

WELCOME

The future of Money Support

16 Nov 2017

Making
Money
Count

 **NEW
HORIZONS**
MONEY WORK ONLINE



Aims for today

- Build and strengthen networks
- Share learning on what works
- Explore the implications of change
- Identify actions and activities that each of us can take

Session 1

Looking back...

**LESSONS LEARNED FROM MAKING
MONEY COUNT**

PARTNERS

Clarion Housing Group
Citizens Advice Rural Cambs
CHS Group
Fenland DC

FUNDING

£1m Big Lottery
2013-18
Test and learn approach

BENEFICIARIES

Originally social housing
tenants- widened in 2015

REACHING

Rural communities
Digitally excluded
Carers/ single parents
Low skills
Disability / health needs
Out of work
English as second language
BAME
Previously homeless

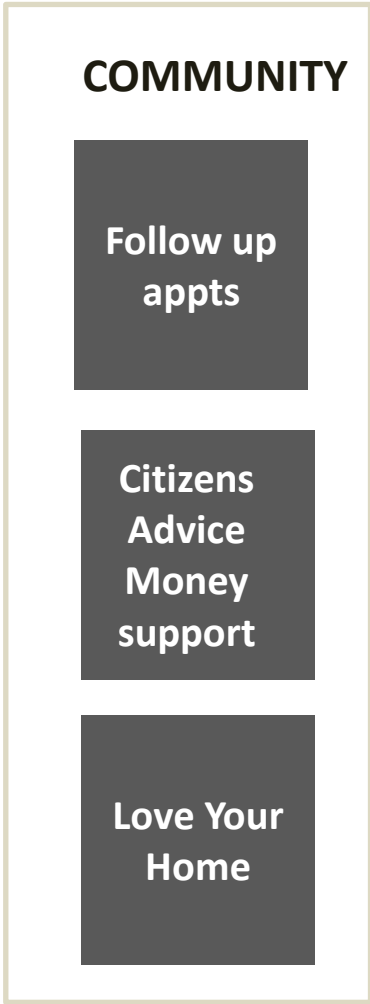
Improving financial confidence programme

- *Over 2000 people reached with individual money help*
- *Over 250 frontline workers trained*
- *Over 200 received employment and digital support*
- *Website reached over 14000*

Making
Money
Count



Making Money Count overview



N.B. Services that didn't work as well.....

Volunteer Money Mates

New Horizons Bus

Group sessions

Engagement

PROACTIVE

People seldom ask for money help before crisis

- Make it 'usual'
- Make it easy to sign up
- Be flexible - offer phone and face to face – include home visits

TIMELY

Needs to be relevant in here and now

- Link to events e.g. moving home, starting a job, having a baby
- Deliver quickly – within 1-2 weeks of 'event'

FOCUS NEEDS

Focus on actual and *individual* needs

- Make it practical, e.g. need for white goods
- Make it simple
- Make it relevant – *'don't call it budgeting support'*

The offer

BUILD TRUST

Listen and understand

- Allow time for issues to unfold
- What you first hear probably won't be the full picture

WIDEN MONEY SCOPE

Offer range of options consistently and clearly

- Emergency help
 - Benefits
 - Debt advice
- Grants / income max
 - Better deals
 - Planning

INTEGRATE OTHER SERVICES

Right contacts and information

- Digital help including equipment and access
- Employment and training
- Confidence and well being

The right team

EMPATHY

Build trust quickly and professionally

- Able to listen and respond in the moment
- Respect for each individual
- Look under the surface

PRACTICAL

Include full range of money support

- Find 'quick wins'- things that make a difference now
- Solution focused - tackle the challenges experienced

RESILIENT

Acknowledge challenges / know limits

- No perfect solutions
- High incidence of mental health needs in people supported
- Develop own self awareness

The impact

BEHAVIOUR CHANGE

79% inc financial confidence

Savings account up 150%

Loan arrears down 46%

Take up HCI up 68%

CU membership up 133%

INCOME MAXIMISATION

Actual gains average just under £350 per tenant

- Benefits
 - Grants
 - Better deals
 - Debt written off
- Plus
- Getting online
 - Moving into work/ increasing hours

FEEDBACK

More independent

Less isolated

Less stressed

Looking ahead

Seek help when needed

A final word...

“When you are rock bottom, you haven’t got a clue where to turn, you’re in a daze. You just go ‘yeh, I know I’ve got to do it’ but you need someone to say ‘this what you need to do today, this is how you’re going to do it, I’ll speak to you tonight and see how we get on’”

*“I’m back to enjoying life...At the end day whose life is totally rosy to be honest, everyone’s got their issues of some sort or had them. That’s part of life ... It’s not going to [to get better] overnight; nothing happens overnight, because it’s a big upheaval, but things start to become clearer... **A lot of it you have to do yourself.**”*

Looking forward

5 key thoughts for the next 5 years

ANDREW CHURCH - CHS GROUP

STEPHANIE NOYCE – CLARION FUTURES