

FAQs for Maintaining Debt Advice Capacity in England (income loss): Market Engagement

Q1. I am having problems completing the market engagement survey

A1. Please email commercial@maps.org.uk with ref: 20-89G in the subject line

Q2. Is there a full list of the questions you are asking in the survey?

A2. Yes, you can download this from the 'Links' section on Contracts Finder for this notice: <https://www.contractsfinder.service.gov.uk/Notice/267c8dd2-1635-4b9a-b24d-8e4731236252>

Q3. When can I apply for this funding?

A3. We are currently (17-28 July) undertaking market engagement for this funding to help develop ideas and judge interest from potential suppliers. We will use the information gathered to inform the next steps. We'd expect any future application process linked to this market engagement would place in August, this will be announced via MaPS's stakeholder newsletter, website and via Contracts Finder

Q4. How much funding is available?

A4. There are some interdependencies between this funding stream and others, but we anticipate funding for this strand to be in the region of £5m. We are undertaking market engagement to understand interest from the sector for support with income loss.

Q5. Why is the funding only for England? Is funding available for Scotland, Wales and NI?

A5. Responsibility for debt advice funding raised through the FCA's Debt Advice Levy is devolved. MaPS has responsibility for distributing debt advice funds in England. In Scotland, Wales and Northern Ireland the equivalent funds are distributed by the Devolved Administrations.

Q6. Our organisation provides services UK wide, would we be eligible for funding?

A6. MaPS can only fund debt advice provision in England, so would only fund the proportion of losses covering activity in England (ie if 75% of the customers you support are based in England, we would fund no more than 75% of the loss).

Q7. Our organisation provides generalist advice services, of which debt advice is one element, would we be eligible for funding?

A7. This funding is to support debt advice providers impacted by coronavirus. If your losses are for broader generalist advice, we'd only fund the proportion related to debt advice (ie if 30% of the advice you provide is debt advice, we'd fund no more than 30% of the loss).

Q8. What types of income loss will your funding support (will IVA income or client DMP fees be in scope)?

A8. We are currently (17-28 July) undertaking a market engagement to understand the impact of income losses within the sector. The details of what types of income are in scope will be finalised after this engagement exercise. Any funding that MaPS does provide would be to support income losses that are reducing the capacity levels of free-to-customer debt advice (and the operating costs associated with delivering that advice). MaPS would not fund losses to profit.

Q9. Why isn't funding available for equipment or kit for working from home?

A9. A separate funding stream (for MaPS funded organisations) is providing advisers who do not have equipment of a suitable specification with the equipment they need to be able to access the PACE system. This opportunity is specifically to address capacity issues created by the loss of income.

Q10. On what basis would funding be made available? Would it be a loan we'd be expected to repay?

A10. We are proposing that funding would be a grant, payable monthly in arrears based on the evidence of actual loss. There are no plans for the funding to be a repayable loan.