

BESW 2018 Partner Evaluation

Introduction

This is a short evaluation survey following Big Energy Saving Week 2015. Thanks very much for getting involved!

This survey should take around 5 - 10 minutes to complete.

* 1. What is the name of your organisation?

* 2. What type of organisation are you?

Local Citizens Advice office

Rural Community Council

Housing Association

Other (please specify)

* 3. Contact details

Name

Email

BESW 2018 Partner Evaluation

Outcomes of BESW

Whilst we appreciate you may not have been able to record all of these outcomes, we would be grateful for any data you were able to record.

* 4. How many people did you support at all your BESW events and through all your BESW activities?

5. How many people did you help to:

Switch tariff	<input type="text"/>
Switch provider	<input type="text"/>
Get the Warm Home Discount	<input type="text"/>
Make their home more energy efficient	<input type="text"/>
Access debt advice	<input type="text"/>
Access benefits they were entitled to e.g. Carer's Allowance	<input type="text"/>

6. What was the total money saved annually by consumers who you supported to:

Change tariff with same supplier	<input type="text"/>
Change supplier	<input type="text"/>
Take energy saving measures	<input type="text"/>

7. What was the total money gained by consumers who you supported to access:

Warm Home Discount (annual saving)	<input type="text"/>
Other discounts (annual saving)	<input type="text"/>
Benefits they were entitled to e.g. Carer's Allowance, Tax Credits (weekly)	<input type="text"/>
Energy grants	<input type="text"/>

8. Any additional comments about outcomes?



* 9. How many BESW public events did you hold? (If you took any photographs or recorded the events in any other way please email a copy to becky.ely@citizensadvice.org.uk)

* 10. Total number of hours of public event activity

* 11. What reasons did people give for attending your BESW event/s?

- Cold home
- Having to cut back on energy use due to costs
- Debt to energy company
- Want to find out about discounts
- Want help to switch tariff
- Want help to switch provider
- Want to find out about energy efficiency
- Want to check benefit entitlement
- Other (please specify)

* 12. Did you engage with any of the following vulnerable groups?

- Private rented tenants
- Social housing tenants
- Low income consumers
- Prepayment consumers
- Households with specific needs due to low levels of literacy, long term illness, age or disability
- None of the above
- Other (please specify)

* 13. Total referrals made at events to Energy Best Deal or Citizens Advice debt appointments

* 14. We're really keen to get direct feedback from people attending these events - can you list some of the comments you had at your event/s?

* 15. Please give a case study of someone you helped. What problem/need did they have? What did you do to help? How did this help/change situation for the client directly? How this will help in the future?

* 16. Did you discuss smart meters or display smart meter leaflets etc at your event/s? (There is no expectation that you would do this, however we are interested to find out)

Yes

No



BESW 2018 Partner Evaluation

Activities

* 17. What activities did you undertake during BESW? (Please tick any that apply)

Publicity in office premises (posters, waiting room display, materials available to public)

Promotion to frontline staff (within or outside of office)

External publicity (campaign materials in external locations, ie commercial and public spaces, promotion to external organisations)

Promotion of campaign to MPs, AMs, councillors etc

Stall or public event targeting individual consumers

Seminar, workshop or other event targeting stakeholders (e.g. social services, care providers, other voluntary sector etc)

Production of locally-relevant resources or information

Other (please specify)

* 18. Did you undertake any of the following press or media actions to promote the campaign? (Please tick any that apply and, if relevant, send any links or press cuttings to becky.ely@citizensadvice.org.uk)

- Issued press release
- Piece on BESW printed by local press
- Piece on BESW broadcast on radio
- Campaign promoted on Twitter
- Campaign promoted on Facebook
- Other (please specify)



BESW 2018 Partner Evaluation

Feedback

* 19. Citizens Advice produced a range of materials for the campaign. Please rate these below

	Very useful	Useful	Not useful	Did not use
Poster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meter key	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canvas bag	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Model press release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Model MP letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media pack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Briefing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Do you have any other comments on the campaign?



Thank you

Thanks very much for filling in this monitoring form. Please don't forget to send pictures, clippings and other evidence of your activity to becky.ely@citizensadvice.org.uk

[Follow us on Twitter](#)

[Become a fan on Facebook](#)

You can find out more about the work of Citizens Advice on our website. www.citizensadvice.org.uk