

**Date of session: . . . . . . . . . . . . . . . . . . . .**

1 What is your job title?.............................................................................................................................

2 What type of organisation do you work or volunteer for?

|  |  |
| --- | --- |
| * Local Citizens Advice........................................................................... |  |
| * Other (not CAB) advice agency............................................................. |  |
| * Local authority or other public sector organisation............................. |  |
| * Housing association.............................................................................. |  |
| * Surestart / Children’s centre / Extended school.................................. |  |
| * Credit union.......................................................................................... |  |
| * Training agency / Adult education....................................................... |  |
| * Trade union.......................................................................................... |  |
| * Other organisation............................................................................... |  |

If you ticked 'Other organisation', please give details:

................................................................................................................................................................

3 If your organisation specialises in supporting specific groups or advising on specific topics, please tick the relevant box(es) below.

|  |  |
| --- | --- |
| * BME...................................................................................................... |  |
| * Carers................................................................................................... |  |
| * Community organisation...................................................................... |  |
| * Debt and money management............................................................. |  |
| * Disability /learning disability................................................................ |  |
| * Domestic abuse.................................................................................... |  |
| * Drug/alcohol misuse............................................................................. |  |
| * Energy................................................................................................... |  |
| * Faith group........................................................................................... |  |
| * Health/mental health........................................................................... |  |
| * Homelessness....................................................................................... |  |
| * Housing................................................................................................. |  |
| * Justice................................................................................................... |  |
| * Older people......................................................................................... |  |
| * Unemployment.................................................................................... |  |
| * Young people........................................................................................ |  |
| * Other.................................................................................................... |  |

4 Has the training changed your view on the importance of fuel poverty to your clients?

Yes  No 

5 Energy Best Deal is aimed at people who are fuel poor or at risk of becoming fuel poor. What proportion of the people you support would you estimate fall into this group? (ie those who are already unable to heat their homes to a comfortable level on the income they have available or who might fall into this group following a price rise or during a particularly cold winter)

|  |  |
| --- | --- |
| * 80 - 100%.............................. |  |
| * 60 - 80%................................ |  |
| * 40 - 60%................................ |  |
| * 20 - 40%................................ |  |
| * less than 20%........................ |  |

6 Are you likely to look for a better deal on your own energy supply after today’s session?

Yes  No 

7 Do you feel better informed about switching energy supplier and payment methods as a result of today’s session?

Not at all  To some extent  To a great extent 

8 Before today’s session, had you ever advised clients on (tick all that apply):

|  |  |
| --- | --- |
| * Finding the best deal for their energy costs......................................... |  |
| * Different ways of paying for energy..................................................... |  |
| * ECO (Energy Company Obligation)....................................................... |  |
| * The Green Deal..................................................................................... |  |
| * NEST grant (Wales), or Home Energy Efficiency Programmes Initiative (Scotland) (not applicable to frontline workers in England) |  |
| * The Warm Homes Discount.................................................................. |  |
| * Getting information about grants for insulation.................................. |  |
| * Benefits and tax credits........................................................................ |  |
| * Debt and money management............................................................. |  |
| * Energy efficiency.................................................................................. |  |
| * Other.............................................................................................. |  |

9 Following today’s session, how do you feel about advising clients on the following?   
(tick all that apply):

|  |  |  |  |
| --- | --- | --- | --- |
|  | More confident | Less confident | No impact |
| * Finding the best deal for their energy costs |  |  |  |
| * Different ways of paying for energy |  |  |  |
| * ECO (Energy Company Obligation) |  |  |  |
| * The Green Deal |  |  |  |
| * NEST grant (Wales), or Home Energy Efficiency Programmes Initiative (Scotland)  (not applicable to frontline workers in England) |  |  |  |
| * The Warm Home Discount |  |  |  |
| * Getting information about grants for insulation and heating |  |  |  |
| * Benefits and tax credits |  |  |  |
| * Debt and money management |  |  |  |
| * Energy efficiency |  |  |  |
| * Other |  |  |  |

12 If you said you felt less confident about any of the above, why do you think this is the case?   
(e.g. perhaps the session contradicted something you had heard before)

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13 If you expect to advise clients on what you have learnt today, please estimate the number of clients you would expect to advise over the next six months (please give a number, rather than ‘many’ or ‘all’)

14 Will you pass on what you have learnt today to colleagues?

Yes, definitely  Probably will  Probably won’t  Definitely won’t 

15 If you chose ‘yes’ or ‘probably will’, please estimate the number of colleagues you are likely to pass on this information to. (please give a number, rather than ‘many’ or ‘all’)

**We would be grateful if you would answer the following questions to help us make sure Energy Best Deal sessions are of a high quality and to help us improve sessions in future.**

16 How would you rate the presentation skills of the trainer?

Excellent  Good  Acceptable  Poor 

Comments:..............................................................................................................................................

................................................................................................................................................................

17 The materials used during the session were:

Excellent  Good  Acceptable  Poor 

Comments:..............................................................................................................................................

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18 The materials provided to take away are:

Excellent  Good Acceptable  Poor 

Comments:..............................................................................................................................................

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19 Any other comments:.............................................................................................................................

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Citizens Advice would like to interview some of the people attending this session. If you are happy to be interviewed by telephone, please fill in your name and telephone number. These details will only be used to contact you about the Energy Best Deal Campaign. We will not use them for any other purpose.

Name: …………………………………………………………………...........................................................................................

Organisation: ………………………………………………………...........................................................................................

Telephone: ……………………………………………………………................................................(please include area code)

**Private one to one appointments available (Energy Best Deal Extra appointments)**

Would you (or clients that you work with) like some 'one to one' help with:

* further information or advice about energy issues;
* financial or benefits support;
* any other information or advice you may require following the session?

If so, we can book a private appointment for you / your client to come to see a local Citizens Advice Advisor (we call them **Energy Best Deal Extra Advice Appointments**).

**Yes please** 

No thanks

If you ticked yes, please fill in your **name and daytime phone number** below so that someone from the local Citizens Advice can call you in the next few days (this page will be detached from the rest of the questionnaire).

Name...................................................................................................................................................................

Organisation........................................................................................................................................................

Telephone.................................................................................................................(please include area code)