



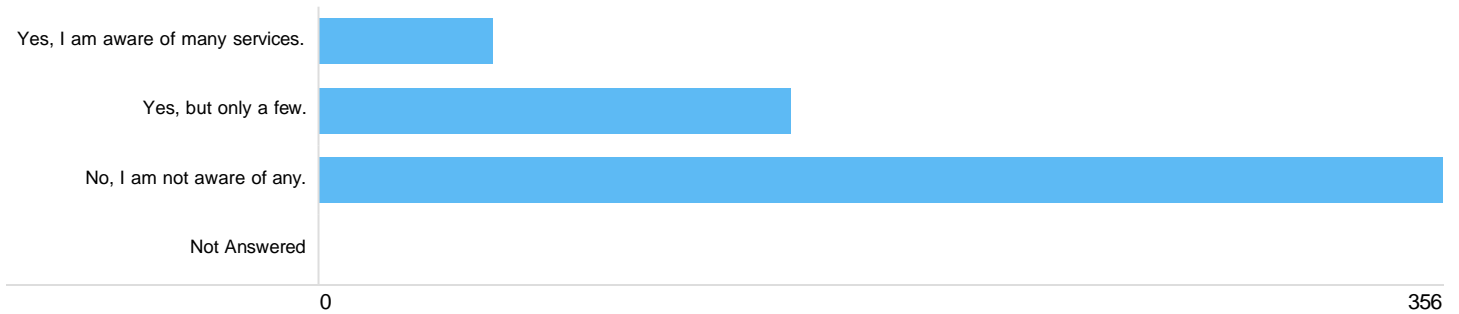
## Accessing Money Advice and Advisory Services: Summary report

This report was created on Friday 06 September 2024 at 09:58 and includes **560** responses.

The activity ran from 09/08/2024 to 05/09/2024.

### Question 1: Are you aware of the advice services available to people in Aberdeen for Debt/Money advice?

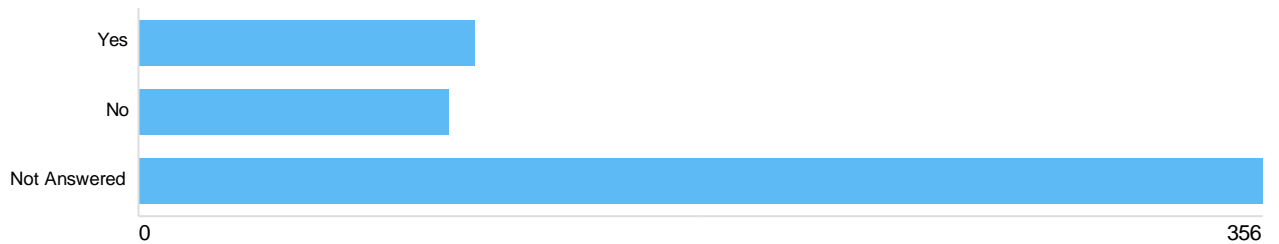
*Are you aware of the advice services available to people in Aberdeen for debt/money advice?*



Option	Total	Percent
Yes, I am aware of many services.	55	9.82%
Yes, but only a few.	149	26.61%
No, I am not aware of any.	356	63.57%
Not Answered	0	0.00%

### Question 2: Have you ever tried to access any of these money/debt advice services?

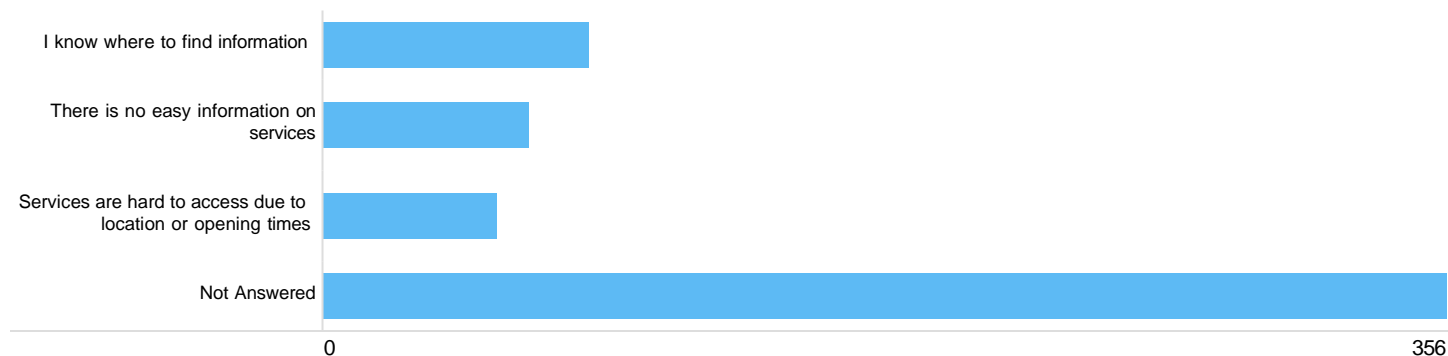
*Have you tried to access any of these Money Advice Services*



Option	Total	Percent
Yes	106	18.93%
No	98	17.50%
Not Answered	356	63.57%

**Question 3: What challenges did you face when trying to access advice services related to debt/money advice in Aberdeen?**

**What challenges in accessing Money Advice Services**



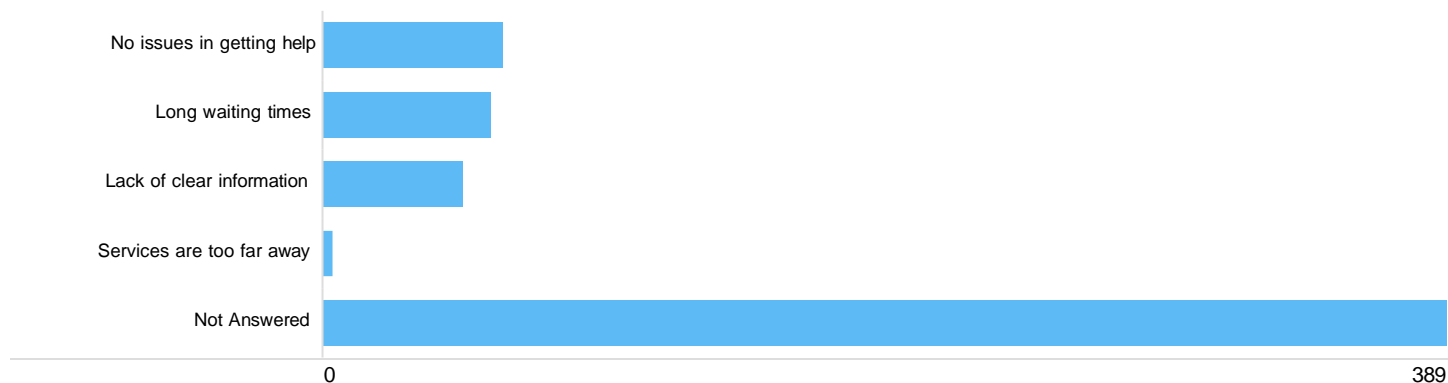
Option	Total	Percent
I know where to find information	84	15.00%
There is no easy information on services	65	11.61%
Services are hard to access due to location or opening times	55	9.82%
Not Answered	356	63.57%

**Other - please explain**

There were **69** responses to this part of the question.

**Question 4: Can you describe any difficulties you've experienced in getting advice on managing debt?**

**Difficulties with accessing Money Advice**



Option	Total	Percent
No issues in getting help	62	11.07%
Long waiting times	58	10.36%
Lack of clear information	48	8.57%
Services are too far away	3	0.54%
Not Answered	389	69.46%

**Other - please explain**

There were **46** responses to this part of the question.

**Question 6: Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?**

*Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?*



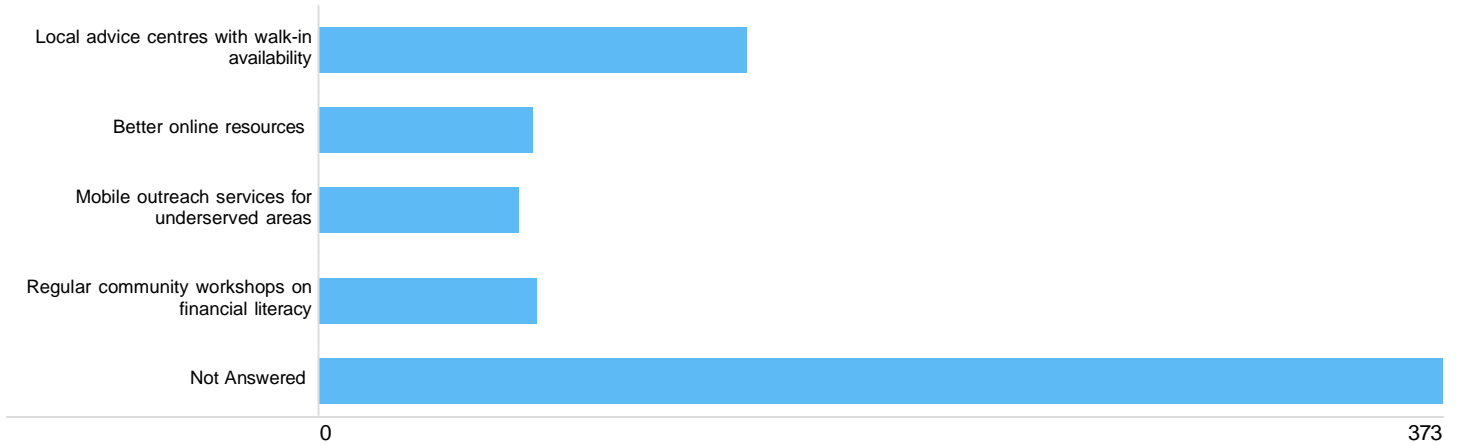
Option	Total	Percent
Face to Face	89	15.89%
Telephone	42	7.50%
Webchat	16	2.86%
Email	32	5.71%
Not Answered	381	68.04%

***Other - please explain***

There were **37** responses to this part of the question.

**Question 8: Which type of money/debt advice service do you think is most lacking in Aberdeen?**

***What is lacking for money/debt***



Option	Total	Percent
Local advice centres with walk-in availability	142	25.36%
Better online resources	71	12.68%
Mobile outreach services for underserved areas	66	11.79%
Regular community workshops on financial literacy	72	12.86%
Not Answered	373	66.61%

***Other - please explain***

There were **28** responses to this part of the question.

**Question 9: Was there a time when you needed help with debt/money advice but couldn't find any service to assist you?**

*Was there a time when you needed help with debt/money advice but couldn't find any service to assist you?*



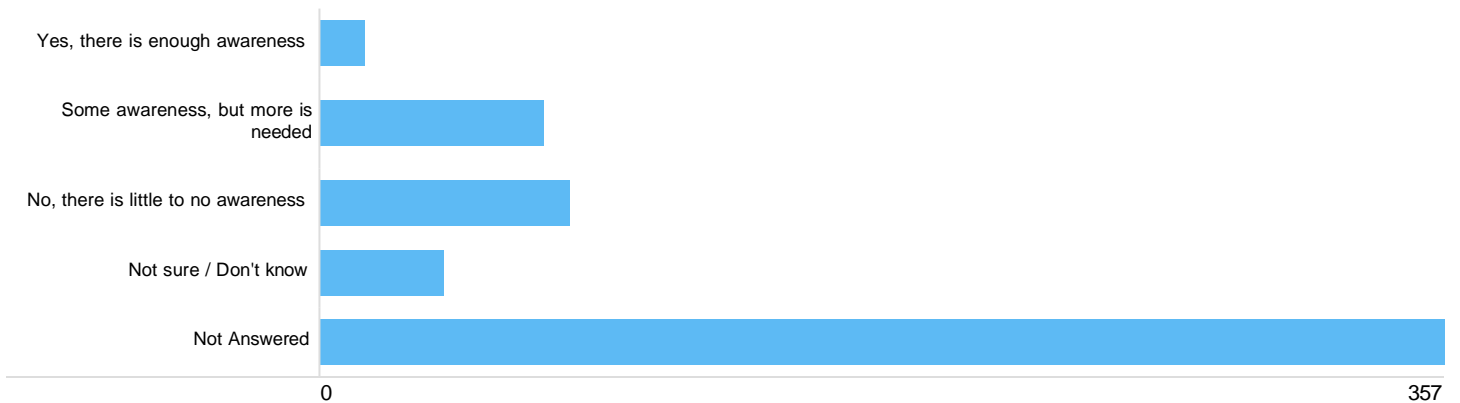
Option	Total	Percent
Yes, many times	28	5.00%
Yes, a few times	77	13.75%
No, I always found help	73	13.04%
Not Answered	383	68.39%

**Other - please explain**

There were **28** responses to this part of the question.

**Question 10: Do you feel there is enough community awareness about the support available on accessing debt/money advice?**

*Do you feel there is enough community awareness and support for the issues faced by people in accessing advice on debts?*



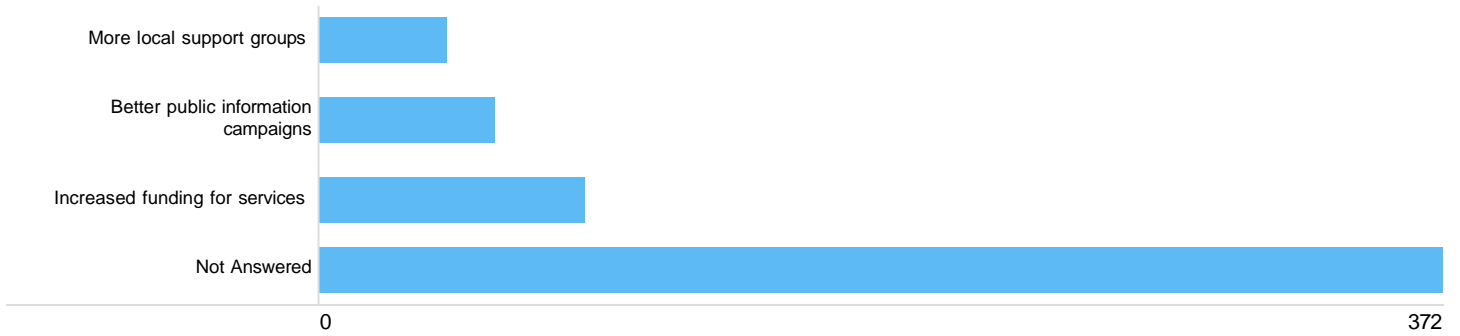
Option	Total	Percent
Yes, there is enough awareness	14	2.50%
Some awareness, but more is needed	71	12.68%
No, there is little to no awareness	79	14.11%
Not sure / Don't know	39	6.96%
Not Answered	357	63.75%

**Other - please explain**

There were **12** responses to this part of the question.

**Question 11: What would make you feel more supported by your community in terms of accessing debt/money advice?**

*What would make you feel more supported by your community in terms of accessing advice on debts?*



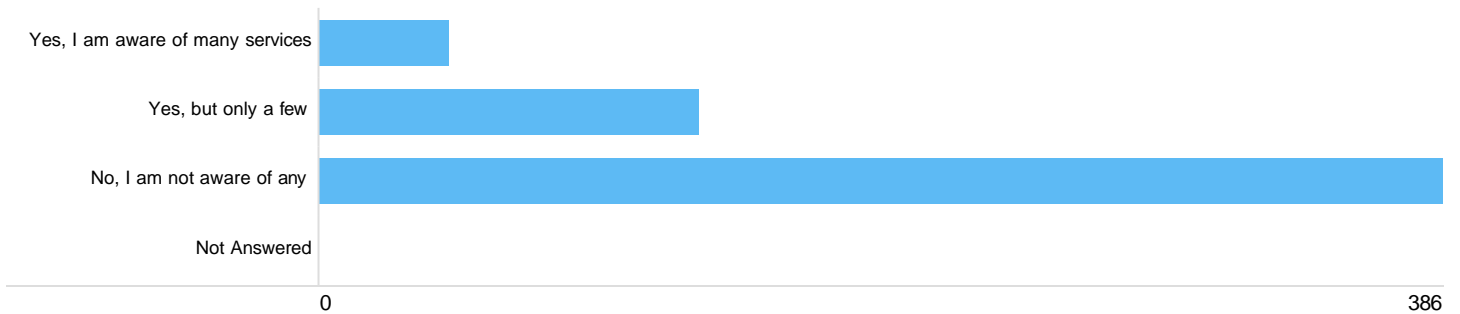
Option	Total	Percent
More local support groups	42	7.50%
Better public information campaigns	58	10.36%
Increased funding for services	88	15.71%
Not Answered	372	66.43%

**Other - please explain**

There were 27 responses to this part of the question.

**Question 12: Are you aware of the advice services available to people in Aberdeen for Welfare Benefits advice?**

*Are you aware of the advice services available to people in Aberdeen for Welfare Benefits advice?*



Option	Total	Percent
Yes, I am aware of many services	44	7.86%
Yes, but only a few	130	23.21%
No, I am not aware of any	386	68.93%
Not Answered	0	0.00%

**Question 13: What challenges do you face when trying to access advice services related to welfare benefits advice in Aberdeen?**

*What challenges do you face when trying to access advice services related to welfare benefits advice in Aberdeen?*



Option	Total	Percent
I know where to find information	56	10.00%
There is no easy information on services.	64	11.43%
Services are hard to access due to locations or opening times	43	7.68%
Not Answered	397	70.89%

**Other - please explain**

There were 31 responses to this part of the question.

**Question 14: Can you describe any difficulties you've experienced in getting advice on welfare benefits?**

*Can you describe any difficulties you've experienced in getting advice on welfare benefits?*



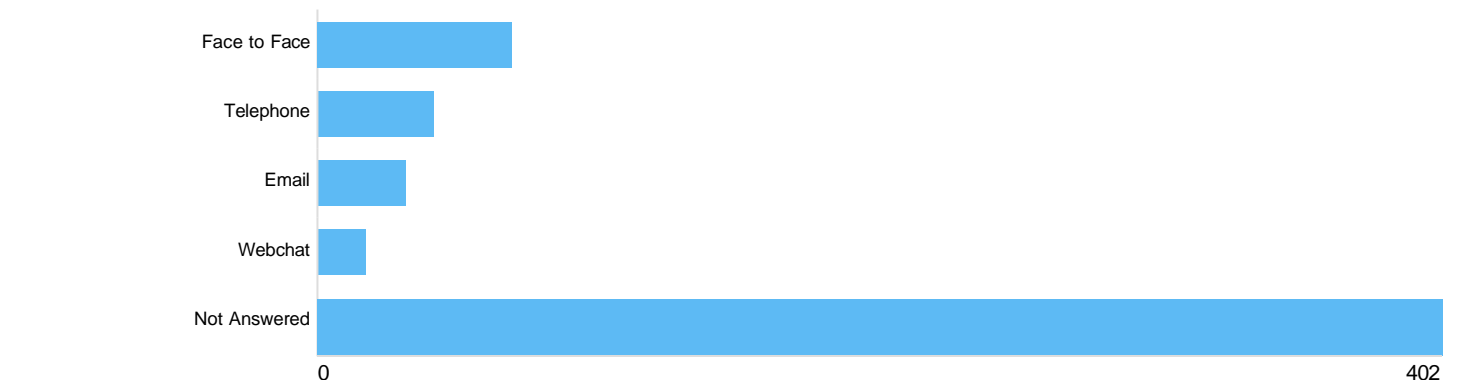
Option	Total	Percent
No issues in getting help	45	8.04%
Long waiting times	55	9.82%
Lack of clear information	43	7.68%
Services are too far away	7	1.25%
Not Answered	410	73.21%

**Other - please explain**

There were 36 responses to this part of the question.

**Question 16: Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?**

*Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?*



Option	Total	Percent
Face to Face	69	12.32%
Telephone	41	7.32%
Email	31	5.54%
Webchat	17	3.04%
Not Answered	402	71.79%

**Other - please explain**

There were 18 responses to this part of the question.

**Question 18: What do you think is lacking for Welfare Benefit advice service in Aberdeen?**

*Which type of welfare advice service do you think is most lacking in Aberdeen?*



Option	Total	Percent
Local advice centres with walk-in availability	116	20.71%
Better online resources	61	10.89%
Mobile outreach services for underserved areas	55	9.82%
Regular community workshops on welfare benefits	55	9.82%
Not Answered	404	72.14%

**Other - please explain**

There were **17** responses to this part of the question.

**Question 19: Was there a time when you needed help with welfare benefits advice but couldn't find any service to assist you?**

*Was there a time when you needed help with welfare benefits advice but couldn't find any service to assist you?*



Option	Total	Percent
Yes, many times	20	3.57%
Yes, a few times	68	12.14%
No, I always found help	67	11.96%
Not Answered	405	72.32%

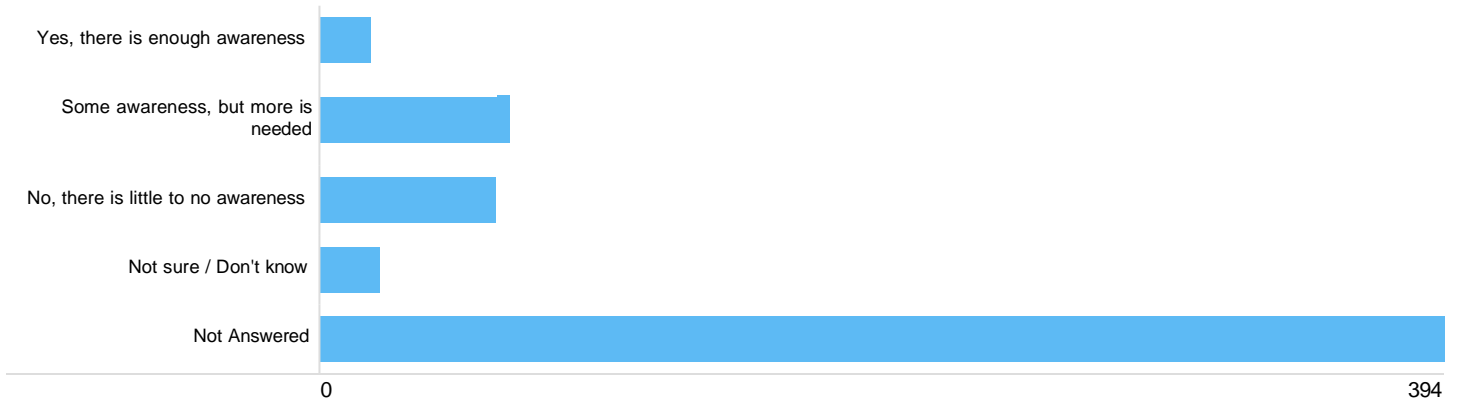
**Other - please explain**

There were **22** responses to this part of the question.



**Question 20: Do you feel there is enough community awareness about the support available on accessing welfare benefits advice?**

*Do you feel there is enough community awareness about the support available on accessing welfare benefits advice?*



Option	Total	Percent
Yes, there is enough awareness	18	3.21%
Some awareness, but more is needed	66	11.79%
No, there is little to no awareness	61	10.89%
Not sure / Don't know	21	3.75%
Not Answered	394	70.36%

**Other - please explain**

There were 5 responses to this part of the question.

**Question 21: What would make you feel more supported by your community in terms of accessing welfare benefits advice?**

*What would make you feel more supported by your community in terms of accessing welfare benefits advice?*



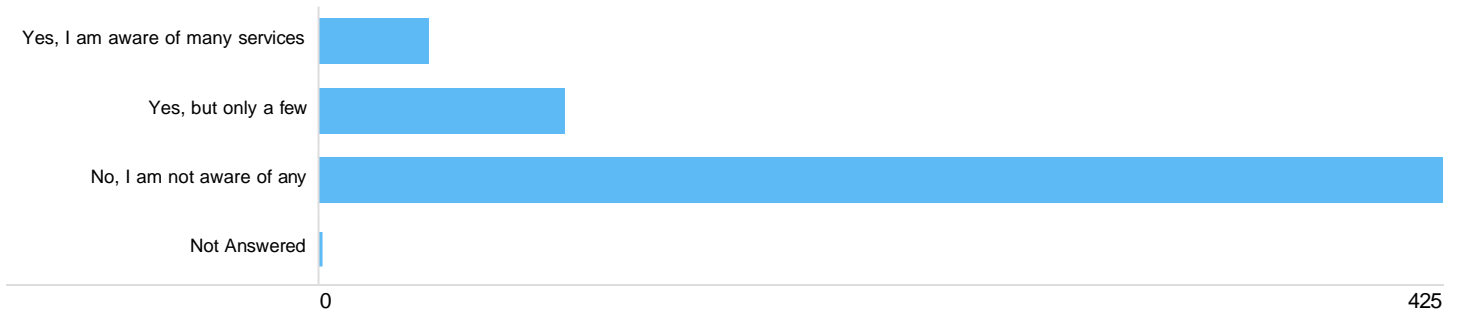
Option	Total	Percent
More local support groups	31	5.54%
Better public information campaigns	60	10.71%
Increased funding for services	66	11.79%
Not Answered	403	71.96%

**Other - please explain**

There were 14 responses to this part of the question.

**Question 22: Are you aware of the advice services available to people in Aberdeen for fuel issues?**

*Are you aware of the advice services available to people in Aberdeen for fuel issues?*



Option	Total	Percent
Yes, I am aware of many services	41	7.32%
Yes, but only a few	93	16.61%
No, I am not aware of any	425	75.89%
Not Answered	1	0.18%

**Question 23: Have you ever tried to access any of these fuel advice services?**

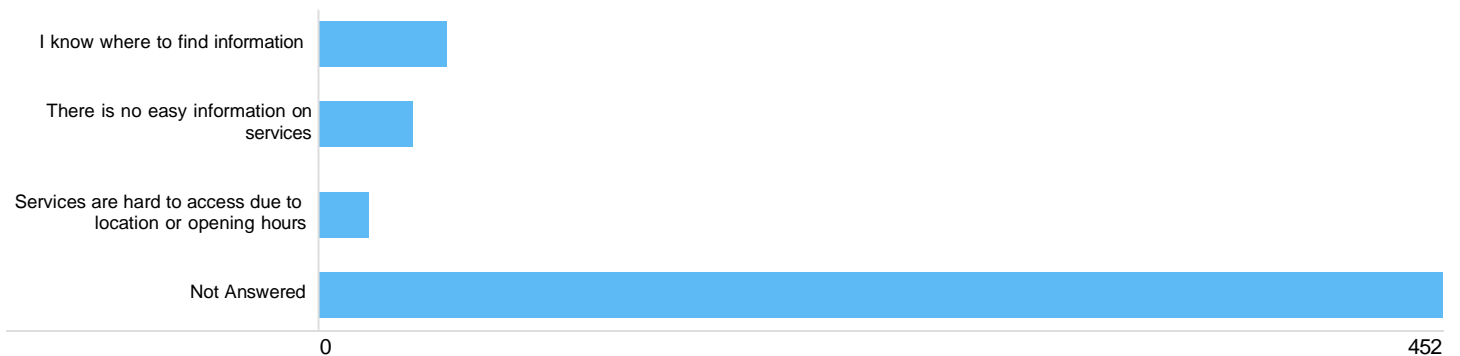
*Have you ever tried to access any of these fuel advice services?*



Option	Total	Percent
Yes	63	11.25%
No	71	12.68%
Not Answered	426	76.07%

**Question 24: What challenges do you face when trying to access advice services related to fuel advice in Aberdeen?**

*What challenges do you face when trying to access advice services related to fuel advice in Aberdeen?*



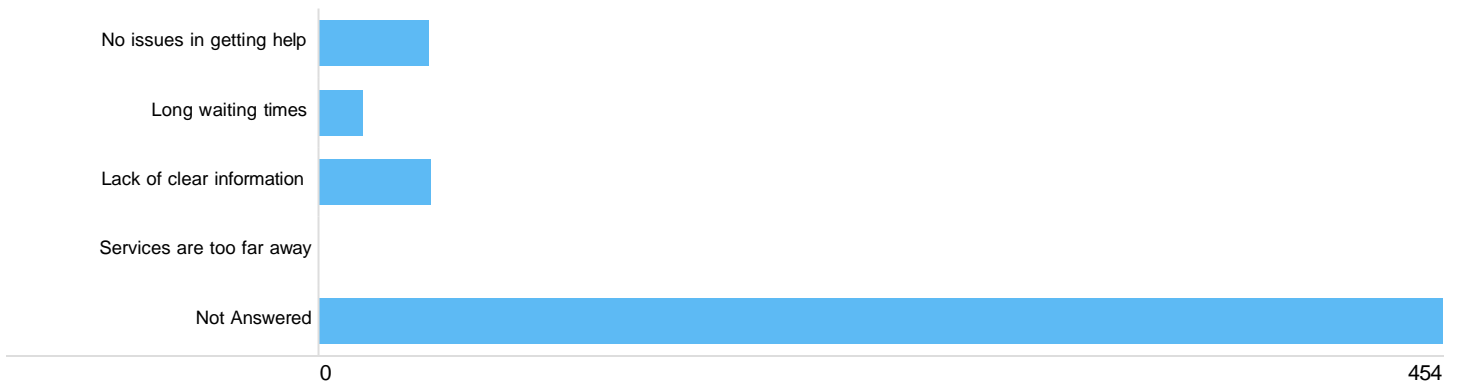
Option	Total	Percent
I know where to find information	51	9.11%
There is no easy information on services	37	6.61%
Services are hard to access due to location or opening hours	20	3.57%
Not Answered	452	80.71%

**Other - please explain**

There were **23** responses to this part of the question.

**Question 25: Can you describe any difficulties you've experienced in getting advice on fuel?**

*Can you describe any difficulties you've experienced in getting advice on fuel?*



Option	Total	Percent
No issues in getting help	44	7.86%
Long waiting times	17	3.04%
Lack of clear information	45	8.04%
Services are too far away	0	0.00%
Not Answered	454	81.07%

**Other - please explain**

There were 17 responses to this part of the question.

**Question 27: Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?**

*Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?*



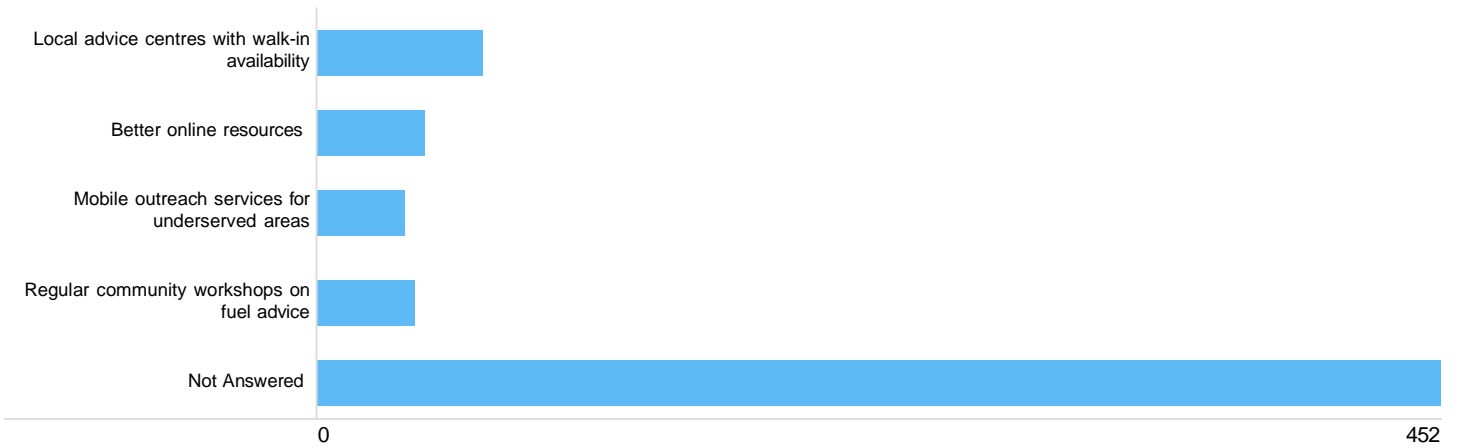
Option	Total	Percent
Face to Face	38	6.79%
Telephone	37	6.61%
Webchat	11	1.96%
Email	22	3.93%
Not Answered	452	80.71%

**Other - please explain**

There were 14 responses to this part of the question.

**Question 29: What do you think is lacking for fuel advice service in Aberdeen?**

*Which type of fuel advice service do you think is most lacking in Aberdeen?*



Option	Total	Percent
Local advice centres with walk-in availability	66	11.79%
Better online resources	43	7.68%
Mobile outreach services for underserved areas	35	6.25%
Regular community workshops on fuel advice	39	6.96%
Not Answered	452	80.71%

**Other - please explain**

There were 14 responses to this part of the question.

**Question 30: Was there a time when you needed help with fuel advice but couldn't find any service to assist you?**

*Was there a time when you needed help with fuel advice but couldn't find any service to assist you?*



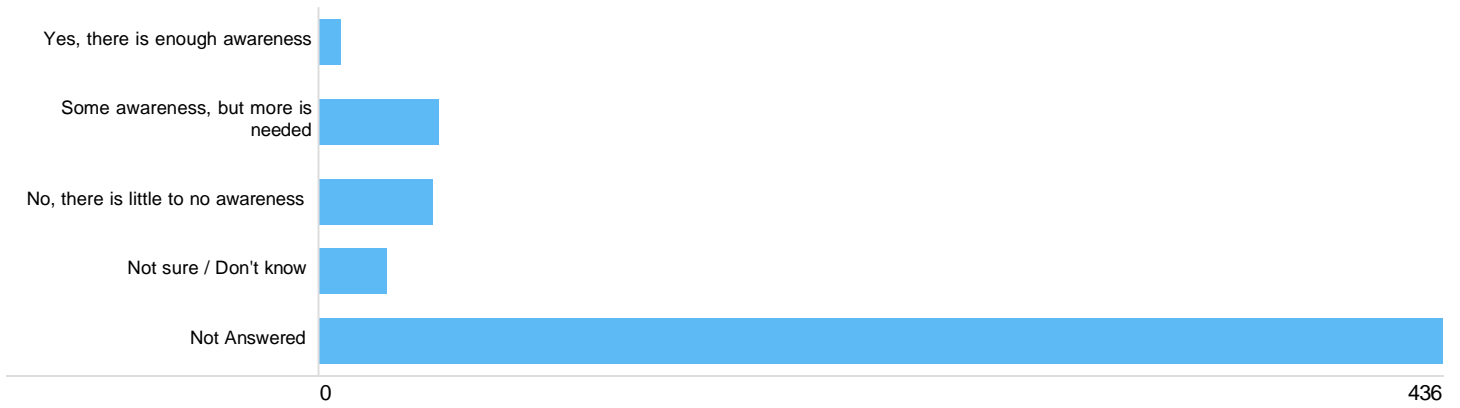
Option	Total	Percent
Yes, many times	10	1.79%
Yes, a few times	43	7.68%
No, I always found help	52	9.29%
Not Answered	455	81.25%

**Other - please explain**

There were 11 responses to this part of the question.

**Question 31: Do you feel there is enough community awareness about the support available on accessing fuel advice?**

*Do you feel there is enough community awareness about the support available on accessing fuel advice?*



Option	Total	Percent
Yes, there is enough awareness	8	1.43%
Some awareness, but more is needed	46	8.21%
No, there is little to no awareness	44	7.86%
Not sure / Don't know	26	4.64%
Not Answered	436	77.86%

**Other - please explain**

There were 7 responses to this part of the question.

**Question 32: What would make you feel more supported by your community in terms of accessing fuel advice?**

*What would make you feel more supported by your community in terms of accessing fuel advice?*



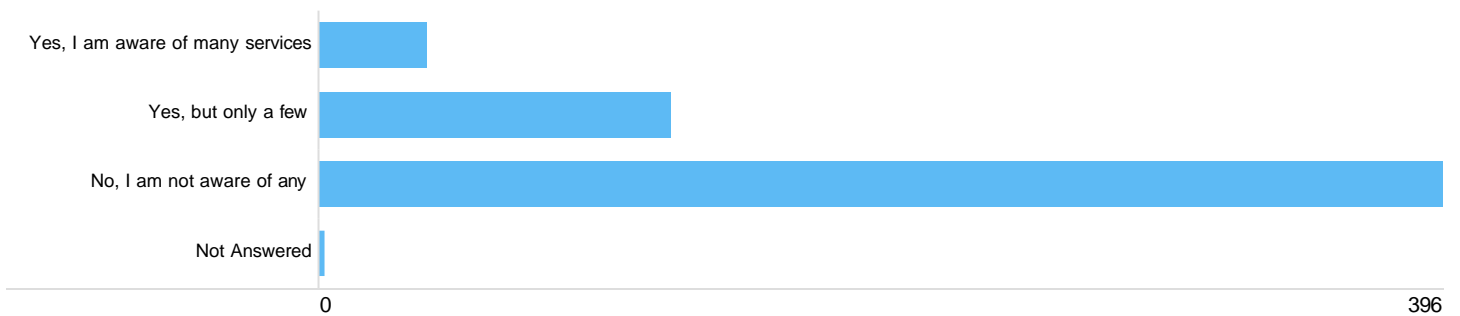
Option	Total	Percent
More local support groups	38	6.79%
Better public information campaigns	59	10.54%
Increased funding for services	54	9.64%
Not Answered	444	79.29%

**Other - please explain**

There were **10** responses to this part of the question.

**Question 33: Are you aware of the civil legal aid services available to people in Aberdeen for the following issues?**

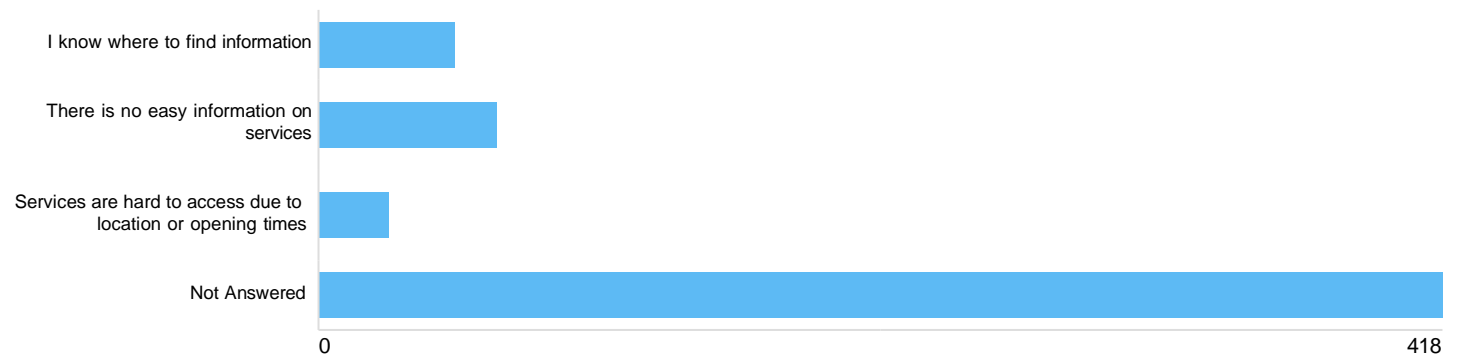
*Are you aware of the civil legal aid services available to people in Aberdeen for the following issues?*



Option	Total	Percent
Yes, I am aware of many services	38	6.79%
Yes, but only a few	124	22.14%
No, I am not aware of any	396	70.71%
Not Answered	2	0.36%

**Question 34: What challenges do you face when trying to access civil legal aid services in Aberdeen?**

*What challenges do you face when trying to access civil legal aid services in Aberdeen?*



Option	Total	Percent
I know where to find information	50	8.93%
There is no easy information on services	66	11.79%
Services are hard to access due to location or opening times	26	4.64%
Not Answered	418	74.64%

**Other - please explain**

There were **24** responses to this part of the question.

**Question 35: Can you describe any difficulties you've experienced in getting civil legal aid for managing these issues?**

*Can you describe any difficulties you've experienced in getting civil legal aid for managing these issues?*



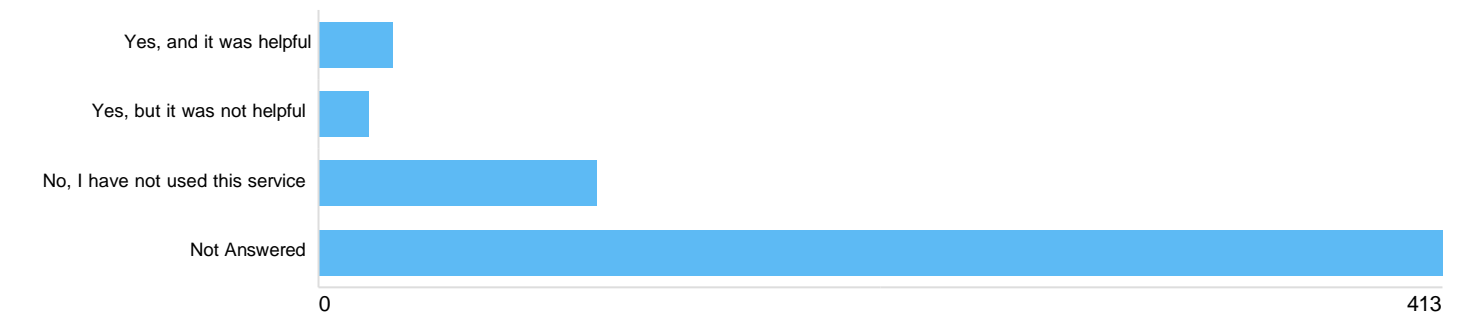
Option	Total	Percent
No issues in getting help	48	8.57%
Long waiting times	32	5.71%
Lack of clear information	47	8.39%
Services are too far away	7	1.25%
Not Answered	426	76.07%

**Other - please explain**

There were **26** responses to this part of the question.

**Question 36: Have you used any of these civil legal aid services? If yes, which ones and what was your experience like?**

*Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Family Law*



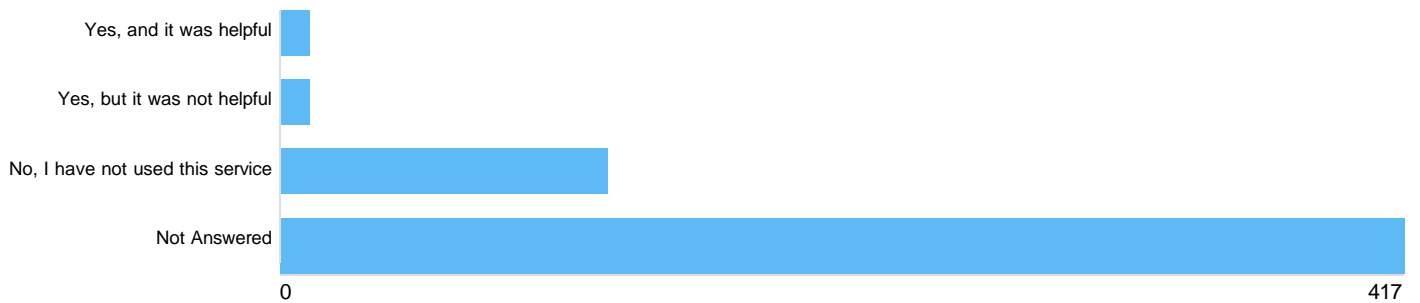
Option	Total	Percent
Yes, and it was helpful	27	4.82%
Yes, but it was not helpful	18	3.21%
No, I have not used this service	102	18.21%
Not Answered	413	73.75%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Housing and Homelessness**



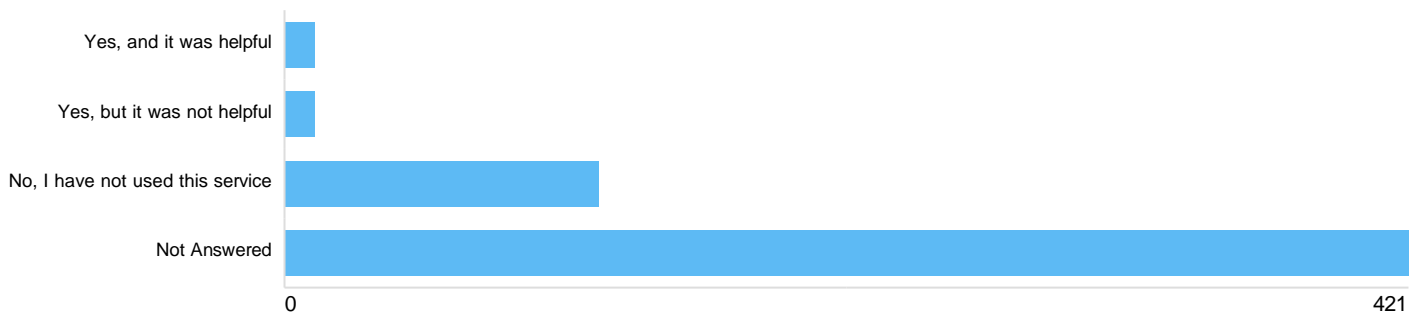
Option	Total	Percent
Yes, and it was helpful	30	5.36%
Yes, but it was not helpful	14	2.50%
No, I have not used this service	98	17.50%
Not Answered	418	74.64%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Debt and Finance Issues**



Option	Total	Percent
Yes, and it was helpful	11	1.96%
Yes, but it was not helpful	11	1.96%
No, I have not used this service	121	21.61%
Not Answered	417	74.46%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Employment Issues**





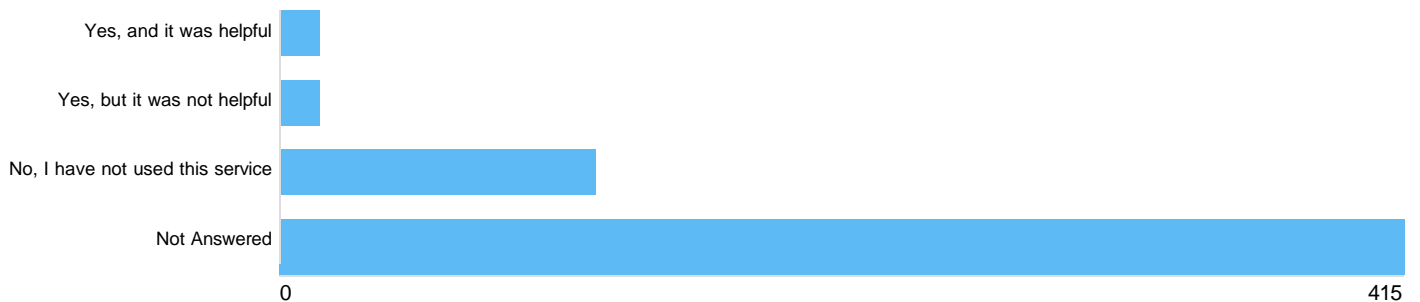
Option	Total	Percent
Yes, and it was helpful	11	1.96%
Yes, but it was not helpful	11	1.96%
No, I have not used this service	117	20.89%
Not Answered	421	75.18%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Welfare Benefits**



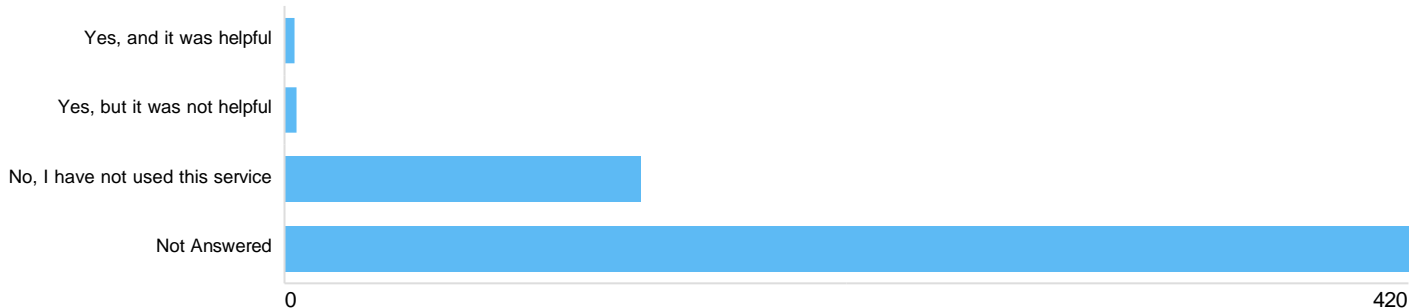
Option	Total	Percent
Yes, and it was helpful	27	4.82%
Yes, but it was not helpful	14	2.50%
No, I have not used this service	101	18.04%
Not Answered	418	74.64%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Mental Health and Adults with Incapacity**



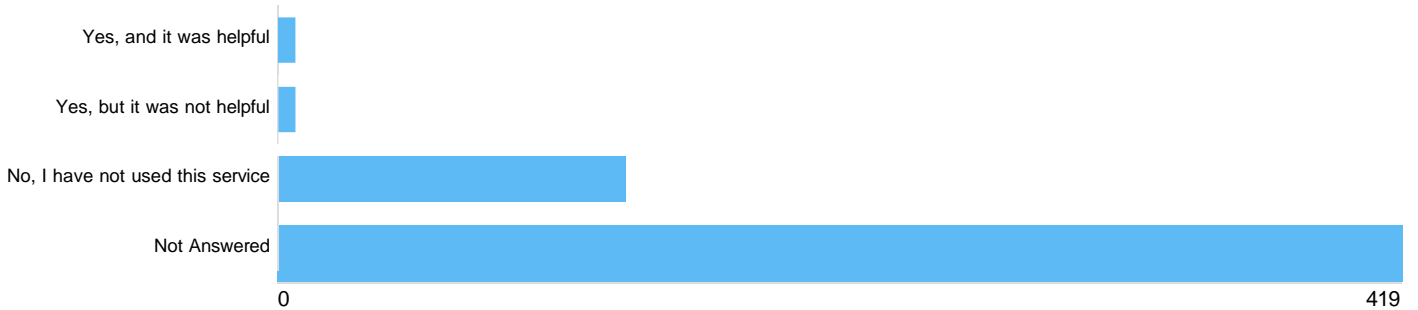
Option	Total	Percent
Yes, and it was helpful	14	2.50%
Yes, but it was not helpful	15	2.68%
No, I have not used this service	116	20.71%
Not Answered	415	74.11%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Discrimination**



Option	Total	Percent
Yes, and it was helpful	3	0.54%
Yes, but it was not helpful	4	0.71%
No, I have not used this service	133	23.75%
Not Answered	420	75.00%

**Have you used any of these civil legal aid services? If yes, which ones and what was your experience like? - Immigration and Asylum**



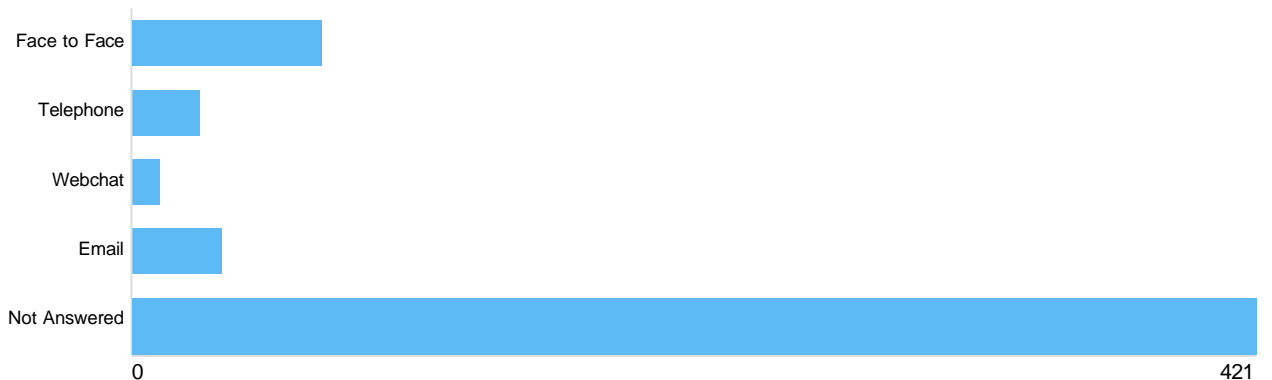
Option	Total	Percent
Yes, and it was helpful	6	1.07%
Yes, but it was not helpful	6	1.07%
No, I have not used this service	129	23.04%
Not Answered	419	74.82%

**Please use box below to comment on your answer.**

There were 7 responses to this part of the question.

**Question 37: Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?**

**Thinking of how you received the advice/assistance from the Service. What would have been your preferred method of receiving this help?**



Option	Total	Percent
Face to Face	71	12.68%
Telephone	25	4.46%
Webchat	10	1.79%
Email	33	5.89%
Not Answered	421	75.18%

**Other - please explain**

There were 10 responses to this part of the question.

**Question 38: Was there a time when you needed civil legal aid but couldn't find any service to assist you?**

*Was there a time when you needed civil legal aid but couldn't find any service to assist you?*



Option	Total	Percent
Yes, many times	19	3.39%
Yes, a few times	46	8.21%
No, I always found help	70	12.50%
Not Answered	425	75.89%

**Question 39: Do you feel there is enough community awareness about the support available through Civil Legal Aid?**

*Do you feel there is enough community awareness about the support available through Civil Legal Aid?*



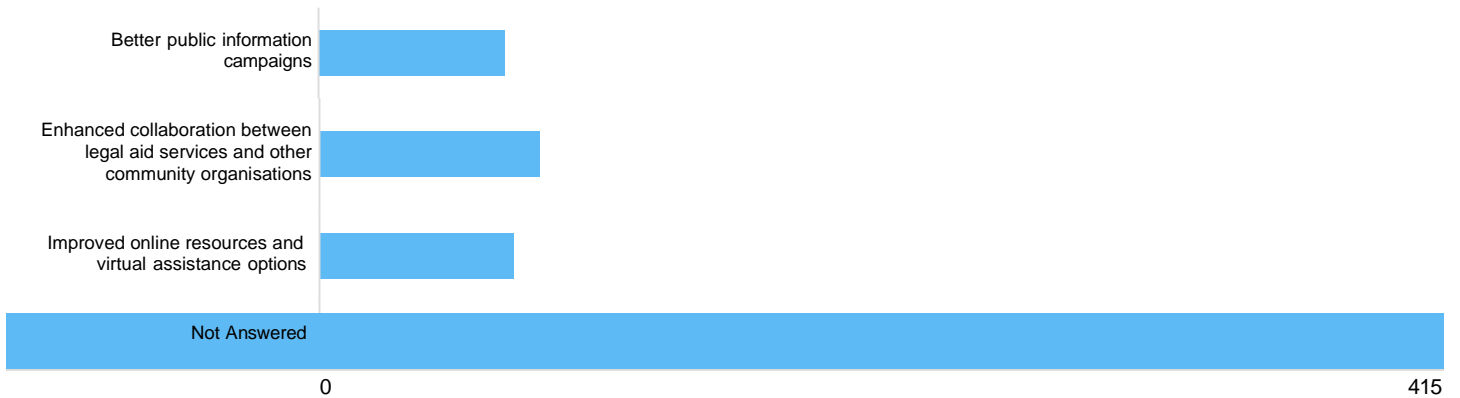
Option	Total	Percent
Yes, there is enough awareness	12	2.14%
Some awareness, but more is needed	46	8.21%
No, there is little to no awareness	55	9.82%
Not sure / Don't know	41	7.32%
Not Answered	406	72.50%

**Other - please explain**

There was 1 response to this part of the question.

**Question 40: What would make you feel more supported by your community in terms of accessing civil legal assistance services?**

*What would make you feel more supported by your community in terms of accessing civil legal assistance services?*



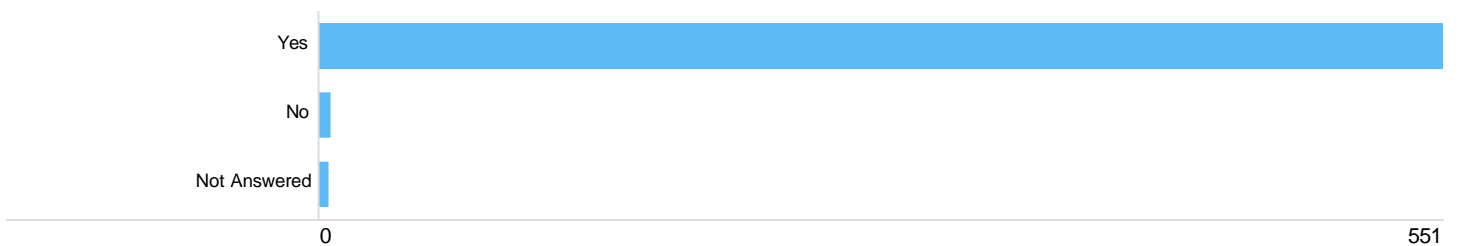
Option	Total	Percent
Better public information campaigns	68	12.14%
Enhanced collaboration between legal aid services and other community organisations	81	14.46%
Improved online resources and virtual assistance options	71	12.68%
Not Answered	415	74.11%

**Other - please explain**

There were 9 responses to this part of the question.

**Question 41: Do you have access to a bank account?**

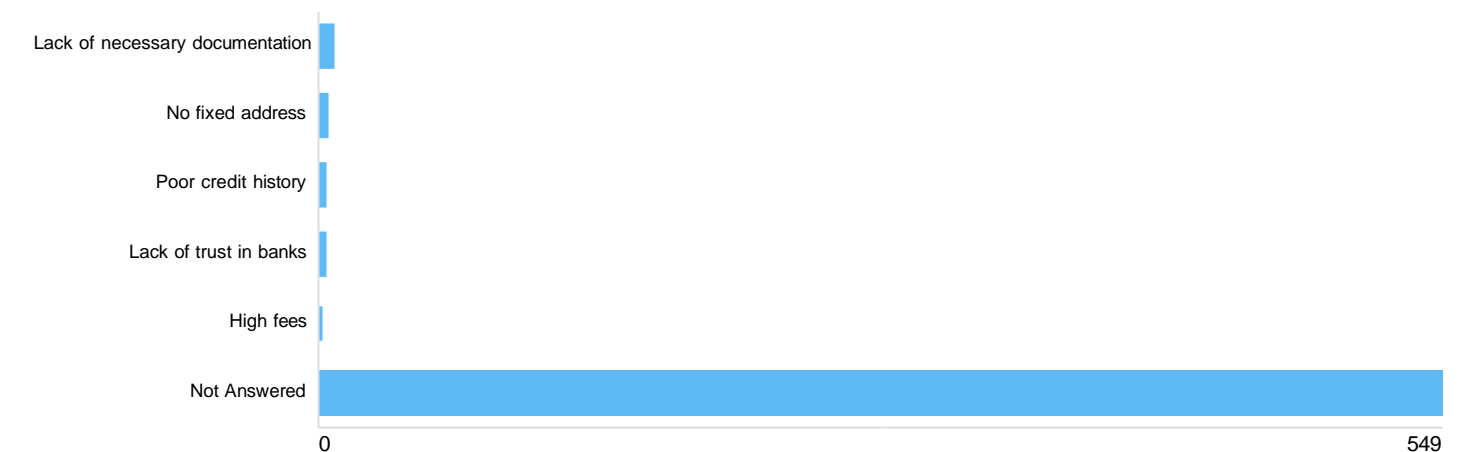
*Do you have access to a bank account?*



Option	Total	Percent
Yes	551	98.39%
No	5	0.89%
Not Answered	4	0.71%

**Question 42: If no, what are the main reasons for not having a bank account?**

*If no, what are the main reasons for not having a bank account?*



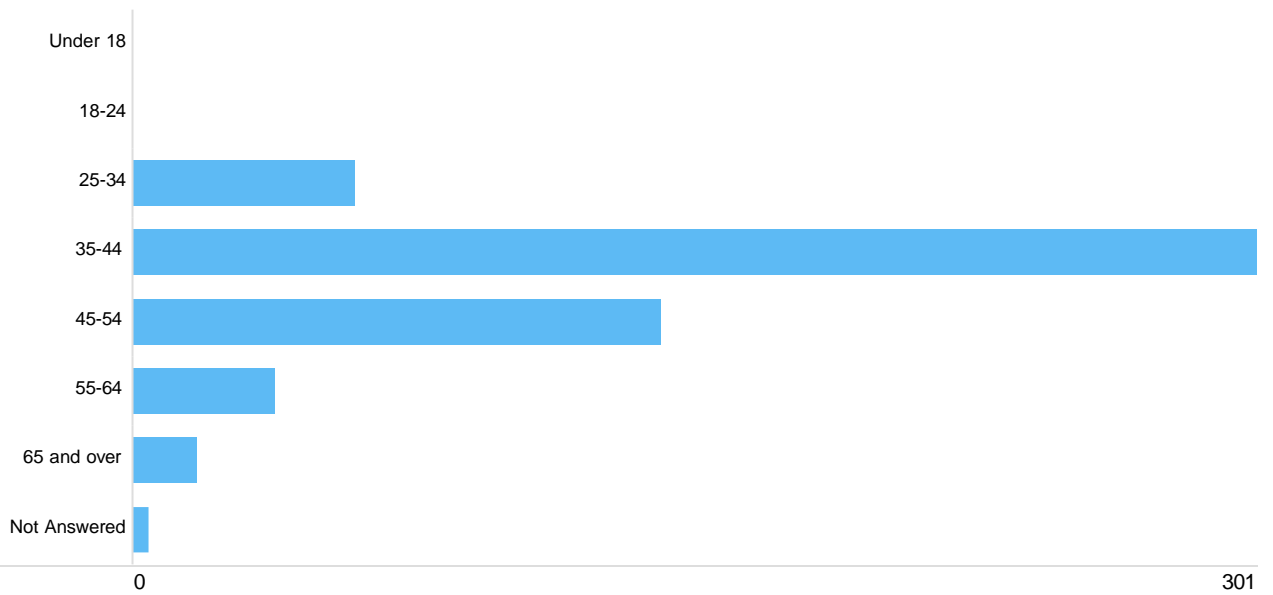
Option	Total	Percent
Lack of necessary documentation	7	1.25%
No fixed address	4	0.71%
Poor credit history	3	0.54%
Lack of trust in banks	3	0.54%
High fees	1	0.18%
Not Answered	549	98.04%

**Other - please explain**

There were 11 responses to this part of the question.

**Question 43: What is your age?**

**What is your age?**



Option	Total	Percent
Under 18	0	0.00%
18-24	0	0.00%
25-34	59	10.54%
35-44	301	53.75%
45-54	141	25.18%
55-64	38	6.79%
65 and over	17	3.04%
Not Answered	4	0.71%

**Question 44: What is your sex?**

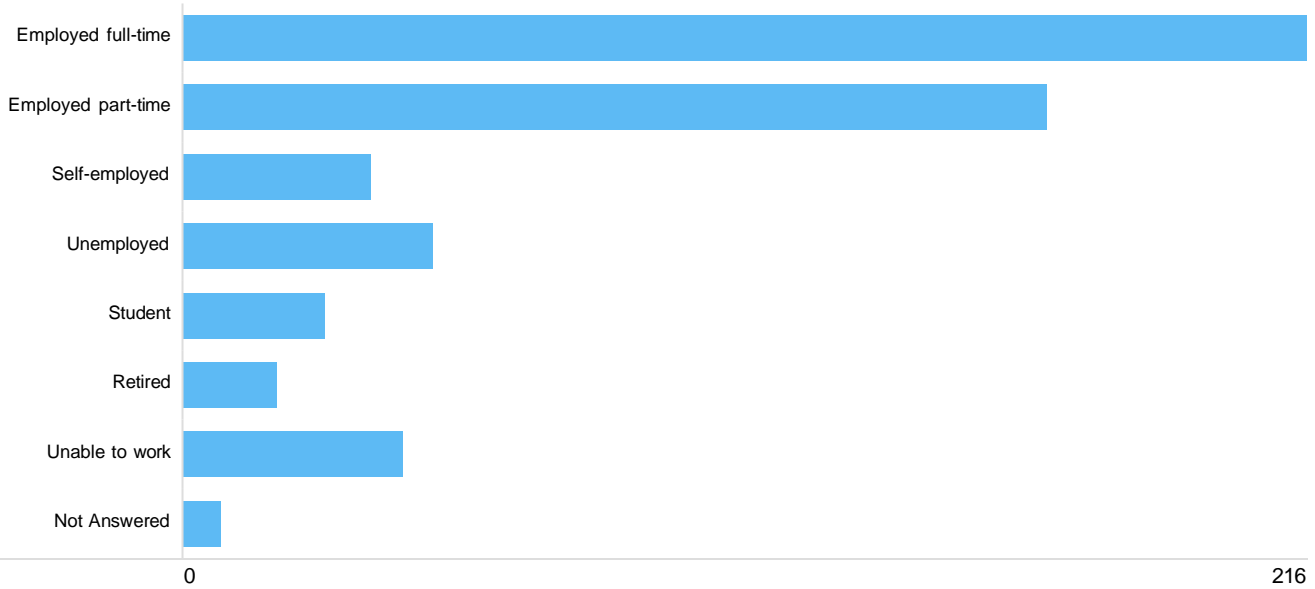
**What is your gender?**



Option	Total	Percent
Male	104	18.57%
Female	434	77.50%
Prefer not to say	13	2.32%
Not Answered	9	1.61%

**Question 45: What is your employment status?**

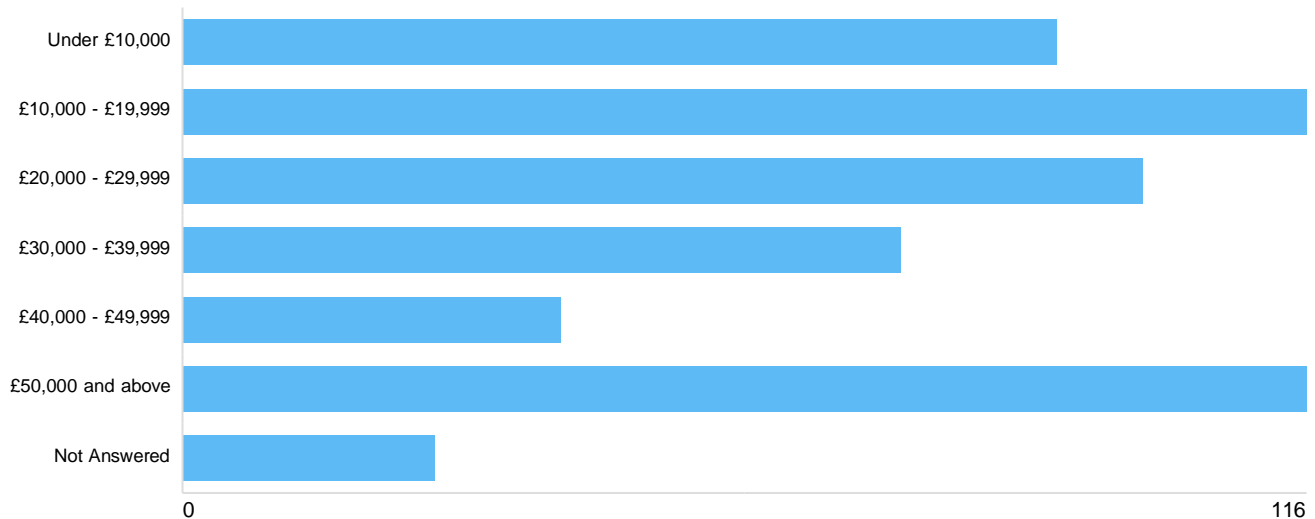
*What is your employment status?*



Option	Total	Percent
Employed full-time	216	38.57%
Employed part-time	166	29.64%
Self-employed	36	6.43%
Unemployed	48	8.57%
Student	27	4.82%
Retired	18	3.21%
Unable to work	42	7.50%
Not Answered	7	1.25%

**Question 46: What is your approximate annual household income?**

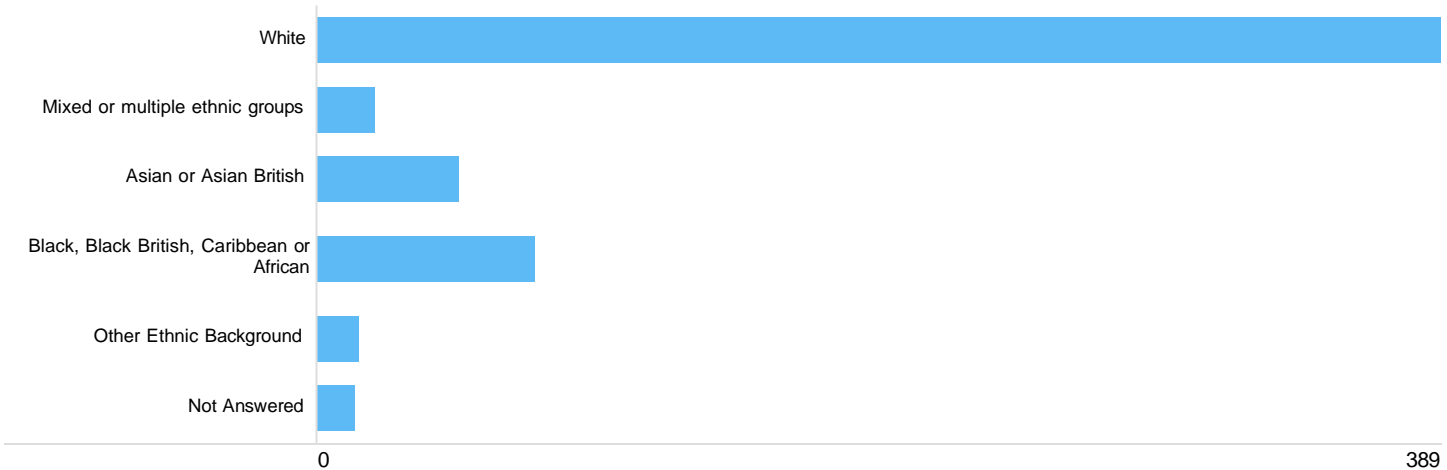
*What is your approximate annual household income?*



Option	Total	Percent
Under £10,000	90	16.07%
£10,000 - £19,999	116	20.71%
£20,000 - £29,999	99	17.68%
£30,000 - £39,999	74	13.21%
£40,000 - £49,999	39	6.96%
£50,000 and above	116	20.71%
Not Answered	26	4.64%

**Question 47: Which one best describes your ethnic group?**

*Which one best describes your ethnic group?*



Option	Total	Percent
White	389	69.46%
Mixed or multiple ethnic groups	20	3.57%
Asian or Asian British	49	8.75%
Black, Black British, Caribbean or African	75	13.39%
Other Ethnic Background	14	2.50%
Not Answered	13	2.32%