**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 telephone debt advice.**

**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. **In total, how many staff are engaged in providing debt advice over the phone?**

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

1. **If possible, please specify the number of staff that could be listed under the categories below.**

|  |  |
| --- | --- |
| *Number of advisers* |  |
| *Number of trainee advisers* |  |
| *Number of volunteer advisers* |  |
| *Number of supervisors* |  |

1. **Approximately how many Clients were given advice over the phone (are expected to be given advice) in financial year (FY) 2012/13?**

**A Client is defined as a person who receives debt advice or where debt needs are fully assessed by a member of the Donor-funded debt advice team such as a debt advisor, trainee advisor, volunteer advisor, supervisor or a person covering for an absent member of the Donor-funded debt advice team who is allocated Clients as part of the Project.**

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

1. **What is the maximum number of Clients your staff could give advice to over the phone in FY 2012/13based on current capacities (e.g., if demand was especially high)?**

|  |  |
| --- | --- |
| *Maximum number of Clients your staff could advise in FY 2012/13* |  |

1. **Please indicate the number of Clients (as defined in question 3) advised over the phone and the average amount of time spent per Client 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 and/or geographic regions?**

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

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

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

1. **Please specify whether you experience any capacity issues.**

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

**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*