

Maintaining Debt Advice Capacity (income loss): Market Engagement Survey

1. Introduction & Contact Details

This survey is being run by the Money and Pensions Service as part of the Coronavirus Debt Advice Support funding package. The survey is to gather intelligence from the market on the impact of coronavirus on the income streams of debt advice providers and the effect this is having on providers' ability to support customers with the debt advice they need.

MaPS will use the insight gathered in this survey to inform any future formal application process.

A full list of the questions asked in the survey is available in the Links section on the Contracts Finder notice.

Your participation in this survey is voluntary, you may choose not to participate.

Any future funding that may be available against this stream will require a formal application. Participation in this survey is not guarantee of future funding. Participation in this survey is not a prerequisite for applying for funding in any potential future formal application process.

The survey closes at **midday on Tuesday 28th July 2020.**

1. Your personal information will be processed in line with our privacy notice [www.maps.org.uk/privacy-notice]. By selecting the box below you agree that we may process your information in accordance with these terms. If you have further questions about the way personal information is used, please refer to the Money and Pensions Service's Privacy Policy. *

☐ I agree

2. Please provide your contact details: *

First name *

Surname *

Role *

Organisation *

3. Please provide your email address: *



2. Eligibility Criteria

Please confirm whether your organisation meets ALL our proposed eligibility criteria:

4. Hold the relevant FCA authorisations to provide debt advice and be an existing debt advice service. *

- ☐ Yes
☐ No

5. Provide free to customer debt advice *

- ☐ Yes
☐ No

6. Hold a MaPS accredited quality standard [www.debtquality.org.uk/accreditation-of-standards-and-membership-codes] or hold the relevant FCA authorisations for holding client money *

- ☐ Yes
☐ No

7. Provide debt advice in England *

- ☐ Yes
☐ No

8. If you have any comments about these proposed criteria please add them here

3. About your organisation

Please tell us more about your organisation

9. Please tell us about the services your organisation provides (please tick one): *

- ☐ Our main focus is debt advice
☐ We provide advice services including debt advice



☐ Other (please specify):

10. Please tell us about the channels you provide debt advice through (select all that apply): *

☐ Face to Face

☐ Telephone

☐ Digital (inc email and webchat)

11. Please tell us about the geographical scope of your organisation: *

☐ UK wide

☐ National (England)

☐ Regional or local (please describe scope and any restrictions)

☐ Other (please specify):

Comments:

12. Please tell us about how many debt advice clients (approx.) your organisation supported in the last financial year: *

April-June 2019

*

July-Sept 2019

*

Oct-Dec 2019

*

Jan-March 2020

*

13. Please tell us about how your organisation is funded to provide debt advice (tick all that apply) *

☐ MaPS funding

☐ Fair Share

☐ Creditor donations

☐ IVA fees

- ☐ Client fees
- ☐ Local Authority funding
- ☐ Grant/Trust funding
- ☐ Individual donations
- ☐ Corporate donations
- ☐ Other (please specify):

4. Reduced income due to coronavirus

14. Please tell us the total income that you expected to receive (before coronavirus) to provide debt advice in 2020/21 (please supply in £000s) *

15. Are you expecting the organisations' income to be lower than the forecast you supplied above in 2020/21 *

- ☐ Yes
- ☐ No

5. Reduced income due to coronavirus (cont)

16. Which of these statements apply to your organisation (tick all that apply): *

- ☐ We incurred losses in Q1 (April-June 2020)
- ☐ We expect to incur losses in Q2 (Jul-Sept 2020)
- ☐ We expect to incur losses in Q3 (Oct-Dec 2020)
- ☐ We expect to incur losses in Q4 (Jan-Mar 2021)

17. Which of your income streams do these actual and forecast losses relate to (please tick all that apply)? *

- ☐ Fair Share
- ☐ Creditor donations

- ☐ IVA fees
- ☐ Client fees
- ☐ Local Authority funding
- ☐ Grant/Trust funding
- ☐ Individual donations
- ☐ Corporate donations
- ☐ Other (please specify):

18. Please describe how these losses are linked to coronavirus? *

19. If you have experienced actual losses in Q1 (Apr-Jun), have you been able to mitigate these? If so, through what means:

- ☐ Furlough
- ☐ Other government/local authority support
- ☐ Other grants
- ☐ Fundraising activity/donations
- ☐ Haven't been able to mitigate
- ☐ Other (please specify):

20. If you are forecasting losses for Q2 (Jul-Sep), Q3 (Oct-Dec), Q4 (Jan-Mar) are you seeking or have you been able to identify possible alternative sources of funding? If yes, what sources have you identified?

- ☐ Furlough
- ☐ Other government/local authority support
- ☐ Other grants
- ☐ Fundraising activity/donations
- ☐ Haven't been able to mitigate
- ☐ Other (please specify):



21. What is the estimated value of your losses after mitigations? £000s *

Q1 April-June 2020	*	<input type="text"/>
Q2 July-Sept 2020	*	<input type="text"/>
Q3 Oct-Dec 2020	*	<input type="text"/>
Q4 Jan-March 2021	*	<input type="text"/>

22. Are roles within your organisation are at risk due the losses you expect to incur? *

- ☐ Yes
- ☐ No

23. If roles are at risk, please provide details

Total number of FTE in organisation	<input type="text"/>
How many of total FTE at risk	<input type="text"/>
Total number of FTE in support roles for debt advice	<input type="text"/>
How many of support roles for debt advice at risk	<input type="text"/>
Total number of FTE in frontline debt advice roles	<input type="text"/>
How many of frontline debt advice roles FTE at risk	<input type="text"/>

Comments:

24. Does the impact of your income loss reduce the number of debt advice clients you are able to support in 2020/21? *

☐ Yes

☐ No

25. If yes, how many fewer debt advice clients do you anticipate supporting in 2020/21:

April-June 2020 (actual)	<input type="text"/>
July-Sept 2020 (estimated)	<input type="text"/>
Oct-Dec 2020 (estimated)	<input type="text"/>
Jan-March 2021 (estimated)	<input type="text"/>

26. Please list any risks we should be aware of in relation to your responses on reduced income as a result of coronavirus. *

Risk 1	<input type="text"/>
Risk 2	<input type="text"/>
Risk 3	<input type="text"/>

27. Please list any dependencies we should be aware of in relation to your responses on reduced income as a result of coronavirus. *

Dependency 1	<input type="text"/>
Dependency 2	<input type="text"/>
Dependency 3	<input type="text"/>

28. Please list any assumptions we should be aware of in relation to your responses on reduced income as a result of coronavirus. *

Assumption 1	<input type="text"/>
Assumption 2	<input type="text"/>
Assumption 3	<input type="text"/>

6. Proposed payment methodology

If funding is made available for this funding stream (following a formal application process), in line with guidance on Managing Public Money:

funding is for this financial year only (ie covering activity until 31 March 2021) funding would be provided from the date of the agreement onwards (target start date October) funds would be released monthly in arrears based on evidence of actual loss

29. Please supply any comments you have about the proposed payment methodology.

30. What evidence could your organisation submit to support a claim?

7. Other issues relating to maintaining debt advice capacity

31. Is your organisation experiencing any other issues (not related to reduced income) impacting on your ability to provide debt advice to the capacity levels in previous years? *

☐ Yes

☐ No

If yes please describe these issues and how funding might help you restore capacity levels:

32. Please share any additional ideas, views or comments you would like us to consider: