

January 2020 – Planning your finances in December

Why the survey is taking place and the purpose

This month our survey was about planning your finances in December. We know it can be difficult to manage your money in December and we want to help you plan for this time of year. Your answers to these questions will shape the support we offer.

How many users took part in the survey

Total of surveys completed – 160

myGreenSquare - 96 Phone - 36 Post - 20 Unknown - 8

What you said

We asked customers how easy they found it to manage financially during December on a scale of 1 - 5, the responses were as follows:

1 I really struggled	2	3	4	5 Managed without difficulty
10.06%	11.95%	20.75%	23.90%	33.33%
16	19	33	38	53

The majority of customers said they were able to pay their rent in December 2019 and would be able to pay their rent in January 2020.

GreenSquare pays for Citizens Advice Bureau workers (such as Wiltshire CAB, Oxford CAB, West Oxford CAB and the Wiltshire Law Centre) to help customers with their finances if they're struggling. Just over a third of customers said they were aware of this and had used the service.

Almost 3/4 of customers said the Citizen Advice Bureau would be a service they would use.

We also asked customers if they paid their rent by Direct Debit and less than 40% of customers currently pay this way.

The reasons for this are shown below:

Answer choices	% Responses	No of Responses
I don't like this way of paying	3.26%	3
I don't know how to set up a Direct Debit	1.09%	1
I like the way I'm paying now	50.00%	46
I haven't thought about it	4.35%	4
Other	41.30%	38

90% of customers also agreed that GreenSquare could not encourage them to pay by Direct Debit.

If you claim Universal Credit or Housing Benefit, it is the responsibility of the customer to inform Universal Credit or Housing Benefit of any rent changes. We asked customers if they were aware of this and they responded as follows:

Answer choices	% Responses	No of Responses
Yes	43.33%	65
No	11.33%	17
Not applicable	45.33%	68

Our online service myGreenSquare allows customers to view their account, pay their rent online and view and print an account statement. We asked all customers who are not currently myGreenSquare users if they were aware of these services and they returned the following answers:

	Yes	No	Total
View your account	75.00% / 63	25.00% / 21	84
Pay online	69.05% / 58	30.95% / 26	84
View and print an account statement using myGreenSquare	64.29% / 54	35.71% / 30	84

What we did

Outcomes/Changes made as a result of the survey – Available April 2020