

# Thank you for completing the survey

Your responses will help us lobby the government for better targeted support with the cost of living.

Below is the participant information that was provided at the start of the survey, including details of who to contact if you have any further questions.

## **Participant Information**

You have been sent this survey because you have recently undergone a Debt Assessment at Citizens Advice, and agreed to be contacted to participate in further research.

This research **is not related to the provision of advice** and **your adviser will not see your scores**. The data may be shared with the local office on an anonymised basis.

## **About the survey**

This is a short survey using a set of survey questions that have been developed to assess levels of mental wellbeing. Your answers will be studied in relation to the details about your debt, income and expenditure you shared at your recent debt assessment.

The findings will help us with research into the link between debt, cost of living pressures, and inequalities in health outcomes.

You will also be contacted to repeat the survey at a later date, to help us understand the benefit of advice for mental wellbeing.

## **About your data**

In the survey we ask for the information we need to inform our research. If you have previously shared details with us about things such as your **ethnicity, employment status** or **age**, these will be **combined and analysed anonymously**. This will be done to inform whether particular groups are experiencing different problems or are being unfairly affected.

All responses to the survey are **confidential**. Any public use of information from the survey or interview in reports and other outputs will have all identifying

details removed. The data will be shared with the local office to help them monitor the impact of advice, in line with our organisation's data sharing policy. It will not be linked to your file, or impact the advice you receive in any way. All the data we collect is stored securely on our internal systems, and will be stored for up to 1 year, but will be deleted when it is no longer needed.

You can withdraw your permission to participate in this research . You also have certain rights over your data. Please see our [Privacy policy](#) for further information about the way we process your personal data for research purposes and how to [exercise your rights](#).

### **Additional resources**

Money worries, or thinking about your own mental wellbeing, can sometimes be difficult or distressing. This survey is for research purposes only, and your answers will not be monitored.

If you are feeling overwhelmed, distressed, or need to talk to someone right now, please reach out for support:

**Samaritans:** Call 116 123 for free, 24 hours a day, 365 days a year.

**Shout:** Text SHOUT to 85258 for free, confidential, 24/7 text messaging support.

**Your GP:** If you are worried about your mental health, please contact your GP surgery.

If you have any **questions about the survey**, or if you wish to **withdraw your consent**, please contact the lead researcher on [edward.pemberton@citizensadvice.org.uk](mailto:edward.pemberton@citizensadvice.org.uk). These details will be available again at the end of the survey.