

# Money Matters: Financial capability, wellbeing and young people

Corin Egglestone  
Jackie Woodhouse  
Seana Friel  
Connor Stevens  
Ash Patel

**Learning and Work Institute**

Patron: HRH The Princess Royal | Chief Executive: Stephen Evans  
A company limited by guarantee, registered in England and Wales  
Registration No. 2603322 Registered Charity No. 1002775  
Registered office: 21 De Montfort Street, Leicester, LE1 7GE



Funded by



# Contents

Overview of project .....	3
Research aims.....	4
Methodology.....	6
Target population.....	6
Impact evaluation .....	7
Process evaluation .....	8
Cost effectiveness analysis .....	8
Impact evaluation .....	10
Baseline financial capability and wellbeing .....	10
Change in financial capability.....	11
Change in mental wellbeing .....	14
Modelling change in financial capability .....	15
Wider Outcomes.....	16
Socio-emotional benefits .....	18
Process evaluation.....	21
Participant profile.....	21
Support needs .....	22
Identification of money issues .....	25
Financial capability challenges.....	27
Financial capability versus financial exclusion .....	28
Support received .....	29
Financial support, services and advice .....	32
Referrals & partnerships.....	34
The importance of holistic support .....	34
Separating financial capability & other money matters .....	35
Reflections of support.....	36
Cost Effectiveness .....	38
Costs.....	38
Benefits.....	39
Overall cost effectiveness.....	41
Limitations of the evaluation.....	43
Conclusions and recommendations.....	44
Summary of findings.....	44
YIACS support and financial capability .....	44
Recommendations.....	45
Learning and sharing .....	48
Bibliography .....	49

Annex A - List of delivery partners .....	51
Annex B – Pre-support survey .....	52
Annex C – Follow-up survey .....	64
Annex D - Statistical modelling .....	76

## Overview of project

This research explores the effectiveness of the Youth Information, Advice and Counselling Services (YIACS) in improving 16-24 year olds' financial capability. The research was conducted by Learning & Work Institute on behalf of Youth Access, the national membership organisation for YIACS, and has been funded through the Money Advice Service What Works fund.

YIACS provide a holistic support model geared towards young people often making the transition to adulthood. For many, this transition can be highly disruptive as young people become more independent and responsible, while at the same time having existing support structures (such as school, and household) removed or reshaped. While most YIACS work with all young people, many are highly vulnerable and their issues increasingly complex.

YIACS provide a combination of one-to-one and group interventions on a range of issues. The delivery model is underpinned by providing an integrated offer of help and support, in an accessible, non-stigmatising, flexible, community-based setting. The model has been evidenced as being especially effective in helping those with complex and inter-related problems, such as homelessness, debt and depression (Joy, Poortvilet and Yeowart 2008).

This research is intended to strengthen the evidence on YIACS' impact on 16-24 year olds' financial capability outcomes, particularly for those who are disadvantaged, vulnerable and/or have mental health difficulties. The relationship between financial capability and psychological wellbeing in the general population has been well documented, with a strong body of evidence (see for example Holkar 2016, Meltzer et al 2012; Taylor, Jenkins & Sacker 2011).

However, to date little work has been conducted to understand the relationship between mental health and wellbeing and financial capability of young people. This is disappointing given the importance of the life transitions this group undergoes (Gibbons and Foster 2014) which may include moving in and out of education, changes in housing and family circumstances, removal of existing support networks and structures (particularly for care leavers), and entry into often low paid and/or low quality labour markets. Such transitions often underpin the experience of problem debt and financial difficulties (see Britain Thinks 2017, Kempson, McKay & Willetts 2004, Disney, Bridges & Gathergood 2004).

YIACS' potential as a vehicle for improving young people's financial capability was recognised by the then Consumer Financial Education Body (2010). YIACS are currently at the forefront of current Government mental health policy, which proposes that all Clinical Commissioning Groups and Local Authorities widen access to YIACS (Department of Health (DoH) 2015). Evidence strongly suggests that YIACS contribute to a range of positive outcomes for young people leading to their holistic, informal and flexible approach securing a place in current government policy on transforming mental health services for young people (DoH 2015). Research has also demonstrated that social determinants and life events can have profound impacts on a young person's mental health (Pleasence, Balmer & Hagell 2015). Likewise, similar observations have been made with regards to addressing financial difficulties (Hartfree & Collard 2014; Patel, Balmer and Pleasence 2012; Mitton 2008).

## Research aims

This research focusses upon young people for whom money has been identified as being a stressor to their situation. It builds upon existing research in the field of financial stress, and explores the extent to which YIACS can help to improve young people's financial capability and their interaction with other factors prevalent in young people's lives.

Specifically, the research seeks to address the following questions:

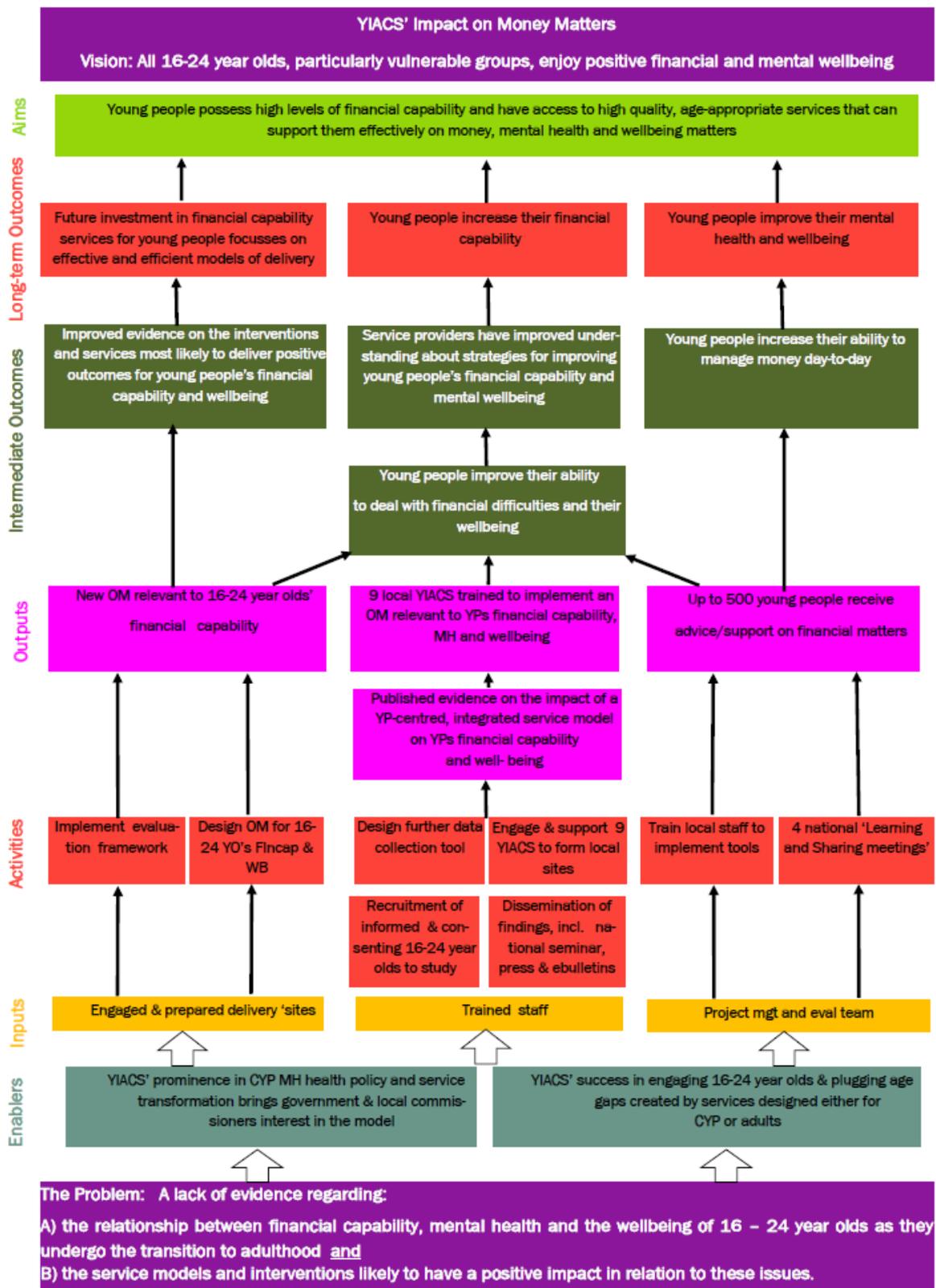
- 1. Can the provision of holistic support delivered through a YIACS model improve the financial stability and capability of young people aged 16-24?**
  - a. In what way, if at all, does the mental health and wellbeing of young people correlate with their financial capability?**
  - b. How does the provision of holistic support and advice lead to changes in the financial capability outcomes young people may achieve?**

Given the prevailing evidence around the link between financial capability, wellbeing and broader social determinants, this report will explore how this link relates to young people. It is expected that there is a link between financial capability and wellbeing, and that this link is nested within the context of other social and personal issues being experienced by the young people.

The report will build on this to demonstrate how providing holistic and tailored support through YIACS can bring help to improve a young person's circumstances. In doing so, it will specifically show the effectiveness of YIACS provision in delivering both financial capability and wellbeing outcomes, and a range of broader outcomes.

As well as being informed by existing evidence, these hypotheses are underpinned by the Theory of Change carried out by Youth Access. The figure 1 below presents the theory of change for the programme.

Figure 1 Theory of Change for the YIACS Money Matters project

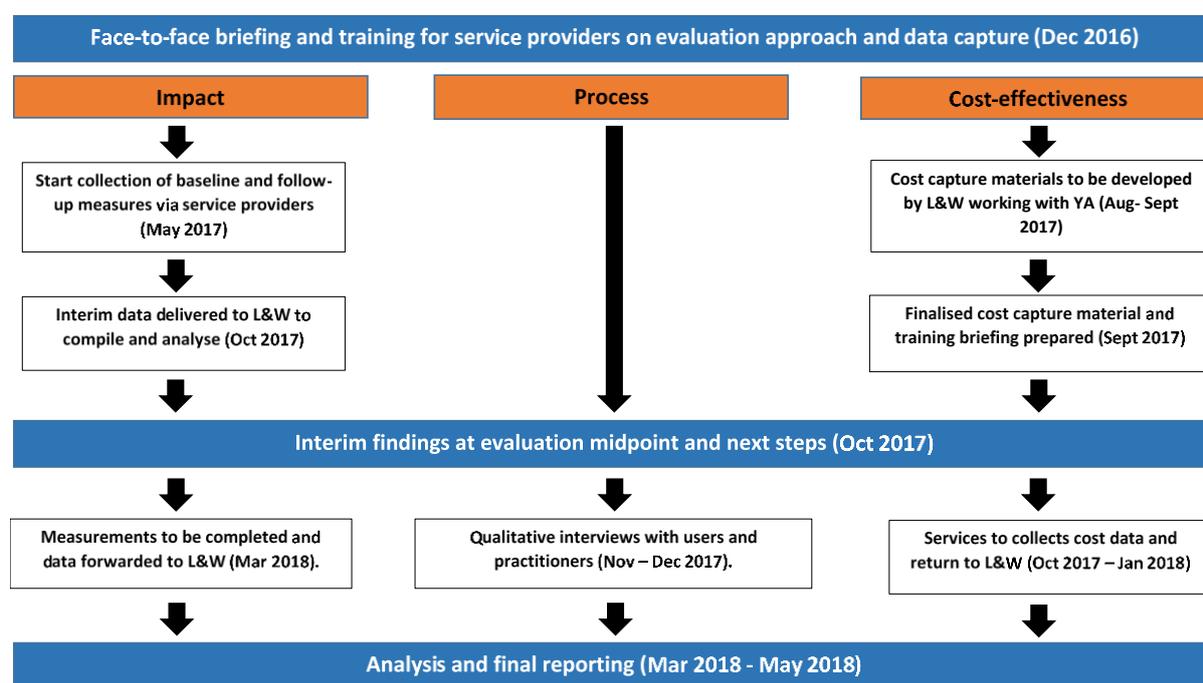


## Methodology

Research was conducted over nine partner sites recruited by Youth Access drawn from their members spread across England. The partners varied in scale, delivery, and environment; and delivered services across diverse geographical contexts. A full list of project partners can be found in Annex A.

The evaluation incorporates an impact, process and economic evaluation. Figure 2 presents the overarching research framework and timetable. Partners attended a briefing workshop at the start of the project, to work through and consult on the research design and implementation. They were also provided specifically designed briefings and on-going support for each of the evaluation strands.

**Figure 2 Money Matters evaluation framework**



Interim finding and project updates were provided to partners throughout the project, via a face-to-face meeting in Autumn 2017 and a webinar in early 2018.

## Target population

The project sought to engage young people presenting to YIACS in a range of circumstances (e.g. in debt; having problems with welfare benefits; experiencing stress/anxiety/depression or substance misuse issues) and who would likely benefit from one or more interventions offered as part of a holistic service in the YIACS.

In total, the project sought to fully engage up to 500 young people aged 16-24 years accessing YIACS in the research. Eligibility was open to all young people falling within the target age group, who were identified as having money issues on initial contact/assessment, whether or not explicitly recognised by the young person themselves. Young people who were already actively receiving ongoing support from the partner services at the beginning of the project were not eligible to participate.

It was expected that those taking part in this study would have low levels of financial awareness and capability and for at least half of the study population to be in one or more disadvantaged and/or vulnerable groups e.g. NEET; in housing need; in care or care leaver; etc. Providers could choose to omit inviting a young person to participate in the research if their initial risk assessment of the young person suggested exclusion was warranted on the grounds of safeguarding.

Guidance on eligibility and recruitment was provided to all partners in person and in writing.

## Impact evaluation

This research employed a non-experimental approach, so is more accurately described as an outcomes evaluation due to the absence of a viable control or counterfactual group comparison. The impact evaluation is primarily based on pre- and post-intervention service user surveys exploring the user's background, basic socio-demographics, financial capability and wellbeing (copies of the surveys can be found in Annex and C).

In agreement with the MAS What Works Fund lead evaluators, the survey used an adapted version of the Short Form Questionnaire on Financial Capability developed by Personal Finance Research Centre (Atkinson 2011)<sup>1</sup>. The survey tool was adapted to be more relevant to the young people involved in this research (for example, looking at levels of savings and duration of being able to cope without savings).

In order to measure young people's mental health, the survey used the Short Warwick-Edinburgh Mental Well-Being Scale (SWEMWBS).

Both Youth Access and YIACS partners were consulted on the design and content of the survey to ensure that it was appropriately framed for their service users. As part of this process, feedback on the initial survey tool was obtained by partners from a small number of service users. The survey tool was refined and updated based on this feedback prior to being distributed to young people.

The survey was administered by front line staff at each of the service partners. Baseline measures were collected on, or shortly after service user engagement with the service. A repeated follow-up survey was conducted between 6-8 weeks after the baseline survey. Overall, 492 baseline surveys, and 463 follow surveys have been included in the analysis presented here. Of these, 451 were paired through a process of automated matching and manual checking.<sup>2</sup> The overall attrition rate between surveys was 8.3 percent.

## Analysis

First, a descriptive analysis was conducted to explore the profile of respondents and the types of issues they presented to services for help with. As part of this, baseline measures for both financial

---

<sup>1</sup> Many of the questions contained within the Short Form Financial Capability Questionnaire map directly on to the MAS fincap outcomes framework. However, given the age range of the young people being included in this study, questions would need to be drawn from two MAS frameworks – the 'Children and Young People' framework and the 'Adult' framework, neither of which are entirely appropriate for the target population of this study.

<sup>2</sup> It was possible to pair an additional 11 surveys using a fuzzy matching method; however, to ensure reliability, and given the high matching rate of the surveys, these were excluded from the paired analysis

capability and wellbeing are presented, with the latter contextualised against a general population benchmark.

Second a multiple linear regression model was fitted to the data to explore the impact of a range of social and demographic predictors on the follow-up financial capability score. The model controlled for a range of explanatory variables, including baseline wellbeing score (SWEMWBS), age, gender, ethnicity, relationship status, housing, benefits take-up, number of presenting issues, work status, disability, and caring responsibilities. Baseline financial capability score was introduced into the model to control for the relative financial capability of research participants at the start of the intervention. Time between surveys was also introduced to control for differences in the time frame between the baseline and follow-up surveys.

## Process evaluation

The outcomes evaluation was supported by qualitative data from depth interviews with young people and front-line staff to explore in more detail, the drivers and facilitators of any outcomes achieved, as well as to identify any barriers encountered.

Visits were arranged to each of the sites in Winter 2017. Visits involved:

- 17 qualitative in-depth interviews with service users. Interviews usually lasted around 45 minutes and explored their backgrounds, reasons for accessing YIACS support, their financial capability and how this has changed over time. Interviews also explored what this change has meant for them as individuals, and their reflections of the overall support. The young people interviewed for this research were provided a £20 Love2Shop voucher as thanks for their contribution
- Ten interviews with practitioners and front-line staff at each location. Interviews lasted around an hour, and sought to get a more detailed understanding of the overall support provided, financial capability interventions, views about financial capability interventions within the YIACS model, reflections on what has been achieved for service users with a focus on what worked well, and overall views of the importance of financial capability in the context of service user needs
- Other activities to become familiar with the partners' services, through observations, informal discussion, and a review of relevant documentation.

All interviews were digitally recorded and fully transcribed. Data were analysed using a Framework methodology (Ritchie and Lewis 2003). Key topics and issues emerging from the data were identified through researcher debrief sessions which were structured around the objectives of the research. From this, the research team devised thematic charts into which the interview data was entered. Summarising the data in this way ensured it was both grounded in the research participants' accounts and remained oriented to the research objectives.

## Cost effectiveness analysis

As part of the economic evaluation, each site was asked to provide annual estimates of the total costs related to the delivery of Money Matters related services and support. These were collected

using a costs-capture template, alongside the provision of guidance resources and additional telephone support to sites to promote consistency in understanding and reporting of costs data.

To ensure costs were comparable across the different sites, total annual spend was calculated based on the estimated cost of steady state delivery of Money Matters related support over the course of a full year. In circumstances when sites could not estimate annual costs, estimated weekly costs were factored up to full annual spend.

Flexible costs relate directly to the provision of Money Matters related services and support, for example staff and revenue costs and management and support costs and were based on the amount of time or resources spent on Money Matters related provision. However, some fixed costs, such as universal and overhead costs, were spread across different provision and were split according to the composition of the service's support. For example, if Money Matters related services and support accounted for 20 per cent of a site's total provision, 20 per cent of the sites universal and overhead costs were allocated to money matters.

The cost effectiveness exercise is based on a model designed by Manchester New Economy<sup>3</sup>. The model is designed to allow the estimation of the overall public value<sup>4</sup> created by a public service programme or initiative based on their costs and benefits to society as a whole.

---

3 The model is designed for stakeholders to understand the value for money of public service reform programmes. It can be used to support the development of local area public sector business cases where analytical resources are relatively limited, while aligning with HM Treasury's Green Book guidance.

4 Public value benefits are the total socio-economic benefits that accrue to society as a whole.

## Impact evaluation

This section explores outcomes for young people who have accessed support from services, including wider outcomes, socio-emotional outcomes, as well as those that are financial and money related outcomes.

### Baseline financial capability and wellbeing

This section presents the baseline measures for the financial capability and mental health and wellbeing measures, as collected in the pre-intervention survey.<sup>5</sup> Table 1 shows the baseline financial capability measures. A score is given for each measure, along with a combined financial capability score; the score for each measure is out of 10, and the combined score out of 30.

The measure on which young people had the best performance was keeping track, with a median of 7.0, followed by making ends meet (median of 5.0). The lowest performing measure was planning ahead, with a median of 1.0. The measure with the most variation between young people was making ends meet, with a standard deviation of 2.7.

**Table 1 Financial capability baseline measures**

Measure	Baseline mean	Baseline median	Baseline standard deviation
Making ends meet	5.1	5.0	2.7
Keeping track	6.7	7.0	2.3
Planning ahead	1.6	1.0	1.8
Combined	13.5	13.0	4.6

Base: All paired surveys with complete responses for each measure in both surveys. Making ends meet n = 439; keeping track n = 368; planning ahead n = 421; combined n = 349.

Table 2 shows the baseline mental health and wellbeing scores calculated from the pre-intervention surveys; the scores are on a scale of seven to 35. It also includes a comparison with the population norms for England.<sup>6</sup> Although not directly comparable due to the different composition of the samples, the baseline measure from the pre-intervention survey is substantially lower than the English population norms, with respective medians of 18.6 and 23.2. The variance between individuals is also higher, with respective standard deviations of 4.7 and 3.9.

**Table 2 Mental health and wellbeing baseline measure**

<sup>5</sup> Measures are calculated using results from paired surveys only

<sup>6</sup> SWEMBWS Population Norms in Health Survey for England data 2011

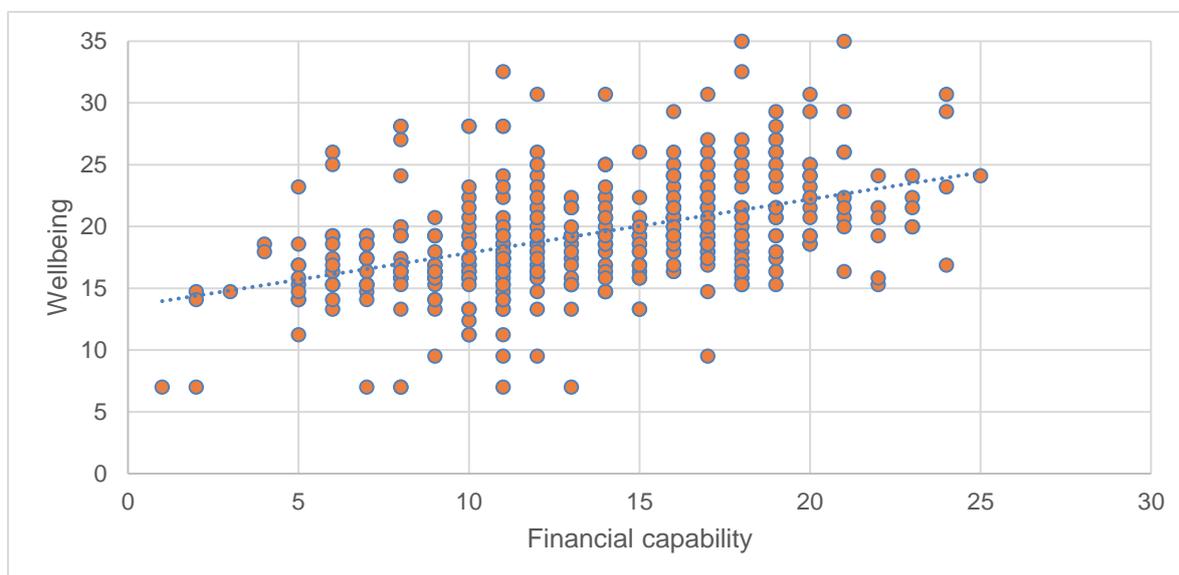
[https://warwick.ac.uk/fac/med/research/platform/wemwbs/researchers/interpretations/wemwbs\\_population\\_norms\\_in\\_health\\_survey\\_for\\_england\\_data\\_2011.pdf](https://warwick.ac.uk/fac/med/research/platform/wemwbs/researchers/interpretations/wemwbs_population_norms_in_health_survey_for_england_data_2011.pdf)

Measure	Pre-intervention survey	Population norms (England 2011)
Baseline mean	19.3	23.6
Baseline median	18.6	23.2
Baseline standard deviation	4.7	3.9

Base: All paired surveys with complete responses for all SWEMWBS questions in both surveys = 427

A significant correlation<sup>7</sup> was found between the baseline scores for financial capability and mental health and wellbeing. Figure 3 shows a scatterplot of this comparison. A correlation coefficient of 0.474 indicates a moderate, positive relationship between financial capability and wellbeing.

**Figure 3 Scatterplot of baseline financial capability and wellbeing scores**



Base: All pre-intervention surveys with complete responses for each measure = 409

### Change in financial capability

Table 3 shows participants' post-intervention financial capability scores. A score is given for each measure, along with a combined financial capability score; the score for each measure is out of 10, and the combined score out of 30. As at the baseline measurement, the measure on which young people had the best performance was keeping track (median of 8.0). The lowest performing measure remained planning ahead, with a median of 2.0, and the measure with the most variation between young people remaining making ends meet, with a standard deviation of 2.2.

**Table 3 Financial capability post-intervention measures**

<sup>7</sup> Spearman's Rank Correlation,  $p < 0.001$ . Data included unpaired surveys.

<b>Measure</b>	<b>Post-intervention mean</b>	<b>Post-intervention median</b>	<b>Post-intervention standard deviation</b>
Making ends meet	6.2	6.0	2.2
Keeping track	7.3	8.0	1.9
Planning ahead	2.2	2.0	1.9
Combined	15.7	16.0	4.2

Base: All paired surveys with complete responses for each measure in both surveys. Making ends meet n = 439; keeping track n = 368; planning ahead n = 421; combined n = 349.

Table 4 compares the baseline and post-intervention median<sup>8</sup> financial capability scores. For each measure, the post-intervention score is one point higher (on a scale of zero to 10) than the baseline, with the combined score three points higher (on a scale of zero to 30). Significance testing<sup>9</sup> demonstrates that this difference is significant both for each individual measure, and for the combined score.<sup>10</sup> These results therefore indicate a significant increase in financial capability for young people post-intervention.

**Table 4 post-intervention median financial capability scores**

<b>Measure</b>	<b>Baseline Median</b>	<b>Post-intervention median</b>
Making ends meet	5.0	6.0
Keeping track	7.0	8.0
Planning ahead	1.0	2.0
Combined	13.0	16.0

Base: All paired surveys with complete responses for each measure in both surveys. Making ends meet n = 439; keeping track n = 368; planning ahead n = 421; combined n = 349.

Qualitative evidence from interviews with young people and advisers also identified tangible differences in young people’s money management skills, behaviours and attitudes towards managing money, resulting from financial capability and money management interventions.

### **Changes in money management skills**

Both advisers and young people identified the impact of support on young people’s ability to budget, plan and assess their financial situation. Support for one young person, for example, had provided

<sup>8</sup> The median was compared instead of the mean as data was not normally distributed

<sup>9</sup> Wilcoxon Signed Rank Test

<sup>10</sup> p < 0.001 for all

them with the insight and skills to evaluate their income and expenditure at the beginning of the month;

*"It is a lot better as I am budgeting it, I'm not just taking it out of my account and spending it, I'm actually sitting down and thinking about it and writing down what I am buying, working out what I have got to pay out, what I've got left until the end of the month"*

### **Changes in saving and spending behaviour**

There were tangible examples of changes in spending behaviour among the young people interviewed. One participant had begun putting money aside after completing a session about income, expenditure and budgeting and was slowly changing their spending behaviour. Another, having never previously saved, started to save a small amount each week and was surprised and pleased to discover how much this amounted to.

Interview participants reported being better at prioritising their spending, for example taking care of rent first and then spending on less important items. Improved budgeting skills and spending choices, for example only buying essential items and taking into account value for money when food shopping, could have marked implications beyond the financial benefits on the lives of young people;

*"I feel like I actually have enough money to, like, go out and have lunch with my mates now instead of, like, sitting at home ... because I've spent all my money on crap ... I feel like I have been able to budget it out"* Participant

Likewise, one participant elaborated on this and described the impact of becoming more financially stable and the consequential effect it could have on their self-esteem and ability to engage in more social and community-based activity;

*"It can have a real ripple effect, it affects your self-esteem, you can't go out and do things to enjoy... like I'm about to join a chess club but there's a fee, and it's about £40 a year, and there's just no way I'd have been able to do that beforehand"* Participant

### **Changes in attitudes towards money**

While less tangible, changing young people's attitudes to money was also considered an important outcome. Money-related, and wider support, had helped young people to become more aware of their relationship with money. This had enabled them to appreciate the value of money, and understand the importance of money management in enabling them to move forward;

*"That kind of reality check is... invaluable because it's made me be able to turn around and look at how I spent my money and how I engaged with my finances and reassess them. While I've not made all of the steps yet, realising that there's a problem, realising that the relationship that I have with my finances is unhealthy... that's all quite important"*

As discussed below, advisers also highlighted that the young people they worked with did not necessarily have the experience with money to have thought about their relationship with it.

Young people also spoke about increased confidence to manage money and deal with money issues on their own. Some of the young people recognised that they still had issues around managing

money but most were confident that, with further support, their money management and financial situation would continue to improve.

### Other factors influencing money management outcomes

One adviser spoke about the limitations of improving the money management skills of individuals with very limited means. Support can help some young people to “get by” in very difficult circumstances, but was described as being near impossible to improve the financial stability of individuals with no, or extremely limited, income even if their financial capability had improved.

The interviews also reinforced the inter-relatedness of support needs, interventions and outcomes which can make it difficult to identify the specific impacts of financial capability and money management interventions. The impact of support around money issues is demonstrated not only through changes in service users ability and confidence in managing money but in the contribution to wider outcomes for young people, including improvements to young people’s financial position through access to benefits and debt management, and changes for example in housing, employment and health and wellbeing.

### Change in mental wellbeing

Table 5 compares the baseline and post-intervention mental health and wellbeing scores. Both the mean and median post-intervention scores are 2.1 points higher than the baseline (on a scale of seven to 35). This difference is statistically significant,<sup>11</sup> indicating a significant increase in mental health and wellbeing post-intervention. This difference can be considered as a meaningful increase in wellbeing, as the increase in score is approximately half that of the baseline standard deviation.<sup>12</sup>

**Table 5: Mental health and wellbeing baseline measure**

Measure	Baseline	Post-intervention
Mean	19.3	21.4
Median	18.6	20.7
Standard deviation	4.7	4.6

Base: All paired surveys with complete responses for all SWEMWBS questions in both surveys = 427

A significant correlation<sup>13</sup> was found between the post-intervention scores for financial capability and mental health and wellbeing. Figure 4 shows a scatterplot of this comparison. A correlation

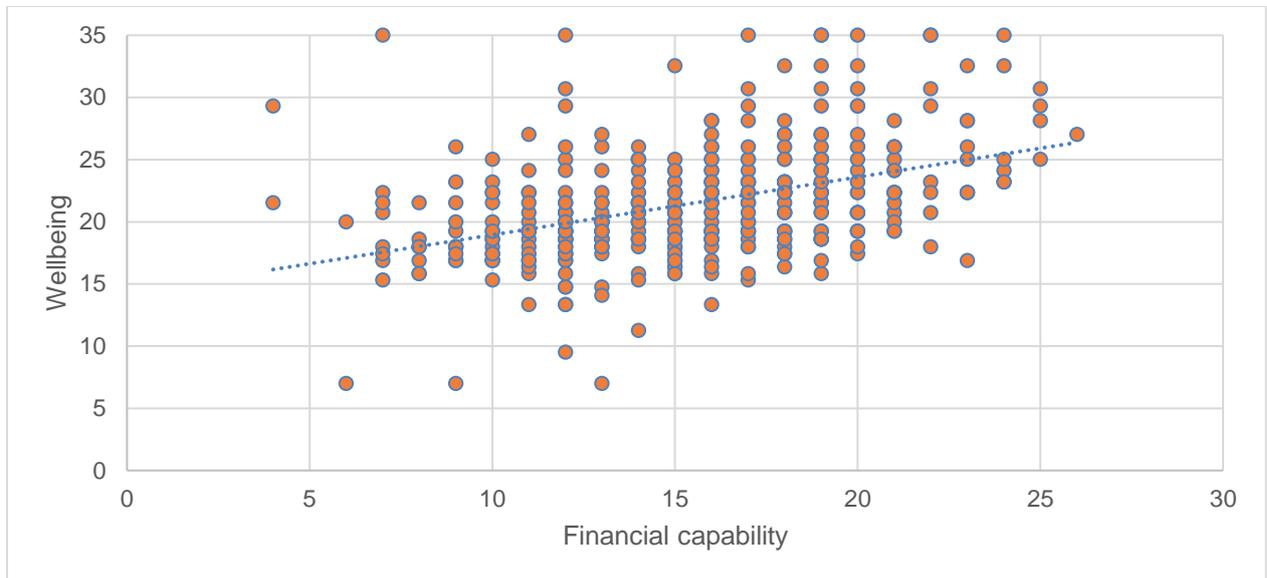
<sup>11</sup> Wilcoxon Signed Rank Test,  $p < 0.001$

<sup>12</sup> Based on guidance on the 14 item Warwick-Edinburgh Mental Well-being Scale (May 2015, Warwick-Edinburgh Mental Well-being Scale (WEMWBS): User guide. [https://warwick.ac.uk/fac/med/research/platform/wemwbs/researchers/userguide/wemwbs\\_user\\_guide\\_jp\\_02.02.16.pdf](https://warwick.ac.uk/fac/med/research/platform/wemwbs/researchers/userguide/wemwbs_user_guide_jp_02.02.16.pdf). It should be noted approaches determining a meaningful difference for the shorter SWEMWBS have not been validated.

<sup>13</sup> Spearman’s Rank Correlation,  $p < 0.001$ . Data included unpaired surveys

coefficient of 0.456 indicates that the moderate positive relationship between financial capability and well-being identified at the baseline measurement remains post-intervention.

**Figure 4: Scatterplot of follow-up financial capability and wellbeing scores**



Base: All post-intervention surveys with complete responses for each measure = 398

### Modelling change in financial capability

A linear regression analysis was performed to model change in overall financial capability score over the course of the intervention. The analysis sought to model which of the following variables were significant predictors of post-intervention financial capability score:

- Baseline financial capability score
- Health and wellbeing scores
- Age
- Gender
- Ethnicity
- Relationship status
- Housing status
- Receipt of benefits
- Number of reasons for attending service
- Working status
- Disability status
- Caring status

- Length of time between surveys
- Partner organisation<sup>14</sup>

Full results of the analysis are shown in Appendix D. The model was significant,<sup>15</sup> and explains a substantial 53.5 per cent of the variance in post-intervention financial capability score. Importantly the model shows that controlling for all other predictors introduced to the model:

- An increased score was predicted by a higher baseline financial capability score,<sup>16</sup> e.g. that having a higher financial capability score at baseline led to achieving a higher follow-up score
- Controlling for baseline financial capability score, having a higher baseline health and wellbeing score was also a significant predictor with follow-up financial capability score increasing by 0.26 for every 1 point increase in the baseline SWEMWBS score<sup>17</sup>.
- Importantly, the model showed a significant positive relationship between the level of progress made in wellbeing scores (measured by the difference between pre- and post-SWEMWBS) and the level of progress made on financial capability – every 1 point increase in the progress made in wellbeing by the follow-up point, was associated with an increase of 0.40 on the final financial capability measure.<sup>18</sup> x

## Wider Outcomes

Qualitative evidence from interviews with young people and advisers, supported by survey data, revealed a wide range of positive outcomes for young people, these related to living arrangements, employment, benefits, resulting from financial capability and money management interventions.

### Living arrangements

While not a direct focus of this research, there were marked improvements in housing stability reported across both qualitative and quantitative data. Qualitative analysis revealed some tangible improvements in young people's living arrangements. Through the advocacy support they had received from the service, some young people had been supported in to accommodation following a period of homelessness:

*"Well, I'm no longer homeless, that's a good start...Thanks to [service], I now live, not a normal life, but at least I don't sleep in the car park anymore" Participant*

---

14 The analysis was run both with and without partner organisation; it was included in the final analysis as it added to the predictive value of the mode. One of the partner organisations was also a significant predictor of a higher score. I

15  $p < 0.001$

16  $B = 0.46, p < 0.001$

17  $B = 0.26, p < 0.001$

18  $B = 0.40, p < 0.001$

Table 6 shows participants' housing status, at the time of both the pre-intervention and post-intervention surveys.<sup>19</sup> Over a third of young people (36.4 per cent) pre-intervention were renting their home, rising to over two-fifths (44.5 per cent) post-intervention. Just under two-fifths of participants at both pre- and post-intervention were living rent-free, with respective figures of 39.5 per cent and 39.4 per cent, with approximately three-fifths of each group contributing to running costs (57.1 per cent and 60.2 per cent respectively). In total, 15.3 per cent of young people pre-intervention and 9.4 per cent post-intervention were either homeless or had no fixed abode, with 7.7 per cent and 6.5 per cent respectively in care or another institution.

**Table 6: Housing status of participants**

Housing status	Percentage of pre-intervention responses (N)	Percentage of post-intervention responses (N)
Renting	36.4% (174)	44.5% (199)
Living rent-free and contributing to running costs	22.6% (108)	23.7% (106)
Living rent-free and not contributing to running costs	16.9% (81)	15.7% (70)
No fixed abode	8.6% (41)	5.6% (25)
In care or other institution	7.7% (37)	6.5% (29)
Homeless	6.7% (32)	3.8% (17)
Shared ownership	0.6% (3)	0% (0)
Buying a mortgage or loan	0.2% (1)	0.2% (1)
Own outright	0.2% (1)	0% (0)

Base: Pre-intervention survey = 478; Post-intervention survey = 447

The improvement in housing is unsurprising given partner YIACS' focus on providing housing advice and support.

## Employment

Likewise, though difficult to ascertain the impact YIACS support had on employment outcomes, table 7 shows that approximately a third of young people at each survey were in training or education, with figures of 32.3 per cent pre-intervention and 34.9 per cent post-intervention. Approximately a quarter (25.8 per cent) of young people were in paid employment or self-employment at the pre-intervention survey; by the post-intervention survey this had risen to roughly a third (32.9 per cent). At the pre-intervention survey, over a third of young people (36.7 per cent) were unemployed but looking for work; this had reduced to 28.0 per cent by the post-intervention survey. In total, 51.5 per

<sup>19</sup> Unmatched pre- and post-surveys are included.

cent of young people were not in education, training or employment (NEET) at the time of the pre-intervention survey; by post-intervention this had reduced to 44.0 per cent.

**Table 7 Working status of participants**

<b>Working status</b>	<b>Percentage of pre-intervention responses (N)</b>	<b>Percentage of post-intervention responses (N)</b>
In training or education	32.3% (155)	34.9% (157)
In paid employment or self-employed	25.8% (124)	32.9% (148)
Unemployed, but looking for work	36.7% (176)	28.0% (126)
Permanently unable to work because of long-term sickness or disability (6 month or longer)	6.0% (29)	7.1% (32)
Intending to look for work but prevented by temporary sickness or injury (up to 6 months)	6.0% (29)	5.3% (24)
Doing unpaid work	4.4% (21)	4.7% (21)
On a Government scheme for employment training	1.7% (8)	3.1% (14)

Base: Pre-intervention survey = 480, Post-intervention survey = 450

There were numerous examples highlighting how accessing support, including financial capability and wider support, has had a positive impact on young people’s employment circumstances. As noted by one young person, receiving help to access benefits combined with employability related support enabled them to gain employment.

*“I’ve achieved so much stuff. I’ve been able to create a brand-new CV out of an old CV that I did. I’ve been able to do job searching. Getting money in, even if it was for a few months, from Universal Credit, discussing housing benefits. Just, basically, being able to make friends, and do all sorts of different skills, such as interview skills” Participant*

Another young person explained how receiving employability related skills alongside other support has helped their wellbeing by addressing one of their issues;

*“They give you one-to-one sessions to help you with your CV and obviously apply for different jobs...I’m in work, so that’s literally one worry off my list” Participant*

## **Socio-emotional benefits**

Young people and advisers who participated in interviews emphasised the notable improvements related to socio-emotional health of young people. These improvements were found across the board and related to improvements in mental health; building resilience; and building support networks and quality of relationships.

## **Physical / health benefits**

Advisers outlined some of the wider physical benefits resulting from the money related and wider support provided for young people. When young people do not have a sufficient amount of money or find money management difficult; eating healthily is not a priority, and that this in turn could have consequences for both their physical and mental health.

*"Well, it's all the same thing isn't it? I think if they're stressed, if they're worried about money, their mental health is bad, if they're not eating properly, it's not good for them, and their choices perhaps aren't the best. I think money is the key to absolutely everything for these young people" Adviser*

By looking at ways young people could increase their income and manage their money, as well as providing more practical support (such as the provision of vouchers), YIACS supported young people to move towards being better able to make healthier choices.

## **Mental health improvements and building resilience**

Advisers and young people shared the view that there is a relationship between mental health and young people's financial circumstances. One adviser expressed how this relationship is reciprocal, and that by improving the financial circumstances of young people, whether through financial capability support or otherwise, they can experience improvements in their mental health.

Advisers also suggested that young people often have improved emotional and mental well-being outcomes just by offloading the burden of their money worries, and that this occurred even if there was not any obvious financial improvement.

*"It can be just a place to talk about it and get your worries off your chest. You get told that quite a lot, 'You're the first person I've spoken to about this'. We might do a few practical steps, and that might just be having a chat about starting to do a budget plan in the first session. They walk off with a smile on their face saying, 'I'm just glad I've been able to tell someone today'" Adviser*

In the long term, and especially for young people with existing mental health needs which are exacerbated by their money issues, money management support is a useful lever to help put a stop to the downward spiral. This finding was confirmed through interviews with young people who noted improvements in their self-confidence and described having a more positive outlook on life:

*"I feel amazing about myself now, because I used to call myself loads of bad names and feel really down, but now I just enjoy life to be honest" Participant*

*"I actually have a reason to get up in the morning...I actually now enjoy everything...it's made me see the bigger picture. They've made me be able to do that on my own even when I'm not here with them" Participant*

Receiving support for money management was described by young people as helping them to cope better with their mental health, they explained that it relieved them of the additional worry that having little money adds to.

*"Well, money which also helped with my emotional stuff because if I didn't have any money at the end of the month, it would make me down, I didn't really know what to do it myself but as soon as it is there, they started helping me out with it, it has been a lot easier on my emotional cares, I feel a lot better" Participant*

Importantly, there also appeared to be a change in attitude to the acceptability of receiving help and at what point it should be sought, helping young people become more resilient and better able to deal with future money issues and crises.

*"[My] communication has been improved... Before that, I wasn't able to ask for help, and I think the homelessness has taught me you can't sort things out on your own, you need to seek help" Participant*

### **Building social networks and relationships**

Qualitative interviews with young people provided evidence that accessing support from YIACS has led to positive outcomes in young people's social circumstances, including building their social support networks, and experiencing improvements in relationships;

*"I've become more sociable because I found it very hard to interact with anyone. Since coming here, I've been going out with my mates that I've made here. Got me more friends as well" Participant*

Reasons for this improvement were multiple and connected, with young people describing how becoming more financially stable had increased their social participation which in turn has improved their mental wellbeing;

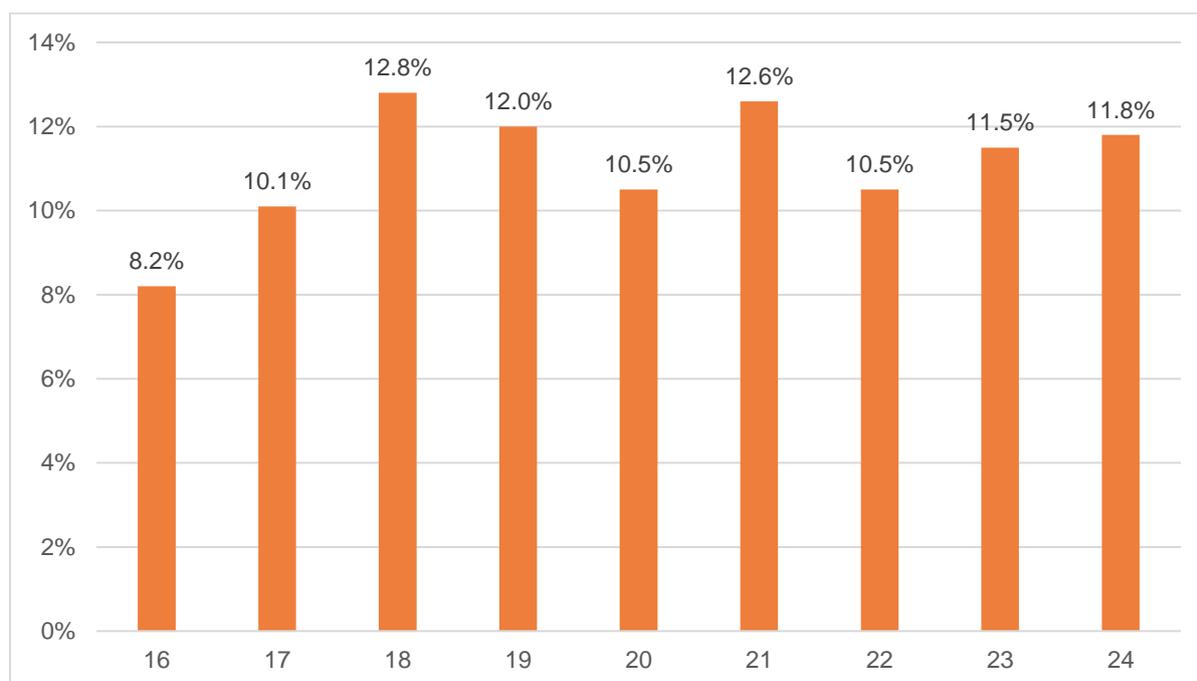
*"It can have a real ripple effect, it affects your self-esteem, you can't go out and do things to enjoy... like I'm about to join a chess club but there's a fee, and it's about £40 a year, and there's just no way I'd have been able to do that beforehand" Participant*

# Process evaluation

## Participant profile

The age range of participants is shown in Figure 5. The mode age was 18, representing 12.8 per cent of the young people who completed a pre-intervention survey. This was closely followed by 21, with 12.6 per cent of young people. The median age was 20.

**Figure 5 Age range of participants**



Base = 485

Key demographic characteristics of participants are:

- Over half (53.8 per cent) of the young people identified as female, with a further 41.4 per cent identifying as male. Eleven participants (2.3 per cent) identified as transgender, eight as non-binary (1.6 per cent) and one (0.2 per cent) as gender fluid.<sup>20</sup>
- Approximately nine in ten young people (89.3%) were from a White British background. A further 5.6 per cent were from a Black or Black British background, 1.9 per cent from an Asian or Asian British background and 3.3 per cent from an 'other' background.
- Almost two-fifths of young people (37.3 per cent) declared a disability or long-term health condition, with a further 57.2 per cent stating that they did not have one. The remainder either didn't know (3.4 per cent) or preferred not to say (2.1 per cent).

<sup>20</sup> Two participants preferred not to disclose

- Over nine in ten young people (91.3 per cent) were single; a further 7.3 per cent were married, with one separated.<sup>21</sup>
- 14.4 per cent of survey respondents reported having caring responsibility with 54 young people either had caring responsibilities for a child or were expecting one and a further 17 having caring responsibilities for an adult.
- In total, 54.7 per cent (269) of young people were in receipt of benefits.

## Support needs

### Routes to services

All the participating services deliver engagement activities to raise awareness and promote the range of support they provide to young people. These include drop-ins and other outreach activities in schools, colleges, hostels and outdoor spaces in addition to information stalls at events such as job fairs; information leaflets; websites and social media activities. Many of the young people interviewed had self-referred having been made aware of the service through these engagement activities or following recommendations from a friend or family member who had used the service previously

Young people also reach YIACS services through referral, or on advice from other organisations for example, GPs, schools, jobcentres, and local authority services including children’s social care, mental health, probation and housing services. Some had been referred from other in-house services.

Young people and advisors were asked about the barriers they might experience when first accessing YIACs services. Where barriers were identified, the main issue, highlighted by both advisers and young people, related to the funding and availability of transport, particularly in rural areas. Services have taken a number of steps to try to address transport issues, including redeeming transport costs where possible, arranging to meet a young person somewhere more accessible to them or by providing transport to ensure the young person has the opportunity to attend appointments.

Advisers recognised that some young people may be deterred from engaging with a service due to confidence issues or anxiety about what to expect, especially as many had experienced, or are going through, traumatic experiences, have mental health issues or may have had a negative experience of other services. Indeed, young people interviewed recalled feeling anxious when they initially attended, though all emphasised that this was no longer a problem due to the nature and approach of the staff.

*“Everyone’s so lovely here. You just feel comfortable that you could tell them anything that you needed to tell them” Participant*

Ensuring a variety of routes into the service, for example email and phone, as well as a drop-in service, helped to keep the service as inclusive as possible, particularly for young people struggling

---

21 Two participants did not know their marital status and four preferred not to say.

with confidence or anxiety who may find talking to new people face-to-face difficult at first. Despite this having direct, face-to-face access to an adviser was highly valued helping some to 'relax' and talk more freely about their concerns. Face to face contact also enables advisers to pick up on non-verbal cues.

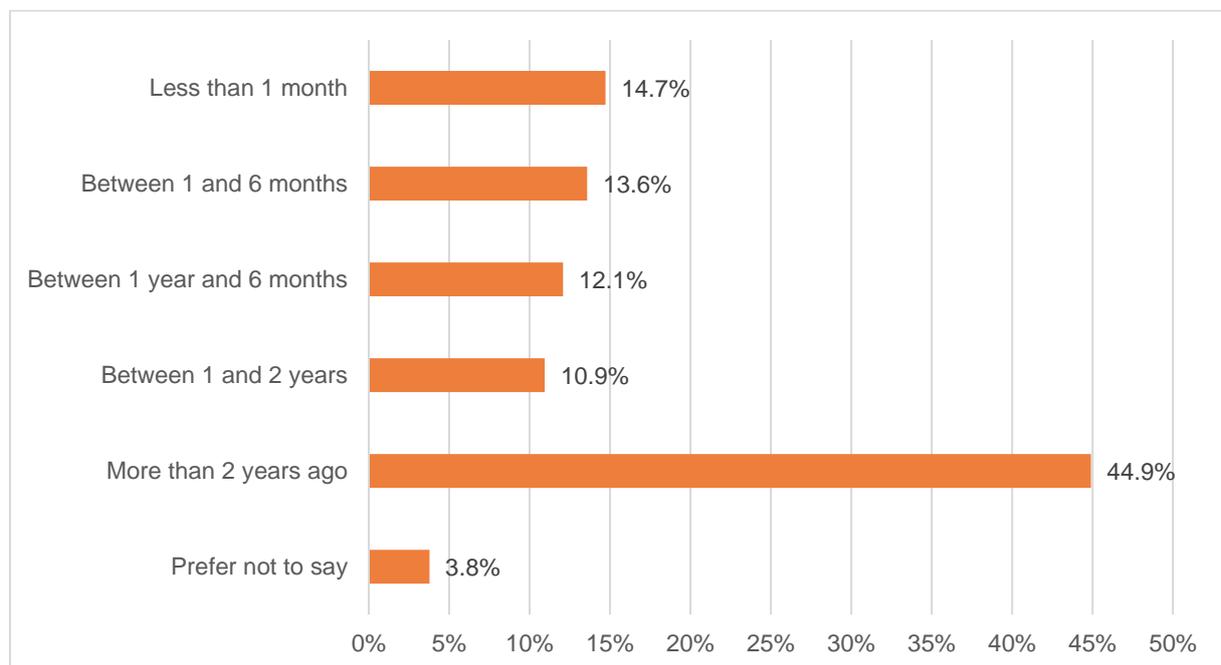
*"I personally think, it doesn't work speaking to them on the phone, because you can't assess them quite so well. You can't have that conversation, you can't relax them, you can't gauge them with your senses, you know your eyes, your nose, how they sit, you can't get that on the phone and it's by speaking to them, and letting them see that you're not an ogre hopefully"*  
Adviser

Some advisers reflected that young people tend not to engage well with appointment-based models and that a drop-in approach is key to engaging young people. Offering both appointment and drop-in services enables YIACS' services to be flexible and responsive to young peoples' needs.

### Prior use of YIACS

Just under half of young people (48.5 per cent) had previously used the service before attending their pre-intervention meeting. For over two-fifths of these young people (44.9 per cent), this was over two years before (see Figure 6), with a further 10.9 per cent of participants using it more than a year beforehand. In total, 14.7 per cent of young people had used it in the previous month, with a further 13.6 per cent using between one and six months.

**Figure 6 Length of time since previous use**



Base = 265

Qualitative interviews identified a number of key triggers for young people to access the service. This includes specific crisis events such as becoming homeless, losing a job or a family breakdown, and ongoing issues such as debt, mental ill health, housing issues (such as overcrowding), lack of

access to employment or education and family problems. It was acknowledged that in some cases crisis events were the culmination of underlying issues which had not previously been addressed.

*"To start off, it all happened in September 2015, when I realised that the landlord wasn't able to provide me with a room anymore. I started couch surfing and stuff, and I was trying to find a job, so, basically, finding accommodation. I was sleeping in the car parks"*

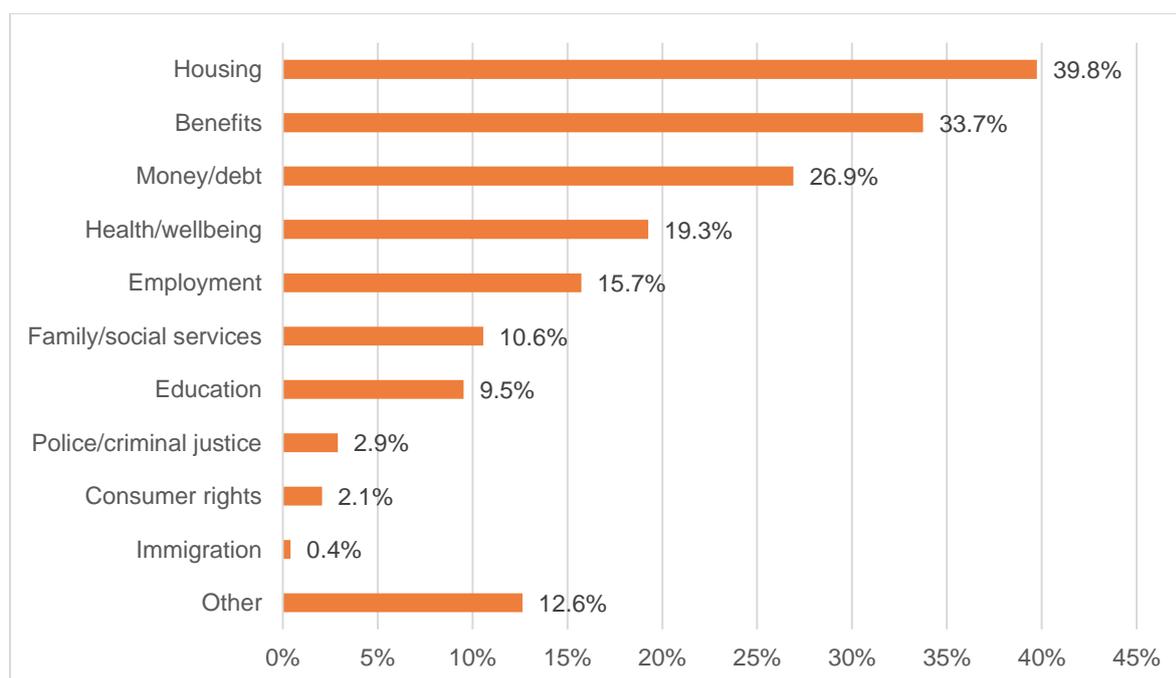
*Participant*

Qualitative interviews indicated that once a young person had used a YIACS service, they would do so again for subsequent issues or challenges they experienced. Among the service users interviewed, there were some who had used their YIAC service intermittently over a period of years as and when required.

### Reason for attending service

Figure 7 shows the reasons why participants initially attended the service. The most common reason was a housing problem, with two-fifths (39.8 per cent) of young people citing this. Over a third (33.7 per cent) of young people had a benefits problem, and over a quarter (26.9 per cent) a problem related to money or debt. Amongst the least common reasons were immigration (0.4 per cent), consumer rights (2.1 per cent) and the police or criminal justice system (2.9 per cent).

**Figure 7 Reason for participant attending service<sup>22</sup>**



Base: All participants for whom a pre-intervention survey was completed = 483

Interviews with advisers reinforced these findings suggesting that as well as looking for support with issues connected more directly to debt and wider money issues, they also sought help in other

<sup>22</sup> More than one issue could be selected

areas, for example welfare advice; housing; health and wellbeing; access to education and employment and parenting support.

*"There's not a typical [service user] because everyone's really individual and their needs are always different, like, yes, they might have mental health issues or mental health needs but they're always going to be different from the next person. We see such a wide variety of people so, you know, from people who have just come to this country and are seeking asylum, care leavers, it's always going to be different for those, people with family relationship breakdown, people who are in trouble for different reasons, those coming out of prison" Adviser*

Many of the young people interviewed were facing two or more issues and several were facing multiple challenges for example, homelessness, unemployment and mental health, alongside money related issues. The survey analysis suggested that in total and in this instance alone, 58.0 per cent of young people came to the service for advice about only one issue. A further 26.5 per cent came for advice about two issues, with the remaining 15.5 per cent seeking advice about three or more issues.

Being able to open up dialogue with a young person about one specific issue they are experiencing could often uncover additional support needs. Being able to have that conversation provided the opportunity to identify and explore other issues, including those related to money.

*"I knew that they could offer counselling and help you with, like, mental health and things like that, but I didn't know about the money thing until, I think it was [a staff member] who mentioned it and I thought actually yes, I do need help with that" Participant*

Similarly, money related problems may be the presenting issue, but will often feature alongside other issues which might be both a concurrent stressor and/or an underlying driver of financial stress.

*"A lot of the time a lot more stuff will come out that will be impacting on the money issue but also you may then find out that actually the money issue isn't actually what's driving this, actually it's [for example] substance use" Adviser*

On top of the toll on emotional and mental wellbeing, there was concern that money related stress could inhibit or compromise young people's decision making by causing them to ignore their financial situation or self-medicate through drugs and alcohol in an attempt to temporarily alleviate their stress. As one adviser outlined, lack of money can create anxiety which in turn lowers the resilience of young people and reduces their ability to respond to issues objectively. For young people with mental health issues for example, not having enough money can have an amplified negative effect on their health *"because then they're just sitting at home... and they're becoming insular which then means their anxiety is getting worse, not better."*

## Identification of money issues

As part of the baseline survey, advisers were asked how clients were identified as having a money issue. This section was completed on 382 out of the 483 pre-intervention surveys. The most common method of identification was self-reported need during initial meeting, which was cited on

43.5 per cent of surveys. For a further 24.6 per cent of young people, need was indicated through experience of other problem types (such as homelessness). Around a fifth (20.7 per cent) of young people were identified through referral from an internal source, and 9.7 per cent through referral from an external source. Money issues for the remaining 1.6% were identified through other methods.

Advisers from all participating services identified that most of the young people they help have money issues and need some sort of financial support, and support needs around budgeting was identified as key for many of the young people they work with.

*"They just don't know how to do it, they're used to living at home, they're used to having food in the cupboards, they don't understand how much things cost, they don't know how to shop" Adviser*

This sentiment was not universal and a dissenting opinion suggested that although money related issues were prevalent, they were not necessarily a dominant feature in the context of other issues. However, the weight of opinion among advisers was that money problems are one of the biggest issues experienced by young people accessing their services, and that there was a 'massive need' for money management for the young people they work with, particularly those experiencing homelessness;

*"Everything we do is linked to their finances, so it does become a constant, running alongside what we're doing" Adviser*

Young people interviewed for this study all had concerns, to varying degrees, about their financial situation, when they first arrived at the YIACS. A few young people were looking for help with discrete financial problems, for example non-return of a deposit paid for rented accommodation and problems in accessing a student loan. Others had wider concerns about their financial situation including the impact of unemployment on their ability to pay for bills and transport; risk of or existing homelessness; insufficient money to buy food for themselves and dependents; meeting housing costs; substantial debt; worries about the amount they were spending on drugs and the negative impacts on their mental health.

*"I was scared that I was going to end up homeless again... I wasn't eating, just pretty much gave up with everything, just spent all my money on my child and that was pretty much it" Participant*

In addition, for some young people financial issues were placing stress on relationships with family members on whom they were relying for support and income.

*"My dad and I aren't on good terms. He decided not to celebrate my birthday and ignored me...my mum was like, 'I want to buy her dinner because it's her birthday and it's my child, and I think I should be able to buy my child dinner on her birthday.' My dad was like, 'She's really bad with money and we shouldn't encourage her ways'"*

Young people interviewed acknowledged a link between their financial concerns or problems and their mental health, with respondents elaborating on the impact that having limited means to support themselves had on their self-esteem and ability to engage in the community. One young

person who was in significant debt, described how the stress of their financial situation, combined with severe mental health problems at the time they contacted the YIACS made it extremely difficult for them to be open about or deal with their money issues.

*“Because I had no income coming in, I couldn't afford to do the normal eating, living, everything else, I couldn't afford to pay for debts either ... I had letters coming in here, there, everything. I had people calling me up. I was in a right old mess...and then because of all the mental issues that were going on as well, I just physically couldn't deal with talking to people. I just didn't know where to start with it, I was so confused. It was like handling money was all, a mixed-up muddle in my head” Participant*

A number of young people spoke to family and friends about money issues and one had discussed their financial situation with their student welfare officer and their social worker. For others, the YIACS worker was the first person they had spoken to or received advice from. Some found this a challenge to start with – in some cases this was due to reluctance to open up about other elements of their life, such as the extent of their spending on drugs. There was an overarching sentiment among young people that it was a relief to get their concerns ‘off their chest’ and get help with their money problems.

## **Financial capability challenges**

YIACS were firmly in agreement on the importance of improving the financial capability of young people to enable them to better manage their money and reduce the chances of financial problems leading to, or exacerbating, additional issues. The adviser in one service gave an example of a commonly encountered situation faced by a high number of young people using their service to highlight the implications of inadequate financial capability;

*“A young person has become homeless. They are aged 20, so children's services won't pick them up, the housing department won't pick them up unless they're in priority need. If things are going well they get a hostel place. They don't expect a hostel to kick them out, and build up rent arrears. Because they are getting up to other stuff, not paying rent or dealing with their benefits, the hostel kicks them out with huge rent arrears; they've got to reduce those before they can even be considered for housing again. So [they] end up in an even more difficult situation and potentially living on the streets” Adviser*

Advisers spoke about the lack of education for young people on money management in school and the absence of family support in the home, especially when other household members (especially parents) may themselves have complex needs and/or be experiencing financial exclusion. It was felt that conversations about, for example, banking or saving for the future are not being had in the households or families of the young people coming in to the service. As a result, young people themselves do not necessarily see money management as a priority or understand what money is about;

*“I have learned that a lot of young people don't even realise they don't understand about money. They're not even getting it. It's not even highlighted that there's actually an issue there” Adviser*

Affirming the quantitative findings presented here, the interaction between mental health and financial wellbeing was evident across interviews with young people. Problems related to financial capability or money management can often be connected to an individual's mental health needs. Therefore, interventions focused on improving young people's financial capability need to reflect the inter-related problems that young people present with and be realistic about the tangible difference it can make.

*"I have a condition called bipolar affective disorder and that makes money quite difficult because one of the symptoms of mania is frivolous spending. So, often I'll save up a lot and then just spend it all when I'm on an episode, which isn't ideal" Participant*

## Financial capability versus financial exclusion

There was a consistent and clear message across interviews with participants and advisers;

*"You can't make money that's not there last longer" Participant*

Underlying this sentiment was the feeling that while improving financial capability was important, there was a greater priority for improving income levels for young people with very low incomes. Advisers also identified social factors that disadvantage the young people they work with, creating additional challenges to managing money.

One issue seen as contributing to the financial exclusion experienced by young people is changes to, combined with uncertainty around, the benefits system. Specifically, this included the housing benefit cap and the introduction of Universal credit. Much of the support advisers provide to young people concerned income maximisation by helping their service user to access the welfare benefits they are entitled to. The introduction of Universal Credit has been highly disruptive on young people's income and concern was specifically raised about the impact of having no housing element for those aged under 21.

*"It's not about their inability to manage it, it's just they don't have access to money and that's becoming more and more difficult in the sense of, housing benefit has been removed for some young people" Adviser*

Further, the baked in delay between registering for Universal Credit and receiving the first payment and the prevailing assumption that people should in the first instance be able to apply for and manage their claims online, overlooking any literacy issues and digital inclusion, added to young people's financial stress by adding delay and uncertainty to the administrative process.

Other social factors impacting on the young people using YIACS include the disjoint between local labour and housing markets, particularly where benefits and wages do not reflect house prices or rent. In one example, an adviser illustrated that the Local Housing Allowance rate in the local authority the YIACS operated was £358 a month compared to an average single room rent of £550 - £600. As a result, it is '*simply unaffordable*' for young people to support themselves whilst paying for accommodation, food, clothing and other costs.

Housing shortages and reliance on temporary accommodation can also introduce other forms of household economic disadvantage for young people. For example, those housed in temporary Bed &

Breakfast accommodation often have nowhere to store or prepare food, making it difficult to shop for good value, healthy meals.

*"A lot of them will be going to takeaway shops, McDonalds, because they've got no cooking facilities so even if they wanted to go and buy a decent week's worth of shopping, they've got nowhere to keep it and nowhere to cook it, so what are they going to do?" Adviser*

One adviser found that a lot of the young people coming in to the service are working, but due to the cost of living, are still not managing; *"Lots of them aren't able to save for a rainy day so when they do lose their jobs they've got no fallback"*

There was acute concern about young people's access to high cost credit and illegal lending. Advisers identified young people's exposure to numerous opportunities to access sub-optimal credit including high street lending, store credit and through online gambling. In particular, concern was expressed that 'loan sharks' were targeting areas experiencing higher levels of socio-economic disadvantage, from which many of the young people accessing services were drawn.

*"We need these sharks to stop focussing in on our young people, you know, these loan sharks. I've done sessions about loan sharks to highlight the dangers. The interest rates and so forth, you know? [The loan provider] comes around to your house, the interest rates are ridiculous, but they come around to your house...knocking at their house on a Saturday night" Adviser*

The scale of the problem is notable with survey data showing that almost nine in ten (88.5%) young people had borrowed money during the three months prior to visiting the YIACS. Concerningly, more than one in five had borrowed money using a high cost credit option with 12.3 per cent using an overdraft or credit card and 8.2 per cent a loan from a high street, online or door-to-door lender.

When asked how they would find money for a major unexpected expense equivalent to a month's income, 14.9 per cent indicated that they might borrow it. Further, underpinning the level of poor financial resilience among research participants, a fifth of respondents reported either 'not knowing' or 'would not be able to' find money. For 3.4 per cent of respondents, the only option available to them would be to 'reduce spending / go without food or utilities (gas, electricity, mobile/ telephone/ internet)'.

## **Support received**

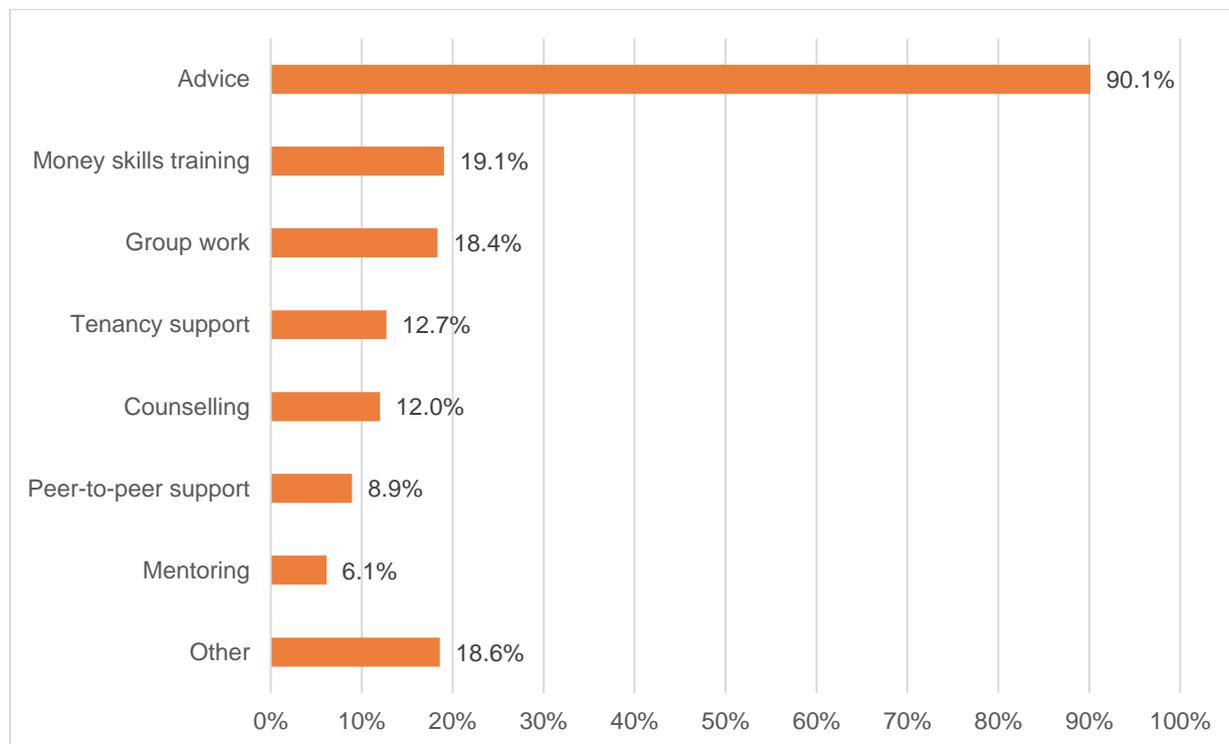
This section provides a discussion of the types of support young people receive from services, including the financial support and advice, and explores the extent to which services find it useful to separate out financial capability interventions from other support and advice related to money matters.

### **Types of Support**

Advisers were asked what support young people had received from the service since coming with their current money issue. Table 8 shows the types of support received. By far the most common type of support received was advice, cited by 90.1 per cent of advisers. There was a substantial drop to the next most common type of support, money and skills training, with a figure of 19.1 per cent. A further 18.4 per cent of young people participated in group work.

In total, 50.1 per cent of young people received only one type of support. A further 23.8 per cent of young people received two types of support, with the remaining 25.4 per cent receiving three or more types.

**Figure 8 Support provided by the services**



Base: Participants with a post-intervention survey and for whom this question was completed = 425

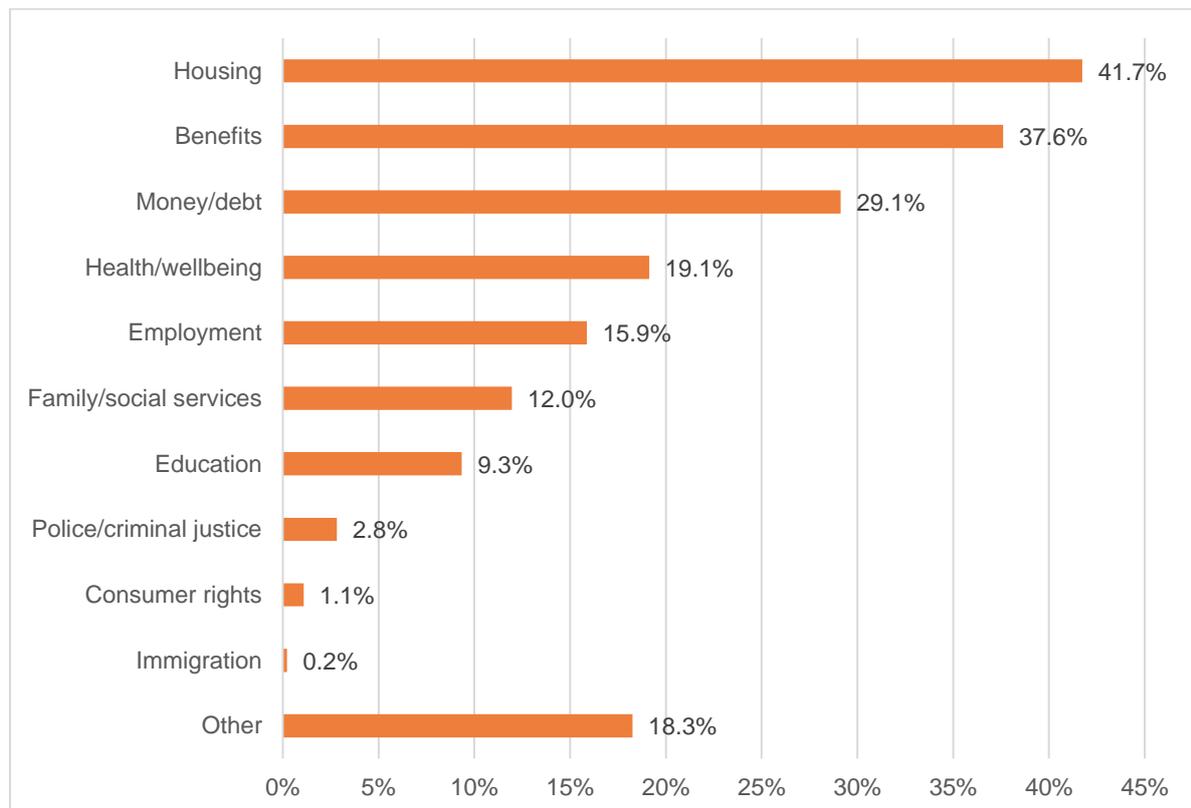
The form and delivery of support varied depending on services and projects. However, it was most commonly delivered through a combination of drop-in services; one-to-one support; and group sessions:

- **Drop-in sessions** –Young people primarily access drop-in to access informal support or advice for a broad range of needs. Incidentally, the service sometimes acts as a triage, where informal discussions or assessment with young people uncover individual support needs, or the need for a particular intervention.
- **One-to-one support** – One-to-one support was the most common delivery method of support, especially in relation to support around health and wellbeing or counselling. The provision of one-to-one support allows services to adopt the needs led approach. Some advisers noted how one-to-one sessions are led by young people, empowered to lead on the topic of discussion. Other advisers noted how one-to-one support is important for addressing personal issues, or more urgent support: *"It's normally a one-to-one, you know, they'll come to us because they're in crisis, and it's helping through that crisis"*.
- **Group sessions** – group sessions are usually run to meet wider cohort needs, or delivered as part of project work run for a set amount of time. There were examples of group programmes being designed and delivered in response to recognising a cohort wide support need. Group sessions can provide an open and friendly environment for young people.

Figure 9 shows the problems for which young people received help (either from the reporting service or a different service) since the appointment in which their pre-survey was completed. The most common problem to have received help on was housing, cited by 41.7 per cent of young people. A further 37.6 per cent had received help relating to benefit problems and 29.1 per cent help relating to money or debt problems.

In total, 49.3 per cent of young people had received help relating to only one issue. A further 30.2 per cent had received help relating to two issues, with the remaining 20.4 per cent receiving help on three or more issues.

**Figure 9 Problems dealt with since pre-survey**



Base: Participants with a post-intervention survey and for whom this question was completed = 460

### **Form and delivery of support**

Qualitative interviews provided insight to the form and delivery of support packages for young people. The support offer differs slightly between services but focusses on delivering a flexible and needs led support model to help young people overcome the multiple and intertwined needs they often present with. Across services, the support provided is *'wrapped around'* the needs of young people.

The needs led support and advice offer consisted of a range of topics and approaches and included *"dealing with ADHD, or dealing with anger, or self-confidence, or self-harm, or with money situations, employment situations, housing problems"* (Adviser). As the young people supported through YIACS often presented to services with a number of inter-related issues, one of which might

have included money issues, financial and money management support is usually introduced as part of a holistic package of support to address these needs.

Often, as well as providing services related to money or debt, support included some combination of:

- Homelessness / accommodation
- Employability / NEET services
- Careers guidance
- Foodbanks
- Emotional health and wellbeing / counselling
- Drugs and Alcohol support
- Sexual health
- Parenting support e.g. education about attachment

## Financial support, services and advice

Qualitative interviews showed that support related to money and debt takes various forms. The type and level of support provided is determined by young people's wider circumstances and underlying issues. Across services, this type of support forms part of the holistic support offer.

### Information, advice and guidance

By far the most common type of support received was advice, cited by 90.1 per cent of advisers. Qualitative analysis explored the type of advice and guidance that related to financial issues, as well as the range of circumstances in which it is provided. Advice and guidance often concerned income maximisation and access to benefits, for example explaining eligibility criteria for different benefits, young people's individual options and how to go about claiming them. One service user described that this type of support gave a full understanding of the options available and allowed them to have a full understanding of the situation.

*"They explained how the system [housing benefit] works too, so that I could understand it properly. Yes, without that, I'd have been pretty clueless about how to go about it"*  
Participant

Other general advice and guidance was around helping young people to think about affordability and ways to cut costs; looking for more affordable options and outgoings. One adviser outlined how they sometimes provide guidance about specific behaviours that impact on financial circumstances, for example suggesting ways in which a young person could cut down on smoking.

### Advocacy support

Qualitative evidence from interviews with advisers and young people highlighted how advocacy support has a large part to play in the holistic support provided for young people. This was most often provided in times when young people presented to the service with an urgent need, such as benefits sanctioning, risk of losing accommodation or a debt crisis. In situations where young people have severe debt problems, advisers can support young people by liaising with the relevant organisation to set up a payment plan to resolve outstanding debts and to remove the threat of bailiffs.

Other examples included support with maintaining accommodation by liaising with landlords to deal with rent arrears. One adviser described how young people often use the service to resolve urgent issues, and then once the issues are solved they may not hear from them again for a few months, or until another crisis occurs (e.g. change of benefits, risk of losing accommodation) which will trigger them into returning to the service.

Advocacy support is also provided for less urgent needs, particularly when young people have mental health needs that can prevent them or lessen the likelihood that they will be pro-active about making relevant phone calls or accessing services. When this is the case, in addition to providing advice and guidance, advisers commonly support young people to access the benefits they are entitled to. Advisers and young people explained how this type of support has a cumulative effect in improving their circumstances;

*"Especially if I start living in a supported accommodation, obviously, they do request a service charge, and I was able to receive the benefits and I was able to cover the service charge, and then I was able to find work, and I was able to pay the rent, which is, in my opinion, a very good plan" Participant*

### **Budgeting support**

YIACS commonly introduce budgeting support as a way of improving the financial capability skills of young people. Advisers reasoned this by explaining how the majority of young people that access their services lack money management skills as this is not often the priority for young people experiencing a range of complex needs.

*"Quite a lot of our young people that come in are chaotic, in crisis, [have] mental health issues. Obviously, that can affect how you're feeling and if you want to address the issues, some young people have had dysfunctional family life, been in and out of care. Not been in school, so they haven't learned how to manage their money" Adviser*

The primary form of money management support is in the form of budgeting. Most advisers worked with young people to monitor their spending behaviour with the use of budgeting tools. Advisers helped young people to consider affordability in light of their income and expenditure commitments. One young person outlined how the adviser helped her to identify her total income, untangling her outgoings, and then identifying how much money she would have at the end of the month. She found this process useful, especially in becoming aware that she did have an amount of money at the end of the month.

*"Well, I was told how much I get a month and then we figured out how much to put on gas, electric, food and then split it up and then I'd have £50 or £60 left by the end of the month" Participant*

The flexibility of the YIACS also enabled more novel approaches to help young people develop money management skills. As one young person explained, having tried but achieved little from conventional budgeting support, she was encouraged to participate in a creative project involving painting a mural and decorating a room, which had money management skills embedded into it. In contrasting her experience of both approaches, the respondent explained how conventional

budgeting support had previously not worked for her as her interests and future goals were not taken into account in the resulting budget plan.

### **Monetary support**

Monetary support was most commonly provided to help alleviate some of the practical barriers to accessing the service. Where advisers noted that travelling to the service can be an issue for some young people, especially in areas where public transport services are scarce, they offer travel subsistence by paying for bus fares. Other examples of monetary support included paying for driving lessons or providing food vouchers.

### **Referrals & partnerships**

Partnerships are a key factor in delivering the holistic and needs led support that YIACS services strive to provide. Qualitative interviews with advisers and young people revealed how through effective partnerships with expert organisations, services can continue to provide holistic and needs led support for young people.

Advisers noted that on occasions when the service is not in a position to provide specific support for young people, they would make a referral to another organisation. For example, if a young person is experiencing extreme debt, they would refer them on to a specialist debt organisation. One adviser mentioned how they remain in contact with the young person to support them through their referral. Young people referred to the 'open door' nature of YIACS, explaining that even if the service itself cannot provide a particular support, they'll be referred to somewhere that can.

*"Even if your problem can't be dealt with here, they'll find somewhere where it can. They're not just like, 'Sorry, we don't deal with that,' they'll support you and show you to other services where you can get that help. You never get a door shut in your face here. So, I do just think it's really good here" Participant*

It was also common for services to utilise their partnerships with specialist organisations in delivering some of their financial related support. In some examples, representatives from other organisations deliver group sessions to provide advice and guidance. One service explained how when they identify a young person experiencing specific money related problems, advisers from the local Citizens Advice Bureaux would attend the drop-in service to provide a session on topics such as budgeting.

Another adviser explained how they refer young people to 'hub' like services for short-term support, where they can access washing machines, internet and food, for example. While this was largely a short term measure, it helped to support young people with limited income.

### **The importance of holistic support**

The holistic and needs led model of support is imperative to addressing the wide-ranging needs of young people that are often interrelated. The issues that young people face are most often associated with other issues, highlighting the importance of providing support that addresses a range of needs together, as opposed to taking one problem at a time.

*"It all seems to link in together and just the fact that you've got a service that you can come into and have a number of needs met in sessions, you know, is... again, that kind of moves everything forward" Adviser*

Young people who access services often come from backgrounds of instability, the issues they have are underlying and have been there for a long time. The combination of and level of support for young people should therefore reflect this. As opposed to being a 'short term fix', the holistic and needs led support that services provided is important to help young people overcome long lasting issues, such as mental health needs or addiction. This more intensive support was considered an 'investment' in young people that empowers them with the skills to better manage the problems they face in future.

Recognising that the problems young people present with are often inter-related, services incorporate a range of factors in their assessments of young people in order to ensure they are provided with the holistic support package to meet their individual needs.

*"There's ten different headings but basically the idea is to be as holistic as possible... money and debt is one of those headings, but we'll also have headings on substance use, family relationships, mental health, physical health, sort of staying safe... we try and be as holistic as possible and actually try and unpick what is going on" Adviser*

## **Separating financial capability & other money matters**

Advisers were provided with the opportunity to reflect on how useful they view separating out financial capability support from other advice and support related to money and how the financial capability support could be delivered effectively.

Advisers stressed that in the context of a cohort of young people who often have multiple and complex issues, addressing financial capability has to be looked at as part of the wider picture. Elaborating on this, one adviser noted how financial capability support fits in with the wider support provided by their service. They outlined how the delivery of financial related support is most effective when introduced informally, and the service user has already engaged with the service for a 'separate' issue.

*"Sometimes when you can't engage a young person in just a money management session or, you know, we're going to do some work around budgeting or debt, sometimes it's really useful to be able to get them in for something else and then gradually interact and talk about their money, so you kind of link it in together rather than separating it out" Adviser*

Where service users had strong views about the usefulness of separating financial capability from wider support related to money, the sequence of delivering this support was deemed important. Financial capability is sometimes introduced once some of the more urgent issues (e.g. accommodation, accessing benefits, etc) are addressed and young people are in a better place to think about managing their money. One respondent thought it was useful to separate the two, particularly for time constraints. Advisers echoed this, suggesting urgent money problems should be resolved first, followed by work on skills such as budgeting was more effective than attempting both concurrently.

*"The important thing is to get them some money coming in, get them on the benefits, get them some accommodation, and then ... sit down and do the proper budgeting with them. I mean, we can go through it roughly, but I think it's something that needs a lot of work on, for someone to understand where their money's going" Adviser*

In general, advisers thought to address financial capability in particular, young people should be provided with the opportunity to take the lead, and empowered to learn the skills that will help them respond to the money issues that resurface throughout life.

*"If you just do it for them you may have sorted them out today but next week something else will happen again, another letter or whatever and they're back where they were. So in terms of looking at investment it's time and investment at the beginning but it does pay off in the sort of longer term" Adviser*

## Reflections of support

Advisers and young people were asked to reflect upon the support provided through YIACS. Key themes that were discussed included; the holistic nature support, the importance of flexibility in delivering this support; as well as the engaging nature of services.

### Holistic and flexible support

There was widespread support from young people that the holistic and needs led nature of support is a strength of services. Delivering a holistic and needs led service is considered especially important for this cohort of young people who are unlikely to access support from multiple services. The service was described as a 'one stop shop model' in that young people can come to a single service and receive help for multiple issues.

*"The fact that we're holistic, I think, is the huge thing, that we listen, and we try to look at all the causes, and not just focus on one thing" Adviser*

Young people thought it was helpful to have someone work alongside them as an individual as well as to be able to access different kinds of support:

*"Yes, like, sometimes with certain stuff I prefer a one-to-one instead of the, like, money matters stuff. I'd speak to a group about it, but then, like, the budgeting part where I can cut down I'd prefer to speak one-to-one because then I'd listen more, and I won't get distracted" Participant*

The importance of being able to meet basic needs as well as more specific services was also highlighted as a key strength of the service. Elements of the support valued by young people are its longevity, as well as the flexibility advisers have in delivering the service with and around individual young people.

*"I think the most important thing is the fact that we can work long-term with them. We are more flexible in the length of time that we can work with a young person" Adviser*

## **Engagement rapport & relationships with advisers**

Engagement was considered is a key strength of the service. Advisers felt the ‘welcoming nature’ of the service is key to facilitating the engagement of young people. The service, by nature, can build good rapport and a trusting environment for young people.

*“Building an environment where they can feel there's a trust, you know, that's definitely really important” Adviser*

Young people also emphasised that a valued element of the service was having an adviser to talk to in an informal way. One young person emphasised this when comparing the service to her experience of Adult Mental Health services. The fact that YIACS are developed specifically around young people’s needs helps them to engage with services. This view was echoed by advisers.

*“Trying to make the place as welcoming as possible while also having that knowledge, that expertise...I think it's the same with adult mental health services and about substance services, it's about having that ability to engage with young people and interest them”  
Adviser*

Another young person appreciated having someone to talk to who was not associated with her college. She emphasised the importance of being able to confidently speak to a non-judgemental adviser about anything.

Advisers felt that the continuity of relationships was an important part of support for young people. Developing relationships with one contact was important for young people, where advisers could get to know their situation over time, including their aspirations.

## **Learning from Money Matters**

Service advisers were provided with the opportunity to reflect on their participation in the evaluation and asked to consider any key learning from doing so. Numerous advisers talked about their wider learning in relation to financial capability or other money matters.

For some, participating in the evaluation highlighted that the financial capability of young people is a national policy issue. Advisers explained how taking part has highlighted the extent to which young people need support in managing life and money in general. There was some surprisingly learning about the variation in the financial capability between young people; for example, the project has highlighted that those still living at home tend to know less about money management than young people who have been homeless for a time, which seemed counter to their intuition or existing assumptions.

On a service level, taking part in the evaluation has encouraged staff and programme leads to reflect more widely about the organisation, teasing out which of their particular services are having an impact on young people and their financial capability.

For the young people themselves, being involved in this project has highlighted how important it is for them to be aware of their entitlements. Despite often being involved with statutory services, young people were often not very well informed or aware of their entitlements. Advisers acknowledged that local YIACS services were essentially filling in a support gap that statutory services could themselves fill.

## Cost Effectiveness

This section presents findings from a cost effectiveness analysis. It first presents costs for delivering support through the Money Matter project, and then monetises the benefits achieved from the support.

### Costs

Overall, the total annualised cost of the Money Matters support across the nine sites was £682,792. Table 8, below breaks down the delivery costs by individual cost elements. Direct staff and revenue costs, account for three quarters of total spending (77 per cent). Twelve per cent of the remaining costs were spent on universal and overhead costs, five per cent on management and support costs, four per cent on operational costs, whilst a further two per cent were spent on capital costs<sup>23</sup>.

**Table 8 Estimated annual costs by cost element**

	Total	Percentage of total
<b>Staff and Revenue Costs</b>		
<i>Engagement</i>	£142,178	21%
<i>Screening / Assessment</i>	£159,975	23%
<i>Support Provision</i>	£197,478	29%
<i>Other Staff Costs</i>	£28,438	4%
<b>Sub total</b>	<b>£528,068</b>	-
<b>Management and Support Costs</b>		
<i>Supervision / HR Management</i>	£18,029	3%
<i>Project Management and Oversight</i>	£13,042	2%
<b>Sub total</b>	<b>£31,071</b>	-
<b>Non-direct staff costs</b>		
<i>Capital Costs (one-off investments)</i>	£10,721	2%
<i>Universal and Overhead Costs</i>	£80,429	12%
<i>Operational Costs</i>	£27,281	4%
<i>Support Service Costs Not Covered Above</i>	£5,222	1%
<b>Total Annual Cost</b>	<b>£682,792</b>	-

Source: Costs supplied by support sites

The estimated total support cost varied greatly between sites. This variation can be attributed to several factors. It is in part due to differences in the sites' operational models, with some sites implementing intensive engagement strategies with multiple pathways; such approaches appear to have significant cost implications. Other partners that used less intense engagement, with a larger focus on word of mouth or partnership referrals, registered lower costs in comparison. Contextual factors were also notable explanators factors for the difference in costs, for example having a subsidised or peppercorn rent for estates. However, it is not clear from the data available that what all or the key drivers of the variation are.

<sup>23</sup> In addition, one per cent of the total costs of the support have not been allocated to a precise category.

## Benefits

Despite evidence that the receipt of Money Matters related support results in a range of outcomes including an improvement in financial capability, household income, employment, and housing and homelessness, this exercise focusses solely on the impact of provision on service users' wellbeing and the resulting public value benefits of this. This is largely due to the monetisable outcome data available. Further, outcomes and benefits are based on those identified from the longitudinal survey (detailed below). The number of outcomes used for this analysis are very likely to be lower than the actual number of outcomes achieved across partners' client base. As such, this analysis presents the **minimum level of cost benefit** that services can achieve.

To assess the impact of a change in WEMWBS on the individual, it is important to consider at what point a positive or negative change in score is perceived by the affected individuals. At present, there is no method to assess respondents' sensitivity to a change for SWEMWBS. However, the literature available for the full fourteen-point version suggests that the point at which a change in wellbeing is perceived by the individual (recognisable) is a change of three or more points.

To ensure that changes in wellbeing which have had an actual impact on the individual, only 'recognisable' changes in score were included in the analysis. For the purpose of this evaluation, individuals were only considered to have experienced a recognisable improvement in wellbeing if they recorded an increase in score of three or more<sup>24</sup>. Likewise, individuals were only considered to have experienced a recognisable decline in wellbeing if they recorded a decrease in score of three or more.

After screening out individuals based on this condition, 152 individuals were recorded as having experienced a recognisable increase in wellbeing over the course of nine months, whilst 44 individuals were recorded as having experienced a recognisable decrease in wellbeing. This meant that a net number of 108 individuals were recorded as recognisably improving their wellbeing over the course of their engagement with the support out of 451 individuals.

As the survey was conducted across nine months it was necessary to project the outcomes measured on an annual basis to ensure benefits were comparable to costs. As a result, it is estimated that a total of 601 individuals engaged with the sites across a twelve-month period, with 203 individuals experiencing a recognisable improvement in wellbeing and 59 individuals experiencing a recognisable decline in wellbeing. Overall, a net number of 144 individuals were projected to have recognisably improved their wellbeing across the twelve-month period.

### Value of an improvement in wellbeing

The New Economy Model has been used to derive estimates of the public value of an improvement in individual wellbeing. To monetise the value of an improvement in wellbeing, the New Economy Model draws from the National Accounts of Wellbeing framework<sup>25</sup> and other sources for specific

---

<sup>24</sup> Despite differing scale lengths between the 14-point and 7-point version of WEMWBS, the three-point change has been kept to be conservative.

<sup>25</sup> New Economics Foundation, (2009) National Accounts of well-being

health and wellbeing benefits. The resulting monetisation is divided between the different domains of wellbeing as shown below:

- Increased confidence / self-esteem - £3,500
- Reduced isolation - £8,500
- Positive functioning (autonomy, control, aspirations) - £3,500
- Emotional wellbeing - £3,500

For this exercise, a recognisable improvement in wellbeing, as measured by SWEMWBS has been considered to signify an improvement in emotional wellbeing and an increase in confidence and self-esteem. Thus, an improvement in wellbeing can be considered to, at the very least, lead to an annual public value benefit of £7,000 per individual. This is applied to the net 144 individuals estimated to have enjoyed a recognisable improvement in wellbeing.

Recognising that wellbeing outcomes of the support are unlikely to be permanent, the analysis presented here assumes that the recognisable improvement in wellbeing, tapers to 50 per cent in year two and 0 per cent for year three and beyond.

The number of people who benefit from Money Matters related support, and their associated wider benefits, represents the gross public value impact of the support provided. It can be expected that some of the young people would have achieved a recognisable improvement in their wellbeing in the absence of support due to other factors – this is commonly known as deadweight. Evidence as to the extent of this deadweight is limited. Ideally, it would be preferable to base estimates of deadweight on an explicit counterfactual which compares the achievement of recognisable improvements in wellbeing for those receiving Money Matters related support with a similar group of individuals who are not receiving support. Unfortunately, such a counterfactual does not exist. However, a 2009 study commissioned by the Department for Business, Innovation and Skills<sup>26</sup> which collated and analysed evaluation evidence on additionality found that the mean deadweight for sub regional level programmes and projects focusing on people and skills was 26.3%. Hence, deadweight has been assumed to be 26.3%.

The estimated public value of benefits related to a recognisable improvement in wellbeing for individuals to participate in Money Matters related provision adjusted for the assumed level of deadweight are shown in Table 9 below.

**Table 9 Public value of benefits related to a recognisable improvement in wellbeing for Money Matters service users (2017-19)**

	2017-18	2018-19	2017-19
Increased confidence / self-esteem	£371,448	£185,724	£557,172
Emotional wellbeing	£371,448	£185,724	£557,172
Total	£742,896	£371,448	£1,114,344

<sup>26</sup> Department for Business, Innovation and Skills (2009) Research to improve the assessment of additionality. BIS Occasional Paper No. 1.

## Overall cost effectiveness

Bringing the annual costs of Money Matters related support and the associated benefits together gives the net present value of the support and the public value return on investment. In line with the Treasury Green Book, all costs and benefits have been discounted to a common year using a real discount rate of 3.5 per cent per annum, in this case 2017-18 which is the first year of the analysis. Table 10 shows that the overall net present public value of Money Matters related support, when only taking benefits accruing from improvements in wellbeing into account, is estimated to be £418,551.21. The public value return on investment is **at least 1.61**, indicating that every £1 spent on Money Matters related support, generates an estimated £1.61 of overall economic and social benefits. However, it should be noted that the true return on investment is likely to far exceed this amount if accounting for, i) the full range of outcomes being achieved (such as reduced homelessness, employment or training outcomes, etc), and ii) partners' full client base (not only those who completed the survey).

**Table 10 Net present values (NPVs)**

		Financial Year		Net Present Values
		2017-18	2018-19	
<b>Actual costs</b>	Costs	£682,792.11	-	-
	Benefits	£742,896.00	£371,448.00	-
<b>Discounted costs</b>	Costs	£682,792.11	-	£682,792.11
	Benefits	£742,896.00	£358,447.32	£1,101,343.32
Net Present Public Value				£418,551.21
<b>Public Value Return on Investment</b>				<b>£1.61</b>

Table 11, below, presents the analysis using different values for deadweight following the top and bottom of the 95 per cent confidence level set out in the evidence review commissioned by the Department for Business, Innovation and Skills. The table shows that under all three scenarios deadweight scenarios, the net present public value of Money Matters related support remains positive and ranges from £1.37 in the most conservative deadweight scenario (37.2 per cent deadweight), to £1.85 in the most suppressed scenario (15.4 per cent).

**Table 11 Net present values with deadweight stress test scenarios**

	Deadweight		
	15.4%	26.3%	37.2%
<b>Discounted Cost</b>	£682,792.11	£682,792.11	£682,792.11
<b>Discounted Benefits</b>	£1,264,228.56	£1,101,343.32	£938,458.08
<b>Net Present Public Value</b>	£581,436.45	£418,551.21	£255,655.97
<b>Public Value Return on Investment</b>	<b>1.85</b>	<b>1.61</b>	<b>1.37</b>

The analysis suggests that based on the wellbeing outcome alone, YIACS support is cost effective. To put this into further context, for the point at which the service becomes ineffective, deadweight would need to meet or exceed 54.1 per cent.

## Limitations of the evaluation

There were several known limitations to this study, some of which have previously been discussed, which may have influenced findings.

First, due to resource and reasons of practicality the survey used to capture quantitative data was administered by front line YIACS staff. Despite providing direct support and comprehensive written guidance (including scripted questioning), it is not possible to rule out the possibility of observer bias influencing young people's responses. However, as the study design used a pre/post survey design to assess distance travelled, this is in part mitigated.

Second, though it was hoped that survey non-response would be captured to allow calculations of response rates, the procedures were not followed by all partners equally, as such assessing survey non-response has not been possible. Any future research should ensure that the process to capture survey non-response is fully embedded across all partners.

Third, and related to the above point, as with any voluntary participation survey there is a risk of self-selection bias. However, partners took a number of approaches to ensure that opportunities to complete surveys were maximised, and in some cases offered financial incentives to aid their completion. Feedback about response rates did not suggest refusing to do the survey was a significant issue. Though practical issues (including not having the time to complete the first survey following a session, or safeguarding concerns) meant surveys were not sometimes completed, refusing to conduct the surveys outright was less frequent.

As a longitudinal survey, bias due to survey attrition could also be a problem. However, due to the active role played by project partners, and the constructive relationships they had with young people, the attrition rate was just 8.3 per cent and well within acceptable boundaries.

There were however, more fundamental issues with the design of this research. These included not being able to capture a broader array of outcomes due to the imposition it would place on frontline services, and limited resources available for research activity. It would have been useful, for example, to explore young people's household finances in more detail, and to track spending habits in a more comprehensive way (for example, through spending journals).

More importantly, the time-bound nature of the project limited the research to explore the longevity of outcomes and to explore how long improvements in financial capability and wellbeing lasted. Being able to run this type of research over a longer period would also have informed how financial and mental wellbeing touched on other parts of young people's lives and possibly improved their stability. This study has demonstrated the viability of the methodology; it would be relatively easy to adapt this approach to conduct research over a longer period of time.

Finally, the absence of a counterfactual group makes assessing the true impact of YIACS provision difficult. While developing a counterfactual group would have been analytically useful, given the high levels of need among YIACS service users creating such a condition is challenging. Alternative rigorous approaches to measuring impact, including through qualitative methods, could provide an opportunity to explore causal pathways in greater detail. However, such approaches would be resource and time intensive.

# Conclusions and recommendations

## Summary of findings

This research has demonstrated that support through YIACS has significantly improved the financial capability of young people across all of the individual financial capability domains (making ends meet, keeping track, and planning ahead), and the combined score. At the same time the support reaffirmed evidence from elsewhere demonstrating the effectiveness of YIACS support in improving mental wellbeing, and that the improvement in wellbeing correlated with improvements in financial capability.

Qualitative data unpicked the relationship between financial capability and wellbeing. In particular there was a clear perception among the young people using the YIACS service and those delivering the support that there was a level of dependency across the two, and that the direction of the relationship flowed both ways, with low financial capability exacerbating poor mental wellbeing, and vice versa.

Support provided by YIACS was also directly attributable to a number of other positive outcomes for young people, such as getting access to benefits, and improving housing circumstance. Though requiring further research, evidence presented here indicated that support could also reduce the number of young people not in employment, education or training.

Importantly, even when using a highly conservative approach to cost effectiveness analysis (using only one outcome measure), the fiscal case for YIACS is strong, with an expected return of **at least** £1.61 for every pound invested in the partner YIACS even when accounting for deadweight.

## YIACS support and financial capability

The relationship between financial capability and mental health is unclear. This is in turn reflected in the overarching approach to providing YIACS support which was multifaceted, and deeply personalised. The YIACS model of delivery makes few assumptions about what needs to happen and when but is instead determined by the needs of the individual young person. Indeed, in dealing with a young person's support needs in a holistic way, YIACS appear to improve outcomes on a range of fronts which taken together provide the young person greater overall stability and opportunity.

This research provides a detailed overview of the type of support YIACS provide. Despite extensive exploration of the YIACS delivery model, the research has not been able to comprehensively detail what financial capability interventions look like across the partnership; this is mostly due to support to improve financial capability being baked into other support (for example as part of the support offered to help settle into a new house). It was clear that advisers felt that support to help manage money had to be delivered alongside other issues that young people often faced. Further, though it was recognised that improving financial capability was a desirable outcome in itself, this was often folded within a broader money and debt support offer, which included advice and support on income maximisation through access to benefits, practical money solutions, debt advice and advocacy support.

It should be remembered that YIACS service users tended to have high levels of support needs, and often faced multiple issues and forms of social disadvantage concurrently; many were also on very

low incomes. As such, providing standalone interventions to improve financial capability (or any other singular outcome) would have limited impact. In particular, the research reinforces findings of the Marmot (2010) review connecting social determinants to health. Indeed, without a marked change in income levels and social mobility, being on a low income can have marked and self-perpetuating health implications:

*“People on low incomes refrain from purchasing goods and services that maintain or improve health or are forced to purchase cheaper goods and services that may increase health risks. Being on a low income also prevents people from participating in a social life and can leave them feeling they are less worthy or have a lower status in society than the better-off. The relationship can operate in both directions: low income can lead to poor health and ill health can result in a lower earning capacity” (p74)*

Across all the partners involved in this research, there was no set model of service delivery to improve a young person’s financial capability. It is implied that the degree to which financial capability is a directly intended outcome or a by-product of other support is not consequential. However, there was an appreciation of the value of financial capability and for people to have good money management skills, particularly for young people who may not have given much thought towards their attitudes and relationship with money.

## **Recommendations**

A number of recommendations have been identified through the research process. These are outlined and discussed below.

### **Think about the journey, not just the destination**

Critical to the success of the YIACS approach was the fully developed journey to the service and through the support. While it is important to ensure the content of the financial capability support is effective and appropriate, advisers were keen to emphasise that underpinning the success of the delivery model was the level of trust young people had in the service and the staff. YIACS had clearly spent a lot of energy developing an identity that was trusted among young people and that felt materially different from the services they may have previously encountered (such as local authority services, and Jobcentres).

YIACS had developed a wide network of partners, including statutory service, schools and colleges, and other third sector organisation, who could refer or signpost young people to the service. Once in, YIACS offered a variety of services and drop in sessions that could be used to engage young people, with effective internal referral procedures to other support the YIACS offered.

Key to the engagement strategy is to keep things informal, relaxed and in the control of the young person. Through this process, advisers were able to build trusting relationships which helped them move young people into other support delivered by the service itself, or an expert referral partner.

### **It is not just about financial capability**

To reiterate a point made by both advisers and young people alike - *“You can't make money that's not there last longer”*. Accordingly, financial capability support should be provided alongside broader money and debt support, including income maximisation, support accessing benefits and other entitlements, and debt advice.

Equally important, young people's financial wellbeing is connected to and needs to be viewed in relation to other personal and social circumstances. Findings from this research indicate a connection between mental health and other socio-economic factors (including housing, welfare reforms and tight operating environment limiting access to statutory services) interact with financial wellbeing and income. Broader support should be provided to reduce disadvantage and improve social mobility and opportunity, in particular support around health and wellbeing, skills and employment and housing. This will likely be a resource intensive offer given the range and level of need among the young people supported by YIACS.<sup>27</sup> Ultimately, the support should help young people plan and prepare for the future.

### **Think Long term**

When supporting disadvantaged young people, commissioners and service providers should move away from only looking at short term solutions which seek to achieve a single outcome, such as improving financial capability alone, and look at achieving more sustainable outcomes. The co-dependency of financial capability and stress, mental wellbeing and other issues of importance to the young person (such as housing, relationships, employment, etc) should be acknowledged and reflected in the support provided. Improving outcomes across a range of issues of relevance to a young person should in turn increase the sustainability of any one outcome.

### **Understand the importance of supporting young people**

At all times it is important to remember who it is being supported and why it is so important. YIACS often encounter young people of very limited means at a point of crisis and transition. The effects of supporting them through this can have repercussions that can be felt throughout their lives, and justifies the need for intensive, individual and specifically targeted support to ensure their social and economic inclusion. Failing to break the burden of economic strain is highly important given the long-term health consequences *throughout* someone's life. Citing their early study Pearlin et al (2005) note:

*“financial strains that are present at each of the five periods [from before the age of 18 – 65 years] have a more pronounced deleterious effect on various facets of health than episodic or transient financial problems. That is, people who had experienced persistent strain in this domain have more health problems of various kinds, even when compared to those who experienced multiple periods of financial hardship, but were able to enjoy periods of relief” (p209).*

Reducing financial stress at an early stage of adult life and equipping people with the skills to insulate against future financial shocks (including being prepared to seek help sooner) could reduce the health risks in later life. As well as the benefits to the individual and their household, there are likely to be cost savings to the public purse through reduced health service utilisation, increased productivity and lower benefit dependency.

---

<sup>27</sup> To put this into context, at the point of coming into the service 51.5 per cent of survey respondents were NEET, compared to an English national rate of 11.1 per cent.

### **Keep it relevant**

Another key element driving the success of YIACS was their ability to be flexible around individual's needs and preferences. By getting to know young people and their situation on an individual basis, advisers were able to use opportunities within the context of issues the young person was experiencing or their interests, for example working through a household budget with someone who has moved into their first home, or building a money management component into a creative project the young person is involved in.

Such approaches would not be possible if the service was more prescriptive and / or impersonal.

### **Sometimes young people need more than just an App**

In contrast to broad assumptions about how young people might engage with a service, advisers and young people felt that being able to talk to someone in person, and meet other young people who may have gone through a shared experience or have their own issues was both valuable and not replicable through other channels.

While remote channels can nominally increase access to services, it appears, from the evidence gathered here, that a deeply personalised service is more effectively delivered in person. The data gathered here does not fully distil the reasons for this, but certainly indicate that it helps with tacit communication (such as visual cues) and also to building trust. For the young people it may also provide a break from the isolation they might be experiencing.

## Learning and sharing

Youth Access and Learning and Work Institute (L&W) developed this project in response to an evidence gap with regards to the relationship between the financial capability and mental wellbeing of young people. In addition to project partners (listed in Annex A), Youth Access and L&W,<sup>28</sup> this research will be of interest to a broad audience, split by policy makers, sector practitioners, and researchers. Listed below are some stakeholders project outputs will be shared with:

**Policy makers:** MAS, Department of Health, National Health Service, Public Health England, Department for Education, Local Government Association, and GLA

**Advice, youth and mental health sector practitioners:** Citizens Advice, Advice Services Alliance, Centre for Mental Health; the Mental Health Foundation; Association for Young People's Health, Toynbee Hall

**Researchers:** Money & Mental Health Institute, MAS What Works Evidence Hub, academics, Centre for Youth Impact, Centre for the Analysis of Youth Transitions, What Works Centre for Wellbeing

The project was developed with the input and steering from delivery partners. While L&W and Youth Access took responsibility for developing the overarching research framework, more detailed approaches to implementing the evaluation were developed in collaboration with project partners. Four partner workshops were held throughout the life of the project, providing an opportunity to:

- Update partners about the overall project progress
- Where available, present emerging findings arising from the research allowing an opportunity to sense check researchers' interpretation of findings
- Provide a detailed overview of the next phase of the evaluation including research activity and involvement of partners
- Give partners an opportunity to review, comment and agree upon the appropriateness of research tools and approaches
- Allow partners to share experiences about involvement in the research and their own learning

A final meeting with partners was also held during the drafting phase of this report to discuss findings and recommendations (interim findings were presented at an earlier meeting as part of one of the scheduled partner workshops).

Further to these meetings there were ongoing exchanges between partners and Youth Access and/or L&W, including having localised testing of research materials by both frontline staff and young people, and individually delivered support and guidance on implementing the survey tools<sup>29</sup>.

To accompany this report and associated Executive Summary, the project team have also developed a more digestible infographic and press release for all programme partners to use and disseminate findings. These materials will also be shared with interested parties known to Youth Access and L&W. As well as hosting this report on the MAS What Works Evidence hub, all project outputs will be made available on Youth Access' and L&W's respective websites.

---

<sup>28</sup> Including partners' respective Boards.

<sup>29</sup> Guidance and tools were specifically designed for this project; those interested in obtaining copies of the guidance should contact the research authors should.

## Bibliography

Atkinson A 2011. Measuring financial capability using a short survey instrument: Instruction manual. PFRF: Bristol

Britain Thinks 2018. Young Adults and Money Management, MAS: London

Consumer Financial Education Body 2010. Money in the Mix: Advice and Guidance. Consumer Financial Education Body: London

Department for Business, Innovation and Skills (2009) Research to improve the assessment of additionality. BIS Occasional Paper No. 1.

Department for Education 2018. NEET statistics quarterly brief: October to December 2017. National Archives: London

Department of Health 2015. Future In Mind: Promoting, protecting and improving our children and young people's mental health and wellbeing, NHS England: London

Disney R, Bridges S, Gathergood J 2004. Drivers of Over-indebtedness, University of Nottingham

Hartfree Y, Collard S 2014. Poverty, Debt And Credit: An Expert-Led Review. University of Bristol, Bristol.

HM Treasury 2018. Green Book Central Government Guidance On Appraisal And Evaluation. National Archives: London

Holkar M, Mackenzie P 2016. Money on your mind. Money and Mental health Policy Institute: London

Joy I, Poortvilet M, Yeowart C 2008. Heads Up: Mental health of children and young people A guide for donors and charities. New Philanthropy Capital: London

Kempson E, McKay S & Willetts M 2004. Characteristics of families in debt and the nature of indebtedness, Department for Work and Pensions: London

Marmot M, Allen J, Goldblatt P, Boyce T, McNeish D, Grady M, Geddes I 2010. Marmot review: Fair Society, Healthy Lives. Institute of Health Equity: London

Meltzer H, Bebbington P, Brugha T, Farrell M, Jenkins R 2012. The relationship between personal debt and specific common mental disorders 23(1) European Journal of Public Health, 108–113

Michaelson J, Abdallah S, Steuer N, Thompson S, Marks N 2009. National Accounts of well-being: bringing real wealth onto the balance sheet, New Economics Foundation :London

Mitton L 2008. Financial inclusion in the UK: Review of policy and practice, Joseph Rowntree Foundation: London

Patel A, Balmer N, Pleasence P 2012. Debt and disadvantage: The experience of unmanageable debt and financial difficulty in England and Wales. 36(5) International Journal of Consumer Studies

Pearlin L, Schieman S, Fazio E and Meersman S 2005. Stress, Health and the life course: Some conceptual perspectives. 46 *Journal of Health and Social Behaviour*, 205-219

Pleasence P, Balmer N & Hagell A 2015. *Health Inequality and Access to Justice: Young People, Mental Health and Legal Issues*, Youth Access: London

Ritchie and Lewis 2003. *Qualitative research practice: A Guide for Social Science Students and Researchers*. Sage: London

Tagert F, Stewart-Brown S, Parkinson J. 2015. *Warwick-Edinburgh Mental Well-being Scale (WEMWBS): User guide – Version 2*. NHS Scotland: Edinburgh

Taylor M, Jenkins S, Sacker A 2011 *Financial capability, income and psychological wellbeing*

## **Annex A - List of delivery partners**

Croydon Drop-In

It's Your Choice, Totton

Mancroft Advice Project (MAP), Norwich

No Limits, Southampton

Service Six, Wellingborough

Young Persons Advisory Service, Liverpool

Young People Cornwall

Youth Advice Centre, Brighton

The Zone, Plymouth

## Annex B – Pre-support survey

<<INSERT PARTNER LOGO HERE>>



### YIACS and Money Matters: Pre-intervention survey

<<INSERT PARTNER NAME HERE>> is doing some work with the Learning & Work Institute (L&W) looking at how issues about money might affect the people, such as yourself, that we work with.

We would like to ask you some questions which will help us to understand more about your needs and how our service can make a difference.

Your involvement in this survey is entirely voluntary, but we would very much appreciate your input.

We would like to share this information with L&W who are helping us to look at the information we collect, but we will make sure that the data we share is completely anonymous and so cannot be traced back to you.

The questions will take about 10 minutes to complete. If it's OK, we would like to ask you some more questions in about 6 weeks time?

This leaflet provides some more information about the project if you would like to find out more about it or have any questions after you've left today **[GIVE THE YOUNG PERSON A COPY OF THE LEAFLET TO TAKE AWAY]**.

If you have any questions, please don't hesitate to ask. You can also contact the researchers from L&W if you would rather talk to them directly (you can reach them by email on [ash.patel@learningandwork.org.uk](mailto:ash.patel@learningandwork.org.uk) or by calling 020 7582 7221).

Thanks.

#### TO BE COMPLETED BY ADVISER:

Date of survey interview (dd/mm/yyyy): \_\_ / \_\_ / \_\_\_\_

Unique Client Reference Number (if client does not wish to participate, please enter 'Declined' in the space provided): \_\_\_\_\_

**Please read out the following questions and tick the boxes that most closely reflects your client’s experience:**

1) What advice were you looking for when you came here today?

	Tick all that apply
A Housing problem – e.g. being evicted or threatened with eviction; applying to the council as homeless; rent arrears; difficulties over a tenancy agreement; difficulties getting the landlord to do repairs; harassment by your landlord	
A Benefits problem – e.g. Understanding your entitlement to welfare benefits or tax credits; applying for benefits; having your benefits stopped or sanctioned; challenging a decision	
An Employment problem – e.g. Being unfairly rejected for a job; being sacked or made redundant; getting the right amount of pay; bad working conditions; being harassed, treated unfairly or discriminated against at work; zero hours contracts	
A Money/Debt problem – e.g. Being refused a bank account; Getting into arrears with bills (incl. credit card, store card, payday loans, bank loans, utility bills, council tax, court fines); harassment from debt collectors	
A Family or Social Services problem – e.g. domestic violence; getting your care and support needs assessed or addressed (as a young person in care or care leaver); difficulties getting a complaint about a social worker taken seriously; difficulties over maintenance, child support, residence or contact arrangements for children	
An Education problem – e.g. getting excluded from school or college; understanding your rights to financial support as a student; being bullied	
A Health and well-being problem – e.g. inadequate access to services; difficulties registering with a GP or getting mental health treatment; or difficulties getting a complaint taken seriously	
A Consumer rights problem – e.g. problems with dodgy goods and services, mobile phone contracts	
An Immigration problem- e.g. sorting out your immigration status, applying to stay in the UK, applying for asylum, human trafficking	
A problem with the police or criminal justice system – e.g. being treated unfairly by the police or by prison officers; problems with your probation worker; being charged or convicted of an offence	
Other (please specify, if you would like): _____	

2) Which one of the following statements best describes how well you are keeping up with your bills and financial/money commitments at the moment?

	Tick one (✓)
Keeping up with all of them without any difficulties	
Keeping up with all of them, but it is a struggle from time to time	
Keeping up with all of them, but it is a constant struggle	
Falling behind with some of them	
Having real money problems and falling behind with many of them	
Don't have any commitments	
Don't know	

3) In the past 3 months, how often have you [and your partner] either run out of money before the end of the week or month or needed to borrow money from someone, use a credit card or use an overdraft to get by? Tick one (✓)

Always	Most of the time	Sometimes	Hardly ever	Never	Too hard to say / varies too much to say

4) How strongly do you agree or disagree with the following statement: "I am very organised when it comes to managing my money day to day." Tick one (✓)

Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know

5) Which of the following have you borrowed from in the last 3 months?

	Tick all that apply (✓)
Loan from a high street or online lender (e.g. Wonga, QuickQuid, KwikCash)	
Loan from a company with agents who come to my door (e.g. Provident Financial)	
Borrow money/loan from friends or family	
Borrow money/loan from someone else	
Personal loan with bank or building society	
Overdraft with bank or building society	
Credit card	
Other (please specify):	

6) Do you have a day-to-day bank or building society account either in your own name or jointly with someone else that you use to receive and withdraw money? Tick one (✓)

Yes	No	Don't know
	Go to question 10	Go to question 10

7) If your answer to question 6 is 'Yes', which of these best describes how accurately you know how much money you have in this account? We're not interested in how much money is actually in the account, just how accurately you know how much money you have in the account? Tick one (✓)

I have no idea at all	I only have a rough idea how much I have	I know exactly or within a pound or two
Go to question 8	Go to question 8	Go to question 8

8) How often do you normally check how much money is in this account? Tick one (✓)

Every day	At least once a week, but not every day	At least once a fortnight, but not once a week	At least once a month, but not once a fortnight	Less than once a month	Never

9) Which of these statements best describes what you do when you either receive a printed bank statement for this account or check your bank statement on-line?

	Tick one (✓) and go to question 11
I check off receipts and spending against the statement	
I check the entries and balance on the statement to see if they look OK	
I just check the balance	
I don't look at the statement at all	
Don't know	

10) If your answer to question 6 is 'No' or 'Don't know', how accurately do you know how much money you have at present, excluding any savings? I'm not interested in how much money you actually have, just how accurately you know how much you have. Tick one (✓)

I have no idea at all	I only have a rough idea how much I have	I know exactly or within a pound or two

11) Please tell me how strongly you agree or disagree with the statement 'I always make sure I have money saved for an emergency' Tick one (✓)

Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know

12) For how long would you be able to make ends meet (i.e. cope financially) if you lost the main sources of income coming into your household?

	Tick one (✓)
Less than a week	
More than a week but less than a month	
More than one month but less than three months	
More than three month but less than six months	
More than six months but less than 12 months	
12 months or more	
Not relevant – no current regular income	
Don't know	

13) How would you [text infill if lives with a partner 'and your partner'] find the money to meet an unexpected major expense? By major, I mean an expense equivalent to your whole income for a month, or more.

	Tick all that apply (✓)
Draw money from current account	
Use existing savings/investments	
Borrow the money (for example from a bank loan, overdraft)	
Get help from family/friends	
Try and earn some extra money	
Sell something	
Reduce spending / go without on food or utilities (gas, electricity, mobile/telephone/internet)	
Would not be able to find money	
Don't know	
Other (please specify):	

Below are some statements about feelings and thoughts.

14) Please tick the box that best describes your experience of each over the last 2 weeks.

Over the last two weeks ...	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling optimistic about the future	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling useful	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling relaxed	None of the time	Rarely	Some of the time	Often	All of the time
... I've been dealing with problems well	None of the time	Rarely	Some of the time	Often	All of the time
... I've been thinking clearly	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling close to other people	None of the time	Rarely	Some of the time	Often	All of the time
... I've been able to make to make up my own mind about things	None of the time	Rarely	Some of the time	Often	All of the time

Finally, I would like to ask you a few questions about you and your circumstances.

15) How old are you? \_\_\_\_\_ years

16) How would you describe your gender:

	Tick one (✓)
Male	
Female	
Non-binary	
Transgender	
Prefer not to disclose	
Other (please specify, if you would like to): _____	

17) How would you describe your ethnicity:

	Tick one (✓)
White (English / Welsh / Scottish / Northern Irish / British; Irish; Gypsy or Irish Traveller)	
Black or Black British (White and Black Caribbean; White and Black African)	
Asian or Asian British (Indian; Pakistani; Bangladeshi; Chinese)	
Other (please specify, if you would like to): _____	

18) Do you have a disability or long-term illness/condition:

	Tick one (✓)
Yes	
No	
Don't know	
Prefer not to say	

19) Are you ...

	Tick all that apply (✓)
In training or education	
In paid employment or self-employed	
Unemployed, but looking for work	
On a Government scheme for employment training e.g. Talent Match	
Doing unpaid work	
Intending to look for work but prevented by temporary sickness or injury (up to 6 months)	
Permanently unable to work because of long-term sickness or disability (6 month or longer)	

20) Are you ... ?

	Tick one (✓)
Married, in a civil partnership or living with partner	
Single (or in a relationship but not living with a partner as a couple)	
Divorced	
Separated	
Widowed	
Don't Know	
Prefer not to say	

21) Do you have any caring responsibilities for...

	Tick one (✓)
A child	
A sick, elderly or disabled person	
A refugee or asylum seeker	
Other (please give details, if you would like to): _____	

22) Which of the following best describes your home:

	Tick one (✓)
Rent it	
Live rent-free (e.g. in family/friend's property) but contribute to running costs of the house	
Live rent-free (e.g. in family/friend's property) and do not pay for other running costs of the house	
No fixed abode (e.g. sofa surfing)	
Homeless	
In care or other institution	
You own it outright	
Buying it with help of a mortgage/loan	
Part own and part rent (shared ownership)	

23) Are you receiving any of the following benefits at present:

	Tick all that apply (✓)
Jobseeker's Allowance	
Employment and Support Allowance	
Universal Credit	
Income Support	
Housing Benefit	
Disability Living Allowance / Personal Independence Payment	
Other (please give details, if you would like): _____	
None of these	
Don't know	

24) Have you claimed or received Jobseekers Allowance, Employment and Support Allowance, Income Support or Universal Credit at any point during in the last 18 months:

	Tick one (✓)	
Yes		
No		If no, go to Q25
Don't know		
Prefer not to say		

25) Did you ever receive a benefits sanction at any point during this 18 month period:

	Tick one (✓)	
Yes		
No		
Don't know		
Prefer not to say		

26) Have you used this service for any other issue before coming here for help with your current problem:

	Tick one (✓)	
Yes		If yes, go to Q27
No		END SURVEY
Don't know		END SURVEY
Prefer not to say		END SURVEY

27) Thinking back to the first time you used this service how long ago was it:

	Tick one (✓)
More than two years ago	
Less than two years but more than a year ago	
Less than a year but more than 6 months	
Less then 6 months but more than a month	
Less than a month ago	
Prefer not to say	

Thank you for completing this survey!

**TO BE COMPLETED BY ADVISER:**

28) How was the client identified as having a money issue:

	Tick one (✓)	
Referral from external source		Go to Q29
Referral from internal source		Go to Q29
Self-reported need during initial meeting		
Indicated need through experience of other problem types e.g. homelessness		
Other		Go to Q29

29) If external referral, internal referral, or Other, please provide details (e.g. referral from counselling service): \_\_\_\_\_

## Annex C – Follow-up survey

<<INSERT PARTNER LOGO HERE>>



### YIACS and Money Matters: Post-intervention survey Financial literacy and counselling

<<INSERT PARTNER NAME HERE>> is doing some work with the Learning & Work Institute (L&W) looking at how issues about money might affect the people, such as yourself, that we work with.

You may recall answering some questions as part of this work a few weeks ago. We would like to ask you some more questions to help us how our service has made a difference.

Your involvement in this survey is entirely voluntary, but we would very much appreciate your input.

We would like to share this information with L&W who are helping us to look at the information we collect, but we will make sure that the data we share is completely anonymous and so cannot be traced back to you.

The questions will take about 5 minutes to complete.

This leaflet provides some more information about the project if you would like to find out more about it or have any questions after you've left today [GIVE THE YOUNG PERSON A COPY OF THE LEAFLET TO TAKE AWAY].

If you have any questions, please don't hesitate to ask. You can also contact the researchers from L&W if you would rather talk to them directly (you can reach them by email on [xxxx.xxxx@learningandwork.org.uk](mailto:xxxx.xxxx@learningandwork.org.uk) or by calling 020 7XXX XXXX).

Thanks.

#### TO BE COMPLETED BY ADVISER:

Date of survey interview (dd/mm/yyyy): \_\_ / \_\_ / \_\_\_\_

Unique Client Reference Number (if client does not wish to participate, please enter 'Declined' in the space provided): \_\_\_\_\_

**Please read out the following questions and tick the boxes that most closely reflects your client’s experience:**

30) What advice or guidance have you received since you first came here a couple of months ago, either from us or another service?

	Tick all that apply
A Housing problem – e.g. being evicted or threatened with eviction; applying to the council as homeless; rent arrears; difficulties over a tenancy agreement; difficulties getting the landlord to do repairs; harassment by your landlord	
A Benefits problem – e.g. Understanding your entitlement to welfare benefits or tax credits; applying for benefits; having your benefits stopped or sanctioned; challenging a decision	
An Employment problem – e.g. Being unfairly rejected for a job; being sacked or made redundant; getting the right amount of pay; bad working conditions; being harassed, treated unfairly or discriminated against at work; zero hours contracts	
A Money/Debt problem – e.g. Being refused a bank account; Getting into arrears with bills (incl. credit card, store card, payday loans, bank loans, utility bills, council tax, court fines); harassment from debt collectors	
A Family or Social Services problem – e.g. domestic violence; getting your care and support needs assessed or addressed (as a young person in care or care leaver); difficulties getting a complaint about a social worker taken seriously; difficulties over maintenance, child support, residence or contact arrangements for children	
An Education problem – e.g. getting excluded from school or college; understanding your rights to financial support as a student; being bullied	
A Health and well-being problem – e.g. inadequate access to services; difficulties registering with a GP or getting mental health treatment; or difficulties getting a complaint taken seriously	
A Consumer rights problem – e.g. problems with dodgy goods and services, mobile phone contracts	
An Immigration problem- e.g. sorting out your immigration status, applying to stay in the UK, applying for asylum, human trafficking	

<b>A problem with the police or criminal justice system – e.g. being treated unfairly by the police or by prison officers; problems with your probation worker; being charged or convicted of an offence</b>	
<b>Other (please specify, if you would like): _____</b>	

31) Which one of the following statements best describes how well you are keeping up with your bills and financial/money commitments at the moment?

	Tick one (✓)
Keeping up with all of them without any difficulties	
Keeping up with all of them, but it is a struggle from time to time	
Keeping up with all of them, but it is a constant struggle	
Falling behind with some of them	
Having real money problems and falling behind with many of them	
Don't have any commitments	
Don't know	

32) In the past 3 months, how often have you [and your partner] either run out of money before the end of the week or month or needed to borrow money from someone, use a credit card or use an overdraft to get by? Tick one (✓)

Always	Most of the time	Sometimes	Hardly ever	Never	Too hard to say / varies too much to say

33) How strongly do you agree or disagree with the following statement: “I am very organised when it comes to managing my money day to day.” Tick one (✓)

Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know

34) Which of the following have you borrowed from in the last 6 week?

	Tick all that apply (✓)
Loan from a high street or online lender (e.g. Wonga, QuickQuid, KwikCash)	
Loan from a company with agents who come to my door (e.g. Provident Financial)	
Borrow money/loan from friends or family	
Borrow money/loan from someone else	
Personal loan with bank or building society	
Overdraft with bank or building society	
Credit card	
Other (please specify):	

35) Do you have a day-to-day bank or building society account either in your own name or jointly with someone else that you use to receive and withdraw money? Tick one (✓)

Yes	No	Don't know
	Go to question 10	Go to question 10

36) **If your answer to question 6 is 'Yes',** which of these best describes how accurately you know how much money you have in this account? We're not interested in how much money is actually in the account, just how accurately you know how much money you have in the account? Tick one (✓)

I have no idea at all	I only have a rough idea how much I have	I know exactly or within a pound or two
<b>Go to question 8</b>	<b>Go to question 8</b>	<b>Go to question 8</b>

37) **How often do you normally check how much money is in this account?** Tick one (✓)

Every day	At least once a week, but not every day	At least once a fortnight, but not once a week	At least once a month, but not once a fortnight	Less than once a month	Never

38) **Which of these statements best describes what you do when you either receive a printed bank statement for this account or check your bank statement on-line?**

	<b>Tick one (✓) and go to question 11</b>
I check off receipts and spending against the statement	
I check the entries and balance on the statement to see if they look OK	
I just check the balance	
I don't look at the statement at all	
Don't know	

39) **If your answer to question 6 is 'No' or 'Don't know',** how accurately do you know how much money you have at present, excluding any savings? I'm not interested in how much money you actually have, just how accurately you know how much you have.

Tick one (✓)

I have no idea at all	I only have a rough idea how much I have	I know exactly or within a pound or two

40) Please tell me how strongly you agree or disagree with the statement 'I always make sure I have money saved for an emergency'. Tick one (✓)

Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know

41) For how long would you be able to make ends meet (i.e. cope financially) if you lost the main sources of income coming into your household?

	Tick one (✓)
Less than a week	
More than a week but less than a month	
More than one month but less than three months	
More than three month but less than six months	
More than six months but less than 12 months	
12 months or more	
Not relevant – no current regular income	
Don't know	

42) How would you [text infill if lives with a partner 'and your partner'] find the money to meet an unexpected major expense? By major, I mean an expense equivalent to your whole income for a month, or more. Tick one (✓)

	Tick all that apply (✓)
Draw money from current account	
Use existing savings/investments	
Borrow the money (for example from a bank loan, overdraft)	
Get help from family/friends	

<b>Try and earn some extra money</b>	
<b>Sell something</b>	
<b>Reduce spending / go without on food or utilities (gas, electricity, mobile/telephone/internet)</b>	
<b>Would not be able to find money</b>	
<b>Don't know</b>	
<b>Other (please specify):</b>	

Below are some statements about feelings and thoughts.

43) Please tick the box that best describes your experience of each over the last 2 weeks.

Over the last two weeks ...	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling optimistic about the future	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling useful	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling relaxed	None of the time	Rarely	Some of the time	Often	All of the time
... I've been dealing with problems well	None of the time	Rarely	Some of the time	Often	All of the time
... I've been thinking clearly	None of the time	Rarely	Some of the time	Often	All of the time
... I've been feeling close to other people	None of the time	Rarely	Some of the time	Often	All of the time
... I've been able to make to make up my own mind about things	None of the time	Rarely	Some of the time	Often	All of the time

Finally, I would like to ask you a few questions about you and your circumstances.

44) Are you ...

	Tick all that apply (✓)
In training or education	
In paid employment or self-employed	
Unemployed, but looking for work	
On a Government scheme for employment training e.g. Talent Match	
Doing unpaid work	
Intending to look for work but prevented by temporary sickness or injury (up to 6 months)	
Permanently unable to work because of long-term sickness or disability (6 month or longer)	

45) Which of the following best describes your home:

	Tick one (✓)
Rent it	
Live rent-free (e.g. in family/friend's property) but contribute to running costs of the house	
Live rent-free (e.g. in family/friend's property) and do not pay for other running costs of the house	
No fixed abode (e.g. sofa surfing)	
Homeless	
In care or other institution	
You own it outright	
Buying it with help of a mortgage/loan	
Part own and part rent (shared ownership)	

46) Are you receiving any of the following benefits at present:

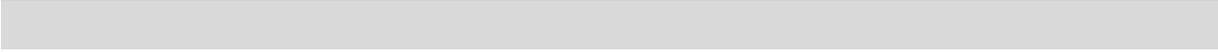
	Tick all that apply (✓)
Jobseeker's Allowance	
Employment and Support Allowance	
Universal Credit	
Income Support	
Housing Benefit	
Disability Living Allowance / Personal Independence Payment	
Other (please give details, if you would like): _____	
None of these	
Don't know	

Thank you for completing this survey!

**TO BE COMPLETED BY ADVISER:**

47) Since coming to you with this money issue, what support has the service provided your client:

	Tick all that apply (✓)
Advice	
Counselling	
Mentoring	
Group work	
Peer-to-peer support	
Money skills training	
Tenancy support	
Other support (please describe any other support provided here: _____ _____ _____)	



## Annex D - Statistical modelling

**Table A1: Model of factors associated with post-intervention financial capability score**

<i>Predictor</i>	<i>Group</i>	<i>Estimate</i>	<i>Std. Err</i>	<i>t-value</i>
(Constant)		2.75	2.41	1.14
<b>Financial capability</b>	<b>Baseline measure****</b>	<b>0.46</b>	<b>0.05</b>	<b>9.95</b>
<b>Health and Wellbeing</b>	<b>Baseline measure****</b>	<b>0.26</b>	<b>0.06</b>	<b>4.54</b>
	<b>Diff. in pre- and post- score****</b>	<b>0.40</b>	<b>0.05</b>	<b>8.09</b>
Age	Years	0.04	0.10	0.42
Gender	Male	0.00	-	-
	Female	0.09	0.41	0.22
	Other	1.57	0.91	1.73
Ethnicity	White British	0.00	-	-
	Black or Black British	0.24	0.89	0.27
	Asian or Asian British	-1.13	1.70	-0.67
	Other	-0.19	1.01	-0.19
Relationship Status	Single	0.00	-	-
	Married or living with partner	-0.50	0.71	-0.69
	Other	-1.36	2.01	-0.68
Housing Status	Living rent-free	0.00	-	-
	Renting	0.24	0.49	0.49
	Homeless or no fixed abode	-0.05	0.62	-0.08
	In care or other institution	-1.67	0.90	-1.86
	Own home	0.16	1.59	0.10
Benefits	Not receiving benefits	0.00	-	-
	Receiving benefits	-0.04	0.44	-0.09
Reason for attending	Number of issues	-0.26	0.16	-1.60
Working status	Not in work or training	0.00	-	-
	In work or training	0.37	0.37	1.00
Disability status	No disability	0.00	-	-
	Disability or long-term condition	-0.01	0.41	-0.02
	Don't know/Prefer not to say	-0.61	0.87	-0.70
Caring status	Not a carer	0.00	-	-
	Caring for child	0.73	0.63	1.17
	Caring for adult	1.29	0.93	1.39
	Other	0.61	1.09	0.56
Time between surveys	Days	-0.01	0.01	-1.17
Partner	Partner 1	0.00	-	-
	Partner 2	1.30	2.16	0.60
	Partner 3	0.84	1.35	0.62
	Partner 4	0.03	0.78	0.04
	Partner 5	2.68	1.38	1.95
	<b>Partner 6**</b>	<b>1.88</b>	<b>0.63</b>	<b>2.99</b>
	Partner 7	0.12	0.66	0.17
	Partner 8	0.95	0.74	1.29

---

Partner 9	0.32	0.70	0.46
-----------	------	------	------

---

\* p<.05; \*\* p<.01; \*\*\* p<.001