



# Appendix A





## Survey Question Comparison



This appendix provides an overview of the survey questions asked in 2025 compared with those in 2023. It highlights where questions remained consistent, where wording or structure changed, and where new or discontinued questions were introduced.




2025	2023	Status
Q1. Please rate your overall experience of HARC's service?	Q1. Please rate your overall experience of HARC's service?	✔ Same
Q2. What did HARC do well?	Q2. What did HARC do well?	✔ Same
Q3. What could HARC do better?	Q3. What could HARC do better?	✔ Same
Q4. What difference did the service make to your life?	Q4. What difference did the service make to your life?	✔ Same

Q5. What would have happened if you hadn't received help from HARC?	Q5. What would have happened if you hadn't received help from HARC	✔ Same
✘	Q6. Thinking about what you wanted when you approached HARC, was this achieved?	✘ Dropped in 2025
Q6. Would you recommend HARC to others?	Q6a. Would you recommend HARC to others?	✔ Same
Q7. Are there children and / or young people under the age of 18 years old in your household?	Q7. Are there children in the household?	🔄 Changed wording Clarified to include "young people under 18."
Q8. Which benefits is your household in receipt of?	Q8. Which benefits are your household in receipt of?	✔ Same
Q9. Some benefits can now only be claimed online. Could you do this?	Q9. If benefits could only be claimed online. Could you do this?	✔ Same
Q9a. If not, why?	Q9a. If not, why?	✔ Same

<p>Q10. If you had a healthcare assessment, what was your experience of this? Do you think it was fair?</p>	<p>Q10. If you had a healthcare assessment, what was your experience of this? Do you think it was fair?</p>	<p>✔ Same</p>
<p>Q11. If you had a tribunal, would you prefer it to be?</p>	<p>Q11. If you had a tribunal, would you prefer it to be?</p>	<p>✔ Same</p>
<p>Q11a. How well would you have managed your appeal without HARC?</p>	<p>✘</p>	<p> Added in 2025</p> <p>New impact measure - independence without HARC.</p>
<p>Q11b. If you have had a tribunal, how well did HARC prepare your evidence for you?</p>	<p>✘</p>	<p> Added in 2025</p> <p>New quality measure - case preparation support.</p>
<p>Q12. Please can you tell us if you are affected by any of the following conditions?</p>	<p>Q12. Please can you tell us if you are affected by any of the following</p>	<p>✔ Same</p>

	conditions?	
Q13. How do you feel that the benefits system has impacted on your mental health and wellbeing?	Q13. Do you think the benefits system has impacted your mental health and wellbeing?	 Wording change Reframed from “Do you think...” to “How do you feel...”
Q14. Thinking about the last 12 months and the cost of living crisis, can you tell me whether the following statements are true or false for yourself?	Q14. Thinking about the last 6 months and the cost-of- living crisis, can you tell me whether the following statements are true or false for yourself?	 Timeframe change Extended timeframe from 6 to 12 months.
Q15. The Government has announced changes to the benefits system. How do you feel about the proposed changes?	✘	 New in 2025 Captures views on welfare reform; new thematic question.
Q16. Are you struggling to pay your fuel bills?	Q15. Are you struggling to pay fuel bills?	 Same wording; renumbered.

<p>Q17. Apart from a fuel voucher have you received any other help or advice about how to keep warm in the last six months?</p>	<p>Q16A. Have you received a fuel voucher in the last six months?</p>	<p> Merged and rephrased Focus on other support/advice.</p>
<p>✗</p>	<p>Q16B. Apart from a fuel voucher have you received any other help or advice about how to keep warm in the last six months?</p>	<p> Replaced by new consolidated question (Q17)</p>
<p>✗</p>	<p>Q17. Are you on a prepayment meter?</p>	<p>✗ Dropped</p>
<p>✗</p>	<p>Q18. Are you on the priority services register with fuel provider?</p>	<p>✗ Dropped</p>
<p>✗</p>	<p>Q19. Are you struggling to afford enough/healthy food?</p>	<p>✗ Dropped</p>

Q18. In the last six months have you used any of the following?	Q20. In the last six months have you used any of the following (food banks, community fridges)?	 Same question, number changed
Q18a. If not, why not?		 Added in 2025

The 2025 client survey maintains strong continuity with previous years, retaining the core structure and wording of most questions to ensure data comparability over time. Thirteen questions remain identical or near-identical, and a further five have only minor wording or numbering updates.

The most notable changes are in the cost-of-living section, which has been streamlined and refocused. Several overlapping questions on fuel vouchers, prepayment meters and the priority services register have been removed or consolidated, while a new question on food insecurity was added to capture the impact of rising costs on clients’ ability to afford enough and healthy food. Together with existing questions on fuel hardship, these additions create a clearer picture of the multiple pressures faced by households.

Two new tribunal-related questions were also introduced to strengthen measurement of service quality and impact, exploring how well clients felt prepared and how they might have managed their appeals without HARC’s support. A new question about the Government’s proposed benefits reforms captures attitudes towards policy changes for the first time.

One question from 2023 - asking whether clients’ initial goals were achieved-was dropped, slightly reducing insight into outcome achievement. However, the updated survey overall reflects the changing landscape of poverty, welfare, and wellbeing, while preserving a robust core for year-on-year comparison.