**Survey to map the supply of debt advice in the UK**

**London Economics for the Money Advice Service**

**Section 1. Introduction and Overview**

**We, London Economics, have been commissioned by the Money Advice Service to map the supply of debt advice services across the UK. The study is being carried out to understand the scale and location of debt advice services across the UK so that the Money Advice Service might a) deliver a comprehensive review of the availability and nature of debt advice services and b) identify any debt advice delivery gaps, in terms of both capacity required and locations where demand is not being met.**

**We would greatly value your assistance with this research, and would appreciate it if you could complete this survey for each office/branch where your organisation or its members provide debt advice online/on the internet.**

**Please note that we will treat all information that you share with us in confidence, and our final report will set out findings in an aggregated and strictly anonymised fashion. If you have any questions about the details of the study, please do not hesitate to contact Patrice Muller, Managing Partner at London Economics (pmuller@londecon.co.uk). Alternatively, if you have any broader queries about the study, please contact Richard Farrell at the Money Advice Service (Richard.Farrell@moneyadviceservice.org.uk).**

**Thank you for your time.**

**Section 2. Contact Details**

|  |  |
| --- | --- |
| **Name of organisation** |  |
| **Name of survey respondent** |  |
| **Contact details** | *Telephone:* |
| *Email:* |

**Section 3. Debt Advice Provision**

1. **This question relates to online debt advice as opposed to debt advice given by e-mail correspondence.**

**a. Approximately how many Clients were given advice online (are expected to be given advice) in financial year (FY) 2012/13?**

|  |  |
| --- | --- |
| *Number of Clients advised (expected to be advised) online* *in FY 2012/13* |  |

**b. Approximately how many Clients were first engaged with your organisation through your online portal and were signposted to seek advice elsewhere (e.g., face-to-face, over the phone) in financial year (FY) 2012/13?**

|  |  |
| --- | --- |
| *Number of Clients first engagedonline and signposted to seek advice elsewhere in FY 2012/13* |  |

1. **This question relates to debt advice given by e-mail correspondence.**

**Approximately how many Clients were given advice (are expected to be given advice) by e-mail correspondence in financial year (FY) 2012/13?**

|  |  |
| --- | --- |
| *Number of Clients advised (expected to be advised)by e-mail correspondence in FY 2012/13* |  |

1. **Please specify if you use any specific tools/websites (e.g. ‘My Money Steps’...).**

**\_\_\_\_\_\_\_\_\_**

1. **This question relates to the maximum number of Clients you could advise if demand was especially high.**
2. **What is the maximum number of Clients you could give advice to per hour via the online channels identified in question 1?**

|  |  |
| --- | --- |
| *Maximum number of Clients that could be given advice per hour online* |  |

1. **What is the maximum number of Clients you could give advice to via the e-mail in FY 2012/13?**

|  |  |
| --- | --- |
| *Maximum number of Clients your staff could give advice to via email in FY 2012/13* |  |

1. **Please indicate the number of Clients advised online in FY 2010/11 and 2011/12.**

|  |  |  |
| --- | --- | --- |
|  | ***FY 2010/11*** | ***FY 2011/12*** |
| *Number of clients advised* |  |  |
| *Average amount of time spent per client* |  |  |

1. **Do you aim to serve particular target groups?**

*\_\_\_ (Y/N)*

**If you answered yes, please list target groups served below.**

|  |  |  |
| --- | --- | --- |
| ***Target groups*** | 1 |  |
| 2 |  |
| 3 |  |

**Section 4. Additional Comments**

1. **If, in addition to the points addressed above, there are any additional comments you would like to make, please provide them below.**

*OPEN QUESTION*