

More Than Just A PIN Number Young People, Financial Responsibility And Exclusion

Mohibur Rahman and Guy Palmer

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About the authors

Mohibur Rahman is Researcher at the New Policy Institute

Guy Palmer is a Director of the New Policy Institute

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New Policy Institute
109 Coppergate House
16 Brune Street
London E1 7NJ

Tel: 0207-721-8421
Fax: 0207-721-8422
Email info@npi.org.uk
Internet www.npi.org.uk

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1. SUMMARY

- 1.1. There is currently a considerable amount of interest in the issue of financial services and social exclusion. Following the Social Exclusion Unit's policy action team on financial services in 1999, the government has exhorted banks to offer basic bank accounts and a post office-based universal bank has been announced to help extend banking opportunities. Stakeholder pensions are being developed. The Credit Union movement is in a process of change, as is the Social Fund. Financial regulation, disclosure and league tables are all topics generating debate within government, the industry and the Financial Services Authority. The Department for Education and Employment is currently looking at issues related to financial literacy. Obviously, branch closures are still in the news.
- 1.2. There is widespread agreement about some of the problems that need to be solved, including:
 - The exclusion of many people, particularly those on low income, from basic banking services, and the relative disadvantages that they suffer.
 - The spirals of debt that can take place once an initial debt has been incurred.
 - The risks of inadequate pension provision.
 - A lack of access to affordable credit by people on low income or with low credit ratings.
- 1.3. Despite this general interest in access to financial services, there has been little work specifically addressing the financial service needs of young people. This is perhaps surprising given the importance of money management in young people's transition to independence. This is a subject of concern to many YMCAs and other voluntary organisations working with young people who often have financial problems.
- 1.4. This report summarises the results of a survey of 210 young people in YMCA England hostels and youth work projects. Its main objective is to gain a greater understanding of their needs and aspirations for financial services compared to the products and services that are available to them, and hence to identify the main issues and shortcomings. In addition to the questionnaire, two focus groups were held to help to understand the issues.
- 1.5. The average age of the respondents was 21. Two thirds lived in, and most of the others were participating in YMCA's youth work initiative.
- 1.6. A quarter were in paid employment, a quarter were in education or training, and two fifths were unemployed. Three quarters of the respondents have a net income of less than £100 per week, and three fifths less than £50 per week.

RESULTS OF THE SURVEY

- 1.7. Most aspects of financial management were ranked as important by most people, with ‘debt’ and ‘money management’ rated the most important. The only issue rated either ‘very important’ or ‘quite important’ by less than half of the respondents was ‘being able to borrow money’.

Respondents rating each of the following either ‘very important’ or ‘quite important’	Percentage of respondents		
	‘very important’	‘quite important’	total
not getting into debt	74	19	93
managing money properly	59	31	90
being able to save	50	32	82
having enough money when I retire	49	27	76
being able to insure belongings	34	29	63
being able to borrow money	18	22	40

- 1.8. One third of respondents manage their money using records, either their own records or bank statements. The other two thirds manage their money on a cash basis. Very few (3%) never know how much money they have got.
- 1.9. Just about all respondents agreed that they would benefit from advice on money management, but only a third have had such advice. Of those who had received advice, the most popular source was the family closely followed by friends, banks and YMCA staff.

Transferring Money

- 1.10. **Receiving money:** Of those in paid work, two thirds are paid by direct transfer into their bank account and a fifth are paid by cash. Of those in receipt of benefits, four fifths receive their benefit by girocheque and one fifth by direct transfer into their bank account.
- 1.11. **Cashing cheques:** around half of the respondents cash cheques by paying them into their account. A third have used a cheque cashing shop at some time.
- 1.12. **Obtaining cash:** half of the respondents used cashpoint machines to get cash, compared to one fifth who actually used the branch itself. Two fifths obtained cash by cashing their girocheques at post offices.
- 1.13. **Paying bills:** around half of the respondents have some utilities bills to pay. Half of these pay at least some of their bills by key/card systems, compared to less than a quarter who use cheques or direct debit.

Debt

- 1.14. The vast majority (nine in ten) stated that avoiding debt was important, and three quarters viewed it as very important.
- 1.15. However, three fifths have borrowed money at some time, and half are currently in debt. A third of those in debt owe more than £1,000.

- 1.16. Nearly half of those in debt state the main reason as being “not having enough money”. There is no dominant type of creditor, with rent the largest single category (a third of those in debt). Money lenders are hardly used at all; nor are credit cards.
- 1.17. Three quarters of those in debt are taking proactive steps to pay off their debts – i.e. are doing at least one of ‘paying regular amounts’, having monies taken out of benefit/pay’ or ‘cutting back on costs’.
- 1.18. Half of all respondents had applied to the Social Fund. Of those who had applied, four fifths had been successful.

Savings

- 1.19. Around half of respondents thought that being able to save was very important.
- 1.20. A quarter either had, or currently have, savings, whilst three quarters never have had. Most keep their savings in a current or savings account.

Insurance

- 1.21. Very few - one in ten - had home insurance. Half have had their belongings stolen, and three quarters of these were not insured at the time.
- 1.22. Around half stated that they have thought about getting home insurance when they get their own place.

Pensions

- 1.23. Very few – one in ten – have a pension.
- 1.24. More than half have thought about getting a pension, and more than nine in ten think that they will need to start a pension before the age of 40.

Use Of Current Accounts

- 1.25. Three fifths stated that they had a current account, with two fifths stating that they did not.
- 1.26. Of those with current accounts, a third said that their account had an overdraft facility, two fifths had a cheque book, and three fifths had a Solo or debit card. Overall, three quarters of all respondents do not have a cheque book, and a half have no sort of electronic card. Credit cards were not widely used.
- 1.27. Two fifths of those without an account had never tried to get an account, two fifths used to have an account, and one fifth had been refused.
- 1.28. Most people were aware of most of the benefits of a current account. The only exception concerned potential savings in the level of utility bills.

- 1.29. The most common problems were ‘going overdrawn when they did not think it could happen’, ‘poor customer service’ and ‘high charges’, each of which had been experienced by about a third of recipients.

Use Of Organisations

- 1.30. Four fifths are either ‘very comfortable’ or ‘comfortable’ with using banks / building societies, compared to half for post offices, a quarter for the telephone, and a fifth for the internet.
- 1.31. **Post offices:** Three fifths of respondents use a post office at least once a fortnight. One third use a post office less than once a month or never at all.
- 1.32. **Banks:** A third of respondents use a bank at least once a fortnight. Nearly half use a bank less than once a month or never at all.
- 1.33. ‘Good customer service’ and ‘lots of cashpoints’ were each rated either ‘very important’ or ‘quite important’ by nine out of every ten respondents.

Use Of New Ways Of Banking

- 1.34. **Telephone banking:** One in eight currently use telephone banking. Of those who did not, a third said that they would consider using it. Of those who expressed a view, only a quarter thought that telephone banking was relevant to them, a quarter thought that it makes it easier to manage money, and a third viewed it as very convenient. On each of these questions, around a half had ‘no view’.
- 1.35. **Internet banking:** One in fifteen currently use internet banking, although more than half have access to a PC. Of those who did not, a third said that they would consider using it. Of those who expressed a view, only a fifth thought that internet banking was relevant to them, although over a third viewed it as very convenient. The majority expressed ‘no view’ as to whether internet banking makes it easier to manage money or not.

COMMENTARY ON THE SURVEY RESULTS

A Responsible Attitude, Hindered by a Lack of Money

1.36. The overall picture that emerges from the survey is of a group of people who have a very responsible attitude to the management of their finances but who have problems due to a sheer lack of money.

Subject	Evidence of a responsible attitude	Evidence of a lack of money
Debt	The vast majority think that it is important to avoid debt. Money lenders nor credit cards are hardly used at all. Three quarters of those in debt are taking proactive steps to pay the debt off.	Half are currently in debt, and a third owe more than £1,000.
Savings	Most think that it is important to save.	Three quarters have never had any savings.
Insurance	Two thirds think it important to insure their belongings. Half have thought about getting insurance when they get their own place.	Only one in ten have home insurance.
Pensions	The vast majority think they will need to start a pension before they are 40.	Only one in ten have started a pension.

1.37. One implication of this is that many of the respondents are potential future customers of financial services relating to savings, insurance and pensions. YMCA clients are generally in transition – moving out of supported accommodation and into independent living. Whilst few of them currently have savings, insurance and pensions, most of them aspire to have. The problem that they currently face is lack of money, but this might well change as they grow older.

An As Yet Unmet Need for Financial Advice

1.38. The one issue that all the respondents agreed on was that they would benefit from financial advice. But only a third stated that they had ever received such advice and half stated that they never had.

1.39. This raises questions for both the financial services industry, for advice services such as the Citizens Advice Bureaux and for YMCAs, each of which could usefully re-consider its positioning towards young people on low incomes.

- 1.40. In this context, it is interesting to note that a group set up by the Department for Education and Employment¹ is due to report soon on ways to improve the financial literacy of the adult population with a specific emphasis on those who are disadvantaged. It is likely to conclude that, whilst providers of financial advice do not need to be from authorised financial advisors, they do need to be trained and competent in financial matters and they do need to understand the specific needs and challenges of people on low incomes or in particular circumstances.
- 1.41. The report is also likely to emphasise the role of voluntary sector organisations in improving financial literacy and the importance of engaging people in matters financial at key life events when they are at their most receptive.
- 1.42. Specifically relating to YMCAs, a third of respondents said that they would go to YMCAs for financial advice but only a tenth had actually done so. Should YMCAs think about making financial advice one of their core services to their clients, training their staff and marketing the service accordingly? Would this make a difference to the quality of the advice offered and the extent to which it was sought?
- 1.43. Taking this argument one step further, should YMCAs think about setting themselves up as ‘gateway’ organisations which help to organise financial services on behalf of their clients by acting as an intermediary between the individual and relevant service providers?

The Importance of Debt as an Issue

- 1.44. Avoidance of debt was ranked as the most important financial issue by the respondents. This, combined with the fact that half of the respondents are currently in debt, reinforces the importance of debt to young people on generally low incomes. In this context, two points are of particular note:
- The Social Fund, mainstream banking, the courts and council tax are all major creditors, but both credit unions and money lenders hardly feature at all. This contrasts with the recent focus of government policy relating to debt which has mainly concerned itself with credit unions and money lenders. Eligibility criteria for the Social Fund and the spiral of debt exacerbated by court fines were two of the issues raised in the focus groups as possible issues for review.
 - The most common creditors are YMCAs as landlord (over a third of those in debt). Clearly, this raises potential conflicts of interest between YMCAs as landlord (where YMCAs are all under pressure to keep arrears down) and YMCAs as advisor/supporter of its clients. How should this balance best be struck?

¹ The Adult Financial Literacy Group (AdFLAG), established in February 2000.

High Charges For Utilities

- 1.45. The majority of respondents seem to view bank accounts as a way of storing money, using them as a vehicle for receiving money from employers and for obtaining cash. It is widely agreed that basic bank accounts – with no overdraft facilities and no risk of unexpected charges – are one vehicle for meeting such a need. Furthermore, a common theme of the focus groups was the increased comfort that came from the knowledge that there would be no unexpected charges. In this context, the financial services industry appears to have had some success: more than half of the current accounts did not have an overdraft facility and a third had a Solo card.
- 1.46. In contrast, however, fewer respondents seemed to view bank accounts as a cheap way of paying bills. So, for example, the most common way of paying bills was by key/card systems. Such systems typically involve paying around 25% more for gas, electricity etc than if payments are made by cheque or direct debit. Less than half of the respondents were aware of this.
- 1.47. Perhaps due to a lack of awareness about this issue, two fifths of those respondents who were not in full-time employment did not have a current account. This raises issues about whether the banks and/or YMCAs should be publicising the bill payment advantages of a basic bank account as a way of increasing coverage.
- 1.48. Similar issues arising in relation to the payment of benefits, where girocheques cashed at post offices remain predominant rather than automated credit transfer into a bank account.

Greater Use of Cashpoints Than Either Branches Or Telephone/Internet

- 1.49. In terms of use of current accounts, the overall picture that emerges is one of the widespread use of cashpoints but only limited use of branches or telephone / internet. This reflects the use of a current account as primarily a vehicle for storing money and obtaining cash. There is then no need to use branches very often, and no point in either telephone or internet banking.
- 1.50. In this context, it is interesting to note that, whereas four fifths state that they are comfortable with using banks/building societies, the equivalent figures are only a quarter for the telephone and a fifth for the internet.
- 1.51. Finally, very few of the respondents current seem to use post offices as financial institutions, other than for cashing girocheques. Only half said that they would be comfortable using post offices in this way, and some cited the lack of cashpoints as a major disadvantage. This obviously raises issues about the potential takeup of the universal bank initiative recently announced by the government. It also raises questions about whether the post office has a clear strategy for attracting the custom of young people, including those from disadvantaged backgrounds.

Summary Of Issues Arising

1.52. Summarising the discussion above, the table below list some of the issues that the financial services industry, the government and YMCAs themselves might like to consider.

Summary Of Issues Arising
For the financial services industry to consider:
<ul style="list-style-type: none"> • YMCA clients as future customers of financial services relating to savings, insurance and pensions.
<ul style="list-style-type: none"> • Promotion of basic bank accounts as a way of reducing utility bills and/or receiving benefits.
<ul style="list-style-type: none"> • Balance between cashpoints and branches.
<ul style="list-style-type: none"> • Relevance of, and comfort levels with, both telephone and internet banking.
For the government to consider:
<ul style="list-style-type: none"> • Eligibility criteria for the Social Fund.
<ul style="list-style-type: none"> • The spiral of debt exacerbated by court fines.
<ul style="list-style-type: none"> • Comfort levels and/or habits relating to automated credit transfer of benefits.
<ul style="list-style-type: none"> • Need for, and barriers to, widespread takeup of the universal bank.
For YMCAs to consider:
<ul style="list-style-type: none"> • How to balance its two roles as landlord and advisor/supporter of its clients.
<ul style="list-style-type: none"> • Possible provision of financial advice as a core service.
<ul style="list-style-type: none"> • Possible role as a 'gateway organisation', helping its clients obtain financial services.

2. THE QUESTIONNAIRE AND THE RESPONDENTS

THE QUESTIONNAIRE

- 2.1. A copy of the questionnaire used is given in Appendix A. It was designed to be wide ranging, covering the range of financial issues. To help ensure the quality of the answers, the questionnaire was completed via a conversation between respondent and a YMCA staff member.
- 2.2. Given the questionnaire's length, it is inevitable that some of the questions were not answered by some of the respondents. In the analysis presented in this report, the general approach has been to ignore non-responses on particular questions (i.e. the statement 'two thirds of people said yes to question 21' should generally be taken to mean that 'two thirds of people who answered the question said yes to question 21'). Where the proportion of non-responses makes a material difference to the percentages, this is made clear in the text.
- 2.3. The YMCAs who participated were Basingstoke, Bolton, Bridgwater, Clevedon, Cornwall, Craven, Eastbourne, Forest, Grimsby, Hinckley, Ipswich, Lancaster Farms YOI, Norwich, Peterborough, Ripon, Romford, Slough, Southport, Stoke on Trent, West London and Wolverhampton.

THE RESPONDENTS

- 2.4. Two thirds of the respondents were male, and one third were female. The average age was 21. 9 out of 10 were white.
- 2.5. Collectively, the respondents came from 20 YMCAs. Two thirds of the respondents lived in. Of the third who did not live in, two thirds said that their connections with YMCAs was 'youth work project'.
- 2.6. Two fifths of the respondents were unemployed, a quarter were working and another quarter were in education or training.

Status	%
unemployed – looking for work	38
full time work	20
school	16
training	7
unemployed – not looking for work	6
part time work	6
volunteer	4
studying at university	4
Total	100

- 2.7. Three quarters of the respondents have a net income of less than £100 per week, and three fifths less than £50 per week.

Net income per week	%
less than £50	62
£50-99.99	15
£100-149.99	11
£150-199.99	2
£200-249.99	3
£250+	6
Total	100

- 2.8. The most common forms of identity that people had were birth certificates and national insurance cards.

	%
Birth certificate	57
NIC	54
Passport	40
Driving licence	26
Rent card	10
Utility bill	8
Company ID	4
Armed forces ID	1

3. OVERALL MONEY MANAGEMENT

KNOWING HOW MUCH MONEY THEY HAVE

- 3.1. One third of respondents manage their money using records, either their own records or bank statements.
- 3.2. The other two thirds effectively manage their money on a cash basis.
- 3.3. Only a few (3%) never know how much money they have got.

How do you know how much money you've got	%
however much cash I've got	45
I keep a record myself	16
I use bank statements	14
I spend until I run out	8
I just know how much I can spend	7
I use cashpoint facilities	7
I never know how much money I've got	3
Total	100

THE IMPORTANCE OF MONEY MANAGEMENT

- 3.4. 'Debt' and 'money management' were ranked the most important financial issues, followed by 'being able to save' and 'having enough money at retirement'.
- 3.5. 'Debt' and 'money management' were each rated either 'very important' or 'quite important' by around 9 out of 10 respondents.
- 3.6. 'Being able to borrow money' was the only issue rated either 'very important' or 'quite important' by less than half of the respondents.

Respondents rating each of the following either 'very important' or 'quite important'	% of respondents		total
	'very important'	'quite important'	
not getting into debt	74	19	93
managing money properly	59	31	90
being able to save	50	32	82
having enough money when I retire	49	27	76
being able to insure belongings	34	29	63
being able to borrow money	18	22	40

Not getting into debt	
	%
very	74
quite	19
not really	5
not at all	2
Total	100

Managing money properly	
	%
very	59
quite	31
not really	7
not at all	3
Total	100

Overall Money Management

Being able to save	
	%
very	50
quite	32
not really	14
not at all	5
Total	100

Not having enough money when I retire	
	%
very	49
quite	27
not really	16
not at all	8
Total	100

Being able to insure belongings	
	%
very	34
quite	29
not really	24
not at all	13
Total	100

Being able to borrow	
	%
very	18
quite	22
not really	38
not at all	22
Total	100

3.7. Asked about how well respondents thought they were at managing their money, the most common single answer was the middle one: 'ok' (two fifths). Either side of that, a third judged themselves to have been either 'good' or 'very good' at managing their money, whilst a quarter thought that they managed 'badly' or 'very badly'.

	%
Very good	11
Good	22
Ok	40
Bad	13
Very bad	14
Total	100

3.8. When asked whether they thought that they had got better or worse at managing their money over the past year, the most popular single answer was again the middle range: 'the same' (two fifths). However, another two fifths thought that they had got better, whilst only a fifth thought that they had got worse.

	%
Better	38
Same	42
Worse	20
Total	100

ADVICE

3.9. Just about all respondents agreed that they would benefit from advice on money management.

3.10. However, only around a third stated that they had ever received advice on money management, and half stated that they never had.

3.11. Of those who had received advice, the single most popular source was the family (three fifths). Around a third each said that they had used friends, banks and YMCA staff. The least likely source of actual advice was advice centres.

Source of advice received	Of those who had received advice, % who have used
family	61
friends	35
banks	32
YMCA staff	30
school	22
other	15
advice centres	5

3.12. Broadly similar answers were given when *all* respondents were asked where they were *likely* to go for advice.

Potential source of advice	% of respondents		
	Yes	Possibly	No or no reply
family	54	17	30
friends	42	33	35
banks	37	25	37
YMCA staff	34	26	39
advice centres	19	23	58
financial advisors	12	16	72
telephone helplines	5	21	74

4. TRANSFERRING MONEY

RECEIVING MONEY

- 4.1. Of those in paid work, two thirds are paid by direct transfer into their bank account. A fifth are paid by cash.

transfer into account	64
cash	21
by cheque	15
Total	100

- 4.2. Of those in receipt of benefits, four fifths received their benefit by girocheque and one fifth by direct transfer into their bank account.

by girocheque	82
transfer into account	18
Total	100

- 4.3. Half of respondents stated that they used a bank/building society branch to deposit money. Neither cashpoints nor post offices were used much for this purpose.

branch	54
cashpoint	13
post office	6

CASHING CHEQUES

- 4.4. Around half of the respondents cash cheques by paying them into their account. A fifth use post offices to cash their cheques, one in 10 use cheque cashing shops, and one in 10 use YMCAs.

payment into accounts	47
post offices	17
cheque cashing shop	13
YMCA	8
family	5
friends	4
shops	2
other	1

- 4.5. A third have used a cheque cashing shop at some time, and just about all of these respondents were aware that such facilities charged a proportion of the value of the cheque. Of those who had not used cheque cashing shops, around half were aware of this fact and half were not.

OBTAINING CASH

- 4.6. Half of the respondents used cashpoint machines to get cash, compared to one fifth who actually used the branch itself. Two fifths obtained cash by cashing their girocheques at post offices.

	%
cashpoint	54
benefit cashed at post office	39
bank/building society branch	17
cashback	14
employer	10
account at post office	3

- 4.7. Half also used cashpoints to check the balance of their account, compared to a quarter who used bank branches themselves. Around one in 10 used the telephone, and one in 10 used the Internet.

	%
cashpoint	55
branch	27
telephone	8
internet	7

PAYING BILLS

- 4.8. Around half of the respondents have some utilities bills to pay. Of these who have utilities bills to pay for, the most common method is key/card systems and nearly half use such systems to pay at least some of their bills.

Method of payment	Of those who pay utility bills, % who use
key/card system	44
cash at a post office	36
direct debit	24
cheque	21

5. DEBT

- 5.1. Three fifths of respondents had borrowed money at some time.
- 5.2. Around half stated that they are currently in debt.
- 5.3. There is no obvious relationship between the existence of debt and the level of income.

Weekly net income	% in debt	% not in debt
less than £50	34	28
£50-100	8	7
£100+	11	12
Total	53	47

- 5.4. For those who are in debt, rent was the largest single category (a third of those in debt). The next highest categories were the Social Fund, banks and friends. One in five had court debts.² Only one in 10 owed money to money lenders.

	% of those in debt
rent, YMCA or other	37
social fund	32
banks	28
friends	27
family	22
shops/catalogues	21
court fines	19
council tax	17
utility bills	14
credit cards	12
money lenders (loan sharks)	8
student loans companies	8
other	5
credit unions	4

- 5.5. A third of those currently in debt owe more than £1,000. Three fifths owe more than £200.

Total owing	% of those in debt
£1000+	30
£500 - 1,000	14
£200 - 500	17
£100 - 200	12
£50 - 100	4
£20 - 50	8
less than £20	6
n/reply	10
Total	100

² This figure reduces to one in eight if respondents from the Youth Offenders Institute at Lancaster Farms is excluded.

- 5.6. By far the single biggest main reason for debt was identified as not having enough money (two fifths).

Reason for debt	% of those in debt
not having enough money	42
not managing money effectively	16
borrowing money	12
delay in getting benefit/wages	11
other	8
losing job	7
unexpected expenditure	4
Total	100

- 5.7. The two main approaches to paying off debt are through payments of regular amounts and through deductions in benefit/pay. Three quarters of those in debt are taking proactive steps to pay off their debts – i.e. are doing at least one of ‘paying regular amounts’, having monies taken out of benefit/pay’ or ‘cutting back on costs’.

How do you intend to pay off the debt?	% of those in debt
pay regular amounts	40
taken out of benefit/pay	38
increase my income	19
cut back on other costs	15
wait until income increases	10
borrow from elsewhere	6

- 5.8. Half of all respondents had applied to the Social Fund. Of those who had applied, four fifths had been successful.
- 5.9. Half of all respondents were aware that money lenders charge on average over 200% interest.

6. SAVINGS

- 6.1. A quarter of respondents stated that they had, or currently have, savings, whilst three quarters stated that they have never had.
- 6.2. Almost a third of savers gave 'buying expensive items' as one of their reasons for saving, and similar numbers gave 'to get their own home' as one of their reasons.

Reason for saving	% of those who have, or who have had, savings
no reason	42
to buy expensive items	29
to get own home	28
for marriage/family	18
other	15
for retirement	8

- 6.3. Two fifths of savers had money saved in their current account and two fifths had money saved in a savings account that they had set up. Hardly anyone used a Credit Union, the government's initiatives to encourage such organisations notwithstanding.

Where savings are kept	% of those who have, or who have had, savings
in current account	42
in savings account: set-up by self	42
keep cash in my room	15
in savings account: set-up by relative/friend	11
give to someone else to look after	7
other	4
credit union	1

7. INSURANCE

- 7.1. One in ten respondents had home contents insurance, but nine in ten did not.
- 7.2. Half have had their belongings stolen.
- 7.3. Of those who replied that they had their belongings stolen, a quarter were insured at the time and the other three quarters were not.
- 7.4. Roughly equal numbers were worried or not worried about their belongings being stolen now. Two thirds said that they would worry about their belongings being stolen once they had their own place to live, as against one third that said they would not.
- 7.5. Around half said that they have thought about getting insurance when they get their own place, and half said that they have not.

8. PENSIONS

- 8.1. One in ten have a pension, compared to nine in ten who do not.
- 8.2. Three fifths of the respondents had thought about pensions/savings for retirement and half had not.
- 8.3. Those that did not have a pension were asked when they will start a pension. Of those that replied, half stated that they will start a pension before 30 years of age, and more than nine out of ten stated that would do so before the age of 40.

Age at what age will you start a pension	% of those currently without a pension
<30	54
30-39	30
40-50	10
50-59	6
Total	100

- 8.4. Similar answers were given to the question about what age respondents thought that they *needed* to start paying into a pension.

Age at what you need to start a pension	% of those currently without a pension
<30	61
30-39	25
40-40	11
50-59	3
Total	100

9. USE OF CURRENT ACCOUNTS

PREVALENCE

- 9.1. Three fifths stated that they had a current account, with two fifths stating that they did not.
- 9.2. Four fifths of those in full time work had a current account.
- 9.3. The table below summarises who people said that they had accounts with.

Bank	%
Barclays Bank	20
Lloyds TSB	16
NatWest Group	16
Abbey National	6
Halifax	6
HSBC	6
TSB Bank	6
Other	6
Woolwich	4
Alliance and Leicester	2
Co-operative Bank	2
Girobank	2
Nationwide Building Society	2
Royal Bank of Scotland	2
Yorkshire	2
Clydesdale Bank	1
Total	100

- 9.4. Of those with current accounts, around a third said that their account had an overdraft facility.
- 9.5. Of those with current accounts, two fifths said that they had a cheque book. Around a quarter of *all* respondents had a cheque book.
- 9.6. Around half of all respondents have an electronic card of some sort. Cards with no credit facilities (i.e. all except credit cards) accounted for the vast majority of these cards. Credit cards were not widely used.

Card type	% of respondents with a current account	% of all respondents)
Solo	38	25
Debit	29	21
Credit	19	13
Cheque guarantee only	12	8

- 9.7. Those who replied that they did not have a current account were asked why this was. Of those who answered, two fifths said that used to have such an account. One fifth said that they had been refused such an account by a bank.

Stated reason for not having a current bank account	%
I used to have	38
I haven't yet opened	35
The bank refused	19
I've never had	9
Total	100

- 9.8. Clearly, this raises issues about whether these people are being excluded or are excluding themselves. An 1999 Office of Fair Trading report, *Vulnerable Consumers and Financial Services*, analyses this issue and concluded that “*the take-up of bank current accounts is inconsistent with the exercise of any meaningful choice*” Rather, it argued that many of the financial products currently on the market are inappropriate for those on low incomes and, furthermore, that financial institutions simply do not approach low income customers. By and large, the custom of those who do not have a current account is not sought after by banks and building societies: “*nearly one half of those consumers without a current account in the household had not received any approaches advertising financial services in the previous fourteen months, compared to less than one fifth of those who had active current accounts.*”
- 9.9. A majority of respondents were aware of most of the facilities offered by current accounts. The exceptions both concerned the potential savings in the level of utility bills.

Are you aware of the following benefits of having a current account?	%
most employers require it	89
convenient to pay bills	87
could earn interest	87
more convenient to pay for purchases	81
ability to cash cheques for free	75
cheaper overdraft or loan	60
improves credit scoring	61
less cost than pre-paid meter	48
even less if payment by direct debit	48

DESIRED CHARACTERISTICS

- 9.10. All major characteristics of a bank account were rated as either ‘very important’ or ‘quite important’ by more than half of the respondents who answered.
- 9.11. Those aspects relating to the storage of money were all rated ‘very important’ by more than half of the respondents. Those aspects relating to money transmission (bill payment, cheque cashing, etc) were generally rated ‘very important’ by less than half of the respondents

Use Of Current Accounts

Respondents rating each of the following either 'very important' or 'quite important'	% of respondents		
	'very important'	'quite important'	total
knowing accurately how much money is in my account	64	25	89
somewhere to keep money until it is needed	59	28	87
a safe way to keep and save money	63	23	86
the ability not to go overdrawn	61	21	82
somewhere for earnings or benefits to be paid into	55	26	81
help me manage my money better	45	26	71
being able to cash cheques	38	33	71
a way of paying bills	39	29	68
a way of paying for things I buy	36	30	66

Knowing how much is in my account	
	%
very	64
quite	25
not really	4
not	7
Total	100

Somewhere to keep money until needed	
	%
very	59
quite	28
not really	8
not	5
Total	100

Safe way to keep and save money	
	%
very	63
quite	23
not really	9
not	5
Total	100

Ability not to go overdrawn	
	%
very	61
quite	21
not really	11
not	7
Total	100

Somewhere to pay earnings/benefits into	
	%
very	55
quite	26
not really	14
not	5
Total	100

Help me manage my money better	
	%
very	45
quite	26
not really	16
not	12
Total	100

Being able to cash cheques	
	%
very	38
quite	33
not really	16
not	13
Total	100

A way of paying bills	
	%
Very	39
Quite	29
not really	19
Not	13
Total	100

A way of paying for things I buy	
	%
very	36
quite	30
not really	23
not	10
Total	100

9.12. The most common problems experienced with banks were ‘going overdrawn when they did not think it could happen’, ‘poor customer service’ and ‘high charges’, each of which had been experienced by about a third of recipients.

Which of the following problems have you experienced with banks?	%
going overdrawn when I did not think I could	33
poor customer service	30
high charges	28
difficulty accessing account/cash	22
account frozen/closed by bank	17
services not relevant	17
given an unaffordable overdraft/loan	16
refused a current account	15
refused a savings account	11
other	9

10. USE OF ORGANISATIONS

10.1. Three fifths of respondents use a post office at least once a fortnight. One third use a post office less than once a month or never at all

How often do you use a post office	%
several times a week	2
once a week	13
once a fortnight	47
once a month	9
less than once a month	17
never	13
Total	100

10.2. A third of respondents use a bank at least once a fortnight. Nearly half use a bank less than once a month or never at all

How often do you use a bank	%
several times a week	15
once a week	16
once a fortnight	9
once a month	16
less than once a month	16
never	29
Total	100

10.3. Three fifths of respondents either banked with or would consider banking with banks. Only a quarter either banked with or said that they would consider banking with the Post Office. Hardly anyone said that they either banked with or would consider banking with supermarkets, local authorities or housing associations.

Which of the following do you bank with or would you consider banking with	%
bank	59
building society	25
post office	21
YMCA	11
supermarket	3
local authority or housing association	1

10.4. ‘Good customer service’ and ‘lots of cashpoints’ were each rated either ‘very important’ or ‘quite important’ by nine out of every ten respondents.

10.5. ‘Ability to bank at a post office’ and ‘an internet service’ were the only two issues rated either ‘very important’ or quite important’ by less than half of the respondents.

Respondents rating each of the following either 'very important' or 'quite important'	% of respondents		
	'very important'	'quite important,	total
good customer service	69	21	90
lots of cashpoints	70	18	88
24 hour access	66	17	83
face-to-face service	53	23	76
clear information about services	51	27	78
lots of branches	35	38	73
financial advice	40	30	70
telephone service	47	21	68
well known name	29	36	65
ethical policy	35	29	64
ability to bank at a post office	26	19	45
internet service	26	19	45

good customer service	
	%
very	69
quite	21
not really	4
not at all	6
Total	100

very	70
quite	18
not really	5
not at all	7
Total	100

24 hour access	
	%
very	66
quite	17
not really	7
not at all	9
Total	100

face-to-face service	
	%
very	53
quite	23
not really	14
not at all	10
Total	100

clear information re services	
	%
very	51
quite	27
not really	10
not at all	11
Total	100

lots of branches	
	%
very	35
quite	38
not really	17
not at all	10
Total	100

financial advice	
	%
very	40
quite	30
not really	17
not at all	14
Total	100

telephone service	
	%
very	47
quite	21
not really	20
not at all	12
Total	100

well known name	
	%
very	29
quite	36
not really	21
not at all	15
Total	100

ethical policy	
	%
very	35
quite	29
not really	18
not at all	18
Total	100

lots of cashpoints	
	%

Use Of Organisations

able to bank at a post office	
	%
very	26
quite	19
not really	34
not at all	21
Total	100

internet service	
	%
very	26
quite	19
not really	35
not at all	20
Total	100

11. USE OF NEW WAYS OF BANKING

11.1. Four fifths are either 'very comfortable' or 'comfortable' with using banks/building societies, compared to half for post offices, a quarter for the telephone, and a fifth for the internet.

Respondents stating that they were either 'very comfortable' or 'comfortable' using	% of respondents		
	'very comfortable'	'comfortable'	total
at a bank or building society	60	20	80
at a cashpoint	52	17	71
at a post office	27	20	47
on the telephone	13	14	27
on the internet	11	8	19

Bank	
	%
very comfortable	60
comfortable	20
ok	11
uncomfortable	3
very uncomfortable	0
n/a	6
Total	100

Cashpoint	
	%
very comfortable	52
comfortable	17
ok	15
uncomfortable	7
very uncomfortable	2
n/a	6
Total	100

Post office	
	%
very comfortable	27
comfortable	20
ok	34
uncomfortable	7
very uncomfortable	1
n/a	11
Total	100

Phone	
	%
very comfortable	13
comfortable	14
ok	28
uncomfortable	22
very uncomfortable	9
n/a	13
Total	100

Internet	
	%
very comfortable	11
comfortable	8
ok	24
uncomfortable	25
very uncomfortable	12
n/a	20
Total	100

USE OF TELEPHONE BANKING

11.2. One in eight respondents said that they use telephone banking, compared to seven in ten who do not. Of those who did not, a third said that they would consider using it.

11.3. Of those who expressed a view, less than a third thought that telephone banking was relevant to them, although a third viewed it as very convenient and a quarter thought that it makes it easier to manage money. On each of these questions, around a half had 'no view'.

Respondents either 'strongly agreeing' or 'agreeing'	% of respondents		
	'strongly agree'	'agree'	total
telephone banking is not relevant to me	16	29	45
telephone banking is very convenient	11	25	36
telephone banking is insecure	16	19	35
telephone banking makes it easier to manage money	9	16	25

Telephone banking is not relevant to me	
	%
strongly agree	16
agree	29
no view	37
disagree	10
strongly disagree	7
Total	100

Telephone banking is very convenient	
	%
strongly agree	11
agree	25
no view	48
disagree	10
strongly disagree	6
Total	100

Telephone banking is insecure	
	%
strongly agree	16
agree	19
no view	44
disagree	16
strongly disagree	10
Total	100

Telephone banking makes it easier to manage money	
	%
strongly agree	9
agree	16
no view	54
disagree	13
strongly disagree	8
Total	100

USE OF INTERNET BANKING

11.4. One in fifteen respondents said that they use internet banking, compared to fourteen in fifteen who do not. Of those who did not, a third said that they would consider using it.

11.5. Three fifths had access to a PC, and two fifths do not.

11.6. Of those who expressed a view, only a fifth thought that internet banking was relevant to them, although over a third viewed it as very convenient. Only a quarter disagreed that internet banking makes it easier to manage money, and over half expressed 'no view'.

Respondents either 'strongly agreeing' or 'agreeing'	% of respondents		
	'strongly agree'	'agree'	total
internet banking is insecure	18	22	40
internet banking is very convenient	16	22	38
internet banking is not relevant to me	20	13	33
internet banking makes it easier to manage money	11	8	19

Internet banking is insecure	
	%
strongly agree	18
agree	22
no view	39
disagree	11
strongly disagree	10
Total	100

Internet banking is very convenient	
	%
strongly agree	16
agree	22
no view	45
disagree	10
strongly disagree	7
Total	100

Internet banking is not relevant to me	
	%
strongly agree	20
agree	13
no view	33
disagree	9
strongly disagree	13
Total	100

Internet banking makes it easier to manage money	
	%
strongly agree	11
agree	8
no view	56
disagree	14
strongly disagree	11
Total	100

APPENDIX A: THE QUESTIONNAIRE

YMCAs are carrying out some research on how well banks, building societies and other financial organisations meet the needs of young people. The results of this questionnaire will help us work with banks and others to design services that meet your needs. We would like you to complete this short questionnaire. The questionnaire is anonymous, so you will not be identified.

About you

1. Male Female
2. Age _____
3. How would you describe yourself? (please tick one)

White British <input type="checkbox"/>	Black Caribbean <input type="checkbox"/>	Indian <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>
White other <input type="checkbox"/>	Black African <input type="checkbox"/>	Chinese <input type="checkbox"/>	Other, please describe <input type="checkbox"/>
Black British <input type="checkbox"/>	Black other <input type="checkbox"/>	Pakistani <input type="checkbox"/>	
4. Which YMCA are you part of? _____
5. Do you live at a YMCA? Yes / No
 If no, what is your connection with YMCA?
 Youth work project Sports and exercise Other, please specify
 Young Offenders Institution Project Residential Centre
6. Which of the following best describe your current position? (please tick all that apply)

In full time paid work <input type="checkbox"/>	Volunteering <input type="checkbox"/>
In part time paid work <input type="checkbox"/>	Studying at university <input type="checkbox"/>
At school or college <input type="checkbox"/>	Unemployed and looking for work <input type="checkbox"/>
On a training scheme <input type="checkbox"/>	Unemployed and not looking for work <input type="checkbox"/>
7. What is your weekly income (after tax)?

Less than £50 <input type="checkbox"/>	£150 - £199.99 <input type="checkbox"/>
£50 - £99.99 <input type="checkbox"/>	£200 - £249.99 <input type="checkbox"/>
£100 - £149.99 <input type="checkbox"/>	£250 or more <input type="checkbox"/>
8. If you are working, how are you paid?
 Transfer direct into my account Cheque Cash
9. If you are on benefit, how do you receive your benefit?
 Transfer direct into my account Girocheque
10. Which of the following forms of ID do you have? (please tick all that apply)

Passport <input type="checkbox"/>	Gas or electricity bills <input type="checkbox"/>	Armed forces ID card <input type="checkbox"/>
Driving licence <input type="checkbox"/>	National Insurance card <input type="checkbox"/>	Company security pass <input type="checkbox"/>
Rent book <input type="checkbox"/>	Birth certificate <input type="checkbox"/>	with signature and photo <input type="checkbox"/>

Looking after your money

11. How do you know how much money you've got? (please tick the one option that best describes what you do)

- However much cash I've got is all the money I've got
- I keep a record myself
- I use bank statements
- I use cash point receipts
- I don't know how much money I've got, I spend until I run out
- I don't know how much money I've got, I just know how much I can spend
- I never know how much money I've got

12. How important are the following to you?

	Very important	Quite important	Not really important	Not at all important
Not getting into debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing money properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having enough money when I retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to save	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to borrow money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to insure my belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you think you would benefit from advice on how to manage your money? Yes / No

14. Would you go to the following people for advice on managing money?

	Yes	Possibly	No
Bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAB/advice centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YMCA staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial adviser that you pay for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Have you ever received advice on money management?

Yes / No / Can't remember

If yes, who from? (please tick all that apply)

- School
- Family
- Friends
- Bank
- Advice centre
- YMCA staff
- Other, please specify

16. How good do you think you are at managing your money? Very good / Good / Ok / Bad / Very bad

17. Do you think you have got better or worse at managing your money over the last year?

Better / About the same / Worse

Current accounts

18. Do you have a current account? Yes/ No **If no, go to question 21**

19. Who is the account with? (e.g. Post Office, Halifax, Barclays, Abbey National etc) _____

20. Does your current account have an overdraft facility? Yes/No

21. Do you have a cheque book? Yes/No

22. Do you have any of the following cards? (please tick all that apply)

Electron/Solo	<input type="checkbox"/>	Debit card	<input type="checkbox"/>
Cheque guarantee card	<input type="checkbox"/>	Credit card	<input type="checkbox"/>

23. If you do not have a bank account, which of the following apply? (please tick only one)

I used to have an account, but I closed it	<input type="checkbox"/>
I haven't yet opened an account, but I will	<input type="checkbox"/>
I've never had an account and I never will	<input type="checkbox"/>
The bank refused/closed an account in my name	<input type="checkbox"/>

24. Are you aware of the following benefits of having a bank account?

	Yes	No
It's a convenient way to pay bills	<input type="checkbox"/>	<input type="checkbox"/>
Gas and electricity cost less if you use a bank account, than if you have a pre-paid meter	<input type="checkbox"/>	<input type="checkbox"/>
Gas and electricity is even cheaper if you pay by direct debit than by cheque	<input type="checkbox"/>	<input type="checkbox"/>
Most employers require you to have an account	<input type="checkbox"/>	<input type="checkbox"/>
It provides more convenient ways to pay for things you buy	<input type="checkbox"/>	<input type="checkbox"/>
It enables you to cash cheques without it costing anything	<input type="checkbox"/>	<input type="checkbox"/>
Your money could earn interest	<input type="checkbox"/>	<input type="checkbox"/>
You can get a cheaper overdraft or loan	<input type="checkbox"/>	<input type="checkbox"/>
It will improve your credit scoring	<input type="checkbox"/>	<input type="checkbox"/>

25. How important are the following aspects of a bank account?

	Very important	Quite important	Not really important	Not important
Ability not to go overdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing accurately how much is in my account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to cash cheques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhere to keep money until it is needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Somewhere for earnings or benefit paid into	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way of paying bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way of paying for things I buy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help me to manage my money better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe way to keep and save money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Which of the following problems have you experienced with banks? (please tick all that apply)

High charges	<input type="checkbox"/>
Going overdrawn when I didn't think I could	<input type="checkbox"/>
Being given overdraft / loan when I couldn't really afford it	<input type="checkbox"/>
Account frozen/closed by bank	<input type="checkbox"/>
Poor customer service	<input type="checkbox"/>
Difficulty accessing my account/cash	<input type="checkbox"/>
Services didn't seem relevant to me	<input type="checkbox"/>
Being refused a current account	<input type="checkbox"/>
Being refused a savings account	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>

Transferring money

27. How do you get cash? (please tick all that apply)

- | | | | |
|------------------------------------|--------------------------|-----------------------------|--------------------------|
| Cashpoint | <input type="checkbox"/> | Employer | <input type="checkbox"/> |
| Bank/building society branch | <input type="checkbox"/> | Benefit at Post Office | <input type="checkbox"/> |
| Cash back (with Switch/debit card) | <input type="checkbox"/> | From account at Post Office | <input type="checkbox"/> |

28. How do you deposit money into your current account? (please tick all that apply)

- At branch At Post Office At cashpoint

29. How do you withdraw money from your account? (please tick all that apply)

- At branch At Post Office At cashpoint

30. How do you check your balance on your current account? (please tick all that apply)

- At branch On the phone By Internet At cash point

31. How do you cash cheques? (please tick all that apply)

- | | | | | | |
|------------------------|--------------------------|------------------------|--------------------------|-----------------------|--------------------------|
| Pay it into my account | <input type="checkbox"/> | Via friends | <input type="checkbox"/> | At YMCA | <input type="checkbox"/> |
| At post office | <input type="checkbox"/> | At cheque cashing shop | <input type="checkbox"/> | Other, please specify | <input type="checkbox"/> |
| Via family | <input type="checkbox"/> | At shop | <input type="checkbox"/> | | |

32. Which of the following methods have you used/do you currently use for paying bills, such as gas and electricity?(please tick all that apply)

- Cash at Post Office Cheque Direct debit Key/card system

33. Have you ever used a cheque cashing shop, i.e. somewhere that will cash a cheque for you if you do not have an account? Yes / No

34. Are you aware that cheque cashing shops charge a proportion of value of cheque (so the larger the cheque the more you have to pay)? Yes / No

Debt

35. Have you ever borrowed money? Yes / No

36. Have you ever applied to the Social Fund? Yes / No

If yes, was your application successful? Yes/ No

If you have not applied to the Social Fund, why not? (please tick only one)

- | | |
|---|--------------------------|
| I didn't know about it | <input type="checkbox"/> |
| I didn't think I'd be entitled | <input type="checkbox"/> |
| I didn't think they would lend me money for the reason I needed | <input type="checkbox"/> |
| I didn't think they would give me enough | <input type="checkbox"/> |
| I don't want to borrow from the Social Fund | <input type="checkbox"/> |

37. Are you currently in debt? Yes / No

If no, go to question 42

38. Who are you in debt to? (please tick all that apply)

- | | | | | | |
|------------------------------|--------------------------|---------------------------|--------------------------|-----------------------|--------------------------|
| Bank | <input type="checkbox"/> | Shops/catalogues | <input type="checkbox"/> | Court fines | <input type="checkbox"/> |
| Rent, YMCA or other | <input type="checkbox"/> | Credit cards | <input type="checkbox"/> | Social Fund etc. | <input type="checkbox"/> |
| Gas, electricity, water etc. | <input type="checkbox"/> | Money lender (loan shark) | <input type="checkbox"/> | Student Loans Company | <input type="checkbox"/> |
| Credit union | <input type="checkbox"/> | Friends | <input type="checkbox"/> | Other, please specify | <input type="checkbox"/> |
| Council tax | <input type="checkbox"/> | Family | <input type="checkbox"/> | | |

39. How much do you owe in total?

Less than £20	<input type="checkbox"/>	£100 - £199.99	<input type="checkbox"/>	£1000 or more	<input type="checkbox"/>
£20 - £49.99	<input type="checkbox"/>	£200 - £499.99	<input type="checkbox"/>		
£50 - £99.99	<input type="checkbox"/>	£500 - £999.99	<input type="checkbox"/>		

40. What would you say is the main reason you got into debt? (please tick only one)

Not having enough money	<input type="checkbox"/>	Delay in getting benefit or wages	<input type="checkbox"/>
Not managing money effectively	<input type="checkbox"/>	Losing job	<input type="checkbox"/>
Unexpected expenditure	<input type="checkbox"/>	Other, please specify	<input type="checkbox"/>
Borrowing money	<input type="checkbox"/>		

41. How do you intend to pay off your current debt? (please tick all that apply)

It's being taken out of my benefit/pay	<input type="checkbox"/>	I'll wait until my income increases significantly	<input type="checkbox"/>
I'll borrow the money from elsewhere	<input type="checkbox"/>	I'll try and increase my income, e.g. get a part-time job	<input type="checkbox"/>
I will pay a regular weekly/monthly amount	<input type="checkbox"/>		
I'll cut back on other costs	<input type="checkbox"/>		

42. Are you aware that money lenders (loan sharks) charge an average of over 200% interest, more than ten times what a bank or building society would usually charge? Yes/No

Savings

43. Have you had, or do you currently have, savings? Yes/No **If no, go to question 46**

44. Why have you / are you saving? (please tick all that apply)

No specific reason	<input type="checkbox"/>	To buy expensive items, e.g. clothes, hi-fi, car	<input type="checkbox"/>
For when I get my own home	<input type="checkbox"/>	For when I retire	<input type="checkbox"/>
For when I get married / have a family	<input type="checkbox"/>	Other, please specify	<input type="checkbox"/>

45. Where do you save money? (please tick all that apply)

Keep cash in my room	<input type="checkbox"/>	In savings account set up by relative/friend	<input type="checkbox"/>
In my current account	<input type="checkbox"/>	Give it someone else to look after	<input type="checkbox"/>
In savings account I set up	<input type="checkbox"/>	Credit union	<input type="checkbox"/>
		Other, please specify	<input type="checkbox"/>

Insurance

46. Do you have home insurance? Yes / No

47. Have you ever thought about getting home insurance when you get your own place? Yes / No

48. Have you ever had your belongings stolen? Yes / No

If yes, were your belongings insured when stolen? Yes / No

49. Are you worried about belongings being stolen now? Yes / No

50. Are you worried about belongings being stolen when you get your own home? Yes / No

Pensions

51. Have you thought about pensions / savings for retirement? Yes / No

52. Do you have a pension? Yes / No

If no, at what age do you think you will start paying into a pension? (please tick only one)

Before I'm 30 <input type="checkbox"/>	Between 40 and 49 <input type="checkbox"/>
Between 30 and 39 <input type="checkbox"/>	Between 50 and 59 <input type="checkbox"/>

53. At what age do you think you need to start paying into a pension? (please tick only one)

Before you are 30 <input type="checkbox"/>	Between 40 and 49 <input type="checkbox"/>
Between 30 and 39 <input type="checkbox"/>	Between 50 and 59 <input type="checkbox"/>

Organisations

54. How often do you use a Post Office? (please tick only one)

Several times a week <input type="checkbox"/>	Once a fortnight <input type="checkbox"/>	Less than once a month <input type="checkbox"/>	
Once a week <input type="checkbox"/>	Once a month <input type="checkbox"/>	Never <input type="checkbox"/>	

55. How often do your use a bank/building society branch? (please tick only one)

Several times a week <input type="checkbox"/>	Once a fortnight <input type="checkbox"/>	Less than once a month <input type="checkbox"/>	
Once a week <input type="checkbox"/>	Once a month <input type="checkbox"/>	Never <input type="checkbox"/>	

56. Which of the following organisations do you currently bank with, or would you consider banking with? (please tick all that apply)

Bank <input type="checkbox"/>	Post office <input type="checkbox"/>	YMCA <input type="checkbox"/>	
Building society <input type="checkbox"/>	Supermarket <input type="checkbox"/>	Local authority/housing association <input type="checkbox"/>	

57. How important are the following things for you in a bank?

	Very important	Quite important	Not really important	Not at all important
Well known name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lots of branches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lots of cashpoints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face-to-face service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear information about services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethical policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to bank at Post Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24 hour access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Different ways of banking/new technology

58. Do you use telephone banking? Yes/No
 If no, would you consider using telephone banking? Yes/No

59. Do you use the Internet to do you banking at the moment? Yes/No
 If no, would you consider using Internet banking? Yes/No

60. Do you have access to a computer? Yes/No

61. How comfortable do you feel with the following ways of doing your banking?

	Very Comfortable	Comfortable	Okay	Uncomfortable	Very Uncomfortable	Not Applicable
At bank/building society branch	<input type="checkbox"/>					
At post office	<input type="checkbox"/>					
On the phone	<input type="checkbox"/>					
On the Internet	<input type="checkbox"/>					
At a cash point	<input type="checkbox"/>					

62. Please indicate to what extent you agree or disagree with the following statements:

	Strongly agree	Agree	No view	Disagree	Strongly disagree
Internet banking is insecure	<input type="checkbox"/>				
Internet banking isn't relevant to me	<input type="checkbox"/>				
Internet banking is very convenient	<input type="checkbox"/>				
Internet banking makes it easier to manage your money	<input type="checkbox"/>				
Telephone banking is insecure	<input type="checkbox"/>				
Telephone banking isn't relevant to me	<input type="checkbox"/>				
Telephone banking is very convenient	<input type="checkbox"/>				
Telephone banking makes it easier to manage money	<input type="checkbox"/>				

Any other comments

Please use this space to add any other comments

Thanks for your time in completing this questionnaire

APPENDIX B: ABOUT THE YMCA

The YMCA is one of the largest youth and community organisations in Britain and one of the world's largest Christian charities. The YMCA in England is made up of over 160 independent local centres offering young people, families and their communities opportunities to develop in mind, body and spirit. More than 800,000 people access the YMCA through sport, exercise and fitness activities, housing, training, youth work, children's work and parenting education and support.

YMCA England
640 Forest Road
London E17 3DZ

tel: 020 8520 5599

e-mail: info@england.ymca.org.uk

website: www.ymca.org.uk

Questionnaire responses were returned by the following YMCAs:

Basingstoke YMCA
Bolton YMCA
Bridgwater YMCA
Clevedon YMCA
Craven YMCA
Eastbourne YMCA
Forest YMCA
Grimsby YMCA
Guildford YMCA (focus group)
Hinckley YMCA
Ipswich YMCA
Norwich YMCA
Peterborough YMCA
Ripon YMCA
Romford YMCA (focus group)
Slough YMCA
Southport YMCA
Stoke on Trent YMCA
West London YMCA
Wolverhampton YMCA
YMCA Cornwall
YMCA Partnerships in Prisons project, Lancaster Farms Young Offenders Institution