

Future of Citizens Advice services in Halton – Have your say!

Due to a significant reduction in government funding we need to downsize our services in Halton and change the way we provide help and advice to local people.

To that end, we'd be grateful if you could answer this short survey to help us understand what local people want/need from their local Citizens Advice service.

Respondents will be entered into a free prize draw with a chance to win a £50 gift voucher. This will be drawn randomly in January. Only 1 response allowed per individual.

As per our [Privacy Policy](#), please be assured **we WILL NOT share your details with anyone else.**

1) Which of these problems might you use (or have you used) Citizens Advice Halton for?

- Benefits advice Employment Rights advice Food / Fuel vouchers, charitable grants None
- Debt / Money Advice Housing advice Other

2) If you need help with a problem, when is the best time for you to get help from us?

Mon - Fri	Mon - Fri	Mon - Fri	Mon - Fri	Mon - Fri	Mon - Fri	Mon - Fri	Saturday
Before 9am <input type="checkbox"/>	9am - 10am <input type="checkbox"/>	10am - 1pm <input type="checkbox"/>	1pm - 2pm <input type="checkbox"/>	2pm - 4pm <input type="checkbox"/>	4pm - 5pm <input type="checkbox"/>	After 5pm <input type="checkbox"/>	10am - 1pm <input type="checkbox"/>

3) What is your most preferred way to get our help? (TICK ONE)

- Face to Face - Drop in Telephone helpline Text
- Face to face – appointment Email / web form Webchat
- Voicemail - we will then call you back Message via Social Media (e.g. Facebook) Video-link (e.g. WhatsApp video call, Facetime, etc.)

4) What other ways would you be happy using to contact us to get help? (TICK ALL THAT APPLY)

- Face to Face - Drop in Telephone helpline Text
- Face to face – appointment Email / web form Webchat
- Voicemail - we will then call you back Message via Social Media (e.g. Facebook) Video-link (e.g. WhatsApp video call, Facetime, etc.)

5) How would you feel if we stopped our "drop-in" service and moved to a "telephone & appointment only" service?

This would be bad for me I would prefer a drop-in service No Impact I would prefer an appointment This would be good for me

6) We currently have an office in Widnes (Lugsdale Road) and an office in Runcorn (Shopping City). If we closed one of our offices, would you be willing to travel to the other town to get in-person advice?

YES NO NOT SURE

7) For non-urgent enquiries, how long are you prepared to wait for a call-back?

1 working day 2 days 3 days 4 days 5 working days

8) Citizens Advice Halton is not part of the Council or the Government, we are an independent charity. How important to you is it to be able to get help & advice from an independent and impartial service?

Very Important Important Don't have a view Not important Not very important

9) If Citizens Advice Halton scaled back its services, where else would you go to for help and advice on benefits, debt, housing, employment, etc?

10) Is there anything else you'd like to tell us about your experience of using Citizens Advice Halton?

ABOUT YOU

To help us ensure we get a range of views please tell us about yourself

11) Please tell us your postcode:

12) What gender would you describe yourself as?

Female

Male

Prefer a different term

Prefer not to say

13) Do you consider yourself to have a Disability or Long Term Health condition?

Yes

No

Prefer Not To Say

14) How would you describe your ethnicity?

White British (inc. White English/Welsh/Scottish/Irish)

White - Other

Asian / Asian-British

Black / Black-British

Mixed Ethnic Background

Other

Prefer Not to Say

15) What best describes how economically active you are?
(TICK ALL THAT APPLY)

Work Full time

Work Part time

Unemployed

Other

Carer of children

Carer of adult(s)

Retired

Semi-Retired

Permanently Long-term Sick / Disabled

Temporary sick / disabled

Single Parent (with dependent children)

Student

If you wish to be entered into the **DRAW FOR A £50 VOUCHER** please give us your contact details.

Name:

Email:

Phone:

We won't share your details with anyone, but can we keep in touch with you about other Citizens Advice Halton news? Yes No