

CAMBRIDGESHIRE HOME ENERGY SUPPORT SERVICES - EXTERNAL EVALUATION

162 total respondents to the survey process

109 responses completed one survey - no comparator

48 participants completed comparator surveys

5 uncompleted

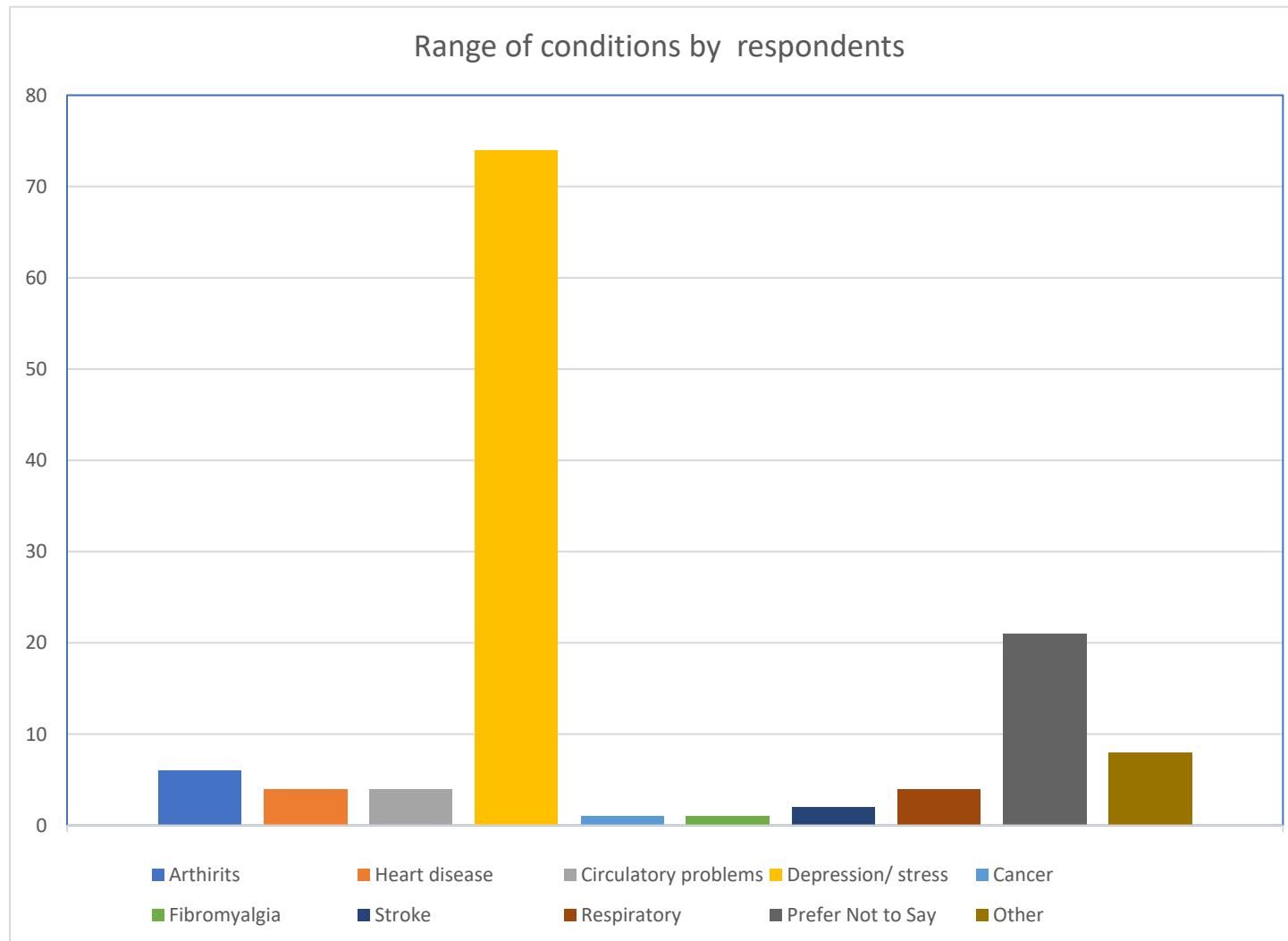
All responses reviewed for the following questions for total :

	35/ 162 rated 4	
	21%	
	30/ 162 rated 3	
	18.5%	
	26/ 162 rated 2	
	16%	
How do you rate the warmth and comfort of your home?	32/ 162 rated 1	13/ 162 rated 5
	20%	8%
	88/162 v	
	concerned	
How concerned are you to meet heating payments?	54%	
Have you had to choose between heat and food?	101/162 yes	
	62%	
Have you had to choose not to turn on the heating	120/162 yes	
	74%	
Do you know where to find advice	69/162 Yes	
	43%	46/162 No 28% 31/ 162 DK 19%

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Do you know that able to spread out payments	66/162 Yes 40%	48/ 162 No 30%	30/ 168 DK 18.5%
How likely are you to ask for help from friends and family?	86/162 Not likely 52%	26/162 V likely 16%	33/ 162 Likely 20%
Reason for not asking	Lack of info	1	
	Lack of confidence	1	
	Cant afford to borrow	1	
	Family not close	1	
	Don't know who they would ask	25	
	Don't feel need to	2	
	Feel embarrassed	15	

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48 responses to more than one survey to compare over time

	No change	Improvements by at least +1 or +2	Worsened by -1 or more
How do you rate the warmth and comfort of your home?	17/48 35%	12 of 48 25%	6 of 48 10%
I respondent changed across the scale from 1 - 5 in improvement			
How concerned are you to meeting heating payments?	13/48 27%	17/48 35%	7 of 48 15%
Have you had to choose between heat and food?	28/48 58%	5 of 48 Yes to No 10%	0
Have you had to choose not to turn on the heating	21/48 44%	10 of 48 Yes to No 21%	1 out of 48 2%
Do you know where to find advice	27/48 56%	17/48 from No to yes 35%	2 of 48 4%
Do you know that able to spread out payments	27/48 56%	17/48 from No to yes 35%	2 of 48 4%

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	Same	Improved from +1	Worsened -1 or more
How satisfied are you today ?	18/48 37%	24/48 50%	3/48 6.23%
How happy do you feel today?	14/48 29%	20/48 41%	7/48 14%
How anxious are you feeling today?	13/48 27%	26/48 54%	5/48 10%
Are things in your life worthwhile?	15/48 31%	21/48 43%	3/48 6.25%

Level of wellbeing

Over a third registered their level of satisfaction in life had stayed the same, 50% saw an improvement of at least 1 point (between 1 – 5) and 6.25% felt their satisfaction had worsened.

A third registered their happiness as a same, with 41% recording an improvement of at least one point in between surveys and 14% saw their happiness reduce.

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Just under a third registered their levels of anxiety were the same, 54% registered levels had improved by at least 1 point and 10% had seen their anxiety worsen.

A third felt their feelings that what they do is worthwhile had stayed the same, 43% had seen an improvement by at least one point and 6.25% had felt this had worsened for them.

- There has been an improvement by just over a third 35% where participants are more aware about how to find advice about their energy costs and about being able to spread payments.
- Where respondents have logged any conditions they are experiencing or getting treatment for, the survey results show a high proportion of people suffering from depression/stress/ worry a proportion of which are receiving treatment.

Some points to note about the surveys:

- The surveys included rating scales that applied differently to questions – this may have caused some confusion as part of the interview. The rating scale would have worked better if all lower values meant poor and high values meant good including the section about wellbeing (satisfied, happy, anxious and things you do that are worthwhile) for consistency and to help guide people through the questions.
- It is based on the Edinburgh wellbeing short scale which is meant to be used before and after an intervention. It is designed as a measure to gauge level of wellbeing in real time at a given moment. By asking people to give a rating on the scale at the start and at key points in their support it was hoped to explore the relationship between fuel and heat at home, income and level of wellbeing and if interventions have improved wellbeing. The results are not

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conclusive about wellbeing in the sense that there will always be other factors at play but there is a general improvement across all elements of wellbeing shown by those taking part in the comparator survey.

- The limitations of the survey are that there is no space to include comments or to contextualise what has happened recently before each survey and that other factors have made a difference.
- The timing of some first surveys were in summer months and later surveys in winter months which would have a bearing on the participant's responses.
- Towards the end of the project in 2022, the increase in fuel, gas, electricity for householders and cost of living increases as a result of the war in Ukraine and supply of gas globally would be a factor that will affect the responses of people surveyed in this year.

A longer term study would be useful as in depth case studies which might include the wellbeing scale and chance for open comments.