

This questionnaire is for **consumers**, it will ask some information about yourself and the session you just attended. It should take you 5 minutes to complete. We will use these surveys to learn how useful these sessions are for people, and to report to our funder.

Your responses will be kept confidential. We will not report information from this survey in a way that could identify you.

About you

What is your age?

- Under 20
- 20-35
- 35-50
- 50-65
- 65-80
- 80+
- Prefer not to answer

Is your gender?

- Male
- Female
- I prefer another term _____
- Prefer not to answer

What is your ethnic group?

- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / multiple ethnic groups
- White / White British
- Other ethnic group _____
- Prefer not to answer

Do you have a disability or long term health condition? (tick all that apply)

- Disability
- Other long term health condition
- No
- Prefer not to answer

Do you have caring responsibilities?

- Yes- full-time
- Yes- part-time
- No
- Prefer not to answer

Which of the following describe your employment status?

- Working- full time
- Working- part time
- Retired
- Unemployed
- Long term sick
- Full time carer/not working due to caring responsibilities
- Other _____

Is your gross (total) monthly income more or less than £1,350 a month/£16,190 a year?

- Less than
- More than

What is your housing situation?

- Homeowner
- Rent privately
- Rent from council/housing association
- Other
- Prefer not to answer

Do you have dependent children?

- Number of children up to the age of 5 _____
- Number of children aged over 5 and under 14 _____
- Number of children 14 or over _____
- No dependent children

	Date of session
	Delivered by

Using energy in your home

Apart from when moving house, have you ever switched energy supplier?

- Yes
- No
- Don't know

If no, what was the main reason for not switching supplier?

- I wasn't sure how to switch supplier
- I was happy with my current deal
- I was worried about the hassle of changing supplier
- Other _____

Have you ever switched tariff with the same supplier?

- Yes
- No
- Don't know

Is your home warm enough during winter?
(please tick all that apply)

- Yes
- No, because I cannot afford to heat it during winter
- No, because the heating or insulation is not good enough

In winter would you say your fuel bills are:

- Impossible to manage
- A financial strain, sometimes have to switch the heating off or not pay the energy bill to afford other household bills
- A worry, but able to manage without skimping on other important bills
- Not a problem

About the Energy Best Deal session

Did you find today's session useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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As a result of the advice or information you received, do now know more about?	A lot more	A bit more	The same	Doesn't apply to me
Finding the best deal on my energy bills				
Different ways to pay for energy				
Help available (including the Warm Home Discount and Priority Service Register)				
Using energy efficiently				
Grants for energy efficiency improvements				
Benefits and tax credits available to me				
Prepayment meters				
Smart meters				

How likely are you to take action as a result of the session today?	Very likely	Somewhat likely	Unlikely	Don't know	Doesn't apply
Switching supplier or energy tariff					
Apply for an energy related grant					
Apply for the Warm Home Discount					
Apply for the Priority Service Register					
Take steps to be more energy efficient					
Seek further advice or information					
Share what I've learnt with someone else					

Please rate the following:	Excellent	Good	Acceptable	Poor
Presentation skills of the trainer				
The materials used during the session				
The materials provided to take away				



We want to make sure our energy sessions are useful for the people who attend.

Citizens Advice may want to contact you at a later date to ask for your feedback on the session and any actions you have taken as a result. Sometimes we need a trusted research partner to help us to do that. We need your permission for you to be contacted for this follow up evaluation. We may also share some of the information on this form so we are hearing from a representative range of consumers. We only share what is absolutely necessary.

Are you willing to be contacted by our independent evaluator to ask about your views on the session and any actions you've taken as a result?

I agree to Citizens Advice sharing my personal information with a trusted research organisation so they can contact me to give feedback

Yes No

Name (PRINT):	Signed:	Date:
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Phone number (include area code)	
Can we leave a voice message or send a text message?	Yes / No

These details will only be used to contact you about the Energy Best Deal Campaign. We will not use them for any other purpose. You can change your mind and withdraw this consent by emailing energybestdeal@citizensadvice.org.uk

Any other feedback or comments you would like to make: