

Provide feedback

Your feedback is very important to us; we will use it to continue to improve our service, understand the requirements of the residents of the Borough of Colchester and raise funds so that we can continue to carry out our work.

Your feedback is anonymous and confidential.

Please return this form to Colchester Advice Network feedback, c/o Blackburn House, 32 Crouch Street, Colchester CO3 3HH.

About the Colchester Advice Network email service

How did you hear about us?

How easy did you find the website to use?

Very difficult Difficult Easy Very easy

How acceptable was the time you had to wait for a response to your query?

Unacceptable Not acceptable Acceptable Very acceptable

How pleased are you with the information and advice you have received?

Very unhappy Unhappy Pleased Very pleased

If the Colchester Advice Network referred you to another advice agency, who did they refer you to?

- Age UK Colchester
- Autism Anglia
- Colchester Citizens Advice Bureau
- Colchester & Tendring Youth Enquiry Service (y.e.s.)
- Colchester Community Voluntary Services
- Essex Offender Services
- Open Road
- Shelter
- Signpost

Other, please enter advice agency name

Would you recommend the Colchester Advice Network email service to a friend?

Yes No

Why?

What difference did we make?

Please tell us what difference the Colchester Advice Network service has made to you. Changes made could be increased income (for example, receiving a benefit, getting a job, writing off a debt) or preventing homelessness. They could also be changes to the way you feel such as reduced worry, greater confidence or better health.

Please tick this box if you are happy for us to use the comments above on our website, to help other residents understand what we do. These comments will be anonymous.

If the Colchester Advice Network didn't exist would you have been able to get into Colchester to visit an advice service? How would you travel into Colchester? Roughly what would the travel cost be?

Would you be prepared to pay for the advice you have received?

Yes No

About you

Asking the following questions helps us to apply for future funding so that we can continue to help local residents.

Your age

Are you male or female?

Where do you live?

How long have you lived in the Borough of Colchester?

- Under 1 year
- 1-5 years
- 6-10 years
- Over 10 years
- I don't live in the borough

Are you disabled?

Yes No

What is your nationality?

What is your ethnic background?

- White British
- White Irish
- White other
- White Roma/Gypsy/Traveller
- Mixed ethnic background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian
- Black African
- Black Caribbean
- Black other
- Arab
- Other

What is your sexual orientation?

- Heterosexual
- Lesbian/gay/bisexual'

What is your marital status?

- Single
- Married/living as a couple
- Divorced/separated
- Widowed

What type of housing do you live in?

- Council rented
- Private rented
- Housing association
- Owner occupied
- Staying with relatives/friends
- Bed and breakfast
- Refuge
- Homeless

What is your occupation?

- Employed
- Unemployed
- Self-employed
- On Govt. employment scheme
- Employed – army
- Carer – elderly / disabled
- Carer – children
- Student
- University student
- Looking after home/family
- Permanently sick/disabled
- Retired
- Volunteer
- Other

What is your household income?

- Less than £400 per month
- £400 – £599 per month
- £600 – £799 per month
- £800 – £999 per month
- £1,000 – £1,499 per month
- £1,500 – £1,999 per month
- £2,000 – £2,499 per month
- £2,500 – £2,999 per month
- More than £3,000

What is your religion?

- No religion
- Buddhist
- Catholic
- Christian
- Hindu
- Jewish
- Muslim
- Protestant
- Sikh
- Other

Thank you for taking the time to provide feedback on Colchester Advice Network.

The information we collect helps us to provide advice and secure future funding. It also helps us to as well as improve the website and the email service provided for the residents of the Borough of Colchester. We may share your information with our partner agencies and associated organisations for these purposes.

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