

A lack of digital and money management skills is costing the UK nearly £70bn a year. A Lloyds Banking Group study showed being digitally capable is worth an average of £744 a year for each individual. Being able to budget effectively can bring annual dividends of thousands of pounds.

For young people, the digital space is their ecosystem, but, they do not always know how to positively leverage their natural tech skills. MyBnk's *Money Works* programme combines digital literacy with money management – which acts as a powerful and liberating prospect for those who find themselves waiting on payday or hammered by late fees.

## Raheem, 17



Raheem has a bank account, but says he rarely uses it and “feels scared of the banks and technology”. He also lacks confidence using budgeting and savings tools.



We began with a group discussion, asking why people use banks. MyBnk's expert trainers broke banking down using role play, storytelling and props to demonstrate how they function and make money. Coins move between 'actors' showing how the bank used

John 'the saver's money to lend to Jane who needs to borrow for x, then the bank charges interest that is used to reward savers, but they also keep some profit for themselves. We also explore ethics, explaining that banks lend to other companies, even governments – Raheem wants to know what his bank's ethical policy is.

After explaining the difference between APR and AER (the P stands for interest you pay, the E for interest you earn!) Raheem examines banking features and shares personal experiences of using his account. In a dominos game, he and his peers match terminology to definitions - cash/debit/credit card, overdrafts and charges, regular automatic payments and NISAs.

Now that Raheem knows what banks do and how and why he can use them, he can choose the right bank for himself. We use a comparison website to contrast bank offerings such as: cards, interest, access, safety and reputation. Raheem logs onto an online bank simulator *Money Matters to Me* logs into his account, navigate the system, recognises the banking terminology we discussed in the earlier activity and finally he makes a bill payment.

Unprompted, he wants to confirm that it has gone through! Staying safe online is of concern to Raheem and we address this by analysing phishing emails, sharing tips on using public computers and how to clear our cookies and cache.



## Raheem's verdict...

*"Learning about online banking was something I really wanted to get to grips with. I never fully understood the processes we would need to go through in order to use it. It's much more practical than going to the bank, which wastes a lot of time. Small points such as researching accounts, was something I never really thought about before. I thought all banks offered the same thing.*

*MyBnk made the process easier to understand. It's always best to shop around before you make a choice. I will definitely do the same thing looking at my account and research them all. I've already found the perfect one for me, and I'm really looking forward to opening it up and preparing for the future.*

*We had great support from the MyBnk trainers, and I never felt shy or nervous to ask a question, I am confident to walk into any bank on the high-street!"*

**Raheem achieved an ABC Level 1 Debt Management Accreditation as a result of this programme.**



## Impact

We monitor baseline and endlines to gauge what young people are learning in our workshops.

After this project we saw a:

- **50%** rise in the ability to compare bank accounts.
- **29%** rise in confidence making online purchases.
- **51%** rise in ability to navigate a credit report.

This digital element of this programme received seed funding by Lloyds Banking Group and was delivered as part of the Doteveryone – Go ON Lewisham digital skills project.

## What did the teacher think?

*"The Digital Money Works programme was very good, a real eye opener for our young people and had an effective, informal style".*

Rated:

- Content - Very valuable.
- Engagement - Very effective.
- Extremely likely to recommend to a colleague.

**Daniel Jones, Youth Worker, Lewisham Council.**

