**BESN Training Feedback Form 2019/20**

The training you have received today is delivered through the Big Energy Saving Network, a grant programme funded by Citizens Advice. This training has been designed to equip you with information about tariffs; energy efficiency measures; and to assist you in helping your clients to make informed decisions about their energy consumption.

We will use your responses to monitor what you have gained from this session and to assess whether it has been beneficial in helping you advise vulnerable consumers you support.

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| **Full Name:** |  |
| **Job Title / role:** |  |
| **Organisation Type:** | Local Government Charity Housing AssociationHealth & Social Care Private Sector Social Enterprise Other If other please specify................................................................................ |

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| --- | --- | --- |
|   | **Question** | **Circle as applicable** |
|  | **Very poor** | **Poor** | **Fair** | **Good** | **Very good** |
| **1** | **Before** the session, how confident were you delivering energy advice? | **1** | **2** | **3** | **4** | **5** |
| **2** | **After** the session, how confident are you now about delivering energy advice? | **1** | **2** | **3** | **4** | **5** |
| **3** | Overall, how would you rate the content of the session? | **1** | **2** | **3** | **4** | **5** |
| **4** | **Before** the session, had you delivered energy advice to clients? | **Yes** | **Not sure / don’t know** | **No** |
| **5** | **After** the session, do you now feel equipped to provide energy advice? | **Yes** | **Yes, but would like further support** | **Not sure / don’t know** | **No** |
| **6.** | **Before** the session, had you referred clients on to any organisation for additional energy advice? | **Yes** | **Not sure / don’t know** | **No** |
| **7.**  | **After** the session, do you now feel equipped to refer clients on for further energy advice | **Yes** | **Yes, but would like further support** | **Not sure / don’t know** | **No** |
| **6** | What information did you find most useful? |
| **7** | Is there anything that you would have liked to have seen that wasn’t covered or could be covered in greater detail? |
| **8** | Would you like to make any other comments? |

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| **phone 2_heritageblue.png****Big Energy Saving Network follow up** To help us evaluate the work that we are doing Citizens Advice may contact you at a later date. We will only do this to ask for your feedback about the Big Energy Saving Network event you attended and any actions you have taken as a result. Sometimes we use a trusted research partner to help us to do that. We are likely to contact you via email.Once the evaluation of the project is complete we will delete your data. To help us conduct this evaluation we need the following information:

|  |  |
| --- | --- |
| **Name:** |  |
| **Email address:** |  |
| **Phone number (include area code):** |  |

**Please tick to indicate that you understand the above and are happy to supply this information:** **☐ Yes**  |

If you have any questions about the Big Energy Saving Network please contact besn@citizensadvice.org.uk