

Money Matters: Tackling Debt and Managing Money in Oxfordshire

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Content

- Money advice then ...
- Money advice now ...
- Delivery methods, services, clients
- Since the recession ...
- Supporting quality
- Recent research on impact and value of money advice and financial inclusion

Money advice then ...

- 1970s - pioneering work at the Birmingham Settlement
- 1983 – Government asked National Consumer Council to investigate – 18 Consumer Credit Licences
- 1984 – Formation of Money Advice Association

Money advice now ...

- Institute of Money Advisers – over 1700 members
- AdviceUK – 397 independent advice centres
- Citizens Advice – over 420 Citizens Advice Bureaux
- National Debtline/Business Debtline
- 'Fair shares' debt management companies – CCCS, Payplan
- Approximately 2 million clients across the sector



The voice of independent advice

Diversity of delivery methods

- Face to face advice
- Telephone advice
- Email advice
- Self-help packs/CASHflow
- Outreach, e.g. court duty desks, GP surgeries, prisons
- Consultancy, e.g. Citizens Advice Specialist Support

Diversity of services

- Generalist/specialist
- Court representation
- Income maximisation
- Financial capability & money guidance
- Related issues, e.g. housing, employment and training
- Financial/social inclusion
- Advising the self-employed

Diversity of clients served

Based on local need, funder requirements, organisational ethos

- General public
- Socially and financially excluded
- Areas of high deprivation
- Niche client groups, e.g. Black, Asian, minority ethnic groups and refugees, disabled people, students

Since the recession ...

- More efficiencies, e.g. Citizens Advice Gateway
- Continued innovation, e.g. CASHflow, Bristol Debt Advice Centre Futures Room, BOLD (AdviceUK)
- Preventative work – financial capability/money guidance
- Debt Relief Orders, Mortgage Rescue Scheme, Homeowner Mortgage Support Scheme
- Institute of Money Advisers Certificate in Money Advice Practice
- **coped with increased demand!**

Supporting quality

- Support from advice networks: AdviceUK and Citizens Advice, e.g. audit, business management and development consultancy, Competent Authority for Debt Relief Orders, Office of Fair Trading Group Debt Licence
- Citizens Advice Specialist Support – available to Money Advice Trust partner agencies
- Money Advice Trust *wiseradviser* training programme for money advisers
- Institute of Money Advisers Certificate in Money Advice Practice

“The Long-term Impact of Debt Advice: 3 Years On”

- Dr Michael Orton, University of Warwick
- Longitudinal qualitative project (2007-2013)
- “The long term impact of debt advice on low income households”
- Funded by Friends Provident Foundation
- Overwhelming majority of interviewees very positive about their experience of debt advice
- Overall positive picture of declining indebtedness

“The Long-term Impact of Debt Advice”: Conclusions

The provision of debt advice services – the overall positive finding regarding the long-term impact of debt advice is important in relation to the decisions about the provision and funding of services

But the impact of advice needs to be evaluated on more than a simple measure of indebtedness e.g. account needs to be taken of impact in relation to health issues and enabling people to cope better and avoid problems deteriorating

“Outcomes in Advice”

- AdviceUK/new economics foundation, August 2010
- Coventry Advice Services Review – outcomes of BOLD (AdviceUK) project in Coventry – value for money in advice provision
- Case Study 1: Debt – late intervention: a Social Return on Investment of over £9 for every pound spent on advice
- Case Study 2: Debt – early intervention: a Social Return of over £10 for every pound spent on the advice intervention.

“Economic impact and regeneration in city economies”

- Leeds City Council
- Financial Inclusion Project – 2009 research on impact of initiatives (affordable credit, debt and welfare benefits advice)
- For every £1 invested in financial inclusion initiatives £8.40 is generated for the regional economy.