



Amy Faulkner-Gadd  
Director

**OCA Y is dedicated to helping people over 50 in York to have their voices heard, linking them to the right support for their needs.**

Information

Signposting

Advocacy

# What is Advocacy?



- Supporting someone to help them have their voice heard.
- Support with expressing view and wishes.
- Helping someone to ensure their rights are respected.

It can take different forms:

- Self-advocacy
- Statutory – where someone is legally entitled to an advocate due to their circumstances.
- Non-Instructed advocacy – Advocate speaks on behalf of the individual where mental capacity is an issue.
- Representation
- General advocacy – Instructed, non-statutory

# Why do people need advocacy support and how does OCAY help?

Advocacy is having someone in your corner.

- Sometimes, life throws challenges our way that feel too big to tackle alone.
- Advocacy support is all about helping you navigate these hurdles, whether it's in the healthcare or benefits systems, housing matters, or just day-to-day life.

Think of it as a helping hand.

- It's like having a guide through confusing systems or when you're feeling overwhelmed by decisions.

# Life Can Be Complicated. Advocacy Makes It Simpler.

OCAY's volunteer advocates break down this complexity for you.

They help with paperwork, finding resources or information, and often simply reassure you that you're not alone in the process.

# The Power of Having a Voice

---



**We all deserve to be heard.**



In so many areas of life, it's easy to feel small or overlooked—especially if we don't know the right people, or the right words, to express what we need.



Advocacy support helps give you that voice, amplifying what matters most to you.

# The Emotional Side of Advocacy

**It's not just about the facts — it's about the heart.**

- Advocacy is also about empathy. It's about listening to your concerns, understanding your situation, and offering not just practical solutions, but emotional support as well.
- It's a reminder that you are more than your struggles.



# Everyone Can Benefit from Advocacy

**You don't have to be facing a crisis to need advocacy.**

- Having advocacy support helps ensure that you have all the resources you need to make informed decisions.

**It's all about taking control of your life.**

- Advocacy support isn't about doing things for you—it's about making sure you have the knowledge, confidence, and resources to make the best choices for yourself and your future.



# OCA Y Staff Team



Amy Faulkner-  
Gadd  
Charity Director



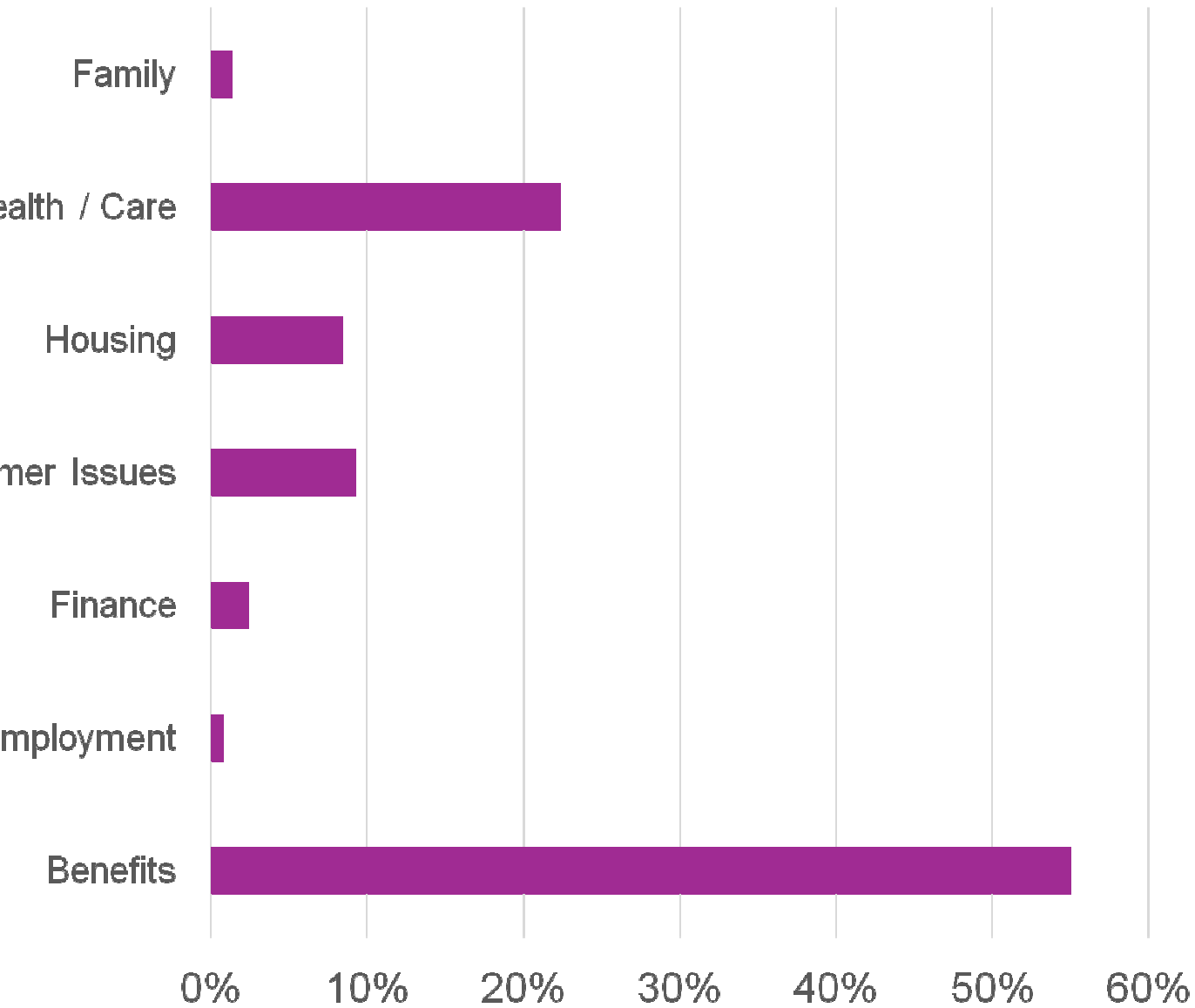
Amanda Potts  
Advocate



Claire Richardson  
Finance & Admin  
Coordinator

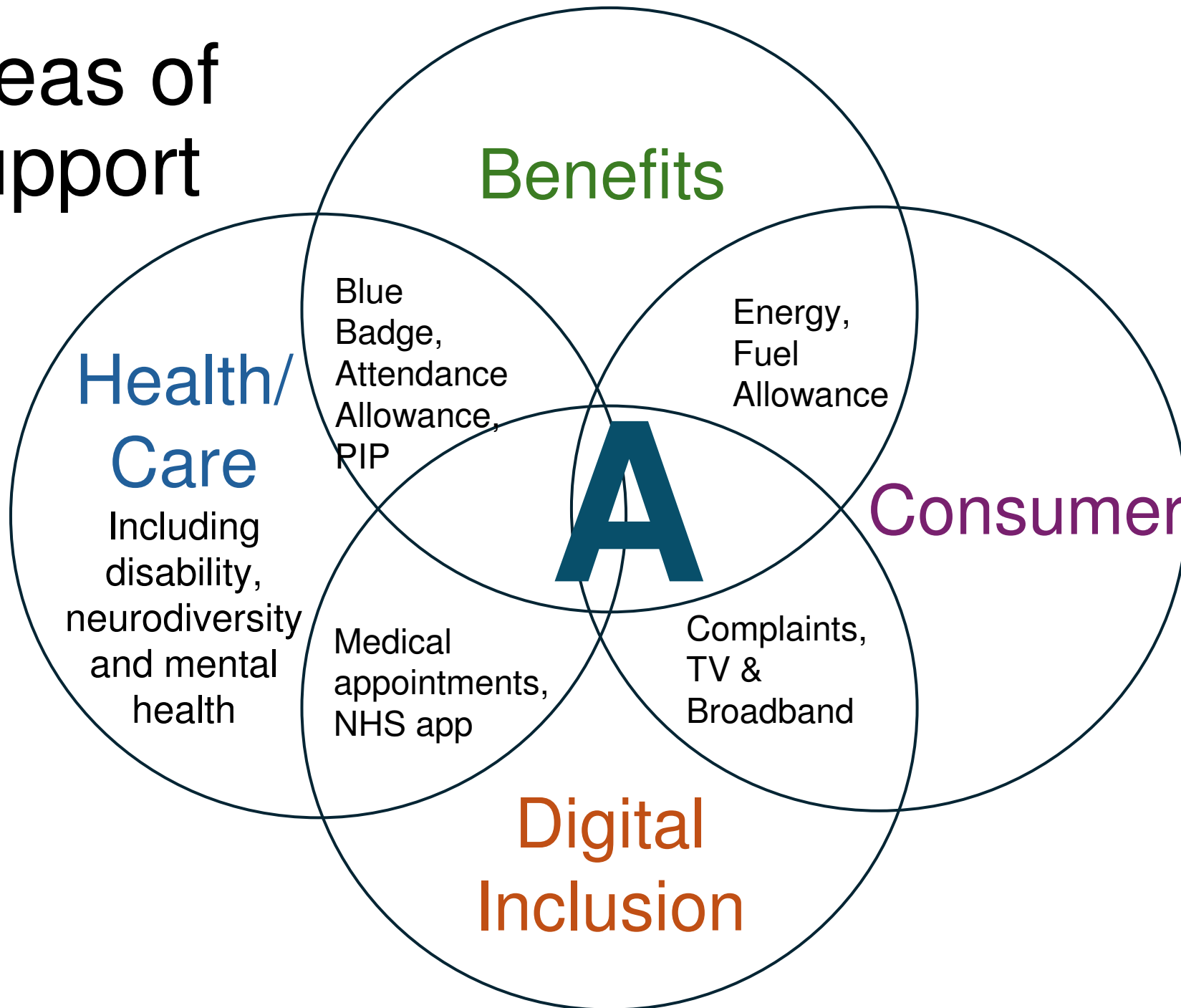
Supported by 15 Volunteers and 7 Trustees

## Referral Issues of OCAY Clients



# Types of Advocacy

# Areas of Support

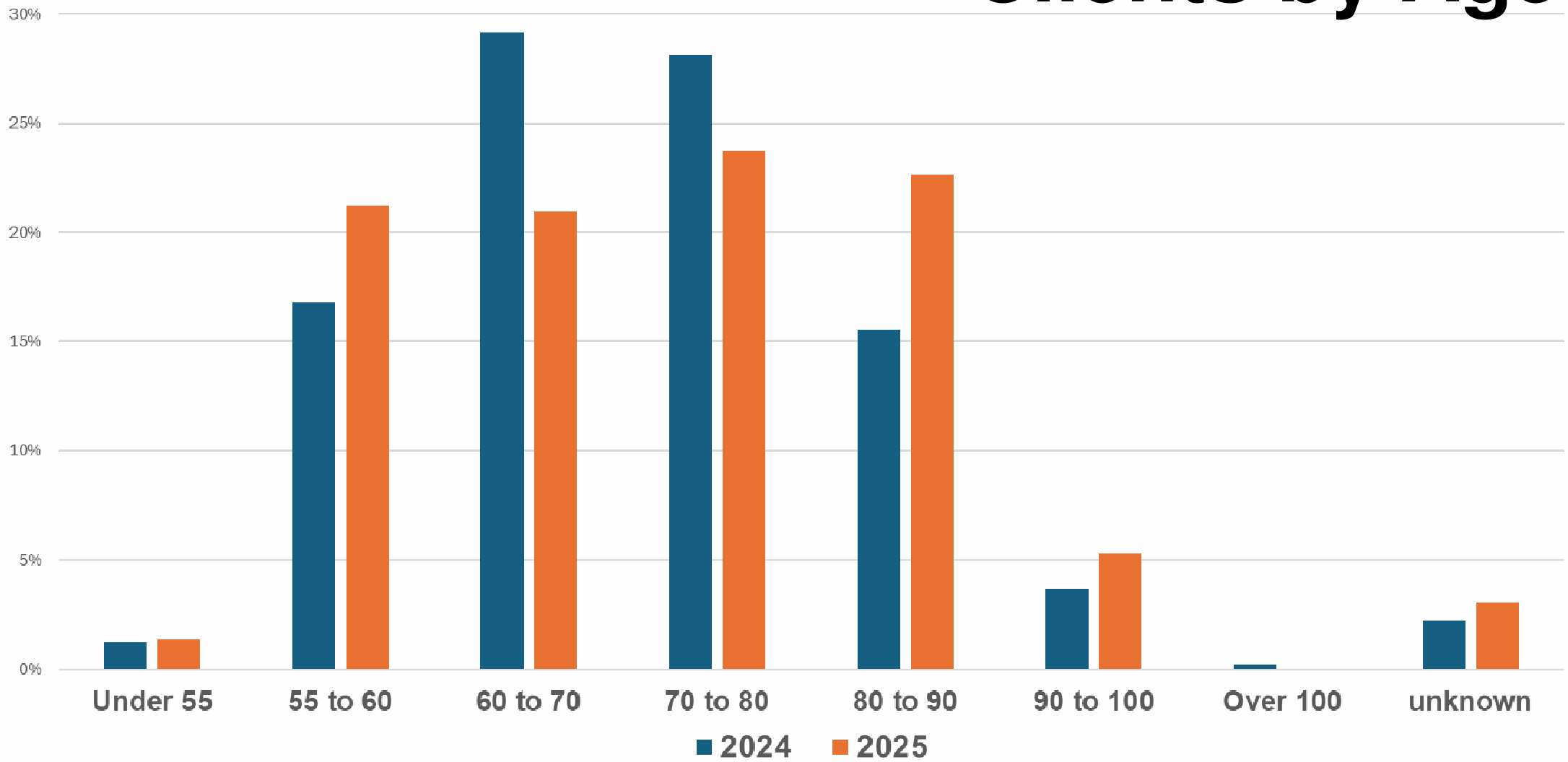


# Activity 2023 – 2025

(Jan – Dec)

- **Total cases in 2023 – 375**
  - Total cases Enquiry No Further Action – 0
  - Total cases Enquiry Signposted – 93
  - Total cases Referral Closed – 282
- **Total cases for 2024 - 472**
  - Total cases Enquiry No Further Action – 9
  - Total cases Enquiry Signposted – 58
  - Total cases Referral Closed – 405
- **Total cases for 2025 – 462** (in month 7)
  - Total cases Enquiry No Further Action – 14
  - Total cases Enquiry Signposted – 90
  - Total cases Referral Closed – 358

# Clients by Age



# Other demographics

---

	2024	2025
Disability disclosed	60%	51%
Noted as a Carer	18%	13%
Live alone	41%	37%

---

# Volunteering



- Volunteer Roles:
  - Advocate
  - Admin
  - Communication
  - Events
- Flexiblility
- Training – Induction, Advocacy, Database, Specialist areas
- Support – supervision, peer support, advocate support
- Recognition – winter gathering, volunteers' week, newsletter



# Contact us:

Older Citizens Advocacy York  
The Priory Street Centre,  
15 Priory Street,  
York,  
YO1 6ET

Tel: 01904 676200

Email: [info@ocay.org.uk](mailto:info@ocay.org.uk)

Website: <https://oldercitizensadvocacyyork.org.uk/>

