her easily to talk to and all my illnesses were kept in confidence."

- "I didn't know that they could go to meetings with me. They were helping with letters of complaint about government policy on complaints against the police and complaints about the Police. It seemed to take too long from drafting letter to finished letter to arrange meetings."
- "My wife and I were very happy and reassured with the advice and help [the advocate] gave to both of us and being there when we needed her, she even came to visit us on her own time to see how we were, God bless her."
- "Advocacy are amazing for inpatients often abandoned by their family and friends who are too scared to even want to discuss mental illness when a crisis occurs. Advocates step in when you are at your lowest and often medicated. They make the unfathomable, fathomable. They were a godsend to me at my

lowest points and I will never forget [the advocate] at the A&B Hospital."

- "I would like to especially express my thanks to [the advocate], who helped me a great deal."
- "I was extremely satisfied with the service and commitment I received from your advocate. She was very helpful, supportive and encouraging and ensured
- "I had plenty of choices [in] my decision making during my detention."

The Lomond & Argyll Advocacy Service
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