

Response date: 13th August 2025

You asked Money and Pensions Service the following

How many people help from MoneyHelper in relation to debt broken down by the following:

- Ethnicity
- Sex

For the financial period 2023-2024 & 2024-2025.

Money and Pensions Service Response

Ethnicity 2023/24

| Ethnicity value | Count of client IDs |
|--|---------------------|
| Any other ethnic group not listed | 8626 |
| Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian ethnic background) | 13777 |
| Black or Black British (Black Caribbean, Black African, or any other Black ethnic background) | 20306 |
| Chinese | 205 |
| Mixed (White and Black Caribbean, White and Black African, White and Asian or other Mixed ethnic background) | 6355 |
| Null value | 217288 |
| Pending | 149542 |
| Prefer not to say | 70530 |
| White* | 164737 |

*It is possible to understand c.94% of 'White' values returned at a sub-category level:

| Ethnicity value | Count of client IDs |
|--|---------------------|
| White British | 142947 |
| White: any other White ethnic background | 11963 |



Ethnicity 2024/25

| Ethnicity value | Count of client IDs |
|--|---------------------|
| Any other ethnic group not listed | 11445 |
| Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian ethnic background) | 17961 |
| Black or Black British (Black Caribbean, Black African, or any other Black ethnic background) | 25473 |
| Chinese | 219 |
| Mixed (White and Black Caribbean, White and Black African, White and Asian or other Mixed ethnic background) | 8117 |
| Null value | 5682 |
| Pending | 407024 |
| Prefer not to say | 121333 |
| White* | 200159 |

*It is possible to understand c.93% of 'White' values returned at a sub-category level:

| Ethnicity value | Count of client IDs |
|--|---------------------|
| White British | 171232 |
| White: any other White ethnic background | 15500 |

Gender 2023/24

| Gender value | Count of client IDs |
|-------------------|---------------------|
| Female | 155572 |
| Male | 120767 |
| Other | 2696 |
| Prefer not to say | 259473 |
| Pending | 69555 |
| Null value | 43303 |

Gender 2024/25

| Gender value | Count of client IDs |
|-------------------|---------------------|
| Female | 161002 |
| Male | 124352 |
| Other | 4027 |
| Prefer not to say | 157493 |
| Pending | 184651 |
| Null value | 536 |

Notes

1. Null - represents blank or invalid returns
2. Pending - a value has not been provided to date but may be provided later in the client journey
3. Changes have been made to data definitions and option sets over time which may have resulted in variations to "Null" and "Pending" counts
4. We have excluded data from 24/25 gender breakdown due to concerns over accuracy. The excluded data has a negligible impact on the representation of 'Female', 'Male' and 'Other' values as a proportion of the population.