**Money Sorted in D2N2 BBO**

**Case study template**

**‘Evidencing improvement in financial capability’**

**Background**

As part of the on-going evaluation of the Money Sorted programme we wish to collate a series of case studies to illustrate the progression of participants through the service.

Whilst the case studies we collate may be very diverse we will primarily be seeking to illustrate how the programme has supported participants to improve their financial capability, their skills, confidence and knowledge in dealing with money. For the purpose of this exercise financial capability can be defined as follows:

‘Financial Capability means improving people’s ability to manage money well, both day to day and through significant life events, and their ability to handle periods of financial difficulty. It will focus on developing people’s financial skills and knowledge, and improving their attitudes and motivation. This, combined with an inclusive financial system, can help people achieve the best possible financial wellbeing’. **Source Financial Capability Strategy for UK website**

To develop each case study the following questions have been devised which would be reviewed with the Personal Navigator. In certain instance it may also be helpful to speak directly to the participant to gain their opinion on their individual progression.

1. **What was the participant’s life situation at point of entry onto the programme?**

Helen really struggled at the start of the programme with her mental health. She felt anxious and overwhelmed with her bills and was slipping into debt.

1. **Has the participant been accessing other service provision since engaging with Money Sorted? If so which services have also been extending support?**

Helen has visited Citizen’s Advice with my support to access additional advice for issues that were affecting her wellbeing. We also worked with Stepchange to create a payment plan that she felt was affordable.

1. **What support have you been able to offer the participant as a Personal Navigator?**

Together we have set up payment plans with her creditors and signed Helen up to online banking so she feels more in control of her finances. This relieved the initial stress so she could focus on her wider life situation.

1. **Have there been any wider lifestyle factors which have had an impact on the progression of the participant?**

Helen is much happier and has grown in confidence over the last 6 months. She is confident about her future and has made plans to get back into work and feels more in control of her life.

1. **How has the participants financial capability improved as a result of the project? Did they meet all their financial capability goals?**

Helen has now met all her financial goals and feels like she has more knowledge of financial products and can make educated choices concerning money in the future.

1. **Please state what support/ training/ other the participant accessed that helped their financial capability?**

Helen has booked onto 4 WEA courses, a CV building course, a basic IT course and Maths course to compare credit etc. She hopes to be a money mentor in the near future so she can work with new participants.

1. **Can you provide some examples of this improvement (giving as much detail as possible)?**

The WEA courses have not only helped with Helen’s knowledge of money matters but have included confidence and wellbeing classes which was a huge turning point for her. She overcame her initial worries of using IT to access the course and again tackled her anxiety of meeting new people before she’d even started any work. Each time Helen completes a course, her confidence massively improves with spurs her on to book onto more, something that she would have never even thought about back in January. She is keen to start volunteering and create a CV to apply for jobs and seems excited about her future.

7a. To help build the strongest possible case study please can you obtain a quote from the participant on their experience of the service? To get them thinking about their experiences please ask them how do they feel the service has helped them? Or alternatively how would they describe the service they received to a friend?

Helen’s quote “Since engaging in the programme I’ve felt a sense of freedom and not weighted down by worry of debt. The project has given me direction and support in managing money, budget planning and creating a CV for future employment. During Covid19 you have helped me engage with online learning courses which have made me feel good about myself. I’m enjoying the courses and want to now learn more like the basic computer course and possibly maths. You have given me the strength and courage to make that change in my life which I’ve wanted to do for so long but haven’t felt like I had the opportunity.”

1. Has the participant needed to use the employment and training budget or intervention budget to support their progression?

We have accessed the budget to buy a diary and wall planner for Helen to help keep her organised with her bills. This has encouraged her to keep focused so she doesn’t feel overwhelmed again.

1. What were the key success factors underpinning the progression of this participant?

I think the biggest progression is Helen’s confidence in herself and her future. She is much more open to taking part in training and in social situations and is looking forward to a brighter future for her and a daughters including getting back into work.

1. Were there any factors which hindered progression of the participant?

Some changes in Helen’s personal life have at times slowed down Helen’s progress but with encouragement and support she has managed to always to remain positive and continue to engage with the project.