**Works for Us client survey**

**Would you mind giving us 10 minutes of your time to complete a short survey?**

**(The survey is confidential and all the responses are anonymised as we are only interested in collecting a summary of the answers and comments).**

**We are trying to find out how we can improve our services and support by working more closely with Milton Keynes Citizens Advice, so our clients can benefit from getting help and advice with any money, benefits, legal or housing problems. We are carrying out this survey so we can get a better understanding of our clients’ circumstances and concerns.**

1. **Do any of the following factors worry you when you are thinking of applying for a job, or are any of them even stopping you from applying for a job?**

Tick all those that apply:

1. **Loss or changes to your benefits?**
2. **Not comfortable or confident with using computers?**
3. **English is not your first language?**
4. **You feel worried about talking to, or meeting new people?**
5. **You feel worried about learning or doing new things?**
6. **Managing your money?**
7. **Managing your health?**
8. **Childcare or other caring responsibilities?**
9. **Are there any other worries or concerns that we haven’t included?**

(write comments below):

1. **Have you had any of the following problems or issues during the last couple of years?**

Tick all those that apply:

1. **Money problems?**
2. **Benefits – for example claiming for them or changes to your benefits?**
3. **Housing or landlord problems?**
4. **Any legal issues?**
5. **Employment problems?**
6. **Immigration or right to work problems?**
7. **If yes to any of the above (that is any that you have ticked), could you tell me a bit more about it?**

Need broad details only

1. **Did you get any help, support or advice to deal with them?**

(circle response)

**Yes** (then go to Q5)

**No** (then go to Q6)

1. **a)** **Who did you talk to?**

**b) How did they help you?** (then go to Q7)

(prompt: what did they do to help?)

1. **Why was that?**
2. **Where (or who) would you go to if you needed help or advice with any money or debt problems or claiming or dealing with changes to your benefits?**
3. **Have you ever asked the Citizens Advice Bureau for help or advice?**

(circle response)

**Yes** (then go to Q9)

**No** (then go to Q11)

1. **When was that?**

(record month and year)

1. **Can you tell me what it was for?**

Tick all those that apply:

1. **Money, debt or financial problems**
2. **Problems with Benefits claims or changes**
3. **Housing or landlord problems**
4. **Legal issues**
5. **Employment issues or problems at work**
6. **Immigration issues**
7. **What difference would it make to you if you could get help or advice on money issues, your benefits, work related problems or housing issues while you are coming here for our workshops and training?**

**Please rate it on a score of 1 to 5 where 1 is no difference at all and 5 is a big difference.**

1. **How do you think this might be of help to you?**
2. **Are you a new or existing client?**

(circle response)

**New Existing**

1. **What is your postcode?**
2. **What is your age?**

Please circle the relevant section:

20 - 29

30 - 39

40 - 49

50 - 59

60 - 69

1. **Gender:**

(Circle response)

**Male Female Other Prefer not to say**