

# Personal budgeting support &

How we encourage our  
clients to improve their  
financial resilience

# Why offer PBS

- Clients often hide the 'real' picture of their finances
  - Embarrassment, judgement, effort, change
- Help our clients avoid crisis
  - Lack of food, heat, essentials, priority bills
- Understand spending behaviours
  - Challenge clients ideas on priority and non priority spending
- Work through a plan for a whole month
  - UC Monthly payments and changes to benefits
- Empower clients to keep track of how they are managing
  - Encourages finding appropriate help quickly, and making appropriate financial choices

# What is covered in a PBS Session

- How to work out monthly income
- How to work out monthly outgoings
- How to complete a budgeting plan
- How to maintain a budgeting plan
- How to get a bank account
- How to set up a direct debit
- Understanding and help with priority bills
- How to cut back on non-essentials
- Where to get more help

# Outcomes framework

- The theory of change behind our model of working with a client to improve their financial well being is based on four key stages:

## 1. Harm prevention —

Activities which contain financial pressures — debt advice, use of food banks, spiralling credit, rent arrears, court actions.

Decreasing risk/ increasing engagement

## 2. Creating a secure base —

Activities which create better ‘here and now’ understanding of money — attitudes and values related to money, income and expenditure patterns, current use of financial products and services, getting the right bank account, costs of credit, making payments, Decreasing stress / increasing confidence

### 3. Looking ahead —

Preparing for life events and change, advanced budgeting, starting to save, knowing where to get help Increasing self-responsibility and knowledge

### 4. Building resilience —

Getting better deals (including online), ability to compare products and services and plan for contingencies, e.g. use of insurance. Increasing ability and resilience

# Case Study

## ■ *Timelines:*

### ■ **First visit**

- Assist with essentials and build trust
- Quick budget sheet
- CLAS, freecycle, budgeting loan, WHD
- After visit stay well and other essential grants
- Discuss Specialist debt support and refer if client wishes to engage with this



- **Second visit**
- More in-depth support
- Detailed budget sheet
- Priority spending information
- AW LITE

- **Third visit**
  - Challenge current spending
  - Comparison sites, better deals and financial choices
- **Fourth visit**
  - Where are we now

# How to access support

- Drop-in clinics at Wisbech, and March
- Appointments at Wisbech Citizen Advice office, March Library, plus other outreach locations
- CARC Contact centre
- 0344 245 1292

# Don't forget

## When you are out shopping

- Do I need it
- Can I afford it
- Can I get it cheaper