

Client Advocacy Survey

Thank you for completing this short survey. Your answers will help us improve our advice services. All responses are anonymous – please DO NOT write your name on this form. Please answer based on your experience since receiving advice from us.

1. What advice or support did you receive today?

- Help understanding your rights or options ☐
- Help filling in forms or applications ☐
- Help challenging a decision or making a complaint ☐
- Help accessing another service (e.g., benefits, housing) ☐
- Other (please specify) _____

2. Since working with your advocate, have you secured any new benefits or financial support?

Yes ☐ No ☐ Not Relevant ☐

3. Since working with your advocate, has your main issue been resolved or improved?

Yes ☐ No ☐ Not Relevant ☐

4. Was your advocate able to help prevent your situation from getting worse?

Yes ☐ No ☐ Not Relevant ☐

5. Since working with your advocate, do you feel your rights have been better upheld?

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐



6. How confident do you now feel about knowing your rights and entitlements?

Very confident ☐ Somewhat confident ☐ Not very confident ☐ Not at all confident ☐

7. How confident are you speaking up for yourself with services or organisations?

Very confident ☐ Somewhat confident ☐ Not very confident ☐ Not at all confident ☐

8. Did the advocacy support help you get access to services you needed (e.g., housing, care, benefits)?

Yes ☐ No ☐ Not Relevant ☐

9. Since working with your advocate, how clearly do you feel able to explain your needs or situation?

Very clearly ☐ Somewhat clearly ☐ Not very clearly ☐ Not at all clearly ☐

10. Have you taken any independent actions to resolve issues since working with your advocate?

Yes ☐ No ☐

11. Do you feel more confident in challenging future decisions you consider unfair yourself as a result of the advocacy support you have received?

Yes ☐ No ☐

12. Has the advocacy support helped you feel more included or connected to your community?

Yes ☐ No ☐

13. How would you rate your overall well-being since working with your advocate?

Much improved ☐ Somewhat improved ☐ No change ☐ Worse ☐

16. Overall, how satisfied are you with the advocacy support you received?

Very satisfied ☐ Somewhat satisfied ☐ Dissatisfied ☐ Very dissatisfied ☐

About you

What is your age group?

- Under 18 ☐
- 18-24 ☐
- 25-34 ☐
- 35-44 ☐
- 45-54 ☐
- 55-64 ☐
- 65-74 ☐
- 75+ ☐

What is your gender?

- Male ☐
- Female ☐
- Non-binary ☐
- Prefer not to say ☐

Do you consider yourself to have a disability?

- Yes ☐
- No ☐
- Prefer not to say ☐

What is your current living situation?

- Own Home ☐
- Rented Home ☐
- Temporary Housing ☐
- Homeless/Sofa Surfing ☐
- Supported Accommodation ☐
- Other (Please Specify) ☐

How do you describe your ethnicity?

White

- English, Welsh, Scottish, Northern Irish or British ☐
- Irish ☐
- Gypsy or Irish Traveller ☐
- Roma ☐
- Any other White background (write in) ☐

Mixed or Multiple ethnic groups

- White and Black Caribbean ☐
- White and Black African ☐
- White and Asian ☐
- Any other Mixed or Multiple background (write in) ☐

Asian or Asian British

- Indian ☐
- Pakistani ☐
- Bangladeshi ☐
- Chinese ☐
- Any other Asian background (write in) ☐

Black, Black British, Caribbean or African

- Caribbean ☐
- African ☐
- Any other Black, Black British or Caribbean background (write in) ☐

Other ethnic group

- Arab ☐
- Any other ethnic group (write in) ☐