

**Information and Advice Survey 2008**

1. Do you think you get all the pension and benefits you are entitled to? (please insert x in one box)

Yes  No  Don't know

2. Where would you find out about changes to pensions or benefits? (insert x in all that apply)

- National Newspaper
- Local Paper
- Radio
- Television
- Family
- Friends
- Other  please explain .....

3. If you found yourself in financial difficulty who would you ask for help? (insert x in all that apply)

- Family or Friend
- Local Council
- Bank or Building Society
- Church
- Citizens Advice Bureau
- Age Concern
- Other Advice Charity
- Other  please explain .....

4. Have you asked any of these for help with your finances during the last 12 months? (insert x in all that apply)

- 
- Family or Friend
- Local Council
- Bank or Building Society
- Church
- Citizens Advice Bureau
- Age Concern
- Other Advice Charity
- Other  please explain .....

5. When asking for help with your finances would you prefer to speak to: (insert x in one box)

Man

Woman

Either

6. Would you prefer to contact this person: (insert x in all that apply)

By Phone

Face to Face

Home Visit

Letter

Email

Other  please explain .....

7. If you did not get the help you wanted what would you do? (insert x in one box)

Ask again

Ask someone else

Give up and 'make do'

Other  please explain .....

8. How would you describe Age Concern as an organisation? (insert x in one box for each question)

	Yes	No
Age Concern is an organisation I respect	<input type="checkbox"/>	<input type="checkbox"/>
Age Concern is a useful source of information	<input type="checkbox"/>	<input type="checkbox"/>
Age Concern is an organisation I would approach for help	<input type="checkbox"/>	<input type="checkbox"/>
Age Concern would treat my personal information confidentially	<input type="checkbox"/>	<input type="checkbox"/>
Age Concern is an organisation I trust	<input type="checkbox"/>	<input type="checkbox"/>
Age Concern is relevant to me	<input type="checkbox"/>	<input type="checkbox"/>

9. Finally – about you. Are you: (insert x in correct box)

Male  Female

60 – 70  71 – 80  81 – 90  91+

What is the first part of your postcode? E.g. NN12

Many thanks for completing this questionnaire – please save the completed form on your computer and then email to [chris.lofts@acnorthants.org.uk](mailto:chris.lofts@acnorthants.org.uk).