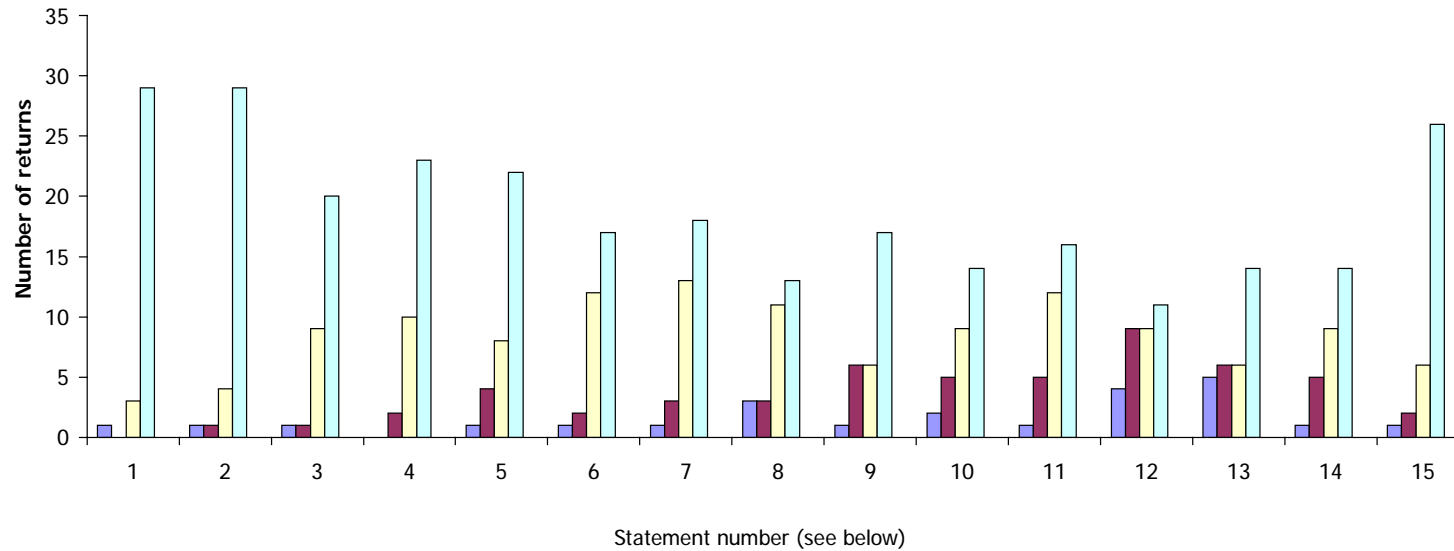


Specialist Client Satisfaction Survey April 2010

? surveys sent out, 36 returned (?% return)

1 - less true 2 3 4 - more true n/a



How the advocate worked with you	What the advocate helped you to achieve	How you feel as a result of working with the advocate
1. The advocate worked with in a way that respected my identity (eg) culture, language, beliefs, sexual orientation, gender, age, disability	5 The advocate helped me to achieve something that I wouldn't have managed by myself	10. I now feel more valued and respected
2. The advocate listened to my concerns and took them seriously	6 The advocate helped me to learn about my rights	11. I now feel that my concerns have been heard
3. The advocate helped me to express my concerns to a third party	7 The advocate helped me to resolve my concerns	12. I now feel more confident in speaking up for myself
4. The advocate helped me to get the information I needed	8 The advocate helped me to improve my relationship with another person or service provider	13. I now have a more positive attitude towards the person or service I needed help with
	9. Advocacy helped another person or organisation to have more respect for my identity, and to be more sensitive to my individual needs	14. I now have a better understanding of the situation that I needed help with
		15. I feel satisfied by the results of advocacy

