

# Client Survey 2016



We asked everyone who sought our help in July 2016 to complete a short survey. 1,221 people did and this is a summary of the key results.



**29%** had not used our service before.  
**75%** were working age adults.



**62%**  
used a drop  
in service.



**16%**  
received help  
by phone.



**17%**  
attended an  
appointment.



**26%**  
have a physical  
disability or  
condition.

**16%**  
have mental  
health problems

**9%**  
have a sensory  
impairment.



**23%**  
had difficulty  
affording gas or  
electricity.

**19%**  
had difficulty  
affording food.

**24%**  
had difficulty  
paying their rent  
or mortgage.



**74%**  
said our help  
made a positive  
difference.

**26%**  
said we helped  
them understand  
their rights.

**27%**  
said we'd helped  
improve their  
income.



**16%** received help in a language other than English and nearly all were helped by an advisor who spoke their language.  
We used **17** languages with clients from **49** different nationalities.



**74%** have access to a phone. **51%** said they would be willing to receive help by phone.

**41%** have access to the internet. **23%** said they would be willing to receive help via the internet.