

Introduction

Please fill in this form to let us know how your BESW activities went this year. Thank you for your support.

Please note that Gold and Silver partners are required to answer all questions.

\* 1. What is the name of your organisation?

\* 2. What type of organisation are you?

- Local Citizens Advice office
- Member of Big Energy Saving Network

Other (please specify)

\* 3. What type of partner are you?

- Standard
- Gold
- Silver
- Bronze

\* 4. Contact details

Name

Email

Outcomes of BESW

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

6. How many people did you help to:

Switch tariff

Switch provider

Get the Warm Home Discount

Make their home more energy efficient

Access debt advice

Access benefits they were entitled to e.g. Carer's Allowance

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

Change tariff with same supplier

Change supplier

Take energy saving measures

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

Warm Home Discount (annual saving)

Other discounts (annual saving)

Benefits they were entitled to e.g. Carer's Allowance, Universal Credit (annual increase in income)

Energy grants

9. Any additional comments about outcomes?

Events

10. How many BESW non-public events did you hold? For example, stakeholder seminars or workshops.

\* 11. 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 [campaigns@citizensadvice.org.uk](mailto:campaigns@citizensadvice.org.uk))

12. Total number of hours of public event activity

13. 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)

14. 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)

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

16. 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?

17. 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?

Activities

18. 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
- Seminars, workshops or other events targeting stakeholders (e.g. social services, care providers, other voluntary sector etc)
- Adopt a local energy issue
- Source energy related information, giveaways and offers of support from voluntary and corporate sector partners
- Production of locally-relevant resources or information
- Disseminate locally sourced/produced resources to local Citizens Advice and other voluntary sector agencies in your region prior to BESW
- Distribute consumer education resources to community facilities and frontline workers
- Other (please specify)

19. Please give further details about the above activities

20. 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 [campaigns@citizensadvice.org.uk](mailto:campaigns@citizensadvice.org.uk))

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

21. Please give further details about the above activities e.g. number of tweets/Facebook posts, total reach and engagement of tweets/Facebook posts, approx number of readers of local press, listeners to local radio promotion.

*(You may find the Facebook engagement stats published at the base of each post, and analytics.twitter.com helpful to do this.)*

Feedback

\* 22. 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"/>
Rural issues leaflet	<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"/>
Temperature gauge	<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"/>
Campaign briefing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selfie board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tally counter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stickers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Template press release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Template MP letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

## Thank you

Thanks very much for filling in the BESW evaluation form. Please make sure you have also filled in the [client surveys form](#) if you are a Gold or Silver partner.

Please don't forget to send pictures, clippings and other evidence of your activity to [campaigns@citizensadvice.org.uk](mailto:campaigns@citizensadvice.org.uk).

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You can find out more about the work of Citizens Advice on our website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).