

Cost of Living Questionnaire August 2022

This questionnaire is designed to understand the impact of the current cost of living crisis on you and your household. It will help inform any future help we may offer to colleagues in general - as well as any tailored support we can offer to individuals.

Please answer the following questions fully and honestly. All responses will be treated strictly confidentially.

1. I would describe my financial situation currently as:

I am struggling to make ends meet	
I am just about managing	
I am coping okay financially	
I am comfortable financially	
Don't know / prefer not to say	

2. In the last 6 months, the following statement applies to my household bills

I've fallen behind on all payments	
I've fallen behind on some payments	
I've kept up with payments, but it was a constant struggle	
I've kept up with payments, but it was sometimes a struggle	
I've kept up with payments without any difficulties	
Don't know / prefer not to say	

3. How worried are you about the next 12 months with regard to household bills and finances?

I'm really worried	
I'm somewhat worried	
I think I will be okay, with some cost cutting	
I am not worried about my finances	
Don't know / prefer not to say	

4. What steps are you taking personally, to help manage living costs for your household? (Tick all boxes that apply)

I am buying less food and essentials	
I am using less water, energy or fuel	
I am buying cheaper products	
I am shopping around more or switching providers	
I am using my savings or saving less	
I am borrowing money from friends and family	
I am using more credit or going into debt - including overdrafts, loans, credit cards etc	
I am looking for a better-paying job	
I am taking on an additional job	
I have reviewed the benefits I am entitled to and am claiming more	
I am now claiming benefits, I wasn't before	
I am reducing spend on non essential items and leisure activities	
I don't feel I need to take any steps at this time	
Other	
Don't know / prefer not to say	

5. Could you tell us how you pay for your household energy bills?

I am on a pre-paid meter	
I pay monthly direct debit at a fixed tariff amount	
I pay monthly direct debit but am not on a fixed amount	
I am not on direct debit or pre-paid meter	

6. Have you had to renegotiate your payments in the last 6 months to pay less than the energy company was asking?

Yes		No	
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7. How do you feel One+All are responding to the cost of living crisis, with regard to support for colleagues?

The support for colleagues is excellent	
The support for colleagues is good	
The support for colleagues is adequate	
The support for colleagues is poor	

8. There may be some additional support we can give on finances and financial education. Would you be interested in any of the following? (please tick all that apply):

Free 30 minute one to one consultation with our bank, on your personal finances	
Group financial education sessions delivered in house (likely by Dan Chan)	
An interest free loan, to allow me to move from a prepaid meter to a monthly tariff	
The option of a shopping voucher, no questions asked, so I can buy essentials if I am struggling	
The option for the company to buy back customer satisfaction days, if I wish to take these as pay rather than time off	