

Client Advice Survey

Thank you for completing this short survey. Your answers will help us improve our advice services. All responses are anonymous – please DO NOT write your name on this form. Please answer based on your experience since receiving advice from us.

1. What was the main problem or issue you needed advice about?

- Pension Credit ☐
- Personal Independence Payment (PIP) ☐
- Universal Credit ☐
- Housing problems ☐
- Debt or money management ☐
- Health or disability services ☐
- Employment issues ☐
- Access to community services ☐
- Other (please specify) _____ ☐

2. Since receiving advice, have you secured any new benefits or financial support?

Yes ☐ No ☐ Not Relevant ☐

3. Since receiving advice, have you received a financial backpayment or lump sum?

Yes ☐ No ☐ Not Relevant ☐

4. Has your main problem been resolved or improved?

Yes ☐ No ☐ Not Relevant ☐



5. Did the advice you received help prevent the problem from getting worse?

Yes ☐ No ☐ Not Relevant ☐

6. Since receiving advice, how confident do you feel managing your daily living costs?

Very confident ☐ Somewhat confident ☐ Not very confident ☐ Not at all confident ☐

7. Since receiving advice, how would you rate your overall well-being?

Much improved ☐ Somewhat improved ☐ No change ☐ Worse ☐

8. How confident are you now in knowing your rights and options?

Very confident ☐ Somewhat confident ☐ Not very confident ☐ Not at all confident ☐

9. Were you supported to access services you were entitled to (e.g., housing, benefits)?

Yes ☐ No ☐ Not Relevant ☐

10. How clearly do you now feel able to explain your needs to services?

Very clearly ☐ Somewhat clearly ☐ Not very clearly ☐ Not at all clearly ☐

11. Have you become more confident in dealing with services or organisations?

Yes ☐ No ☐

12. How often do you now feel isolated or lonely?

Rarely/Never ☐ Sometimes ☐ Often ☐ Always ☐

13. Have you taken any steps independently to deal with your situation after advice?

Yes ☐ No ☐

14. Since receiving advice, have you accessed any health or mental health services?

Yes ☐ No ☐

15. How confident are you that you know where to go for help in the future if needed?

Very confident ☐ Somewhat confident ☐ Not very confident ☐ Not at all confident ☐

16. Overall, how satisfied are you with the advice service you received?

Very satisfied ☐ Somewhat satisfied ☐ Dissatisfied ☐ Very dissatisfied ☐

About you

What is your age group?

- Under 18 ☐
- 18-24 ☐
- 25-34 ☐
- 35-44 ☐
- 45-54 ☐
- 55-64 ☐
- 65-74 ☐
- 75+ ☐

What is your gender?

- Male ☐
- Female ☐
- Non-binary ☐
- Prefer not to say ☐

Do you consider yourself to have a disability?

- Yes ☐
- No ☐
- Prefer not to say ☐

What is your current living situation?

- Own Home ☐
- Rented Home ☐
- Temporary Housing ☐
- Homeless/Sofa Surfing ☐
- Supported Accommodation ☐
- Other (Please Specify) ☐

How do you describe your ethnicity?

White

- English, Welsh, Scottish, Northern Irish or British ☐
- Irish ☐
- Gypsy or Irish Traveller ☐
- Roma ☐
- Any other White background (write in) ☐

Mixed or Multiple ethnic groups

- White and Black Caribbean ☐
- White and Black African ☐
- White and Asian ☐
- Any other Mixed or Multiple background (write in) ☐

Asian or Asian British

- Indian ☐
- Pakistani ☐
- Bangladeshi ☐
- Chinese ☐
- Any other Asian background (write in) ☐

Black, Black British, Caribbean or African

- Caribbean ☐
- African ☐
- Any other Black, Black British or Caribbean background (write in) ☐

Other ethnic group

- Arab ☐
- Any other ethnic group (write in) ☐