centre for sustainable energy

Energy Crisis Winter 2022-23

Experiences of clients financially supported by CSE

FINAL REPORT

Contents

Introduction

Post-pandemic and due to the cost-of-living crisis, energy advice service providers now operate in a rapidly changing environment with an increased focus on quick-win fuel vouchers and emergency hardship funds. Foodbanks are a key referral partner in many areas. Citizens Advice helped more people with key cost of living issues in 2022 than in any of the previous five years[1].

The Centre for Sustainable Energy (CSE) wanted to learn about the lived experiences of clients who'd received emergency financial support in Winter 2022-2023. This support included fuel and fuel vouchers, Surviving Winter Grants and other support, for example with white goods. Funders of advice don't typically provide a budget for detailed evaluation of service delivery. CSE therefore used some of its own reserves to self-fund this work. In particular, CSE wanted to explore the following questions:

- Are prepayment meter customers struggling more than last year?
- Are people on Economy 7 struggling more than last year?

This report summarises data obtained from an online survey conducted in February 2023. The survey combined questions about Priority Service Register vulnerability (e.g. health) with comment boxes as well as demographic details. The survey was sent out to clients in the South West of England that had received financial support from CSE. The survey link was distributed via text to around 2,000 advice clients. 258 responses were received (approximately a 10% response rate). No incentive was offered to complete the survey.

Results illustrate the situation for respondent households in Winter 2022-2023 of the energy crisis.

This report is structured in three parts, Section 1 presents the data on who responded to the survey, Section 2 presents the data on household experiences and Section 3 presents qualitative data which captures the lived experiences of households receiving financial support from CSE this winter.

[1] Citizens Advice Cost of Living data dashboard. https://public.flourish.studio/story/1634399/ Updated 02.02.2023

Who responded to the survey?

258 households replied to CSE's survey. In this section we present the results summarising the demographics and energy bills of those who replied. In the following section we present households experiences of the winter.

Meters (Prepayment meters and Economy 7)

60% (146 respondents) of those who responded have an electricity prepayment meter (PPM). 46% (102 respondents) have a gas prepayment meter. 25% (43 respondents) said they are on an Economy 7 tariff.

Table 1: Meter types selected by respondents

	Electricity Prepayment Meter		**Gas Prepayment Meter**		**Economy 7**	
	Count	**% (of those who answered)**	**Count**	**% (of those who answered)**	**Count**	**% (of those who answered)**
Yes	146	60%	102	46%	43	25%
No	97	40%	120	54%	130	75%
Don't know	11		10		81	
Didn't answer	4		26		4	
Grand Total	**258**		**258**		**258**	

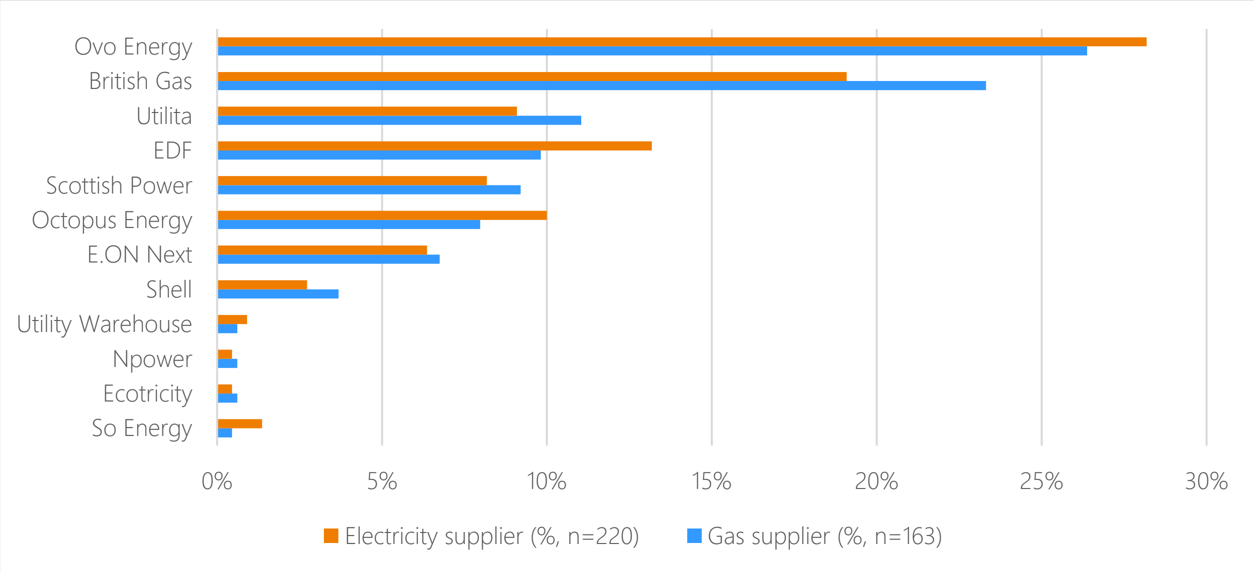
Suppliers

Respondents were asked which electricity supplier and gas supplier they were with. The survey question covering current energy suppliers required data cleaning due to abnormal data which may have been caused due to auto-fill following the address question. The data points that didn't reflect an energy supplier were removed. For the purposes of this analysis OVO Energy (21 respondents), Boost (9 respondents) and SSE (32 respondents) are shown as OVO Energy, and Bulb (9 respondents) is shown as Octopus Energy (13).

Of those who gave a valid electricity supplier (n = 220), 28% were supplied by OVO. For respondents with a mains gas supply (n = 163) just over a quarter of respondents were supplied by OVO (Figure 1). Six respondents reported that they buy LPG.

CSE is contracted to provide energy advice to OVO Energy customers, which are then more likely to be offered fuel vouchers or emergency financial support should they need it. This is one reason for the high percentage of OVO Energy electricity and gas customers in Figure 1, compared to the supplier's market share of customers. This was 13.6% and 11.3% in the electricity and gas markets respectively in December 2022[2].

Figure 1: Respondent electricity and gas suppliers (%)



Spend on energy bills

For January - March 2023 the Ofgem price cap was set at £4279[3] with estimated monthly gas and electricity costs based on unit rates and standing charges of roughly £178 and £176 respectively.

Survey respondents were asked for their estimated monthly spend on electricity and gas. For electricity, 32% (78) of respondents selected £50-99. Only eight respondents (3%) suggested their electricity bills were lower than £50. Nine respondents selected 'Unsure' and two didn't answer (In relation to spend on gas, for those who answered, 31% (52) chose £50-99. Only 11 (7%) suggested their gas bills are lower than £50 (Figure 3). 66 respondents selected 'I don't have gas at home' with another 14 selecting 'Unsure' and ten chose not to answer.

For both electricity and gas, more than 60% of respondents (63% electricity, 67% gas) reported spending less than the estimated monthly figure based on the Ofgem price cap for that period (% based on a monthly spend of up to £149 as shown in Figures 2-3).

NB: Please note that Figures 2 and 3 differ in scale for number of respondents.

Results do not reflect seasonal changes in fuel use or particularly hot / cold weather.

[2] www.marketingweek.com/energy-firms-brand-health-2023/.

[3] The annual fuel costs a household would pay if they had typical domestic consumption of 2900 kWh electricity and 12000 kWh gas. The unit rates and standing charge paying by direct debit were Electricity: 67p per kWh; standing charge 46p per day. Gas: 17p per kWh; standing charge 28p per day.

Figure 2). In relation to spend on gas, For those who answered, 31% (52) chose £50-99. Only 11 (7%) suggested their gas bills are lower than £50 (Figure 3). 66 respondents selected 'I don't have gas at home' with another 14 selecting 'Unsure' and ten chose not to answer.

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Figure 2: Estimated monthly spend on electricity

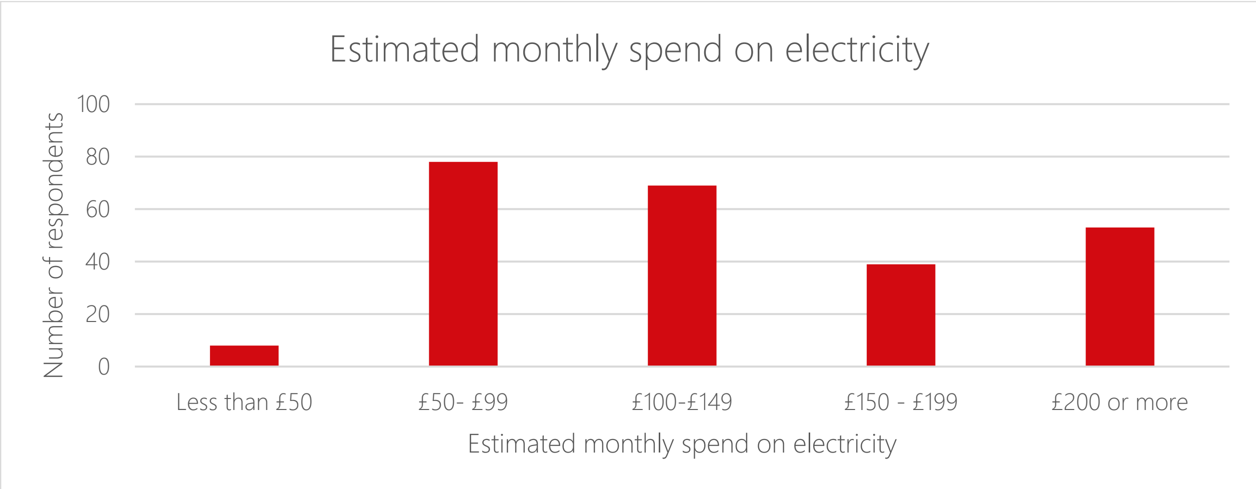
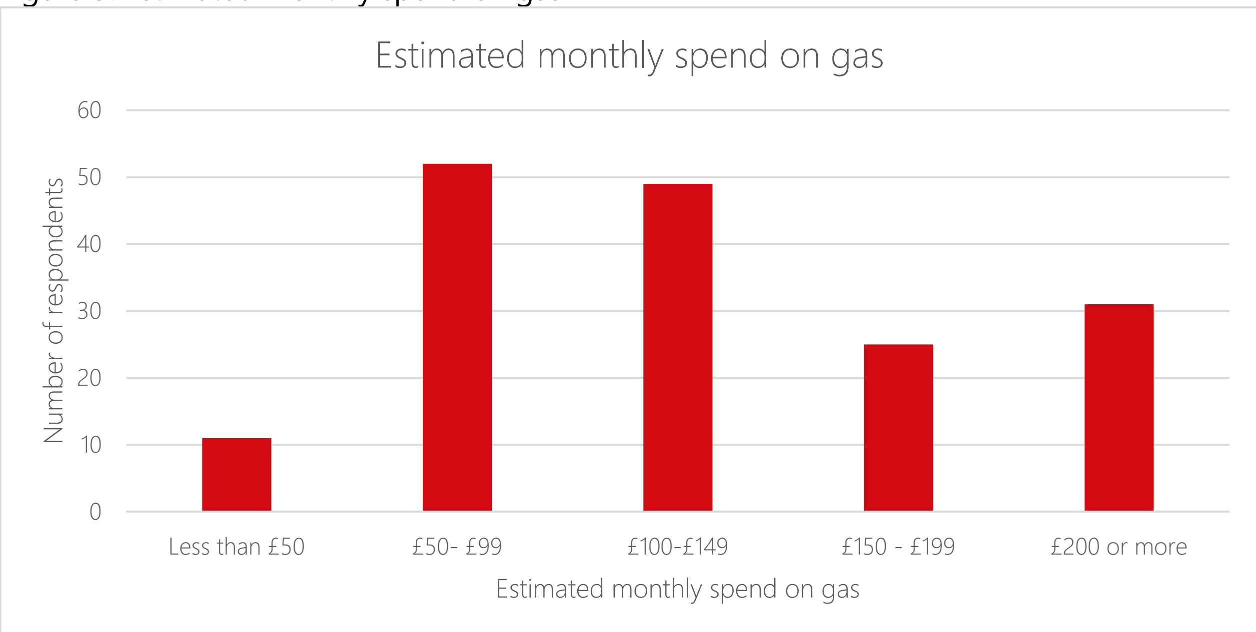


Figure 3: Estimated monthly spend on gas

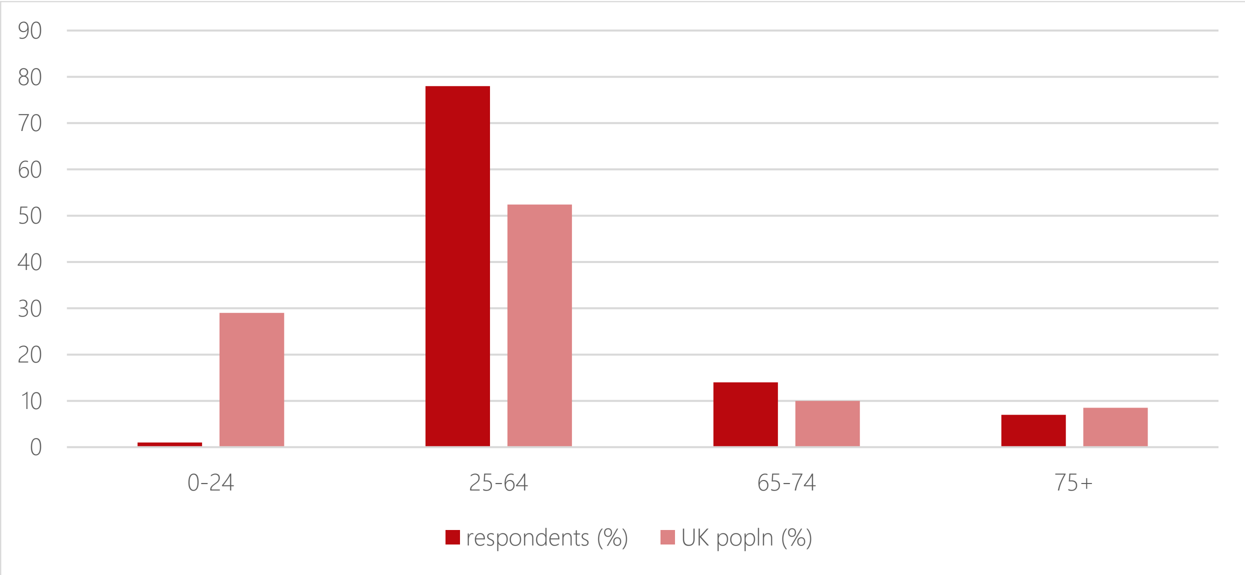


Demographics

Socio-demographic information was asked from the respondents including age, ethnicity and income. The majority of respondents (202, 78%) were aged 25-64, nearly 25% more than the UK population as a whole.[4]

Figure 4). Older age groups were roughly equivalent to the national average. It would be expected that fewer people aged under 24 would be represented as few are responsible for fuel bills.

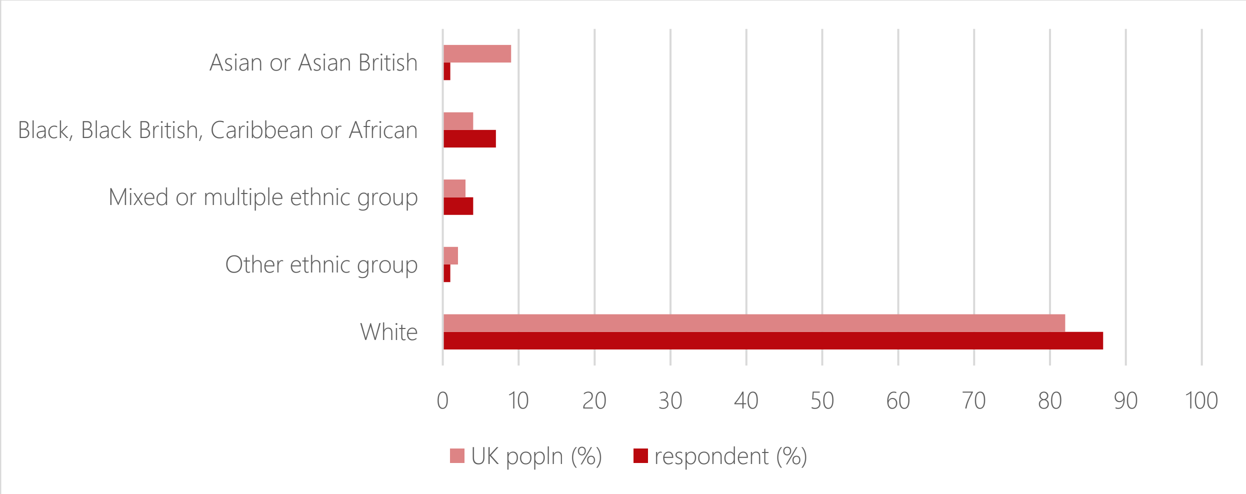
Figure 4: Age bands of respondents, compared to UK population (%)



87% (219) of respondents self-reported their ethnicity as white, slightly higher than for the UK population (Figure 5). The survey was successful at involving Black respondents but reached less than the UK population percentage for Asians (1% of respondents, compared to 9% in the UK)[5].

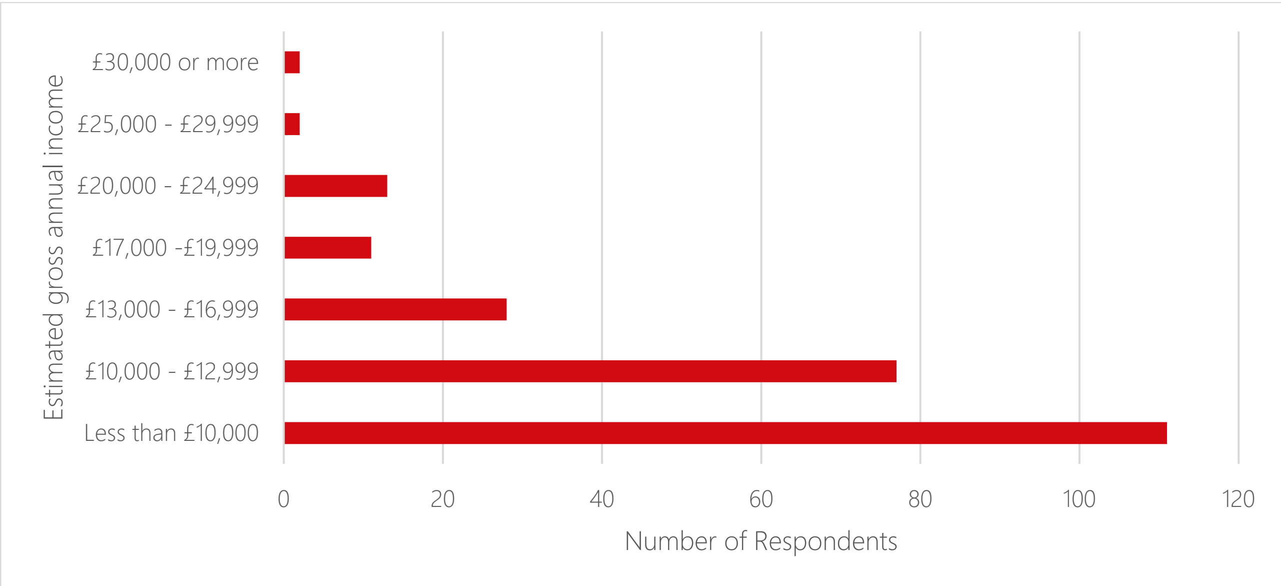
[4] ONS 2021 Ethnicity facts and figures, age profile by ethnicity table.
[5] Ibid

Figure 5: Ethnic groups of respondents, compared to UK population (%)



Nearly half of respondents (111, 45%) selected less than £10,000 for their estimated gross annual income (Figure 6). For UK households (which often have more than one occupant), 17% have a gross income of £17,000 or less, compared to a total of 88% of respondents. Emergency support was clearly directed to those most in financial need.

Figure 6: Estimated gross annual income of respondents



Priority Service Register vulnerabilities

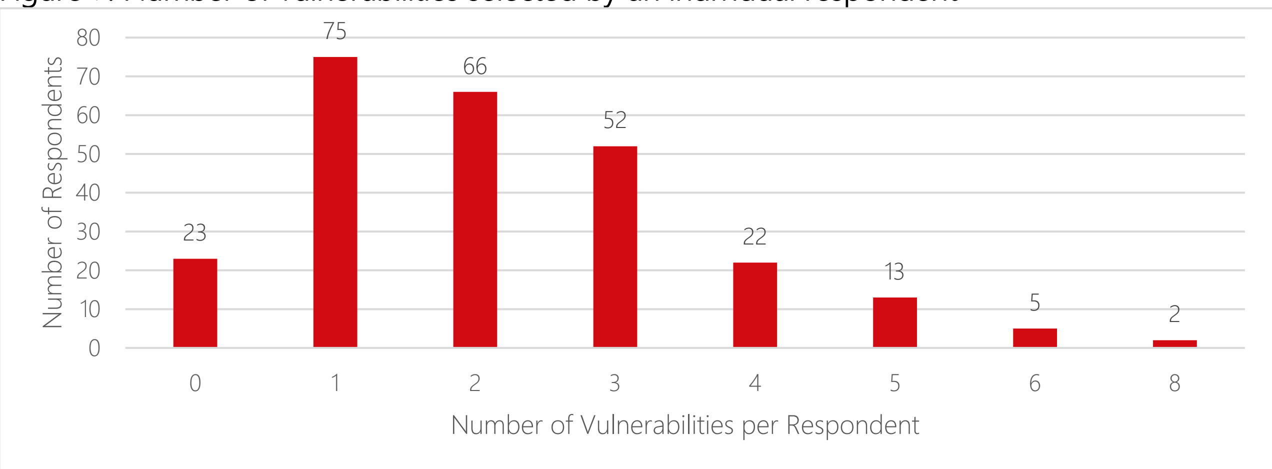
Respondents were asked whether any vulnerability circumstances or health conditions applied to anyone in their household (including themselves). Vulnerabilities are taken from the Distribution Network Operator Priority Service Register needs codes, used to categorise customers for additional energy advice or support. Over half of respondents selected that a member of their household has a mental health condition. 40% of respondents reported that a household member has a chronic or serious illness (Table 4).

Respondents could select more than one vulnerability category. One vulnerability was selected most frequently (75 respondents, 29%). Two or more vulnerabilities was selected by 160 respondents (62%), with two respondents selecting a household with eight vulnerability categories. Only 23 respondents (9%) selected no vulnerability (Figure 7). Around 30% of the UK population live with one or more long-term physical health conditions, a quarter of whom will also have mental health problems[6]. Results support this, but also illustrate the predominance of combinations of poor physical and mental health being high in this client group.

Table 2: Vulnerabilities (Priority Service Register needs codes) selected by respondents

PSR Needs Codes	Count (yes)	% Yes
Mental health	139	54%
Chronic / serious illness	105	41%
Physical impairment	73	28%
Pensionable age (65 or over)	56	22%
Hearing impaired	38	15%
Restricted hand movement	32	12%
Children under 5	31	12%
Developmental condition	22	9%
Short - term illness	15	6%
Temporary - life changes	12	5%
Unable to answer door	11	4%
Blind or partially sighted	8	3%
Temporary - post hospital recovery	7	3%
Oxygen use	6	2%
Unable to communicate in English	5	2%
Dementia(s)	1	0%
Temporary - 16-25 year old householder	1	0%
Grand Total	**258**	

Figure 7: Number of vulnerabilities selected by an individual respondent



6 Mental Health Foundation, People with physical conditions: statistics

Benefits

Respondents were asked whether they were in receive of means-tested benefits. Over half of respondents reported being in receipt of Universal Credit (Table 5) compared to 8.7% of the UK population in April 2023[7]. Respondents could be in receipt of more than one benefit.

Table 3: Benefits selected by respondents

Benefits	**Count (yes)**	**% Yes**
Universal Credit	143	55%
Council Tax Support	98	38%
Employment and Support Allowance	50	19%
Social Fund (Sure Start Maternity Grant, Funeral Payment, Cold Weather Payment)	25	10%
Tax Credits (Child Tax Credit, Working Tax Credit)	24	9%
Pension Credit	18	7%
Income Support	12	5%
Jobseeker's Allowance	2	1%
Grand Total	**258**	

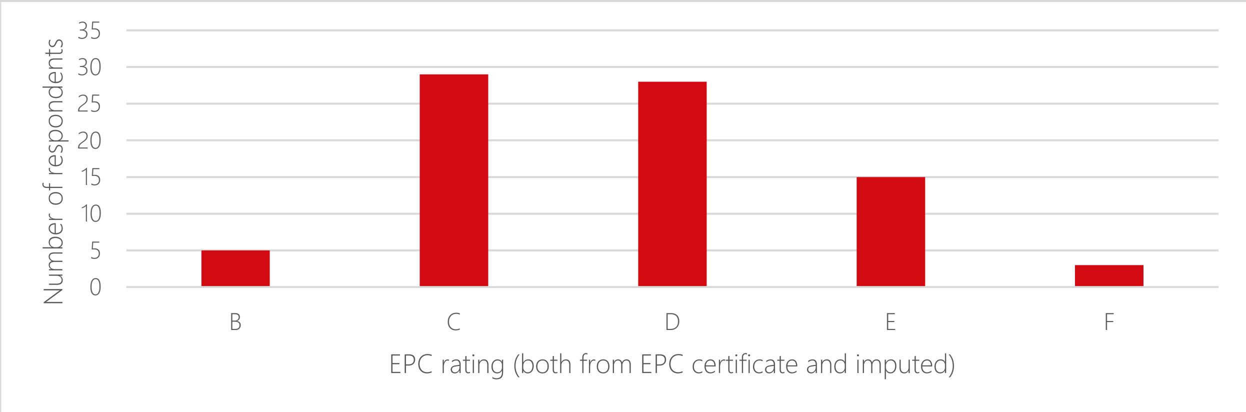
EPC

Energy Performance Certificate (EPC) data was integrated with survey responses using the first line of the address and postcode given. Out of the 258 responses, only 57 were successfully matched to an EPC certificate (22%). Another 26 were matched using imputed (modelled) data. This estimates the EPC based on neighbouring similar properties with actual EPC certificates. Nearly three quarters of respondents (71%, 57) lived in a property with an EPC rating of C or D (Figure 8). Analysis of tenure for the EPC data showed that almost half lived in social housing, we would therefore expect energy efficiency to be higher but incomes to be lower.

When looking at EPC recommendations, 55% of the properties were recommended floor insulation, 17% loft insulation, 13% cavity wall insulation and 10% solid wall insulation. Flat roof insulation and double glazing have a much lower number of recommendations (2% and 6% respectively). A detailed analysis of the accuracy of the EPCs and the suitability of the recommendations was not possible due to budgetary constraints.

[7] Government statistics, Universal Credit: 29 April 2013 to 13 April 2023

Figure 8: EPC ratings of respondents (n = 80)



LILEE fuel poverty

Fuel poverty is currently defined as Low Income Low Energy Efficiency. According to NEA[8], a household is considered to be fuel poor if:

- they are living in a property with a fuel poverty energy efficiency rating of band D or below.
- and when they spend the required amount to heat their home, they are left with a residual income below the official poverty line.

There are three important elements in determining whether a household is fuel poor:

- household income.
- household energy requirements – energy efficiency is a key driver of fuel poverty, as higher energy efficiency reduces a household's fuel costs for a particular size of property.
- fuel prices – the energy price cap, which keeps suppliers from setting their default tariff.

The following analysis combines the annual income question with the joined EPC bands. Then also combines monthly spend on electricity and gas with EPC bands.

As there were only 80 responses that were successfully joined to EPC data (or modelled EPC data), the analysis is limited. Another problem with this dataset is that the spread of incomes is skewed to the lower incomes as nearly half of the respondents (35, 44%) selected less than £10,000 (Table 6). Due to these limitations it is not possible to analyse the correlation between income and EPC rating.

[8] https://www.nea.org.uk/articles/what-is-fuel-poverty/

Table 4: Estimated gross annual income and EPC bands

	EPC band					
Annual income	**B**	**C**	**D**	**E**	**F**	**Grand Total**
Less than £10,000	4	16	10	4	1	**35**
£10,000 - £12,999	0	7	12	7	2	**28**
£13,000 - £16,999	1	2	1	2	0	**6**
£17,000 -£19,999	0	1	3	0	0	**4**
£20,000 - £24,999	0	1	1	1	0	**3**
£25,000 - £29,999	0	0	1	0	0	**1**
£30,000 or more	0	1	0	0	0	**1**
Didn't answer	0	1	0	1	0	**2**
Grand Total	**5**	**29**	**28**	**15**	**3**	**80**

When looking at monthly electricity spend and EPC band, there was a spread of spends across EPCs, however the most common category is band C with £50-£99 spend on electricity (14, 18%) (Table 7).

Table 5: Estimated monthly electricity spend and EPC bands

	EPC band					
Monthly Electricity Spend	**B**	**C**	**D**	**E**	**F**	**Grand Total**
Less than £50	0	1	0	1	1	**3**
£50- £99	1	14	8	3	0	**26**
£100-£149	2	8	8	4	1	**23**
£150 - £199	0	3	8	3	1	**15**
£200 or more	1	2	2	4	0	**9**
Unsure	1	1	2	0	0	**4**
Grand Total	**5**	**29**	**28**	**15**	**3**	**80**

There was also a spread of monthly spend when looking at gas spend and EPC band. The most common category was band C with £200 or more spend on electricity (12 respondents, 15%) (Table 8).

Table 6: Estimated monthly gas spend and EPC bands

	EPC band					
Monthly Gas Spend	**B**	**C**	**D**	**E**	**F**	**Grand Total**
Less than £50	2	10	3	2	0	**17**
£50- £99	0	1	6	6	1	**14**
£100-£149	0	0	3	0	0	**3**
£150 - £199	1	2	6	1	0	**10**
£200 or more	1	12	6	2	2	**23**
I don't have gas at home	0	2	1	1	0	**4**
Unsure	1	1	2	2	0	**6**
Grand Total	**5**	**29**	**28**	**15**	**3**	**80**

Household experiences

In this section, we present the survey data which indicates how households were feeling this winter and compare how this different by meter type.

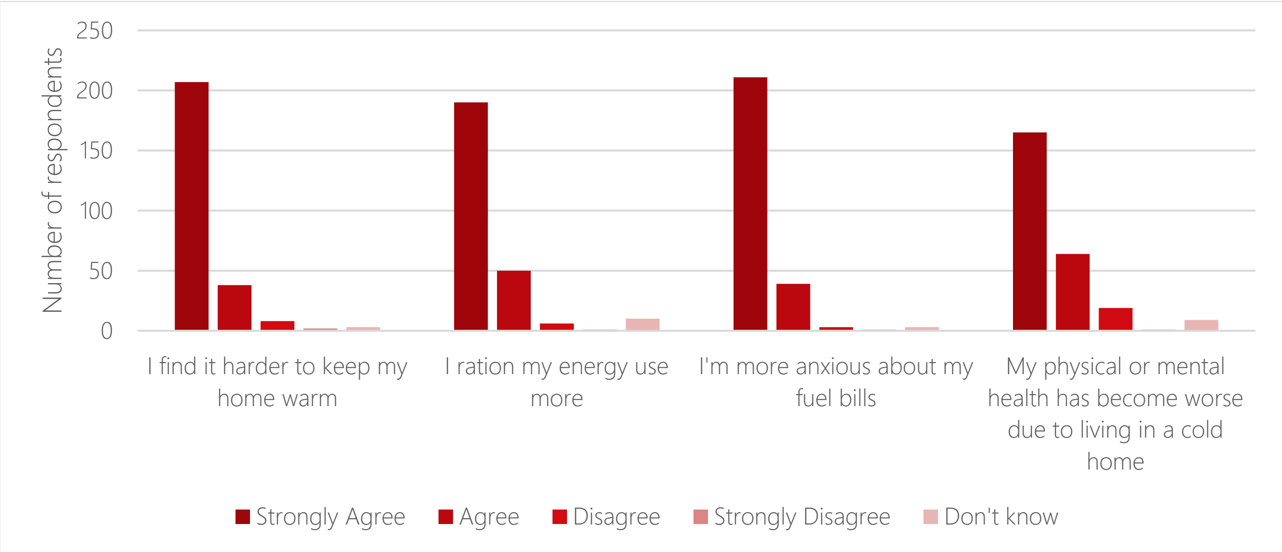
Situation – statements

Survey respondents were asked to evaluate four statements (from strongly agree to strongly disagree) comparing their experiences around energy use for September 2022 - January 2023 to the same period in 2021-2022.

1. I find it harder to keep my home warm.
2. I ration my energy use more.
3. I'm more anxious about my fuel bills.
4. My physical or mental health has become worse due to living in a cold home.

For each of these statements the majority of respondents chose 'Strongly Agree'. The statement with the most strongly agree answers was 'I'm more anxious about my fuel bills' (211 respondents, 82%).

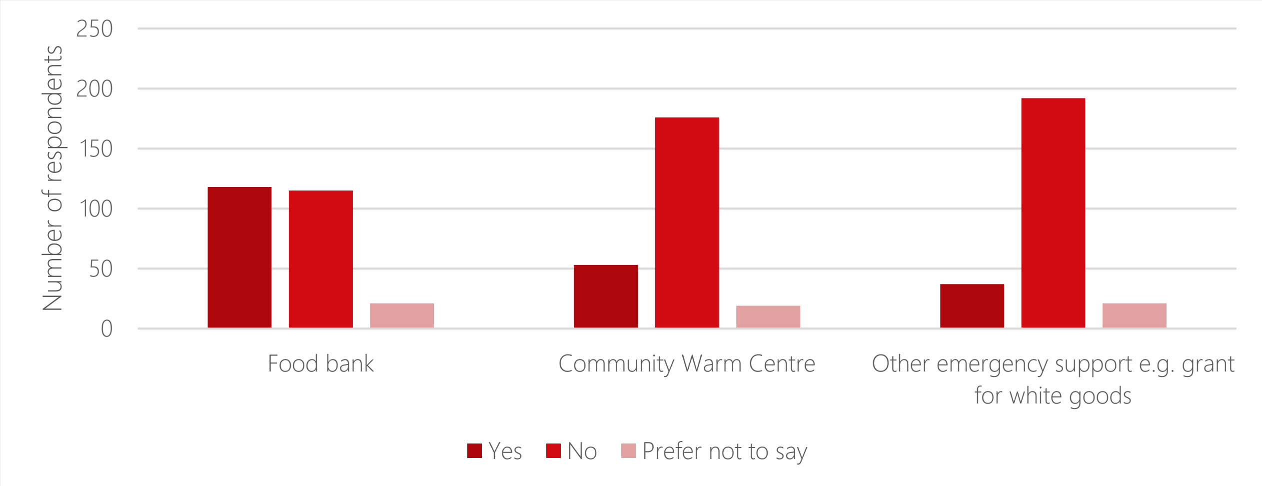
Figure 9: Respondent relative agreement to statements comparing this autumn/winter (September 2022 - January 2023) to the same period in 2021-2022



Services

Survey respondents were asked whether they'd used a food bank, Community Warm Centre or accessed other emergency support in the last five months (since September 2022). 46% (118) of respondents had used a food bank; 21% had used a Community Warm Centre; 15% had received other emergency support. Each category had 19 to 21 responses of 'Prefer not to say'.

Figure 10: Chart showing the responses to: Have you used any of the following services in the last five months (since September 2022)



It is estimated that 4.4% of people in the UK used a food bank in 2022, although this figure is based on use of Trussell Trust foodbanks only, so is likely to be higher[9]. Results indicate that the people CSE supported were ten times more likely to have accessed food bank support than this estimated national average.

Prepayment Meter Customers

This section focuses on comparing respondents who reporting having both electricity and gas prepayment meters (PPM) to those who reported not having a prepayment meter. The findings are similar when looking at respondents that answered yes to electricity prepayment meters.

- 59% of PPM customers accessed a foodbank compared to 37% of non-PPM customers (22% difference).
- 76% of PPM customers strongly agreed that their physical or mental health had become worse due to living in a cold home compared to 55% of non-PPM customers (21% difference).
- 88% (80) PPM customers strongly agreed that they were more anxious about their fuel bills compared to (57) 78% of non-PPM customers (10% difference, 23 responses).
- PPM customers reported that they spent more on their bills (were more likely to select £150-199 per month or £200+).

[9] 4.4% based on UK population estimate of 67.5m (UK Population 1950-2023-Marcrotrends) and 2.99m people accessing just Trussell Trust foodbank support (Statista, Number of people receiving emergency food parcels from Trussell Trust foodbanks in the United Kingdom from 2008/09 to 2022/23)

Thus prepayment meter customers are spending more on fuel bills, are more anxious about fuel bills and make greater use of food banks than non-prepayment meter customers. 50% more prepayment meter customers experience worse physical and mental health due to living in a cold home than non- prepayment meter customers.

However, prepayment meter customers are also more likely to live in a C or D band property and less likely to live in a poorer energy efficiency E band home. Under the LILEE fuel poverty definition, anyone living in a C band property is not considered fuel poor, irrespective of their income or fuel costs.

Economy 7 Meter Customers

This section focuses on comparing respondents who reported having an Economy 7 meter/ tariff to those who didn't.

- 54% of Economy 7 customers accessed a food bank compared to 40% of standard customers (14% difference, 25 respondents).
- 32% of Economy 7 customers stated that their monthly electricity bill was £200 or more compared to 22% of standard customers (10% difference, 14 respondents).
- There were no significant differences between Economy 7 and standard in the statements such as 'I find it harder to keep my home warm'. On the statement, 'I ration my energy use more' higher proportions of Economy 7 customers agreed (26% compared to 17%) but less strongly agreed (72% compared to 80%).

Thus Economy 7 customers are slightly more likely to spend more on fuel bills and access food banks than non-PPM customers.

Qualitative findings

This section focuses on comments that were made by survey respondents in answer to the question 'Is there anything you want to add about your fuel bills or how rising energy costs have impacted on your daily life?' This was an optional question that received 13 responses.

Many of the respondents reported that they have had to cut back on heating, resorting to heating one room, relying on coal or wood fires, wearing coats indoors or using blankets to keep warm:

> "*We cannot afford our energy bills and we won't go in debt. There is nothing left to cut back on. We have only heated one room, heated by a small log burner which is only lit at dusk for a few hours in the late afternoon even at -10°. We use blankets and hot water bottles to try to keep warm." (Respondent13, Wiltshire, C band property)*

> *"Due to living in an old thatched cottage, we have single glazing and currently no central heating, so we would like to use a heater but can't due to costs, we have to use wood as we have 1 open fire in the living room which is our only source of heat apart from 1 single 1KW fan heater which is turned on for a little while to keep mum warm when the fire isn't going! Night time is awful to begin with as mum has to use a load of blankets with a warm duvet and a hot water bottle - she is 78!!" (Respondent 3, Somerset, no EPC))*

Some respondents reported that reducing heating has had an impact on physical health, particularly for those with existing health conditions or disabilities:

> "*The cold is wrecking havoc on one of my neurological diseases. My nurse wanted me ideally have a room at constant 20 degrees. I cannot afford that when 15-18 is costing so much. I cannot use warm centres as cannot mix with people and I have severe fatigue and high doses of morphine I do not leave my flat unless hospital or GP." (Respondent 5, Bath, no EPC)*

> *"Mould and cold has increased illnesses. If it wasn't for Warm and Safe Wiltshire [CSE advice service] I would have died after losing my disability allowance." (Respondent 2, Swindon, no EPC)*

In addition to cutting back on heating, respondents stated that they had reduced their energy consumption by taking measures such as showering less frequently, washing clothes less frequently and using the microwave and hob rather than the oven. One respondent commented that they *"[o]nly use the cooker once a month when family visit instead of once a week. So we are much more isolated from our family now*".

Another respondent explained that she had had to turn off the hot tub that her disabled daughter used as a therapy pool and had noticed the negative impact on her daughter's wellbeing.

Some respondents reported that the increase in energy costs was having an impact on their mental health with some expressing feelings of anxiety and despair. This was particularly the case for those who had existing mental or physical health conditions or were dealing with a significant life event such as bereavement:

> *"With my PTSD my mental health has been affected and I have [been] relying on my doctor a lot to help. Trying to stay warm in one room. Everything worries me at the moment." (Respondent 10, Wiltshire, no EPC)*

> *"I am COLD and unwell and nobody seems to give a stuff (other than you). My daughter died in November, and I have lost her contribution to household expenses, I literally have £2.68 spare a day to spend on energy, and that leaves me with £31.88 a week for food, clothes, house repairs and a life, which is impossible. The DWP have knocked me onto Contributory Benefits rather than Income Related, so I have lost free dental care etc I desperately need some dental treatment which I cannot afford. I am unable to sleep, despite medication. I have had no more than 4 hours sleep a night for weeks on end with the worry and the loss of my daughter. I really do not know how I am still standing. Depressed, lonely, cold and desperate to be honest." (Respondent 8, Wiltshire, D band property)*

> "*My bill is coming in so high especially as temperatures recently have been minus. I have had various operations and infections and it has been really difficult as well as causing anxiety and stress nights - sleep is not easy at the best of times. I cry." (Respondent 5, Bath, no EPC)*

> *"[I]t affects my fibromyalgia and my COPD. It makes me very depressed, makes me not want to be here." (Respondent 4, Wiltshire, no EPC)*

Some respondents made reference to other costs increasing such as food shopping which had an impact on their ability to afford their energy bills. One respondent stated that they had also temporarily lost one of their benefits. Another respondent reported that they had yet to receive their Energy Bill Support Scheme payments leaving them feeling like *"we are being forgotten about and the government don't care about us"*.

Overall, respondents' situations appeared to be precarious, with many reporting that they are struggling to manage or only just managing. Pre-existing physical and mental health conditions, as well as significant life events such bereavement made respondents even more vulnerable.

Conclusions

The section draws together insights from the research findings.

Are prepayment meter customers struggling more than last year?

Compared to 2021-2022, three quarters of prepayment meter customers strongly agreed that their physical or mental health had become worse due to living in a cold home. 88% strongly agreed that they were more anxious about their fuel bills. At least ten percent more prepayment meter customers were adversely affected than non-prepayment customers on both counts.

Prepayment meter customers were also more likely to access a foodbank compared to non-prepayment meter customers (59% compared to 37%, a 22% difference). They were more likely to select £150-199 per month or £200+ for their fuel bill spend per month than non-prepay customers.

Are people on Economy 7 struggling more than last year?

Economy 7 customers are reporting higher monthly costs than those on single rate tariffs – more likely to access food banks and other support.

Broader research findings

The research also found that:

- A high proportion of clients compared to the UK population that received financial support were in receipt of benefits and were on a low income.
- Most respondents/households would be classed as vulnerable with many respondents/households reporting multiple vulnerabilities.
- It was hard to operationalise the LILEE fuel poverty measure. Many respondents may have high energy bills despite living in a more energy efficient home due to health conditions and spending more time at home.
- The majority of respondents strongly agree that they were finding it harder to keep their home warm, were having to ration energy, were more anxious about fuel bills and their mental or physical health had become worse due to living in a cold home.
- This is reflected in the qualitative findings.

Results raise a number of questions:

- What factors are driving PPM customers’ significantly higher spend on fuel bills if they live in an energy efficient home? What is the relative contribution of energy unit and standing charge prices, behavioural, occupancy, technology and other factors?

- What proportion of households living in A-C band properties, when they spend the required amount to heat their home, are left with a residual income below the official poverty line? This would indicate 'hidden' households which are in poverty due to fuel costs but are not identified as fuel poor under the LILEE definition. These households may have been included as fuel poor under previous definitions: Low Income High Cost and '10% income spend'.

Appendix: Financial support survey January 2023

This survey is being conducted by the Centre for Sustainable Energy (CSE). You received financial support - fuel vouchers, Surviving Winter grant or Energy Support grant - and were offered energy advice in 2022 or 2023. Please complete the survey to help us improve financial support offered to people like you.

1. Taking part and agree to participate

Please read the statement below. if you are willing to participate tick the box and continue the survey.

I understand that CSE will use anonymous survey responses in reporting to funders and Ofgem, in order to improve financial support for energy customers.
The first line of my address and postcode will only be used to link my survey responses to my advice database record. it will not be linked to responses in reporting. CSE will store the data from my survey response with my advice database record to help assess my eligibility in the future for funding, discounts or other support.
I understand that taking part is voluntary. CSE will only use the data in accordance with all applicable laws and regulations, as indicated in it's Data Protection Policy.
https://www.cse.org.uk/advice/how-we-use-your-information
I understand that information will only be accessed by CSE staff for the purposes described above.
I understand the above and agree to continue with the survey. *

☐ Yes

2. Name

3. First line of your address

4. Post code

5. Electricity supplier

6. Gas supplier (if applicable)

7. Do you have prepayment meters?
Please select one option for each row.

	Yes	No	Unsure
Electricity	☐	☐	☐
Gas	☐	☐	☐

8. Are you on Economy 7 tariff for electricity?
(Economy 7 tariff has seven hours of cheaper electricity at a set time, e.g. midnight - 7am. You are likely to be on an Economy 7 tariff if you have night storage heaters for heating and an immersion tank for hot water).

- ☐ Yes
- ☐ No
- ☐ Don't know

9. What is your estimated monthly spend on electricity?

- [ ] Less than £50
- [ ] £50- £99
- [ ] £100-£149
- [ ] £150 - £199
- [ ] £200 or more
- [ ] Unsure

10. What is your estimated monthly spend on gas?

- [ ] I don't have gas at home
- [ ] Less than £50
- [ ] £50- £99
- [ ] £100-£149
- [ ] £150 - £199
- [ ] £200 or more
- [ ] Unsure

11. Comparing this autumn / winter (September 2022 - January 2023) to the same period in 2021-2022, please select one response for each of the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
I find it harder to keep my home warm	☐	☐	☐	☐	☐
I ration my energy use more	☐	☐	☐	☐	☐
I'm more anxious about my fuel bills	☐	☐	☐	☐	☐
My physical or mental health has become	☐	☐	☐	☐	☐

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
worse due to living in a cold home					

12. Have you used any of the following services in the last five months (since September 2022)?

	Yes	No	Prefer not to say
Food bank	☐	☐	☐
Community Warm Centre	☐	☐	☐
Other emergency support e.g. grant for white goods	☐	☐	☐

13. Is there anything you want to add about your fuel bills or how rising energy costs have impacted on your daily life?

2. A few questions about you

14. What is your age group?

☐ 0-24

☐ 25-64

☐ 65-74

☐ 75+

☐ Prefer not to say

15. What is your ethnic group?

- [ ] White
- [ ] Asian or Asian British
- [ ] Black, Black British, Caribbean or African
- [ ] Mixed or multiple ethnic group
- [ ] Other ethnic group
- [ ] Prefer not to say

16. Do any of the following circumstances or health conditions apply to anyone in your household (including yourself)?
Please select all that apply.

- [ ] Blind or partially sighted
- [ ] Hearing impaired
- [ ] Physical impairment
- [ ] Pensionable age (65 or over)
- [ ] Unable to communicate in English
- [ ] Developmental condition
- [ ] Unable to answer door
- [ ] Restricted hand movement
- [ ] Dementia(s)
- [ ] Chronic / serious illness
- [ ] Oxygen use
- [ ] Children under 5
- [ ] Mental health

- [ ] Short - term illness
- [ ] Temporary - post hospital recovery
- [ ] Temporary - life changes
- [ ] Temporary - 16-25 year old householder

17. Are you in receipt of any of the following means-tested benefits?
Please select all that apply and add a brief comment with any further details e.g. if a benefit is being assessed.

- [ ] Jobseeker's Allowance
- [ ] Employment and Support Allowance
- [ ] Income Support
- [ ] Universal Credit
- [ ] Tax Credits (Child Tax Credit, Working Tax Credit)
- [ ] Housing Benefit
- [ ] Council Tax Support
- [ ] Pension Credit
- [ ] Social Fund (Sure Start Maternity Grant, Funeral Payment, Cold Weather Payment)

Comments:

18. What is your estimated gross annual income?
(This is your income before tax. Please include means-tested benefits like Jobseeker's Allowance or Universal Credit. Do not include non-means tested benefits like Personal Independence Payment or other disability-related allowances).

- [ ] Less than £10,000

- ☐ £10,000 - £12,999
- ☐ £13,000 - £16,999
- ☐ £17,000 -£19,999
- ☐ £20,000 - £24,999
- ☐ £25,000 - £29,999
- ☐ £30,000 or more

Thank you very much for taking the time to complete this survey. You’re a star!