

This questionnaire is for **frontline workers**, it will ask you for 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 your role

What type of organisation do you work or volunteer for?


- Local Citizens Advice
- Local Authority
- Housing association
- Credit union
- Another advice agency
- Charity
- Health service
- Faith group
- Training agency
- Other _____

What proportion of the people you support would you estimate are fuel poor? (Fuel poor is: those who are unable to heat their home to a comfortable level on their current income)

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Does your organisation support any of the following groups? please tick all that apply

- People on a low income or struggling financially
- Families with young children
- People with mental health issues
- People at risk of or experiencing homelessness
- Young people
- Older people
- People who are disabled or have long term health issues
- Carers
- People who are unemployed
- People living in social housing
- Other _____

	Date of session
	Delivered by

About the Energy Best Deal session

Did you find today's session useful?

Yes

No

Has the session today changed your view on the importance of fuel poverty as an issue for the people you support?

More important

The same

Less important

Before today's session:
how confident did you feel you to advise or support people on energy matters

Please circle

1 = not at all confident - 5 = very confident

1

2

3

4

5

After today's session:
how confident do you now feel to advise or support people on:

Less confident

The same

More confident

Finding the best deal for energy

Different ways to pay for energy

Help available (the Warm Home Discount, priority service register)

Using energy efficiently

Grants for energy efficiency improvements

Benefits and tax credits available

Dealing with fuel debts

Prepayment meters

Smart meters

Please estimate the number of clients you would expect to advise about energy over the next six months (please give a number in the box, rather than 'many' or 'all')

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

Are you likely to look for a better deal on your own energy supply after today's session?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel better informed about switching energy supplier and payment methods as a result of today's session?	<input type="checkbox"/> Yes	<input type="checkbox"/> No



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 do that. We need your permission to share your contact details with them. We may also share some of the information on this form to make sure we are hearing from different groups. 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.

Any other feedback or comments you would like to make: