

## **KWILLT Consultation Event 19<sup>th</sup> September 2011 Evaluation Form Results**

Total number of evaluation forms received = 50

### **1. How relevant was the content of this event to you?**

All fully relevant - 34

Mostly relevant - 14

Some relevance - 2

Very little relevance- 0

No relevance- 0

### **2. What were the key messages that you will take from today?**

- Being aware of fuel poverty, the impact on my role at work and knowing what services are available for me to signpost.
- The importance of working in partnership.
- Positive results of the pilots that were undertaken and how people have benefitted from the systems being put in place.
- The vast, complex problems caused by fuel poverty and that they need to be tackled quickly as they continue to rise.
- Using 'every contact counts' to raise awareness
- Support for the DWP agenda
- The need for private, public and voluntary sectors to work together and pool resources.
- Behaviour change and how to make this happen.
- The difficulties faced in reaching the most vulnerable.
- The need to breakdown barriers.
- Attitudes and behaviour are critical to improving warmth, comfort and health.
- The increased positive involvement of the NHS.
- To spread the message across the whole community regarding the help and information available.
- The links between a cold home and the effects on the individual.
- The pen portraits are an excellent way of highlighting the different issues and should be shared widely.
- The need for suppliers to provide more simple information.
- Highlighting the key signs to look for when visiting people at home.
- The importance of control and independence for older people.
- The impact upon health and the cost to the NHS.

## **What will you do differently when you return to your organisation as a result of the event today?**

- Raise awareness across front line staff
- Make fuel poverty information more easily available in the organisation and in the outreaches.
- Be more vigilant when visiting customers.
- Build a resource directory of other key organisations and keep community members informed.
- Introduce ideas to the Board.
- Look at funding into a project regarding fuel poverty.
- Incorporate fuel poverty into assessments.
- Push the White Paper more.
- Discuss 'every contact counts'
- Share gained knowledge across the organisation and implement improvements for the benefit of vulnerable customers.
- More research and continue to make contact with the appropriate organisations.
- Keep up the pressure regarding this topic
- Look in more detail at statistics on fuel poverty and try to identify the more prevalent areas in Rotherham.
- Present the findings to colleagues and the community
- Identify strategies that will assist vulnerable residents to benefit from energy efficiency schemes.
- Be more proactive in getting the message across.
- Create some local pen portraits
- Try to become involved with the HWB board
- Follow up the new contacts made
- Use new methods in order to try and reach the most vulnerable.
- Encourage the team to be aware that this is everyone's responsibility.
- Look at making pen portraits available for teaching staff

## **4. What did you find most useful today?**

- Facilitated workshops
- Excellent discussion
- Success cases
- Hearing how other organisations are looking at the problem and about the work being done
- Contacts for future partnership
- Statistics and findings from the research
- The opportunity to promote financial inclusion
- The pen portraits which signified the real people that need our help
- Networking opportunities
- The drama presentation
- Assigned seating allowed different feedback from a variety of people
- Well structured group work
- Sharing best practise and challenging the normal way of thinking

#### **5. What could we have done better?**

- More discussion time
- Time was tight towards the end of the day which made it difficult to get the most out of the later sessions.
- Shorter presentations
- Too much data on some slides which were difficult to read at the back of the room
- Too many statistics
- Problems hearing the first presentation
- Provide the opportunity to share best practice before the session on solutions
- Difficult to concentrate with several sessions all happening in the main room
- Would have liked to read the pen portraits in advance of the day
- Speakers keeping to time
- Confusion over best practise sessions and having to change rooms quickly

#### **6. We will be developing the pen portraits into a user friendly resource. What format would be most useful to you? (Tick all that apply)**

PDF document - 33

Word document - 26

Web-based document - 15

CD - 10

Loose leaf folder - 10

Other suggestions - audio CD, memory stick, pocket-sized booklet, a version of in all formats, someone to present the information and discuss the research.

**7. Would you like to be involved in any further events or discussions related to this work?**

Yes - 48

No - 2

**8. Would you like to be kept informed about the project and its findings?**

Yes - 50

No - 0