



helping you make  
money and debt  
manageable



**We provide money and debt advice by  
phone - it's independent, confidential  
and free to the client**

# About Money Advice Plus

We are a charity that has delivering expert advice by phone for 15 years to people who need help with money and debt problems.

Our approach is preventative and aims to increase knowledge about money issues, build money management skills, help with effective budgeting, bill payments, and future spending, as well as dealing with debt. Many of the people we help are in financial distress with unmanageable debts that have built up over time. Our expert money advisers will support people to get their money and debt issues resolved.

## We offer

- Expert advice delivered to Community Legal Service Quality Mark standards
- A cost-effective phone service
- No geographical limit to who we can help
- Advice that's impartial, confidential and free to the client
- Advice that helps reduce arrears and income collection costs
- Support for people to become financially included
- We can tailor advice services to meet clients' needs and those of your organisation
- Regular reporting to help you assess the impact of the advice given
- Clear Service Level Agreements and review meetings
- Our service will support and enhance your compliance with pre-court protocols

## **A quality service - how it works**

Trained money advisers complete an initial structured telephone interview. The advice is summarised in a letter to the client including actions and recommendations, a workable budget and a debt repayment plan. Follow up calls are made to assess progress. We give the advice and support that people need to resolve financial problems themselves where this is possible. The advisers will also complete in depth casework with more vulnerable people or those lacking confidence.

Our money advice service meets the Quality Mark standards set by the Legal Services Commission and is audited regularly.

## **Our contract partners**

We are funded by organisations to provide quality money advice which is independent, confidential and free to clients.

Social housing landlords are working with us because they recognise our services contribute to reduced arrears, fewer court actions and repossessions, and help to sustain tenancies. Residents who need help can be referred direct to us.

As well as business benefits to our partners there are wider advantages to clients too. Financial exclusion affects some 60% of low-income renting households, and our advice service helps to promote greater financial inclusion. We have experience and knowledge of the housing sector, and we'll work with you to develop a package of advice that best meets your needs and those of residents. This can include money guidance for new residents as well as debt advice and support for those in difficulty.

We can support people in all tenure types, including those experiencing mortgage payment difficulties, to help reduce the likelihood of losing their home.

## Developing our services

We are actively developing our services so that we can help even more people. Public, private and voluntary sector organisations will find our services of value. This is especially important given the increased demand for independent money and debt advice since the start of the current recession.

We also recognise the value of partnership working, and welcome approaches from other agencies to discuss potential opportunities to support clients with financial difficulties.

## Find out more

If you'd like to find out more about what we can offer please contact Gail Biggerstaff, Chief Executive, on 01323 635999, or send an email to [info@moneyadviceplus.com](mailto:info@moneyadviceplus.com)

More information can also be found on our website at [www.moneyadviceplus.com](http://www.moneyadviceplus.com)



Money Advice Plus Registered Office:  
18 Hyde Gardens, Eastbourne, East Sussex BN21 4PT  
Registered in England No. 3258421  
Charity No. 1059127