

Increasing Debt Advice Capacity in England: Market Engagement

1. Contact details

Thank you for taking part in this survey.

This survey is being run by the Money and Pensions Service to give us a wider picture of sector capacity and capability, including providers' ability to proceed quickly without compromising the quality of debt advice provided to customers. We will use this insight to inform any future formal application process.

Your participation is voluntary. You may choose not to participate.

The survey closes at midday Wednesday 8th July 2020.

1. Your personal information will be processed in line with our 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. Email address: *

2. Eligibility Criteria

Please state below whether you meet the eligibility criteria. An organisation must:

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 (and customers supported by MaPS funding should not be entered into fee-charging solutions where a free to customer equivalent is available) *

☐ Yes

☐ No

6. Hold a MaPS accredited quality standard (details of which can be found here) or hold the relevant FCA authorisations for handling client money *

☐ Yes

☐ No

7. Meet the MaPS debt technical supervision requirements (can be found here) *

☐ Yes

☐ No

If you have answered no to any of these criteria and would like to add comments, please do so here.

3. Delivery Expectations

Delivery Expectations. Please state below whether you will be able to meet the delivery expectations for this funding:

8. The positions created must be able to function remotely, so can either be home-workers, or office based with the capability to work from home. *

☐ Yes

☐ No

9. Organisations must be able to demonstrate the ability to deliver national (England) provision through this funding *

☐ Yes

☐ No

10. New positions must be used to deliver debt advice through a combination of telephone and digital channels e.g. email or webchat *

☐ Yes

☐ No

If you have answered no to any of these delivery expectations and would like to add comments, please do so here.

4. Recruitment

We are using this opportunity to help inform MaPS's approach and want to engage with the wider sector as soon as possible to establish high level capacity and capability. In particular, we would like to use this opportunity to understand both appetite and ability to recruit (and where applicable, train) new advisers with a view of accelerating this process to have new advisers in place and training starting in two different scenarios.

Scenario 1: Having new trainees in post by early September, with training starting on day 1

Scenario 2: Having new trainees in post by early November, with training starting on day 1

These insights will help inform the next steps and any formal application process that may result. Therefore any indications of capability included below will be used to provide insight, but will not be used as part of any formal commercial exercise. Please try to answer as accurately as you are able to help inform future decisions.

11. Please detail your current debt advice FTE (this should include FTE through all funding streams and is not restricted to any MaPS funding you may receive). Please enter a numerical value: *

5. Recruitment - Scenario 1 (early September)

12. How many trainee advisers could you have in post for this scenario? Please enter a numerical value. *

13. To recruit to the timelines indicated for this scenario, when would each stage of the recruitment process need to take place (date/month - range if appropriate): *

Confirmation of funding allocation	*	<input type="text"/>
Recruitment advert out	*	<input type="text"/>
Selection/interview process	*	<input type="text"/>
Trainee in post	*	<input type="text"/>

14. Please set out what you believe your key operational risks would be if recruiting to this scenario. *

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

15. Please list up to 3 assumptions you've made in how you would recruit to this scenario e.g. having access to centralised training provision *

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

6. Recruitment - Scenario 2 (November)

16. How many trainee advisers could you have in post for this scenario? Please enter a numerical value. *

17. To recruit to the timelines indicated for this scenario, when would each stage of the recruitment process need to take place (date/month - range if appropriate): *

Confirmation of funding allocation	*	<input type="text"/>
Recruitment advert out	*	<input type="text"/>
Selection/interview process	*	<input type="text"/>
Trainee in post	*	<input type="text"/>

18. Please set out what you believe your key operational risks would be if recruiting to this scenario. *

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

19. Please list up to 3 assumptions you've made in how you would recruit to this scenario e.g. having access to centralised training provision *

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

7. Recruitment General

20. Would there be any regional considerations for your recruitment (e.g. would you require new posts to be sourced and based in a particular region)? *

21. What is your approach to equality or diversity in your recruitment process? *

22. Have you undertaken a recent recruitment drive? What was your experience with this? *

23. Do you have any open recruitment activity that could contribute to an opportunity like this? *

8. In-house training

MaPS are exploring the need to provide centralised training as an alternative to in-house training which meet set requirements.

We are also interested in understanding more about your in-house training capacity (where applicable), whether it meets our requirements and any considerations around increasing your in-house capacity (with the support of MaPS funding).

24. Do you have in-house debt advice training provision? *

☐ Yes

☐ No

9. In-house training (cont)

MaPS are exploring the need to provide centralised training as an alternative to in-house training which meet set requirements.

We are also interested in understanding more about your in-house training capacity (where applicable), whether it meets our requirements and any considerations around increasing your in-house capacity (with the support of MaPS funding).

25. Is your in-house training MaPS Accredited to a minimum of advice level (as per MaPS Debt Advice Quality Framework, details of accredited training can be found here)? *

☐ Yes

☐ No

26. Which channels of advice delivery does your in-house training cover (select all that apply)? *

☐ Face to face

☐ Telephone

☐ Digital

27. What is the duration of the your in-house training course (number of weeks)? Please enter a numerical value. *

28. On average what percentage of trainees complete the training programme and move onto an advice giving role? Please enter a numerical value. *

29. Is your in-house training is adapted for remote delivery? *

☐ Yes

☐ No

30. If your in-house training is not currently adapted for remote delivery, could it be in the timeframes for scenario 1 (September):

☐ Yes

☐ No

31. If your in-house training is not currently adapted for remote delivery, could it be in the timeframes for scenario 2 (November):

☐ Yes

☐ No

32. Please set out what you believe your key operational risks would be if delivering in-house training in scenario 1 (September). *

Risk 1 *

Risk 2

Risk 3

33. Please set out what you believe your key operational risks would be if delivering in-house training in scenario 2 (November) *

Risk 1 *

Risk 2

Risk 3

34. Please list up to 3 assumptions you've made in outlining how you would provide in-house training in scenario 1 (September) *

Assumption 1 *

Assumption 2

Assumption 3

35. Please list up to 3 assumptions you've made in outlining how you would provide in-house training in scenario 2 (November) *

Assumption 1 *

Assumption 2

Assumption 3

36. Based on your current in-house training capacity how many training spaces would be ready for? Please enter a numerical value: *

Scenario 1
(September) *

Scenario 2
(November) *

37. If we were to support you with MaPS funding to increase your in-house training capacity (please add comments if there is anything we should be aware of re your ability to scale up in-house capacity), how many training spaces would be ready for? Please enter a numerical value: *

Scenario 1
(September) *

Scenario 2
(November) *

Comments:

38. For the number of training spaces indicated above, would the training for all spaces commence at one time, or would this be delivered as a rolling programme? If a rolling programme, are there any considerations to be aware of (i.e. need to break total into smaller cohorts). *

Scenario 1
(September) *

Scenario 2
(November) *

39. If we were to support you with MaPS funding to increase your in-house training capacity, what would be the lead in time required to mobilise any increased in-house training capacity? (incl timeline to move to remote delivery if required) *

40. Is there scope to deliver your in-house training programme to external trainees (i.e. where you would provide training for advisers employed by another organisation that does not have appropriate or sufficient in-house training capacity)? Please note any considerations in the comment box to support your response. *

☐ Yes

☐ No

Comments:

41. What is your approach to equality or diversity in your in-house training provision? *

10. Any additional comments

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