

E.ON SY8 Client satisfaction survey results – benefits

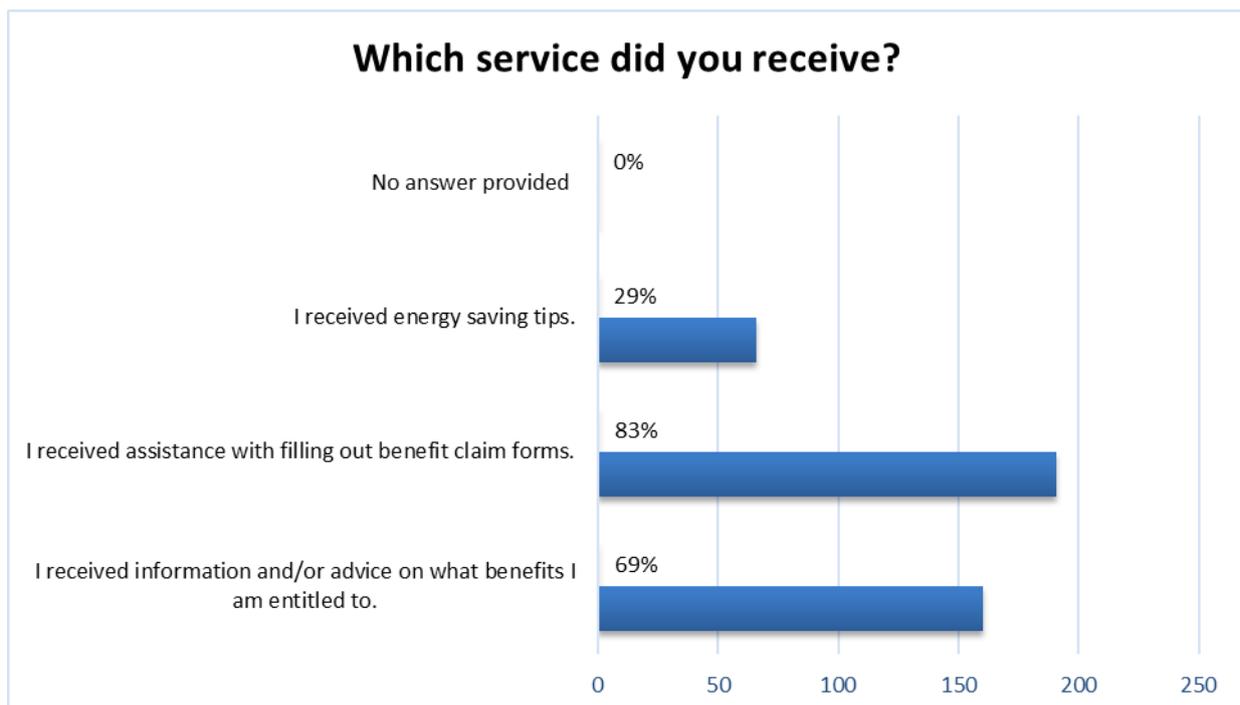
Background Information

- Number of partners – 73 partners
- Number of people we sent the surveys to – 1,144
- Return rate – 20% (231 responses)

Summary of results

1. Which service did you receive?

Clients received a range of Information & Advice services with 69% of respondents receiving information on what benefits they could be entitled to, 83% receiving assistance with filling out benefit forms and finally 29% receiving energy saving information.

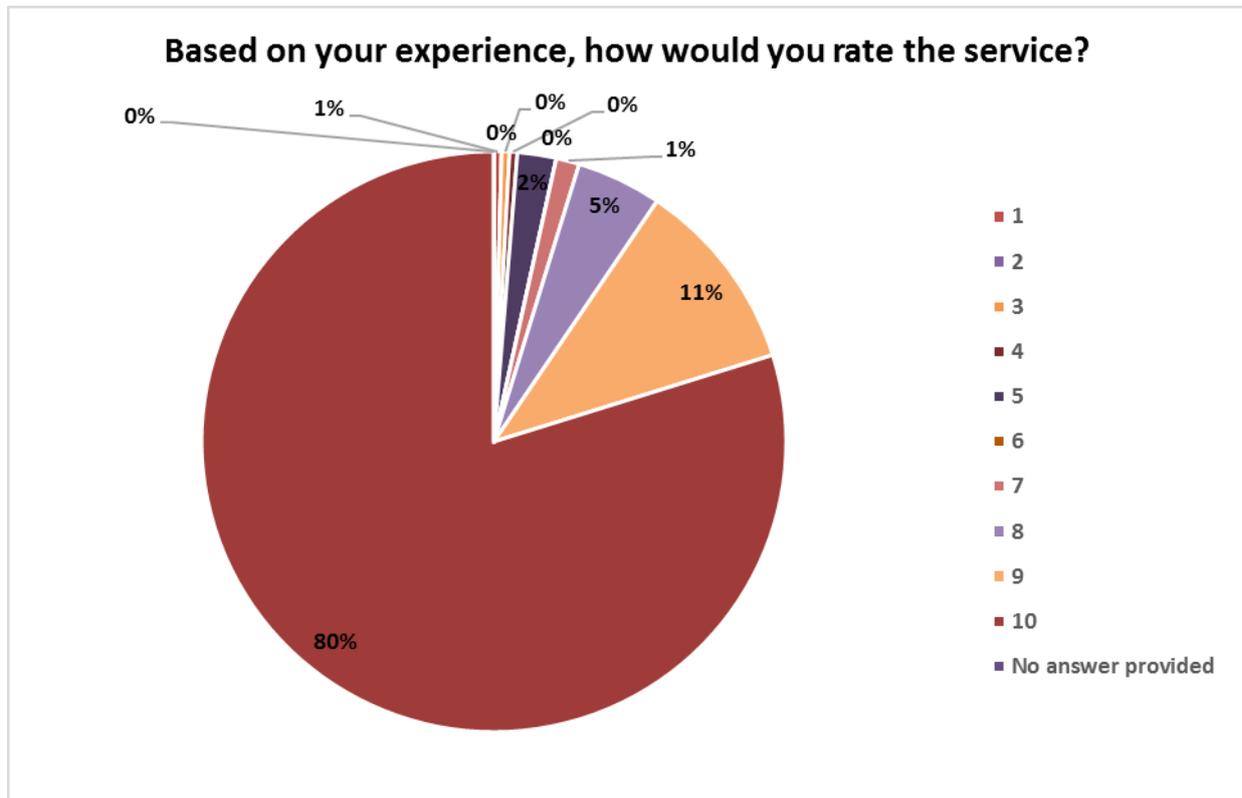


2. Would you recommend this service to a friend or family member?

All respondents would recommend the service to their relatives and friends, having received 100% 'Yes' responses.

3. Based on your experience, how would you rate this service? Please circle one number with 0 being Very bad, 5 being OK, and 10 being Excellent.

95% of respondents rated the service 8 or more, showing clients' satisfaction with the service is very high and the service provided is of high quality.

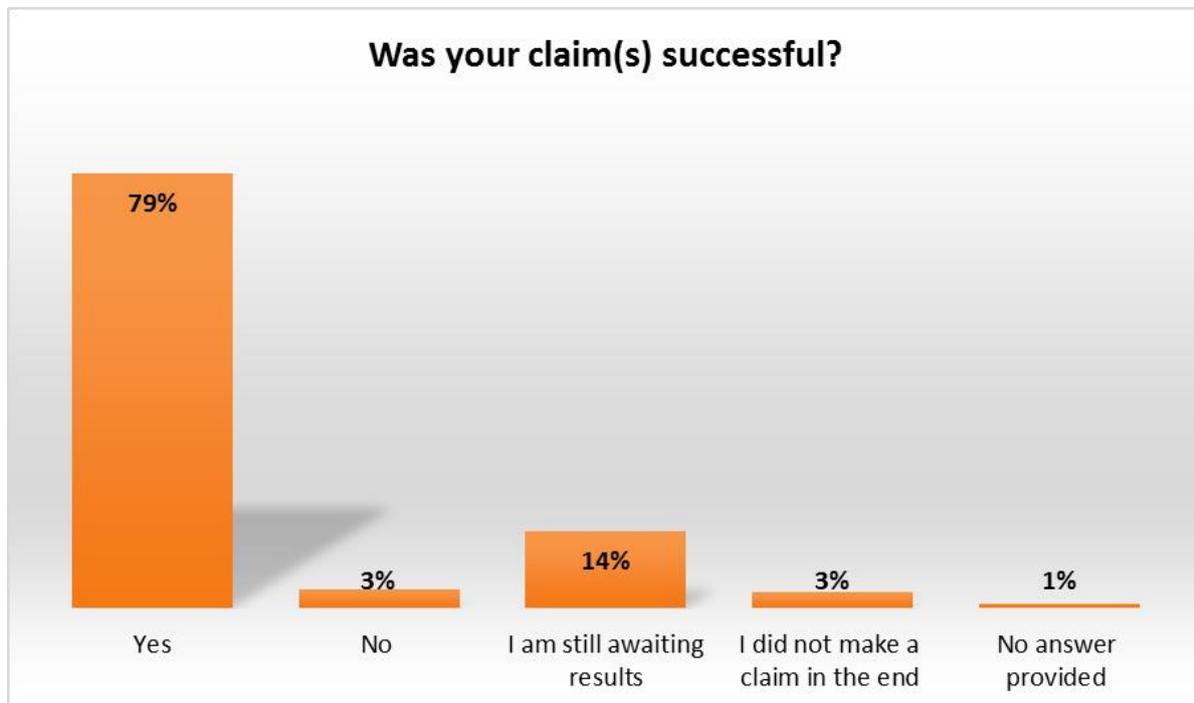


Clients have provided comments as to why they have scored the service high:

- “Very helpful, kind and considerate manners. Service was outstanding.”
- “The benefits adviser gave me information which I was not aware of and enabled me to claim extra benefits”
- “All the people were fantastic – great help!”
- “An excellent service - so much help for the elderly.”
- “Very helpful at a difficult time.”
- “Very pleased with the help my wife and I received. We were very happy with the staff at Age UK and would recommend them to everyone I know.”

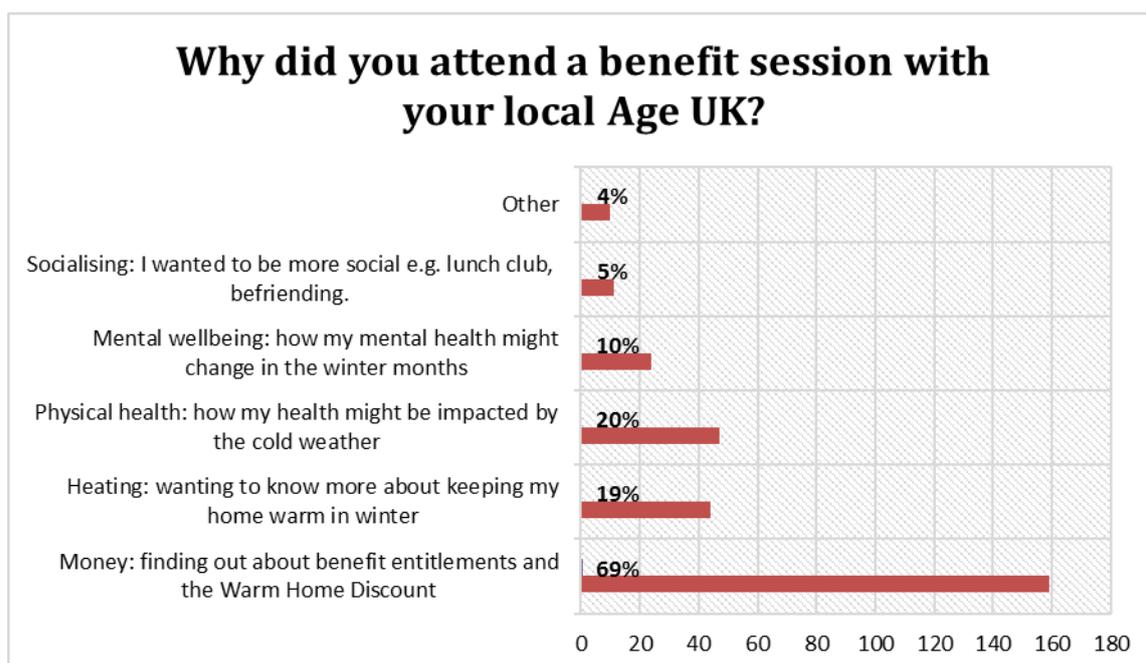
4. Was your claim successful?

79% of respondents' benefit claims were successful (14% still awaiting results, only 3% unsuccessful).



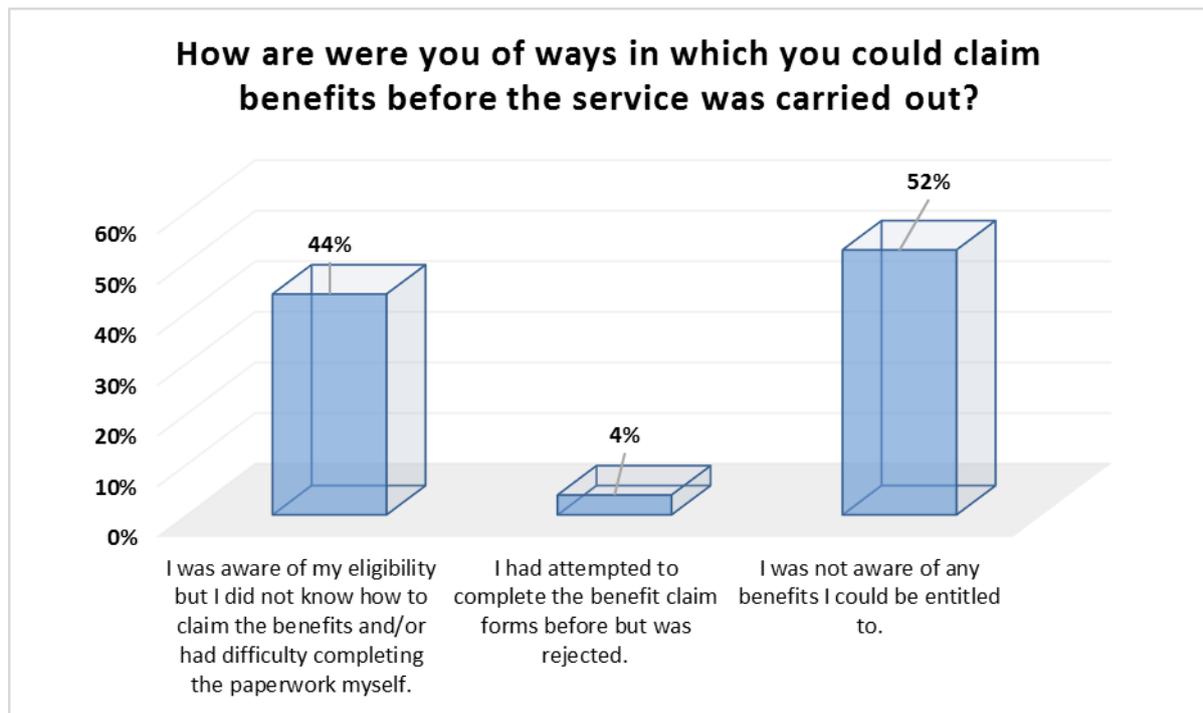
5. Why did you attend a benefit session with your local Age UK? Please tick all that apply.

69% of respondents wanted to find out more about their benefit entitlements and the Warm Home Discount, 20% were interested to know how the health might be impacted by the cold weather, and 19% wanted to know how to keep their home warm in the winter months.



6. How aware were you of ways in which you could claim benefits before the service was carried out? Please tick one that applies.

- 52% of respondents were not aware of any benefits they could be entitled to.
- 44% were aware of the benefits they were entitled to but did not know how to claim and/or had difficulty completing the paperwork
- 4% had attempted to complete the benefit claim forms before but were rejected

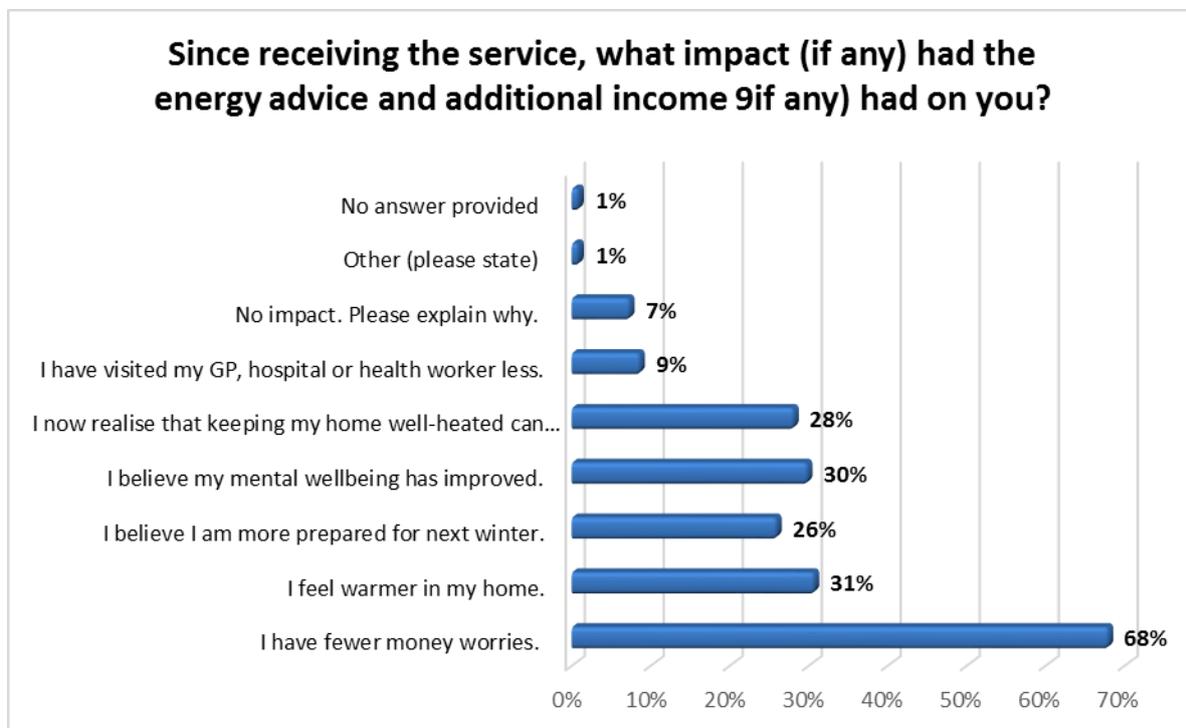


**7. Since receiving the service, what impact (if any) has the energy advice and additional income (if any) had on you?
Please tick all that apply.**

68% of respondents have fewer money worries and 26% feel more prepared for next winter.

With regards to keeping well and warm in winter, 28% of respondents realised that keeping their home well-heated can have a positive effect on their health, with 30% reporting improved mental wellbeing and 31% feeling warmer in their homes.

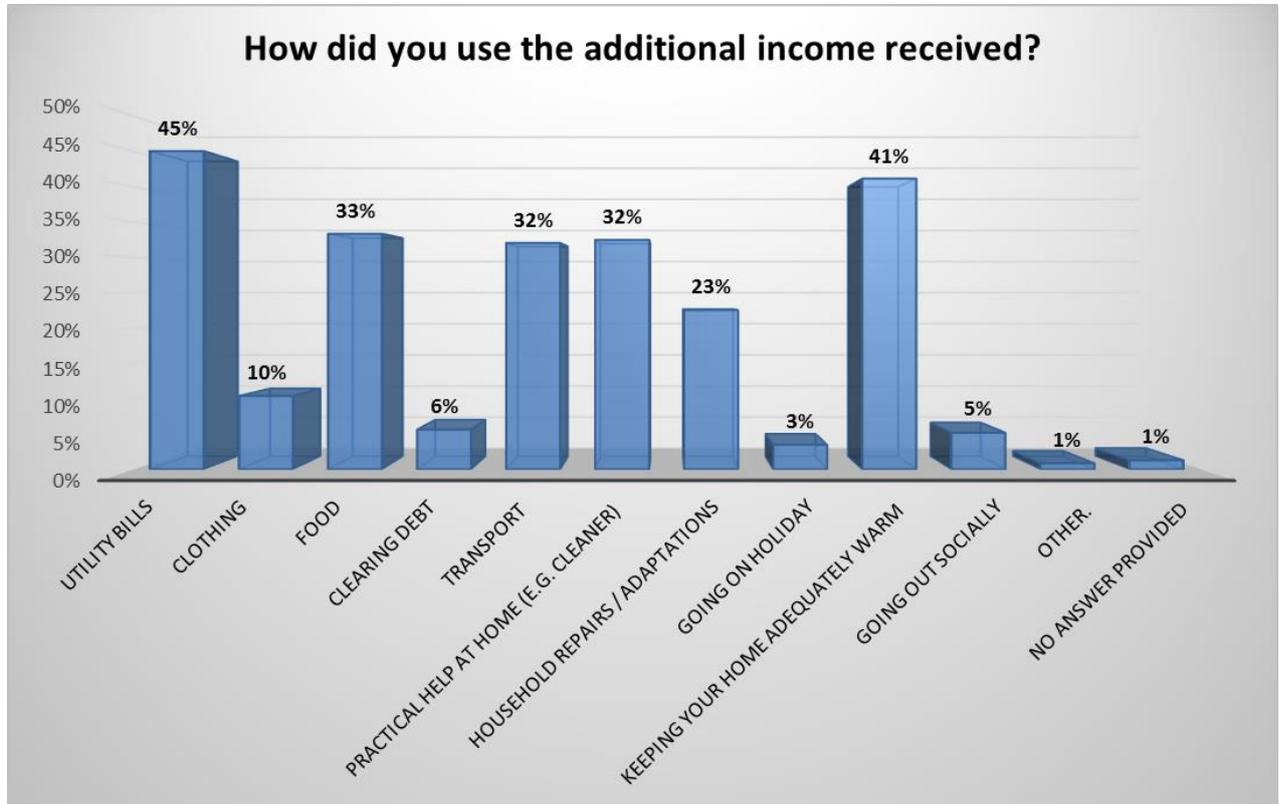
Please note that 7% of respondents stated 'No impact', the principal reason for this being that they were either not entitled to any benefits or are still waiting to hear the outcome of their benefit application or appeal.



8. How did you use the additional income received?

The four principal ways in which respondents used the additional income are as follows:

- 45% of respondents used the income to pay for their utility bills
- 41% of respondents used the income to keep their home adequately warm
- 33% of respondents used the income to purchase food
- 32% used the income to pay for practical help at home (e.g. cleaner) and for paying for transport



9. Please provide any other comments you would like to make about the service.

- “I am more grateful with getting a new boiler as it has taken away a big worry. Thank you!”
- “We didn’t realise that we may be entitled to anything so being told we may be entitled was a shock! The staff were so helpful.”
- “A very good service we could not have done without.”
- “Very efficient service that I would recommend to anyone.”
- “I wasn’t made to feel like a nuisance and the money has made a big difference.”
- “I think Age UK are brilliant.”
- “Very helpful service. It would have been too difficult to do the forms on my own.”
- “After receiving my attendance allowance my everyday life has not been such a financial worry, I can’t thank this service enough for what it has done for me.”
- “The advice received from your colleagues was one of encouragement and with genuine understanding and sympathy for our health issues. I was delighted when both of our applications were accepted.”

