



ERS
Research &
Consultancy



Funded by



ERS

30 Queen Square
Bristol
BS1 4ND

T: 0117 927 3401

F: 0117 929 4189

E: bristol@ers.org.uk

www.ers.org.uk

Evaluation of Money Works

Annex 1: Participant survey analysis 2017-18

June 2018



1. INTRODUCTION

- 1.1. This Annex comprehensively sets out Money Works participant survey data, based on data to April 2018. This accompanies the Final Evaluation Report submitted to MyBnk in June 2018. Presented is a selection of data tables and a short analysis for each question used to inform the report.
- 1.2. Questions from the participant survey have been presented in line with three core themes from the MAS outcomes framework: mindset and confidence; ability, knowledge, understanding and skills; and financial capability. Where appropriate, national context has been provided for these results through comparison to Money Advice Service (MAS) UK Adult Financial Capability Survey data¹ and results from the Gov.uk Digital Inclusion dashboard² (DID). There are additionally a set of results from survey questions around programme delivery.
- 1.3. The following are some key notes to guide interpretation of the results:
 - For each question, analysis explores all the responses from each survey. As part of this analysis, the statistical significance of the difference in responses between selected surveys is presented, based on Chi-square tests (at 95% confidence level). This is presented for the following pairs of surveys: Control to Baseline; and Baseline to Follow-Up. These were selected to allow for commentary on control group trends and then the identification of significant long-term changes for programme participants.
 - The data tables and statistical significance tests show that, for the most part, the Control and Baseline results are very similar. This supports the conclusion that observed changes from Baseline levels in post-intervention surveys are likely attributable to Money Works. It is highlighted where Control results are found to differ from the Baseline substantially for individual questions. Section 2 also includes notes on the profile of Control survey respondents.
 - Where appropriate, there is additionally an analysis of change based on tracking those individuals who completed multiple surveys. This tracking largely focuses on changes between the Baseline and Follow-Up, as a key timeframe for assessing impact. Tracked individuals are a subset of the full data set, see Section 2 for more information.
 - A number of questions asked respondents the extent to which they agreed or disagreed with statements, rating from 1 (strongly disagree) to 10 (strongly agree). Please be aware of the bounds of the scales when interpreting the extent of positive and negative change between surveys, i.e. respondents whose Baseline score was at one end of the spectrum will be limited in how far they can express change further in that direction in subsequent surveys.

¹ Money Advice Service UK adult Financial Capability Survey (2017) <https://www.fincap.org.uk/financial-capability-survey>

² Gov.uk Digital Inclusion dashboard (published by DCMS). Results used in this report are those produced by OXIS 2013: <https://www.gov.uk/performance/digital-inclusion/economic-outcomes/manage-money>

2. PROFILE OF RESPONDENTS

- 1.4. As described in the introduction, survey respondent data has been analysed in two core ways: looking at all data collected for each survey; and tracking respondents across surveys to examine journeys. This section offers an overview of the profile of respondents and survey responses.

Responses to all surveys

- 1.5. Table 1 summarises the number of responses collected at each of the five survey points. Overall, 2,053 responses these were collected from 1,243 individuals who took part in Money Works. Respondents on average completed between 1 and 2 surveys. A small collection of 10 individuals completed all five surveys and 35 completed a selection of four surveys.

Table 1: Summary of Money Works survey responses

	Overall	Control	Baseline	Endline	Follow-Up	Follow-Up 2
Number of responses	2053	343	840	686	118	66

- 1.6. Control survey aside, for the most part, respondents to each of the surveys had largely similar demographic profiles. The majority, 55%, were aged between 17 and 19 years old at the point of their first Money Works session. 60% of respondents were male. Information about respondents' ethnicities started to be collected part way through the period. Of those that completed this, just over half reported that they were white British, and just under 20% were Black African and Caribbean participants for each survey. There was also representation from Asian (Bangladeshi in particular), and mixed ethnicity backgrounds.
- 1.7. Approximately 70% of respondents were from NEET/potential NEET/ employability programme groups, with a further 25% leaving care or looked after children. There was a consistent roughly half and half split between those who were and were not receiving benefits. The majority of all respondents had not been on a money management course before, with only 1 in 6 reporting that they had.
- 1.8. In terms of location, almost 90% of respondents attended courses in an urban area. This included cities such as London, Liverpool and Bristol. Those who attended more rural delivery were from areas such as Truro, Nottingham and Andover. One set of 6 respondents attended a course delivered in Wales. Overall, respondents represented sessions delivered by 12 different funders and 17 MyBnk trainers.
- 1.9. The Control survey group was broadly similar but had some profile differences. A greater proportion of respondents were from NEET/potential NEET/ employability programme groups and almost no respondents who were leaving care or looked after children. Additionally, there were no Control Survey respondents from largely/ mainly rural areas, although there were some young people from urban areas with significant rural areas and Wales.

Tracked respondents across surveys

- 1.10. Table 2 summarises the respondents who could be tracked between each pair of surveys. This tracking focuses on the changes between two survey points for individuals, rather than three or four, to make use of as much of the collected data as possible. In the survey data analysis, this tracking is used to look in particular at the changes between Baseline and Follow-Up surveys, as a key timeframe in assessing the longer-term impact of the Money Works programme.

Table 2: Summary of tracking individuals across multiple surveys

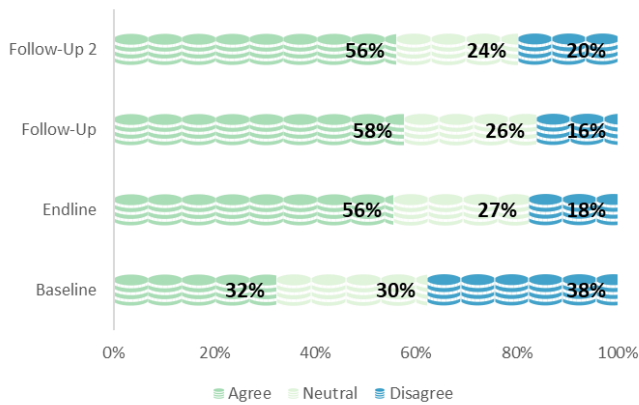
	Control to Baseline	Baseline to Endline	Endline to Follow-Up	Follow-up to Follow-up 2	Baseline to Follow-up
Number of respondents	112	467	109	46	78

- 1.11. As not all respondents completed all surveys, the tracking analysis is therefore based on a subset of all the data. It should be further noted that where Table 2 details the number of individuals that undertook each pair of surveys, it is not necessarily the case that respondents completed all questions within each survey.
- 1.12. The HACT Social Value calculation in the Money Works Final Evaluation Report is based on the group of respondents tracked from the Baseline to Follow-Up survey, with a focus on those that completed key questions with 'valuable' outcomes (see report or the HACT [Social Value Bank](#) for more details).

3. SURVEY RESULTS

3.1 Mindset and confidence

4.1 I would seek advice from an external advice organisation to deal with money worries (1-10 scale)



The proportion of participants who agreed they would seek advice almost doubled, from 32% to 58%, in the weeks following the course. This level was suggested to be sustained in the following months.

Similarly, at the Follow-up almost two thirds of tracked individuals reported an increased likelihood in seeking advice, on their Baseline score.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	97	28.7%	270	32.3%	380	55.6%	68	57.6%	37	56.1%	852	41.7%
10	31	9.2%	92	11.0%	154	22.5%	20	16.9%	12	18.2%	309	15.1%
9	13	3.8%	31	3.7%	54	7.9%	12	10.2%	5	7.6%	115	5.6%
8	26	7.7%	81	9.7%	91	13.3%	24	20.3%	11	16.7%	233	11.4%
7	27	8.0%	66	7.9%	81	11.8%	12	10.2%	9	13.6%	195	9.6%
Neutral	99	29.3%	250	29.9%	183	26.8%	31	26.3%	16	24.2%	579	28.4%
6	32	9.5%	103	12.3%	97	14.2%	13	11.0%	6	9.1%	251	12.3%
5	67	19.8%	147	17.6%	86	12.6%	18	15.3%	10	15.2%	328	16.1%
Disagree	142	42.0%	315	37.7%	121	17.7%	19	16.1%	13	19.7%	610	29.9%
4	36	10.7%	94	11.3%	43	6.3%	9	7.6%	5	7.6%	187	9.2%
3	41	12.1%	70	8.4%	32	4.7%	5	4.2%	0	0.0%	148	7.3%
2	16	4.7%	49	5.9%	19	2.8%	4	3.4%	3	4.5%	91	4.5%
1	49	14.5%	102	12.2%	27	3.9%	1	0.8%	5	7.6%	184	9.0%
Total	338	100.0%	835	100.0%	684	100.0%	118	100.0%	66	100.0%	2041	100.0%
Median	5		5		7		7		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	338	98.5%	835	99.4%	684	99.7%	118	100.0%	66	100.0%	2041	99.4%
Missing Q	5	1.5%	5	0.6%	2	0.3%	0	0.0%	0	0.0%	12	0.6%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

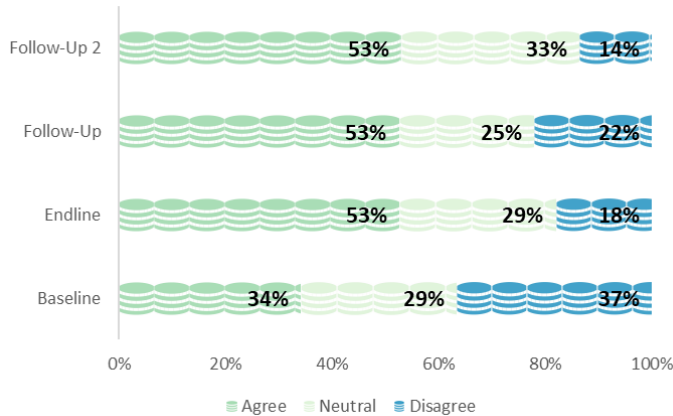
No significant difference between the Control and Baseline (chi-squared statistic is 2.1866, p-value = 0.335104).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 32.91, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	98	21.2%	-2.6	45	41.3%	-2.8	24	30.8%	-2.8
None	86	18.6%	0.0	25	22.9%	0.0	6	7.7%	0.0
Positive	279	60.3%	3.4	39	35.8%	3.0	48	61.5%	3.8
Grand Total	463	100.0%	1.5	109	100.0%	-0.1	78	100.0%	1.5

4.2 I am confident that I will have enough money to give me the standard of living I hope for in a year from now (1-10 scale)



After Money Works, fewer than one in five respondents did not feel confident about their future standard of living. This was still reported to be the case in the long term.

On average, when asked if they agreed with this statement, respondents reported 5/10 (neutral) at the Baseline and then 7/10 (agree) in subsequent surveys.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Agree	103	30.1%	285	34.1%	360	52.7%	62	52.5%	35	53.0%	845	41.3%
10	35	10.2%	109	13.1%	131	19.2%	19	16.1%	9	13.6%	303	14.8%
9	12	3.5%	30	3.6%	53	7.8%	11	9.3%	6	9.1%	112	5.5%
8	28	8.2%	70	8.4%	90	13.2%	22	18.6%	13	19.7%	223	10.9%
7	28	8.2%	76	9.1%	86	12.6%	10	8.5%	7	10.6%	207	10.1%
Neutral	95	27.8%	244	29.2%	200	29.3%	30	25.4%	22	33.3%	591	28.9%
6	26	7.6%	100	12.0%	92	13.5%	12	10.2%	11	16.7%	241	11.8%
5	69	20.2%	144	17.2%	108	15.8%	18	15.3%	11	16.7%	350	17.1%
Disagree	144	42.1%	306	36.6%	123	18.0%	26	22.0%	9	13.6%	608	29.7%
4	33	9.6%	112	13.4%	48	7.0%	13	11.0%	3	4.5%	209	10.2%
3	39	11.4%	75	9.0%	33	4.8%	5	4.2%	5	7.6%	157	7.7%
2	22	6.4%	46	5.5%	22	3.2%	4	3.4%	0	0.0%	94	4.6%
1	50	14.6%	73	8.7%	20	2.9%	4	3.4%	1	1.5%	148	7.2%
Total	342	100.0%	835	100.0%	683	100.0%	118	100.0%	66	100.0%	2044	100.0%
Median	5		5		7		7		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	342	99.7%	835	99.4%	683	99.6%	118	100.0%	66	100.0%	2044	99.6%
Missing Q	1	0.3%	5	0.6%	3	0.4%	0	0.0%	0	0.0%	9	0.4%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

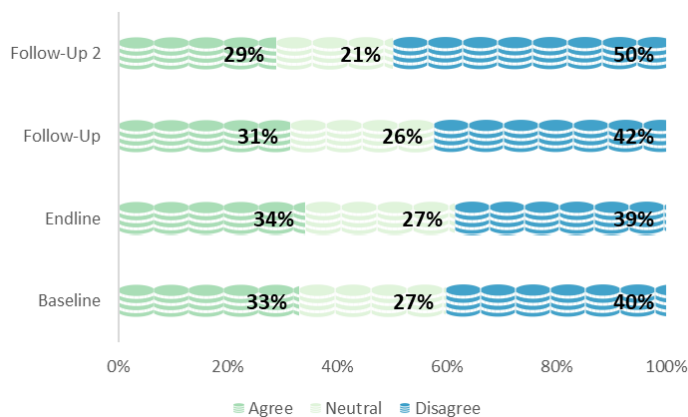
No significant difference between the Control and Baseline (chi-squared statistic is 3.2528, p-value = 0.19664).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 16.48, p-value = 0.000264).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	101	21.8%	-2.3	58	53.2%	-2.5	22	28.2%	-1.9
None	94	20.3%	0.0	20	18.3%	0.0	15	19.2%	0.0
Positive	268	57.9%	3.2	31	28.4%	2.6	41	52.6%	3.2
Grand Total	463	100.0%	1.4	109	100.0%	-0.6	78	100.0%	1.1

4.9 I worry about my current financial situation (1-10 scale)



Overall, the response to this statement was unchanged across surveys. Approximately a third agreed that they worried about their financial situation and 40% to 50% disagreed.

Similarly, on average, tracked individuals made no change in their scores between Baseline and Follow-Up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	128	37.6%	274	32.9%	232	34.2%	37	31.4%	19	28.8%	690	33.9%
10	40	11.8%	96	11.5%	74	10.9%	15	12.7%	3	4.5%	228	11.2%
9	22	6.5%	47	5.6%	37	5.4%	6	5.1%	2	3.0%	114	5.6%
8	37	10.9%	65	7.8%	49	7.2%	5	4.2%	5	7.6%	161	7.9%
7	29	8.5%	66	7.9%	72	10.6%	11	9.3%	9	13.6%	187	9.2%
Neutral	90	26.5%	223	26.8%	185	27.2%	31	26.3%	14	21.2%	543	26.7%
6	29	8.5%	89	10.7%	73	10.8%	12	10.2%	6	9.1%	209	10.3%
5	61	17.9%	134	16.1%	112	16.5%	19	16.1%	8	12.1%	334	16.4%
Disagree	122	35.9%	335	40.3%	262	38.6%	50	42.4%	33	50.0%	802	39.4%
4	32	9.4%	94	11.3%	72	10.6%	13	11.0%	9	13.6%	220	10.8%
3	29	8.5%	87	10.5%	57	8.4%	10	8.5%	7	10.6%	190	9.3%
2	14	4.1%	49	5.9%	50	7.4%	11	9.3%	4	6.1%	128	6.3%
1	47	13.8%	105	12.6%	83	12.2%	16	13.6%	13	19.7%	264	13.0%
Grand Total	340	100.0%	832	100.0%	679	100.0%	118	100.0%	66	100.0%	2035	100.0%
Median	5		5		5		5		4.5		5	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	340	99.1%	832	99.0%	679	99.0%	118	100.0%	66	100.0%	2035	99.1%
Missing Q	3	0.9%	8	1.0%	7	1.0%	0	0.0%	0	0.0%	18	0.9%
Grand Total	343	100%	840	100%	686	100%	118	100%	66	100%	2053	100%

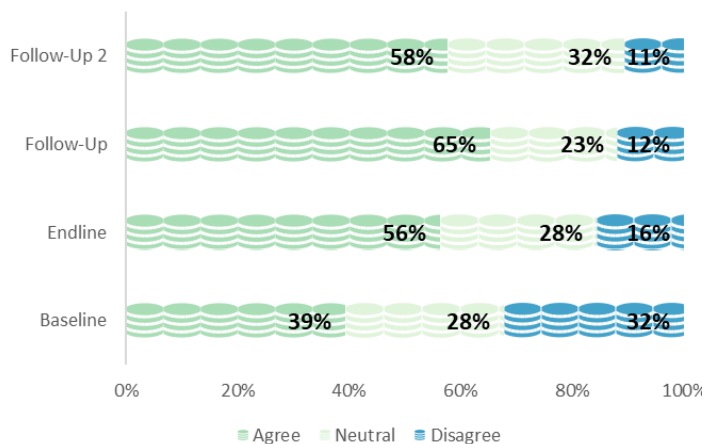
No significant difference between the Control and Baseline (chi-squared statistic is 2.7626, p-value = 0.251257).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is **not** statistically significant, at 95% confidence level (chi-square statistic is 0.2028, p-value = 0.903583).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	184	40.1%	-2.9	42	38.5%	-3.2	32	41.0%	-3.3
None	100	21.8%	0.0	26	23.9%	0.0	18	23.1%	0.0
Positive	175	38.1%	3.0	41	37.6%	3.0	28	35.9%	2.9
Grand Total	459	100.0%	0.0	109	100.0%	-0.1	78	100.0%	-0.3

4.11 I feel in control of my finances (1-10 scale)



Between the Baseline and Follow-up surveys, the proportion of respondents who did not feel in control of their finances more than halved, from 32% to 12%.

Tracking individuals suggests that those who initially disagreed with this statement felt substantially better about this a month after the course. (Based on 19 respondents who scored 1-4 at Baseline).

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	114	33.4%	328	39.2%	381	56.3%	77	65.3%	38	57.6%	938	46.0%
10	44	12.9%	114	13.6%	128	18.9%	22	18.6%	11	16.7%	319	15.7%
9	14	4.1%	46	5.5%	66	9.7%	12	10.2%	8	12.1%	146	7.2%
8	30	8.8%	74	8.9%	98	14.5%	18	15.3%	10	15.2%	230	11.3%
7	26	7.6%	94	11.2%	89	13.1%	25	21.2%	9	13.6%	243	11.9%
Neutral	102	29.9%	238	28.5%	190	28.1%	27	22.9%	21	31.8%	578	28.4%
6	36	10.6%	89	10.6%	80	11.8%	12	10.2%	13	19.7%	230	11.3%
5	66	19.4%	149	17.8%	110	16.2%	15	12.7%	8	12.1%	348	17.1%
Disagree	125	36.7%	270	32.3%	106	15.7%	14	11.9%	7	10.6%	522	25.6%
4	34	10.0%	90	10.8%	39	5.8%	7	5.9%	4	6.1%	174	8.5%
3	26	7.6%	59	7.1%	32	4.7%	5	4.2%		0.0%	122	6.0%
2	26	7.6%	44	5.3%	17	2.5%		0.0%	2	3.0%	89	4.4%
1	39	11.4%	77	9.2%	18	2.7%	2	1.7%	1	1.5%	137	6.7%
Grand Total	341	100.0%	836	100.0%	677	100.0%	118	100.0%	66	100.0%	2038	100.0%
Median	5		5		7		7		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	341	99.4%	836	99.5%	677	98.7%	118	100.0%	66	100.0%	2038	99.3%
Missing Q	2	0.6%	4	0.5%	9	1.3%		0.0%		0.0%	15	0.7%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

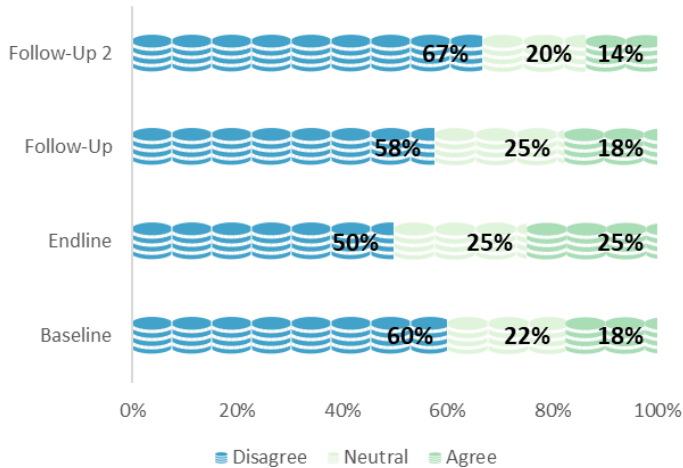
No significant difference between the Control and Baseline (chi-squared statistic is 3.7189, p-value = 0.155758).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 32.1541, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	90	19.6%	-2.1	38	34.9%	-2.4	15	19.2%	-1.7
None	105	22.8%	0.0	32	29.4%	0.0	19	24.4%	0.0
Positive	265	57.6%	3.0	39	35.8%	2.1	44	56.4%	2.9
Grand Total	460	100.0%	1.3	109	100.0%	-0.1	78	100.0%	1.3

4.12 I am too busy to sort out my finances at the moment (1-10 scale)



Responses did not vary much to this statement, where between 50% and 60% of respondents to disagreed at the Baseline and Follow-Up – the difference was not found to be statistically significant.

The MAS survey shows that nationally more than half (55%) of respondents aged 18-24 disagreed with this statement³; a result similar to Money Works participants (both before and after the programme).

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	47	13.8%	147	17.6%	169	24.9%	21	17.8%	9	13.6%	393	19.3%
10	16	4.7%	41	4.9%	50	7.4%	6	5.1%	3	4.5%	116	5.7%
9	5	1.5%	24	2.9%	31	4.6%	4	3.4%	2	3.0%	66	3.2%
8	9	2.6%	36	4.3%	39	5.7%	4	3.4%	2	3.0%	90	4.4%
7	17	5.0%	46	5.5%	49	7.2%	7	5.9%	2	3.0%	121	5.9%
Neutral	79	23.2%	187	22.4%	173	25.4%	29	24.6%	13	19.7%	481	23.6%
6	17	5.0%	61	7.3%	67	9.9%	10	8.5%	5	7.6%	160	7.8%
5	62	18.2%	126	15.1%	106	15.6%	19	16.1%	8	12.1%	321	15.7%
Disagree	214	62.9%	501	60.0%	338	49.7%	68	57.6%	44	66.7%	1165	57.1%
4	48	14.1%	91	10.9%	66	9.7%	12	10.2%	11	16.7%	228	11.2%
3	53	15.6%	113	13.5%	85	12.5%	18	15.3%	13	19.7%	282	13.8%
2	39	11.5%	90	10.8%	49	7.2%	15	12.7%	6	9.1%	199	9.8%
1	74	21.8%	207	24.8%	138	20.3%	23	19.5%	14	21.2%	456	22.4%
Grand Total	340	100.0%	835	100.0%	680	100.0%	118	100.0%	66	100.0%	2039	100.0%
Median	4		4		5		4		3.5		4	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	340	99.1%	835	99.4%	680	99.1%	118	100.0%	66	100.0%	2039	99.3%
Missing Q	3	0.9%	5	0.6%	6	0.9%		0.0%		0.0%	14	0.7%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 2.5112, p-value = 0.28491).

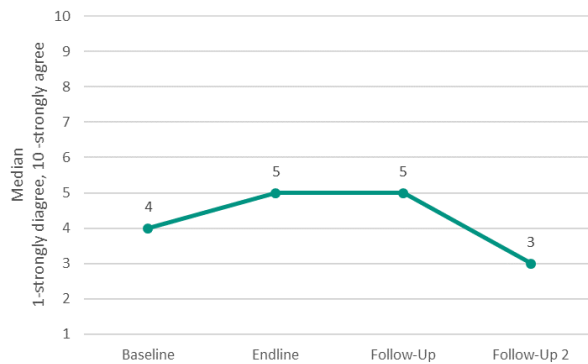
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is **not** statistically significant, at 95% confidence level (chi-square statistic is 0.3167, p-value = 0.85357).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	138	29.7%	-2.8	39	35.8%	-3.1	23	29.5%	-3.6
None	123	26.5%	0.0	20	18.3%	0.0	17	21.8%	0.0
Positive	203	43.8%	3.4	50	45.9%	2.8	38	48.7%	2.8
Grand Total	464	100.0%	0.7	109	100.0%	0.2	78	100.0%	0.3

³ Note that compared with the Money Works survey, the national survey uses a five-point Likert scale, ranging from strongly disagree to strongly agree.

4.13 Nothing I do will make much difference to my financial situation (1-10 scale)



On average, respondents disagreed (4/10) with the statement that they could not make a difference to their financial situation, at the Baseline. However, unexpectedly, the average score increased in the surveys following the sessions. It was suggested to decrease again in the longer term.

The national MAS survey showed that just over half (52%) of respondents aged 18-24 either disagreed or strongly disagreed with this statement⁴. Money Works survey responses fluctuated around this level across surveys.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	50	14.7%	156	18.8%	204	30.0%	34	28.8%	11	16.7%	455	22.4%
10	12	3.5%	55	6.6%	67	9.9%	11	9.3%	2	3.0%	147	7.2%
9	4	1.2%	16	1.9%	23	3.4%	7	5.9%	2	3.0%	52	2.6%
8	21	6.2%	41	5.0%	60	8.8%	9	7.6%	2	3.0%	133	6.6%
7	13	3.8%	44	5.3%	54	8.0%	7	5.9%	5	7.6%	123	6.1%
Neutral	108	31.9%	227	27.4%	178	26.2%	29	24.6%	13	19.7%	555	27.3%
6	27	8.0%	85	10.3%	62	9.1%	9	7.6%	5	7.6%	188	9.3%
5	81	23.9%	142	17.1%	116	17.1%	20	16.9%	8	12.1%	367	18.1%
Disagree	181	53.4%	445	53.7%	297	43.7%	55	46.6%	42	63.6%	1020	50.2%
4	51	15.0%	103	12.4%	76	11.2%	18	15.3%	8	12.1%	256	12.6%
3	44	13.0%	96	11.6%	66	9.7%	13	11.0%	11	16.7%	230	11.3%
2	29	8.6%	84	10.1%	51	7.5%	8	6.8%	10	15.2%	182	9.0%
1	57	16.8%	162	19.6%	104	15.3%	16	13.6%	13	19.7%	352	17.3%
Grand Total	339	100.0%	828	100.0%	679	100.0%	118	100.0%	66	100.0%	2030	100.0%
Median	4		4		5		5		3		4	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	339	98.8%	828	98.6%	679	99.0%	118	100.0%	66	100.0%	2030	98.9%
Missing Q	4	1.2%	12	1.4%	7	1.0%		0.0%		0.0%	23	1.1%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 3.9403, p-value = 0.139434).

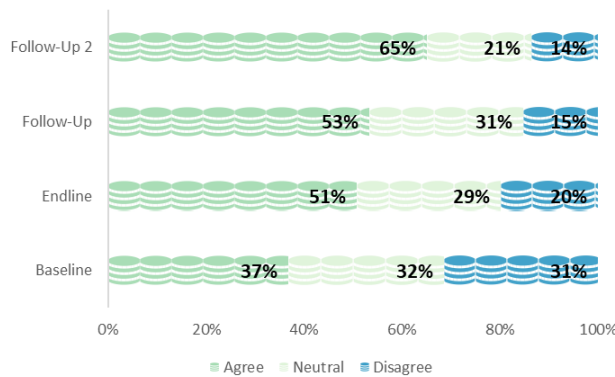
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 6.4167, p-value = 0.04042).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	139	30.3%	-2.8	30	27.8%	-2.9	19	24.7%	-2.3
None	102	22.2%	0.0	20	18.5%	0.0	21	27.3%	0.0
Positive	218	47.5%	3.2	58	53.7%	2.4	37	48.1%	2.7
Grand Total	459	100.0%	0.7	108	100.0%	0.5	77	100.0%	0.7

⁴ Note that compared with the Money Works survey, the national survey uses a five-point Likert scale, ranging from strongly disagree to strongly agree.

4.14 I am satisfied with my life nowadays (1-10 scale)



Between all surveys, the proportion of respondents who are satisfied with their life was observed to increase. This started at 37% at the Baseline, increased to 53% at the Follow-up and further to 65% at Follow-Up2.

Tracking individuals sees almost half report a positive change in life satisfaction between the Baseline and Follow-Up.

The MAS survey revealed that the majority of respondents aged 18-24 (61%) agreed they were satisfied with their life nowadays⁵. The proportion of satisfied Money Works respondents was initially below this level at Baseline, but improved towards this across surveys, to 65% at the second Follow-Up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Agree	129	38.1%	307	36.9%	342	50.7%	63	53.4%	43	65.2%	884	43.5%
10	44	13.0%	120	14.4%	114	16.9%	21	17.8%	13	19.7%	312	15.4%
9	21	6.2%	32	3.8%	62	9.2%	11	9.3%	7	10.6%	133	6.6%
8	30	8.8%	73	8.8%	79	11.7%	17	14.4%	8	12.1%	207	10.2%
7	34	10.0%	82	9.8%	87	12.9%	14	11.9%	15	22.7%	232	11.4%
Neutral	93	27.4%	265	31.8%	198	29.4%	37	31.4%	14	21.2%	607	29.9%
6	25	7.4%	120	14.4%	97	14.4%	24	20.3%	5	7.6%	271	13.3%
5	68	20.1%	145	17.4%	101	15.0%	13	11.0%	9	13.6%	336	16.6%
Disagree	117	34.5%	261	31.3%	134	19.9%	18	15.3%	9	13.6%	539	26.6%
4	35	10.3%	72	8.6%	56	8.3%	6	5.1%	4	6.1%	173	8.5%
3	32	9.4%	75	9.0%	27	4.0%	4	3.4%	1	1.5%	139	6.8%
2	17	5.0%	42	5.0%	21	3.1%	1	0.8%	1	1.5%	82	4.0%
1	33	9.7%	72	8.6%	30	4.5%	7	5.9%	3	4.5%	145	7.1%
Grand Total	339	100.0%	833	100.0%	674	100.0%	118	100.0%	66	100.0%	2030	100.0%
Median	5		6		7		7		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	339	98.8%	833	99.2%	674	98.3%	118	100.0%	66	100.0%	2030	98.9%
Missing Q	4	1.2%	7	0.8%	12	1.7%		0.0%		0.0%	23	1.1%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 2.3614, p-value = 0.307058).

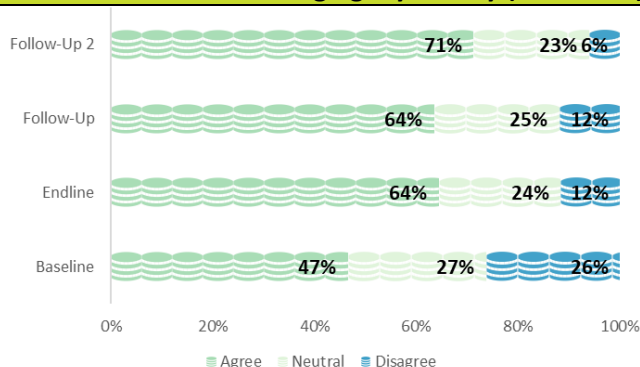
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 16.377, p-value = 0.00028).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	139	30.3%	-2.8	30	27.8%	-2.9	19	24.7%	-2.3
None	102	22.2%	0.0	20	18.5%	0.0	21	27.3%	0.0
Positive	218	47.5%	3.2	58	53.7%	2.4	37	48.1%	2.7
Grand Total	459	100.0%	0.7	108	100.0%	0.5	77	100.0%	0.7

⁵ Note that the MAS survey used a slightly different response scale; from 0-10.

4.15 I am confident managing my money (1-10 scale)



Before Money Works, just under half of respondents felt confident managing their money. Following the course, this increased to over two thirds.

Over half of tracked individuals reported a positive change from the Baseline to Follow-Up. On average the change was 3 points.

The national MAS survey showed that nearly two thirds of respondents aged 18-24 (64%) agreed that they were confident managing their money⁶. The Money Works survey data showed that participants were well below this level at the Baseline, but improved after the programme to match and surpass it.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	141	41.6%	389	46.5%	438	64.4%	75	63.6%	47	71.2%	1090	53.5%
10	55	16.2%	166	19.9%	163	24.0%	29	24.6%	15	22.7%	428	21.0%
9	17	5.0%	50	6.0%	90	13.2%	14	11.9%	13	19.7%	184	9.0%
8	32	9.4%	88	10.5%	90	13.2%	19	16.1%	9	13.6%	238	11.7%
7	37	10.9%	85	10.2%	95	14.0%	13	11.0%	10	15.2%	240	11.8%
Neutral	99	29.2%	227	27.2%	163	24.0%	29	24.6%	15	22.7%	533	26.1%
6	42	12.4%	107	12.8%	82	12.1%	19	16.1%	7	10.6%	257	12.6%
5	57	16.8%	120	14.4%	81	11.9%	10	8.5%	8	12.1%	276	13.5%
Disagree	99	29.2%	220	26.3%	79	11.6%	14	11.9%	4	6.1%	416	20.4%
4	31	9.1%	69	8.3%	30	4.4%	8	6.8%	1	1.5%	139	6.8%
3	22	6.5%	56	6.7%	20	2.9%	4	3.4%	3	4.5%	105	5.1%
2	17	5.0%	39	4.7%	15	2.2%		0.0%		0.0%	71	3.5%
1	29	8.6%	56	6.7%	14	2.1%	2	1.7%		0.0%	101	5.0%
Grand Total	339	100.0%	836	100.0%	680	100.0%	118	100.0%	66	100.0%	2039	100.0%
Median	6		6		8		8		8		7	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	339	98.8%	836	99.5%	680	99.1%	118	100.0%	66	100.0%	2039	99.3%
Missing Q	4	1.2%	4	0.5%	6	0.9%		0.0%		0.0%	14	0.7%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 2.4103, p-value = 0.299646).

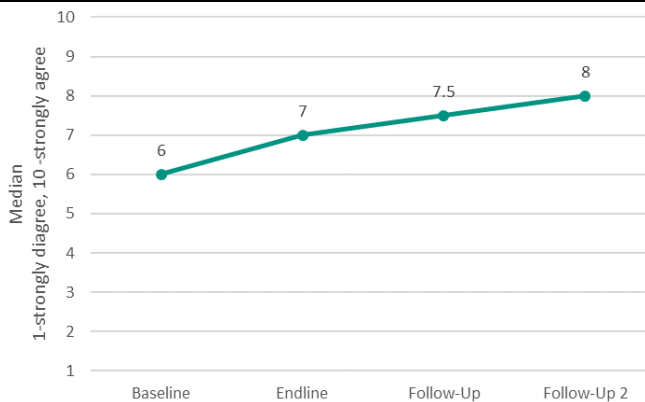
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 15.2248, p-value = 0.00049).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	103	22.2%	-2.2	43	39.4%	-2.0	22	28.2%	-1.9
None	112	24.2%	0.0	29	26.6%	0.0	15	19.2%	0.0
Positive	248	53.6%	3.0	37	33.9%	1.8	41	52.6%	3.1
Grand Total	463	100.0%	1.1	109	100.0%	-0.2	78	100.0%	1.1

⁶ Note that the MAS survey used a slightly different response scale; from 0-10.

4.16 I feel confident making financial decisions (1-10 scale)



There was already some confidence amongst respondents before the course, and this is suggested to improve following the sessions and in the weeks after. However, the difference between the Control and Baseline results indicate that this might have been influenced outside of the programme.

Almost two thirds of tracked individuals reported a positive change in confidence making financial decisions between the Baseline and Follow-Up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Agree	114	33.6%	341	40.9%	399	58.8%	79	66.9%	45	68.2%	978	48.0%
10	44	13.0%	127	15.2%	137	20.2%	25	21.2%	12	18.2%	345	16.9%
9	10	2.9%	47	5.6%	72	10.6%	16	13.6%	6	9.1%	151	7.4%
8	28	8.3%	75	9.0%	90	13.3%	18	15.3%	17	25.8%	228	11.2%
7	32	9.4%	92	11.0%	100	14.7%	20	16.9%	10	15.2%	254	12.5%
Neutral	99	29.2%	235	28.2%	190	28.0%	28	23.7%	12	18.2%	564	27.7%
6	43	12.7%	101	12.1%	101	14.9%	17	14.4%	6	9.1%	268	13.2%
5	56	16.5%	134	16.1%	89	13.1%	11	9.3%	6	9.1%	296	14.5%
Disagree	126	37.2%	258	30.9%	90	13.3%	11	9.3%	9	13.6%	494	24.3%
4	39	11.5%	100	12.0%	34	5.0%	6	5.1%	8	12.1%	187	9.2%
3	34	10.0%	68	8.2%	27	4.0%	1	0.8%	1	1.5%	131	6.4%
2	23	6.8%	40	4.8%	12	1.8%	1	0.8%		0.0%	76	3.7%
1	30	8.8%	50	6.0%	17	2.5%	3	2.5%		0.0%	100	4.9%
Grand Total	339	100.0%	834	100.0%	679	100.0%	118	100.0%	66	100.0%	2036	100.0%
Median	5		6		7		7.5		8		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	339	98.8%	834	99.3%	679	99.0%	118	100.0%	66	100.0%	2036	99.2%
Missing Q	4	1.2%	6	0.7%	7	1.0%		0.0%		0.0%	17	0.8%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

Significant difference between the Control and Baseline (chi-squared statistic is 6.2236, p-value = 0.04452).

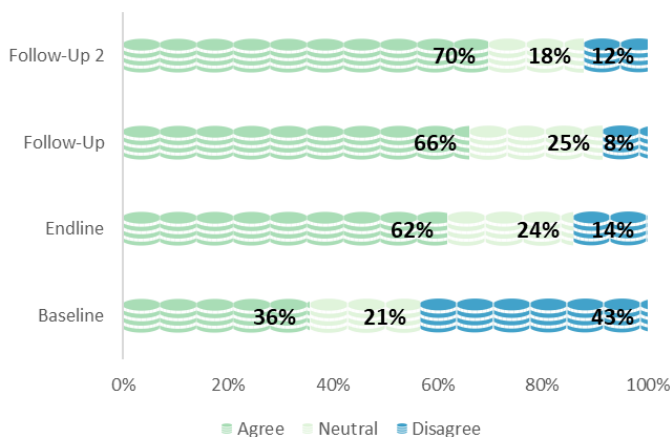
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 33.7454, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	90	19.6%	-2.4	40	37.4%	-2.2	12	15.4%	-2.7
None	108	23.5%	0.0	28	26.2%	0.0	18	23.1%	0.0
Positive	262	57.0%	3.0	39	36.4%	2.2	48	61.5%	3.0
Grand Total	460	100.0%	1.2	107	100.0%	0.0	78	100.0%	1.4

3.2 Ability: Knowledge, understanding and skills

4.3 I am able to use a price comparison website (1-10 scale)



Before the course, a similar proportion of respondents agreed and disagreed with this statement; approximately 40%. Following the session, immediately and into the longer term, approximately two thirds of respondents agreed that they were able to use a comparison website.

Between the Baseline and Follow-Up survey, tracked respondents on average improved their rating by over 2 points.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	116	34.2%	298	35.6%	422	61.8%	78	66.1%	46	69.7%	960	47.0%
10	45	13.3%	116	13.8%	169	24.7%	30	25.4%	18	27.3%	378	18.5%
9	12	3.5%	43	5.1%	70	10.2%	20	16.9%	7	10.6%	152	7.4%
8	29	8.6%	72	8.6%	109	16.0%	12	10.2%	14	21.2%	236	11.5%
7	30	8.8%	67	8.0%	74	10.8%	16	13.6%	7	10.6%	194	9.5%
Neutral	83	24.5%	176	21.0%	164	24.0%	30	25.4%	12	18.2%	465	22.7%
6	23	6.8%	78	9.3%	74	10.8%	15	12.7%	8	12.1%	198	9.7%
5	60	17.7%	98	11.7%	90	13.2%	15	12.7%	4	6.1%	267	13.1%
Disagree	140	41.3%	364	43.4%	97	14.2%	10	8.5%	8	12.1%	619	30.3%
4	27	8.0%	77	9.2%	38	5.6%	4	3.4%	6	9.1%	152	7.4%
3	29	8.6%	77	9.2%	23	3.4%	2	1.7%		0.0%	131	6.4%
2	24	7.1%	73	8.7%	19	2.8%	1	0.8%		0.0%	117	5.7%
1	60	17.7%	137	16.3%	17	2.5%	3	2.5%	2	3.0%	219	10.7%
Total	339	100.0%	838	100.0%	683	100.0%	118	100.0%	66	100.0%	2044	100.0%
Median	5		5		8		8		8		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	339	98.8%	838	99.8%	683	99.6%	118	100.0%	66	100.0%	2044	99.6%
Missing Q	4	1.2%	2	0.2%	3	0.4%		0.0%		0.0%	9	0.4%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

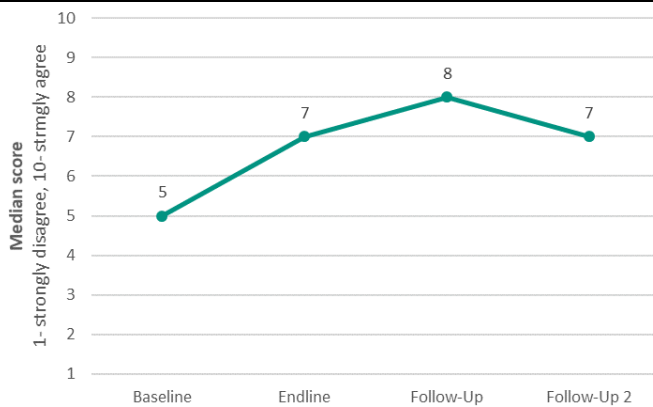
No significant difference between the Control and Baseline (chi-squared statistic is 1.7109, p-value = 0.425089).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 57.787, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	63	13.6%	-2.3	42	38.9%	-2.3	14	17.9%	-2.1
None	96	20.7%	0.0	30	27.8%	0.0	10	12.8%	0.0
Positive	305	65.7%	3.6	36	33.3%	2.3	54	69.2%	3.9
Grand Total	464	100.0%	2.0	108	100.0%	-0.1	78	100.0%	2.3

4.4 I am able to compare different insurance products to get the best deal for me (1-10 scale)



On average, response to this statement was neutral (5/10) at the Baseline. After the course, on average, respondents reported that they agreed that they were able to compare different insurance products (7 and 8/10).

Tracking individuals, 78% reported a positive change in their scoring of this statement, from Baseline to Follow-Up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	104	30.7%	267	31.9%	415	60.8%	75	63.6%	43	65.2%	904	44.2%
10	35	10.3%	91	10.9%	153	22.4%	21	17.8%	12	18.2%	312	15.3%
9	17	5.0%	30	3.6%	73	10.7%	17	14.4%	5	7.6%	142	6.9%
8	29	8.6%	68	8.1%	106	15.5%	22	18.6%	14	21.2%	239	11.7%
7	23	6.8%	78	9.3%	83	12.2%	15	12.7%	12	18.2%	211	10.3%
Neutral	78	23.0%	187	22.3%	174	25.5%	26	22.0%	15	22.7%	480	23.5%
6	32	9.4%	71	8.5%	75	11.0%	15	12.7%	7	10.6%	200	9.8%
5	46	13.6%	116	13.8%	99	14.5%	11	9.3%	8	12.1%	280	13.7%
Disagree	157	46.3%	384	45.8%	94	13.8%	17	14.4%	8	12.1%	660	32.3%
4	25	7.4%	91	10.9%	33	4.8%	7	5.9%	2	3.0%	158	7.7%
3	42	12.4%	94	11.2%	28	4.1%	4	3.4%	2	3.0%	170	8.3%
2	27	8.0%	66	7.9%	14	2.0%	4	3.4%	1	1.5%	112	5.5%
1	63	18.6%	133	15.9%	19	2.8%	2	1.7%	3	4.5%	220	10.8%
Total	339	100.0%	838	100.0%	683	100.0%	118	100.0%	66	100.0%	2044	100.0%
Median	5		5		7		8		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	339	98.8%	838	99.8%	683	99.6%	118	100.0%	66	100.0%	2044	99.6%
Missing Q	4	1.2%	2	0.2%	3	0.4%	0	0.0%	0	0.0%	9	0.4%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

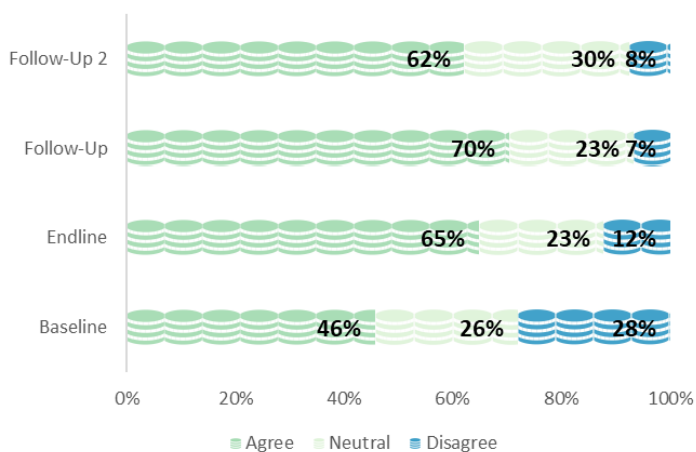
No significant difference between the Control and Baseline (chi-squared statistic is 0.1714, p-value = 0.917889).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 53.3932, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	65	14.0%	-2.4	42	38.5%	-2.4	11	14.1%	-2.3
None	81	17.5%	0.0	34	31.2%	0.0	6	7.7%	0.0
Positive	318	68.5%	3.7	33	30.3%	2.4	61	78.2%	3.4
Grand Total	464	100.0%	2.2	109	100.0%	-0.2	78	100.0%	2.3

4.5 I am able to compare different savings products online to get the best deal for me (1-10 scale)



Almost half of respondents felt able to compare savings products online before the course. This proportion further increased at the Endline and is maintained at the Follow-Up.

However, significant changes between the Control and Baseline surveys suggest that not all of the observed increase might be attributed to Money Works.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	133	39.1%	382	45.7%	441	64.8%	83	70.3%	41	62.1%	1080	52.9%
10	46	13.5%	147	17.6%	175	25.7%	27	22.9%	10	15.2%	405	19.8%
9	24	7.1%	66	7.9%	80	11.7%	15	12.7%	10	15.2%	195	9.6%
8	35	10.3%	87	10.4%	104	15.3%	26	22.0%	17	25.8%	269	13.2%
7	28	8.2%	82	9.8%	82	12.0%	15	12.7%	4	6.1%	211	10.3%
Neutral	87	25.6%	220	26.3%	157	23.1%	27	22.9%	20	30.3%	511	25.0%
6	38	11.2%	92	11.0%	86	12.6%	13	11.0%	9	13.6%	238	11.7%
5	49	14.4%	128	15.3%	71	10.4%	14	11.9%	11	16.7%	273	13.4%
Disagree	120	35.3%	234	28.0%	83	12.2%	8	6.8%	5	7.6%	450	22.0%
4	37	10.9%	58	6.9%	34	5.0%	3	2.5%	4	6.1%	136	6.7%
3	26	7.6%	61	7.3%	17	2.5%	2	1.7%	1	1.5%	107	5.2%
2	21	6.2%	43	5.1%	12	1.8%	2	1.7%		0.0%	78	3.8%
1	36	10.6%	72	8.6%	20	2.9%	1	0.8%		0.0%	129	6.3%
Grand Total	340	100.0%	836	100.0%	681	100.0%	118	100.0%	66	100.0%	2041	100.0%
Median	6		6		8		8		8		7	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	340	99.1%	836	99.5%	681	99.3%	118	100.0%	66	100.0%	2041	99.4%
Missing Q	3	0.9%	4	0.5%	5	0.7%		0.0%		0.0%	12	0.6%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

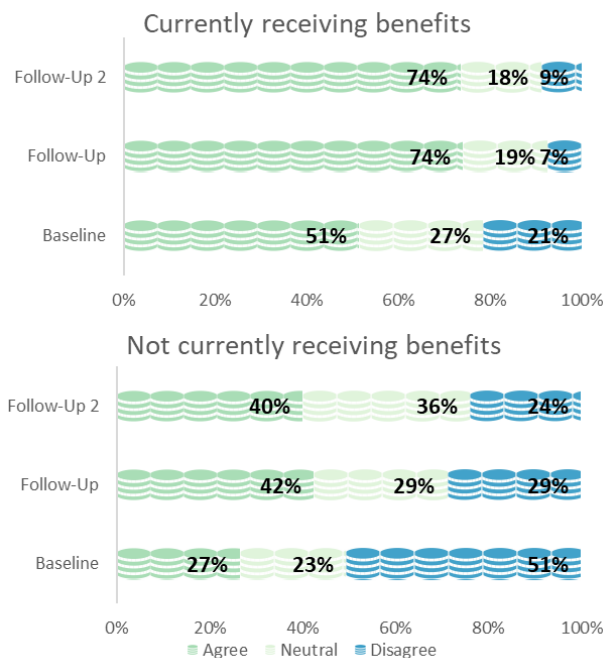
Significant difference between the Control and Baseline (chi-squared statistic is 6.719, p-value = 0.034753).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 31.696, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	93	20.1%	-2.2	41	38.0%	-2.0	13	16.7%	-2.2
None	98	21.2%	0.0	26	24.1%	0.0	15	19.2%	0.0
Positive	271	58.7%	3.1	41	38.0%	1.9	50	64.1%	3.5
Grand Total	462	100.0%	1.4	108	100.0%	0.0	78	100.0%	1.9

4.6 I am able to check I am getting all the benefits I'm entitled to (1-10 scale)



Overall, responses showed an increase in the proportion of participants able to check their benefit entitlements, after the course.

This was found for both those young people in receipt of benefits and also those who were not, at the time of the survey, but to different levels.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	112	33.0%	311	37.3%	381	55.8%	68	57.6%	39	59.1%	911	44.7%
10	49	14.5%	140	16.8%	148	21.7%	25	21.2%	12	18.2%	374	18.3%
9	12	3.5%	36	4.3%	65	9.5%	13	11.0%	5	7.6%	131	6.4%
8	26	7.7%	67	8.0%	97	14.2%	12	10.2%	14	21.2%	216	10.6%
7	25	7.4%	68	8.2%	71	10.4%	18	15.3%	8	12.1%	190	9.3%
Neutral	94	27.7%	214	25.7%	171	25.0%	29	24.6%	16	24.2%	524	25.7%
6	35	10.3%	78	9.4%	86	12.6%	13	11.0%	5	7.6%	217	10.6%
5	59	17.4%	136	16.3%	85	12.4%	16	13.6%	11	16.7%	307	15.0%
Disagree	133	39.2%	309	37.1%	131	19.2%	21	17.8%	11	16.7%	605	29.7%
4	31	9.1%	68	8.2%	42	6.1%	10	8.5%	6	9.1%	157	7.7%
3	27	8.0%	62	7.4%	34	5.0%	4	3.4%	2	3.0%	129	6.3%
2	22	6.5%	67	8.0%	19	2.8%	2	1.7%	1	1.5%	111	5.4%
1	53	15.6%	112	13.4%	36	5.3%	5	4.2%	2	3.0%	208	10.2%
Grand Total	339	100.0%	834	100.0%	683	100.0%	118	100.0%	66	100.0%	2040	100.0%
Median	5		5		7		7		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	339	98.8%	834	99.3%	683	99.6%	118	100.0%	66	100.0%	2040	99.4%
Missing Q	4	1.2%	6	0.7%	3	0.4%	0	0.0%	0	0.0%	13	0.6%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

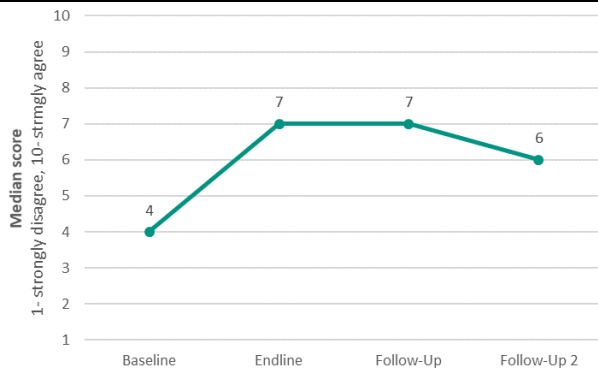
No significant difference between the Control and Baseline (chi-squared statistic is 1.906, p-value = 0.385575).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 21.8421, p-value = 0.00018).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	88	19.0%	-2.4	44	40.4%	-2.7	18	23.4%	-2.3
None	117	25.2%	0.0	33	30.3%	0.0	20	26.0%	0.0
Positive	259	55.8%	3.4	32	29.4%	2.4	39	50.6%	3.3
Grand Total	464	100.0%	1.4	109	100.0%	-0.4	77	100.0%	1.1

4.7 I am able to check I am paying the correct amount of tax (scale 1-10)



Before the course, the majority of respondents were not able to check their tax payments and on average scored this statement 4/10 (disagree). Afterwards, the median score increased to 7/10, and the majority agreed.

Over two thirds of tracked individuals improved their score of this statement between Baseline and Follow-Up.

Nationally in 2013, 45% of internet users reported going online to do central government transactions such as pay tax⁷. The proportion Money Works participants able to do this type of activity increased from below national level to beyond it after the course: 52% were able to check tax payments.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	77	22.8%	205	24.6%	377	55.7%	61	51.7%	29	43.9%	749	36.8%
10	31	9.2%	88	10.6%	142	21.0%	18	15.3%	8	12.1%	287	14.1%
9	8	2.4%	24	2.9%	53	7.8%	12	10.2%	2	3.0%	99	4.9%
8	19	5.6%	42	5.0%	89	13.1%	13	11.0%	8	12.1%	171	8.4%
7	19	5.6%	51	6.1%	93	13.7%	18	15.3%	11	16.7%	192	9.4%
Neutral	67	19.8%	170	20.4%	166	24.5%	25	21.2%	15	22.7%	443	21.8%
6	17	5.0%	61	7.3%	83	12.3%	12	10.2%	9	13.6%	182	9.0%
5	50	14.8%	109	13.1%	83	12.3%	13	11.0%	6	9.1%	261	12.8%
Disagree	194	57.4%	459	55.0%	134	19.8%	32	27.1%	22	33.3%	841	41.4%
4	29	8.6%	89	10.7%	46	6.8%	11	9.3%	11	16.7%	186	9.1%
3	30	8.9%	76	9.1%	27	4.0%	7	5.9%	3	4.5%	143	7.0%
2	28	8.3%	81	9.7%	17	2.5%	4	3.4%	5	7.6%	135	6.6%
1	107	31.7%	213	25.5%	44	6.5%	10	8.5%	3	4.5%	377	18.5%
Grand Total	338	100.0%	834	100.0%	677	100.0%	118	100.0%	66	100.0%	2033	100.0%
Median	4		4		7		7		6		5	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	338	98.5%	834	99.3%	677	98.7%	118	100.0%	66	100.0%	2033	99.0%
Missing Q	5	1.5%	6	0.7%	9	1.3%	0	0.0%	0	0.0%	20	1.0%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 0.6016, p-value = 0.740224).

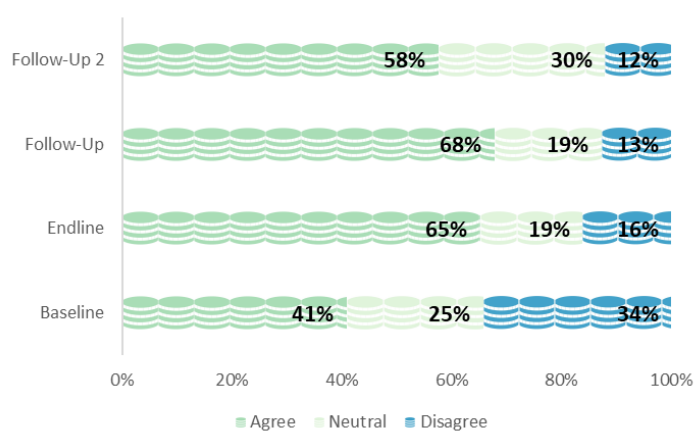
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 42.8539, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	69	14.9%	-2.3	49	45.4%	-2.6	14	17.9%	-2.6
None	76	16.5%	0.0	29	26.9%	0.0	13	16.7%	0.0
Positive	317	68.6%	4.2	30	27.8%	2.3	51	65.4%	4.0
Grand Total	462	100.0%	2.5	108	100.0%	-0.5	78	100.0%	2.2

⁷ GOV.UK Digital Inclusion, Access to public services <https://www.gov.uk/performance/digital-inclusion/health-and-social-outcomes/easier-access>

4.17 I have financial goals for the next five years (1-10 score)



40% of respondents at the Baseline actively reported having financial goals for the future. This increased to 65% following the course and this level was sustained at the Follow-Up, with some drop off suggested longer term.

However, changes between the Control and Baseline surveys suggest external influences on this (or even perhaps participant preparation for the course itself).

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	111	32.6%	341	40.8%	445	65.2%	80	67.8%	38	57.6%	1015	49.7%
10	44	12.9%	166	19.9%	197	28.8%	32	27.1%	15	22.7%	454	22.2%
9	13	3.8%	45	5.4%	71	10.4%	11	9.3%	10	15.2%	150	7.3%
8	25	7.4%	67	8.0%	95	13.9%	17	14.4%	9	13.6%	213	10.4%
7	29	8.5%	63	7.5%	82	12.0%	20	16.9%	4	6.1%	198	9.7%
Neutral	85	25.0%	208	24.9%	128	18.7%	23	19.5%	20	30.3%	464	22.7%
6	30	8.8%	80	9.6%	61	8.9%	11	9.3%	10	15.2%	192	9.4%
5	55	16.2%	128	15.3%	67	9.8%	12	10.2%	10	15.2%	272	13.3%
Disagree	144	42.4%	286	34.3%	110	16.1%	15	12.7%	8	12.1%	563	27.6%
4	31	9.1%	76	9.1%	39	5.7%	7	5.9%	5	7.6%	158	7.7%
3	26	7.6%	73	8.7%	34	5.0%	3	2.5%		0.0%	136	6.7%
2	31	9.1%	39	4.7%	13	1.9%		0.0%	2	3.0%	85	4.2%
1	56	16.5%	98	11.7%	24	3.5%	5	4.2%	1	1.5%	184	9.0%
Grand Total	340	100.0%	835	100.0%	683	100.0%	118	100.0%	66	100.0%	2042	100.0%
Median	5		6		8		8		8		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	340	99.1%	835	99.4%	683	99.6%	118	100.0%	66	100.0%	2042	99.5%
Missing Q	3	0.9%	5	0.6%	3	0.4%		0.0%		0.0%	11	0.5%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

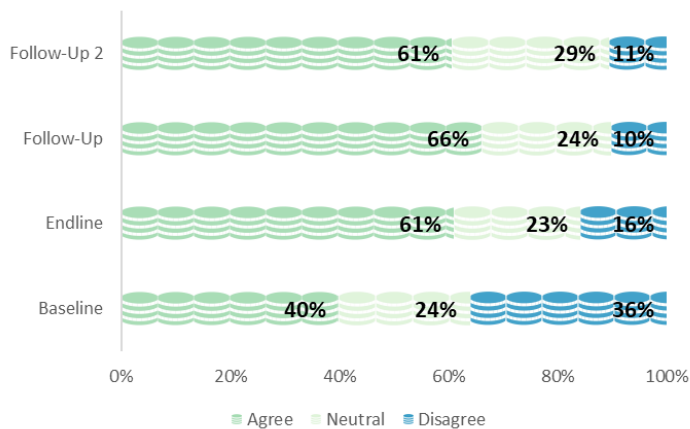
Significant difference between the Control and Baseline (chi-squared statistic is 8.5484, p-value = 0.013923).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 33.4483, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	84	18.1%	-2.8	43	39.4%	-2.0	15	19.5%	-2.7
None	112	24.1%	0.0	29	26.6%	0.0	14	18.2%	0.0
Positive	269	57.8%	3.5	37	33.9%	2.5	48	62.3%	3.2
Grand Total	465	100.0%	1.5	109	100.0%	0.0	77	100.0%	1.5

4.18 I have a plan to achieve my financial goals in the next five years (scale 1-10)



Overall response to this question was largely similar to those to the statement about having financial goals (Q 4.17). At the Baseline, 40% of respondents reported having a plan to achieve their financial goals for the future. This increased to 61% following the course and this level was sustained in the longer term.

However, changes between the Control and Baseline surveys suggest external influences on this (or even perhaps participant preparation for the course itself).

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	112	32.9%	331	39.9%	415	60.9%	78	66.1%	40	60.6%	976	48.0%
10	45	13.2%	152	18.3%	179	26.3%	24	20.3%	13	19.7%	413	20.3%
9	6	1.8%	48	5.8%	66	9.7%	14	11.9%	6	9.1%	140	6.9%
8	16	4.7%	58	7.0%	84	12.3%	23	19.5%	9	13.6%	190	9.3%
7	45	13.2%	73	8.8%	86	12.6%	17	14.4%	12	18.2%	233	11.5%
Neutral	77	22.6%	199	24.0%	158	23.2%	28	23.7%	19	28.8%	481	23.6%
6	30	8.8%	76	9.2%	73	10.7%	20	16.9%	11	16.7%	210	10.3%
5	47	13.8%	123	14.8%	85	12.5%	8	6.8%	8	12.1%	271	13.3%
Disagree	151	44.4%	299	36.1%	108	15.9%	12	10.2%	7	10.6%	577	28.4%
4	29	8.5%	85	10.3%	40	5.9%	5	4.2%	3	4.5%	162	8.0%
3	33	9.7%	66	8.0%	31	4.6%	5	4.2%	2	3.0%	137	6.7%
2	31	9.1%	48	5.8%	11	1.6%	0	0.0%	1	1.5%	91	4.5%
1	58	17.1%	100	12.1%	26	3.8%	2	1.7%	1	1.5%	187	9.2%
Grand Total	340	100.0%	829	100.0%	681	100.0%	118	100.0%	66	100.0%	2034	100.0%
Median	5		5		7		8		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	340	99.1%	829	98.7%	681	99.3%	118	100.0%	66	100.0%	2034	99.1%
Missing Q	3	0.9%	11	1.3%	5	0.7%	0	0.0%	0	0.0%	19	0.9%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

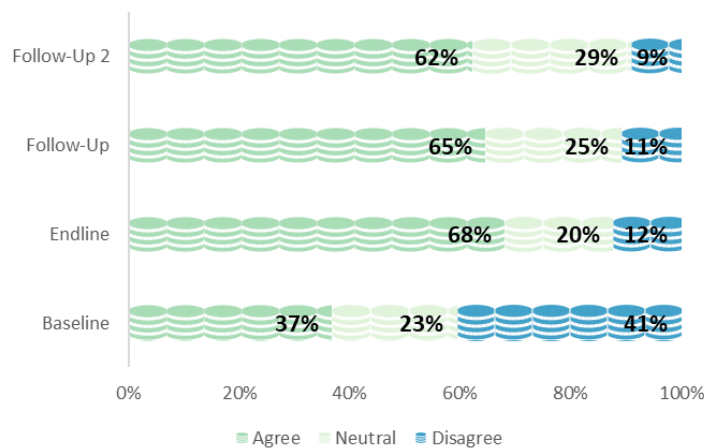
Significant difference between the Control and Baseline (chi-squared statistic is 7.6549, p-value = 0.021765).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 37.4871, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	87	18.9%	-2.5	34	31.5%	-2.2	9	11.8%	-3.3
None	103	22.3%	0.0	28	25.9%	0.0	11	14.5%	0.0
Positive	271	58.8%	3.5	46	42.6%	2.6	56	73.7%	3.4
Grand Total	461	100.0%	1.6	108	100.0%	0.4	76	100.0%	2.1

4.19 I understand why it's useful to check my credit score (scale 1-10)



Before the course, 37% of respondents agreed that they understood why to check their credit score. This level almost doubled at the Endline to 68% and this was found to still be understood by the majority of respondents at subsequent Follow-Ups.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	105	34.9%	182	36.8%	292	68.1%	60	64.5%	41	62.1%	680	49.1%
10	41	13.6%	83	16.8%	129	30.1%	27	29.0%	11	16.7%	291	21.0%
9	20	6.6%	27	5.5%	48	11.2%	9	9.7%	9	13.6%	113	8.2%
8	21	7.0%	35	7.1%	72	16.8%	13	14.0%	11	16.7%	152	11.0%
7	23	7.6%	37	7.5%	43	10.0%	11	11.8%	10	15.2%	124	9.0%
Neutral	70	23.3%	112	22.6%	84	19.6%	23	24.7%	19	28.8%	308	22.3%
6	27	9.0%	39	7.9%	47	11.0%	11	11.8%	10	15.2%	134	9.7%
5	43	14.3%	73	14.7%	37	8.6%	12	12.9%	9	13.6%	174	12.6%
Disagree	126	41.9%	201	40.6%	53	12.4%	10	10.8%	6	9.1%	396	28.6%
4	29	9.6%	50	10.1%	17	4.0%	4	4.3%	3	4.5%	103	7.4%
3	18	6.0%	40	8.1%	16	3.7%	1	1.1%	1	1.5%	76	5.5%
2	28	9.3%	30	6.1%	7	1.6%	2	2.2%		0.0%	67	4.8%
1	51	16.9%	81	16.4%	13	3.0%	3	3.2%	2	3.0%	150	10.8%
Grand Total	301	100.0%	495	100.0%	429	100.0%	93	100.0%	66	100.0%	1384	100.0%
Median	5		5		8		8		7		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	301	87.8%	495	58.9%	429	62.5%	93	78.8%	66	100.0%	1384	67.4%
Missing Q	42	12.2%	345	41.1%	257	37.5%	25	21.2%		0.0%	669	32.6%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

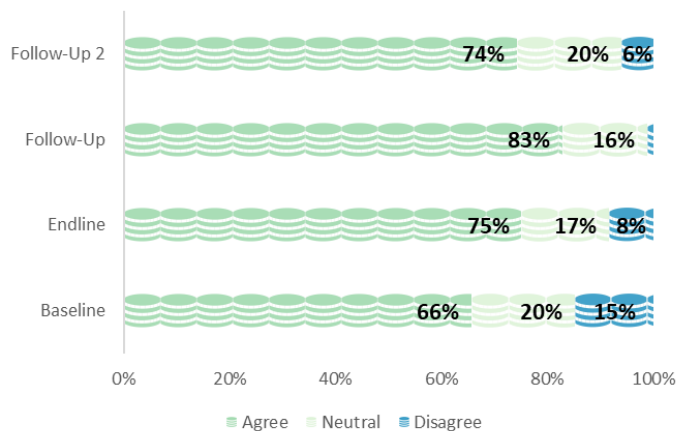
No significant difference between the Control and Baseline (chi-squared statistic is 0.2884, p-value = 0.865713).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 33.2424, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	42	16.0%	-2.2	25	41.0%	-2.5	9	23.1%	-2.7
None	50	19.0%	0.0	19	31.1%	0.0	3	7.7%	0.0
Positive	171	65.0%	3.9	17	27.9%	2.4	27	69.2%	4.1
Grand Total	263	100.0%	2.2	61	100.0%	-0.4	39	100.0%	2.2

4.20 I understand how to stay safe when I'm searching for things online (scale 1-10)



The majority of respondents entered the course reporting that they already understood how to stay safe online. On average, there was limited improvement on this following the course. However, breaking down the data, there was a marked reduction in respondents disagreeing with this statement over the surveys.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	105	76.1%	268	65.7%	245	75.2%	77	82.8%	49	74.2%	744	72.2%
10	64	46.4%	136	33.3%	110	33.7%	35	37.6%	19	28.8%	364	35.3%
9	16	11.6%	52	12.7%	46	14.1%	12	12.9%	8	12.1%	134	13.0%
8	12	8.7%	39	9.6%	46	14.1%	19	20.4%	13	19.7%	129	12.5%
7	13	9.4%	41	10.0%	43	13.2%	11	11.8%	9	13.6%	117	11.3%
Neutral	20	14.5%	80	19.6%	54	16.6%	15	16.1%	13	19.7%	182	17.7%
6	10	7.2%	35	8.6%	28	8.6%	6	6.5%	6	9.1%	85	8.2%
5	10	7.2%	45	11.0%	26	8.0%	9	9.7%	7	10.6%	97	9.4%
Disagree	13	9.4%	60	14.7%	27	8.3%	1	1.1%	4	6.1%	105	10.2%
4	3	2.2%	22	5.4%	15	4.6%	1	1.1%	3	4.5%	44	4.3%
3	5	3.6%	8	2.0%	8	2.5%		0.0%	1	1.5%	22	2.1%
2	2	1.4%	15	3.7%	3	0.9%		0.0%		0.0%	20	1.9%
1	3	2.2%	15	3.7%	1	0.3%		0.0%		0.0%	19	1.8%
Grand Total	138	100.0%	408	100.0%	326	100.0%	93	100.0%	66	100.0%	1031	100.0%
Median	9		8		8		9		8		8	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	138	40.2%	408	48.6%	326	47.5%	93	78.8%	66	100.0%	1031	50.2%
Missing Q	205	59.8%	432	51.4%	360	52.5%	25	21.2%		0.0%	1022	49.8%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

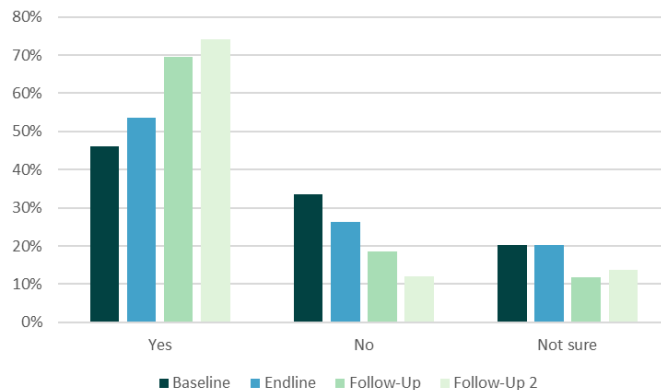
No significant difference between the Control and Baseline (chi-squared statistic is 5.2608, p-value = 0.72049).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 15.2599, p-value = 0.00486).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	51	23.8%	-2.5	18	36.7%	-1.8	5	16.7%	-2.0
None	78	36.4%	0.0	14	28.6%	0.0	8	26.7%	0.0
Positive	85	39.7%	2.8	17	34.7%	2.1	17	56.7%	3.1
Grand Total	214	100.0%	0.5	49	100.0%	0.0	30	100.0%	1.4

9. Have you ever saved money buying something online or by managing your money using online services (e.g. bill payment, online banking)?



Results show some increase in those making savings using online resources between the Baseline and Endline surveys and more substantially in the weeks following the course, to over 70% reporting this activity. However, control group trends suggest that part of the observed improvement might be due to external factors.

DID shows that, nationally in 2013, 73% of internet users reported that they saved money online⁸. At the Baseline, the proportion of Money Works participants reporting saving money online was well below this national level, but this increased to almost meet it by the Follow-up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	132	39.2%	383	46.1%	365	53.7%	82	69.5%	49	74.2%	1011	49.8%
No	110	32.6%	279	33.6%	178	26.2%	22	18.6%	8	12.1%	597	29.4%
Not sure	95	28.2%	169	20.3%	137	20.1%	14	11.9%	9	13.6%	424	20.9%
Grand Total	337	100.0%	831	100.0%	680	100.0%	118	100.0%	66	100.0%	2032	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	337	98.3%	831	98.9%	680	99.1%	118	100.0%	66	100.0%	2032	99.0%
Missing Q	6	1.7%	9	1.1%	6	0.9%	0	0.0%	0	0.0%	21	1.0%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

Significant difference between the Control and Baseline (chi-squared statistic is 9.2083, p-value = 0.01001).

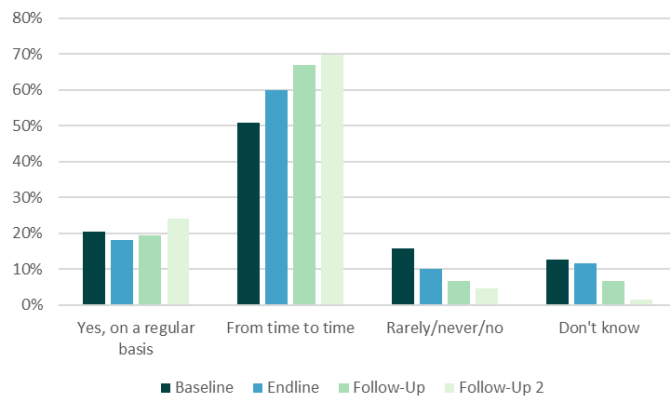
The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 22.6753, p-value = 0.000012).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Yes		Not sure		No		Total	
	N	%	N	%	N	%	N	%
Yes	30	78.9%	1	2.6%	7	18.4%	38	100.0%
Not sure	7	43.8%	4	25.0%	5	31.3%	16	100.0%
No	14	58.3%	6	25.0%	4	16.7%	24	100.0%
Grand Total	51	65.4%	11	14.1%	16	20.5%	78	100.0%

⁸ GOV.UK Digital Inclusion, Saving Money <https://www.gov.uk/performance/digital-inclusion/economic-outcomes/manage-money>

10. Do you save on a regular basis or just from time to time when you can?



Across all surveys, the majority of respondents reported that they saved money from time to time when they can. This proportion increased after the course to 60% and continued to increase in the Follow-Ups. At the same time, there was a fall in the proportion rarely/never saving or who don't know. This suggests a shift towards saving more, but perhaps not yet regularly.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Yes, on a regular basis	59	17.9%	169	20.6%	120	18.2%	23	19.5%	16	24.2%	387	19.4%
From time to time	162	49.1%	417	50.8%	396	60.0%	79	66.9%	46	69.7%	1100	55.1%
Rarely/never/no	67	20.3%	130	15.8%	67	10.2%	8	6.8%	3	4.5%	275	13.8%
Don't know	42	12.7%	105	12.8%	77	11.7%	8	6.8%	1	1.5%	233	11.7%
Grand Total	330	100.0%	821	100.0%	660	100.0%	118	100.0%	66	100.0%	1995	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	330	96.2%	821	97.7%	660	96.2%	118	100.0%	66	100.0%	1995	97.2%
Missing Q	13	3.8%	19	2.3%	26	3.8%	0	0.0%	0	0.0%	58	2.8%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

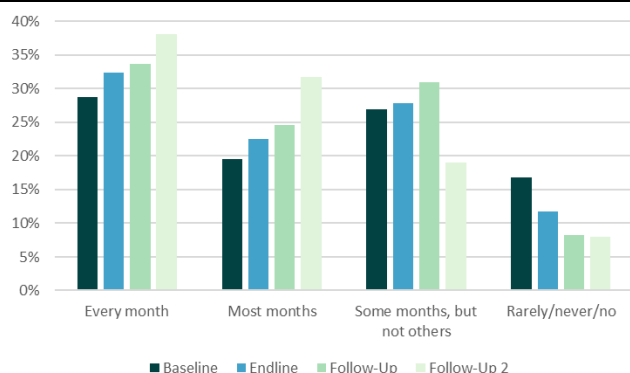
No significant difference between the Control and Baseline (chi-squared statistic is 3.7524, p-value = 0.28947).

The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 14.0112, p-value = 0.00289).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Yes, on a regular basis		From time to time		No		Don't know		Total	%
	N	%	N	%	N	%	N	%		
Yes, on a regular basis	7	36.8%	10	52.6%	0	0.0%	2	10.5%	19	100.0%
From time to time	5	11.4%	34	77.3%	3	6.8%	2	4.5%	44	100.0%
No	1	20.0%	4	80.0%	0	0.0%	0	0.0%	5	100.0%
Don't know	2	20.0%	6	60.0%	1	10.0%	1	10.0%	10	100.0%
Grand Total	15	19.2%	54	69.2%	4	5.1%	5	6.4%	78	100.0%

11. How often do you save money?



Note: 'Don't know' responses omitted from graphic. See Table A for data.

This data is based on those respondents who reported that they did do some level of saving (Q10).

Following the course, there continued to be a mix of regularity in saving patterns, but the follow-ups suggest some move towards more regular saving.

However, control group trends suggest that changes to saving habits can not all be attributed to the course.

The MAS survey revealed that nationally the majority of those aged 18-24 (61%) saved money every month or most months. Before Money Works, just under half of participants who saved did so regularly. However, after the course, participants were more in line with national levels.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%		
Every month	43	16.9%	198	28.8%	191	32.4%	37	33.6%	24	38.1%	493	28.9%
Most months	41	16.1%	134	19.5%	133	22.6%	27	24.5%	20	31.7%	355	20.8%
Some months, but not others	78	30.7%	185	26.9%	164	27.8%	34	30.9%	12	19.0%	473	27.8%
Rarely/never/no	62	24.4%	116	16.9%	69	11.7%	9	8.2%	5	7.9%	261	15.3%
Don't know	30	11.8%	55	8.0%	32	5.4%	3	2.7%	2	3.2%	122	7.2%
Grand Total	254	100.0%	688	100.0%	589	100.0%	110	100.0%	63	100.0%	1704	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%		
Completed Q	254	96.6%	688	99.6%	589	99.3%	110	100.0%	63	100.0%	1704	99.1%
Missing Q	9	3.4%	3	0.4%	4	0.7%	0	0.0%	0	0.0%	16	0.9%
Grand Total	263	100.0%	691	100.0%	593	100.0%	110	100.0%	63	100.0%	1720	100.0%

Significant difference between the Control and Baseline (chi-squared statistic is 20.58517, p-value = 0.000339).

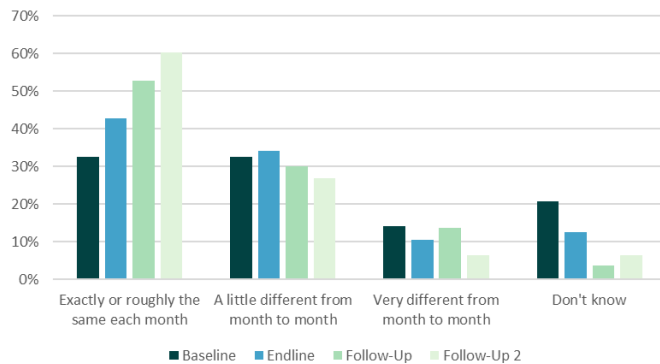
The change in the proportion between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 10.7056, p-value = 0.03008).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Every month		Most months		Some months, but not others		Rarely/never		Don't know		Total	
	N	%	N	%	N	%	N	%	N	%		
Every month	14	73.7%	3	15.8%	1	5.3%	1	5.3%		0.0%	19	100%
Most months	9	45.0%	5	25.0%	4	20.0%	2	10.0%		0.0%	20	100%
Some months, but not others	1	5.6%	5	27.8%	11	61.1%	1	5.6%		0.0%	18	100%
Rarely/never	1	14.3%	1	14.3%	4	57.1%	1	14.3%		0.0%	7	100%
Don't know	1	20.0%		0.0%	1	20.0%	1	20.0%	2	40.0%	5	100%
Grand Total	26	37.7%	14	20.3%	21	30.4%	6	8.7%	2	2.9%	69	100%

Based on those respondents who reported some level of saving at Q10 in Baseline survey and responded to Follow-Up.

12. Thinking about the months that you save money is the amount that you save...



Note: Categories 'Always the same' and 'Roughly the same' are added together in the graph.

Data is based on respondents who reported that they did do some level of saving (Q10).

Across the surveys there was a steady increase in the proportion of those making savings putting aside roughly or exactly the same amount each month. There was also a fall in the proportion who 'don't know'.

However, Control to Baseline changes indicate that these results might not be wholly attributable to Money Works.

MAS survey results show that nationally over 40% of respondents aged 18-24 save the same or roughly the same amount each month⁹. The corresponding proportion of Money Works respondents that did so was under a third at Baseline, but this increased to account for almost half after the course.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Always the same each month	16	6.2%	66	9.6%	66	11.3%	12	10.9%	7	11.1%	167	9.8%
Roughly the same each month	50	19.2%	157	22.9%	183	31.4%	46	41.8%	31	49.2%	467	27.5%
A little different from month to month	73	28.1%	223	32.6%	199	34.1%	33	30.0%	17	27.0%	545	32.0%
Very different from month to month	46	17.7%	97	14.2%	61	10.5%	15	13.6%	4	6.3%	223	13.1%
Don't know	75	28.8%	142	20.7%	74	12.7%	4	3.6%	4	6.3%	299	17.6%
Grand Total	260	100.0%	685	100.0%	583	100.0%	110	100.0%	63	100.0%	1701	100.0%

Completed Q	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	260	98.9%	685	99.1%	583	98.3%	110	100.0%	63	100.0%	1701	98.9%
Missing Q	3	1.1%	6	0.9%	10	1.7%	0	0.0%	0	0.0%	19	1.1%
Grand Total	263	100.0%	691	100.0%	593	100.0%	110	100.0%	63	100.0%	1720	100.0%

Significant difference between the Control and Baseline (chi-squared statistic is 11.9693, p-value = 0.017581).

The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 28.7041, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Always the same each month		Roughly the same each month		A little different from month to month		Very different from month to month		Don't know		Total	%
	N	%	N	%	N	%	N	%	N	%		
Always the same each month	0	0.0%	4	80.0%	1	20.0%	0	0.0%	0	0.0%	5	100.0%
A little different from month to month	2	7.1%	14	50.0%	8	28.6%	3	10.7%	1	3.6%	28	100.0%
Roughly the same each month	4	22.2%	9	50.0%	4	22.2%	1	5.6%	0	0.0%	18	100.0%
Very different from month to month	0	0.0%	0	0.0%	0	0.0%	2	66.7%	1	33.3%	3	100.0%
Don't know	1	7.1%	1	7.1%	8	57.1%	2	14.3%	2	14.3%	14	100.0%
Grand Total	7	10.3%	28	41.2%	21	30.9%	8	11.8%	4	5.9%	68	100.0%

Based on those respondents who reported some level of saving at Q10 in Baseline survey, and responded to Follow-Up.

⁹ Note the MAS survey is based on a three-point responses scale, with slightly different category wording.

13. About how much on average do you personally manage to save each month, at the moment?

This data is based on those respondents who reported that they did do some level of saving (Q10).

The average (median) monthly amount reported was £40 overall and the inter-quartile range was between £20 and £80. This did not vary much across the surveys.

Tracking individuals from Baseline to Endline suggested that respondents saved less after the course. However, the amount of erroneous responses to this question suggests that this might be unreliable.

Table A: Summary of responses to all surveys

Completed Question	Control	Baseline	Endline	Follow-Up	Follow-Up 2	Total
Minimum	£ 1	£ 1	£ 1	£ 1	£ 5	£ 1
Quartile 1	£ 20	£ 20	£ 18	£ 20	£ 20	£ 20
Median	£ 40	£ 40	£ 30	£ 30	£ 40	£ 40
Quartile 3	£ 100	£ 90	£ 70	£ 100	£ 60	£ 80
Maximum	£ 1,000	£ 1,200	£ 1,000	£ 300	£ 250	£ 1,200
Total responses	171	518	459	106	61	1315

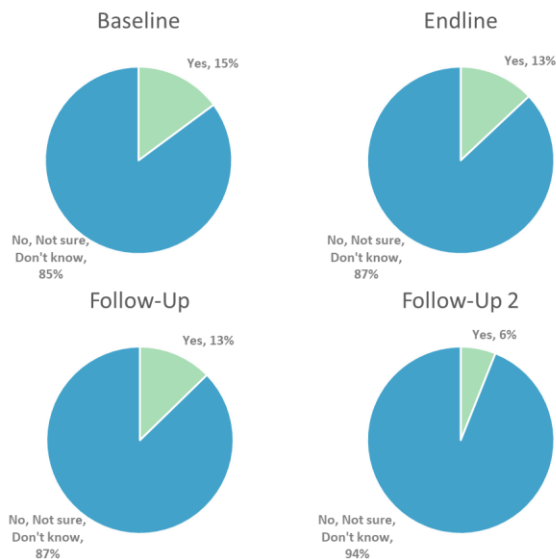
	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	Total	%
Completed Q	171	65.0%	518	75.0%	459	77.4%	106	96.4%	61	96.8%	1315	76.5%
Missing Q	92	35.0%	173	25.0%	134	22.6%	4	3.6%	2	3.2%	405	23.5%
Grand Total	263	100.0%	691	100.0%	593	100.0%	110	100.0%	63	100.0%	1720	100.0%

Table B: Summary of change between surveys, based on tracking individuals

Change across surveys	
Median	
Baseline	£ 50
Follow-up	£ 30
Overall	
Average change	-£ 5.66
Responses	59

Based on those respondents who reported some level of saving at Q10 in Baseline survey, and responded to Follow-Up.

16. Do you currently owe any money or have debts to pay? (do not include mortgages or credit cards etc being paid off this month)



There was limited difference observed in the proportion of respondents who owed money at each survey point; approximately 15% at the Baseline, Endline and Follow-Up.

Only 6 tracked individuals reported that they owed money at the Baseline, limiting the conclusions that can be drawn on their journeys. However, it can be seen that of those who did not owe money at the Baseline, just 3% reported that they were in debt at the Follow-Up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
No	255	75.9%	616	75.1%	527	78.8%	96	81.4%	57	86.4%	1551	77.2%
Yes	52	15.5%	122	14.9%	87	13.0%	15	12.7%	4	6.1%	280	13.9%
Not sure	10	3.0%	8	1.0%	7	1.0%	7	0.0%	0	0.0%	25	1.2%
Don't know	19	5.7%	74	9.0%	48	7.2%	7	5.9%	5	7.6%	153	7.6%
Grand Total	336	100.0%	820	100.0%	669	100.0%	118	100.0%	66	100.0%	2009	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	336	98.0%	820	97.6%	669	97.5%	118	100.0%	66	100.0%	2009	97.9%
Missing Q	7	2.0%	20	2.4%	17	2.5%	0	0.0%	0	0.0%	44	2.1%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 0.5407, p-value = 0.76312).

The change between the Baseline and Follow-Up survey responses is **not** statistically significant, at 95% confidence level (chi-square statistic is 2.6585, p-value = 0.264673).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Yes		No		Don't know		Total Response	
	N	%	N	%	N	%	N	%
Yes	3	50.0%	3	50.0%	0	0.0%	6	100.0%
Not sure	1	33.3%	2	66.7%	0	0.0%	3	100.0%
No	2	3.1%	58	90.6%	4	6.3%	64	100.0%
Don't know	0	0.0%	2	50.0%	2	50.0%	4	100.0%
Grand Total	6	7.8%	65	84.4%	6	7.8%	77	100.0%

17. Apart from mortgages, about how much money do you owe at the moment?

This data is based on those respondents who reported that they had some level of debt (Q16).

The average (median) amount reported owed reduced from the Baseline £300, to £200 at Endline and £120 at Follow-Up. The inter-quartile range was largely the same.

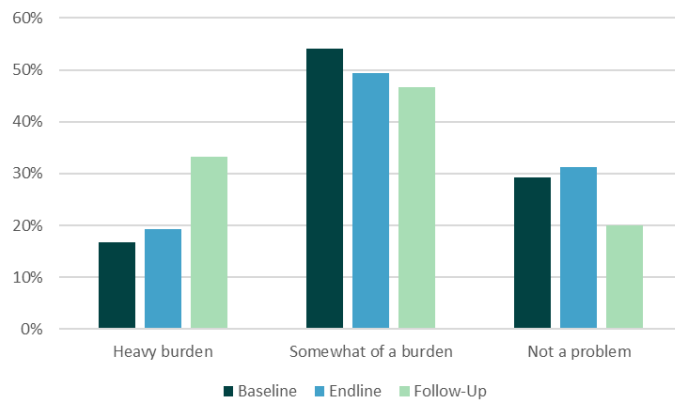
Table A: Summary of responses to all surveys

Completed Question	Control	Baseline	Endline	Follow-Up	Follow-Up 2	Total
Minimum	£1	£2	£2	£20	£80	£1
Quartile 1	£100	£76	£50	£54	-	£70
Median	£200	£300	£200	£120	-	£200
Quartile 3	£750	£1,000	£1,000	£600	-	£1,000
Maximum	£21,000	£55,000	£200,000	£1,000	£1,000	£200,000
Total responses	45	99	67	13	4	228

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	Total	%
Completed Q	45	86.5%	99	81.1%	67	77.0%	13	86.7%	4	100.0%	228	81.4%
Missing Q	7	13.5%	23	18.9%	20	23.0%	2	13.3%	0	0.0%	52	18.6%
Grand Total	52	100.0%	122	100.0%	87	100.0%	15	100.0%	4	100.0%	280	100.0%

Note: there is only a small amount of data on this question for tracked individuals with debt, limiting a journey analysis.

18. If you are in debt, how much of a burden is that debt?



This data is based on those respondents who reported that they had some level of debt (Q16).

Survey responses suggest that a higher proportion of respondents in debt felt this was more of a burden following the course, however changes not found to be statistically significant.

Note: insufficient data from Follow-Up 2 to include in the graph

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Heavy burden	16	30.8%	20	16.7%	16	19.3%	5	33.3%		0.0%	57	20.8%
Somewhat of a burden	18	34.6%	65	54.2%	41	49.4%	7	46.7%	2	50.0%	133	48.5%
Not a problem	18	34.6%	35	29.2%	26	31.3%	3	20.0%	2	50.0%	84	30.7%
Grand Total	52	100.0%	120	100.0%	83	100.0%	15	100.0%	4	100.0%	274	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	52	100.0%	120	98.4%	83	95.4%	15	100.0%	4	100.0%	274	97.9%
Missing Q		0.0%	2	1.6%	4	4.6%		0.0%		0.0%	6	2.1%
Grand Total	52	100.0%	122	100.0%	87	100.0%	15	100.0%	4	100.0%	280	100.0%

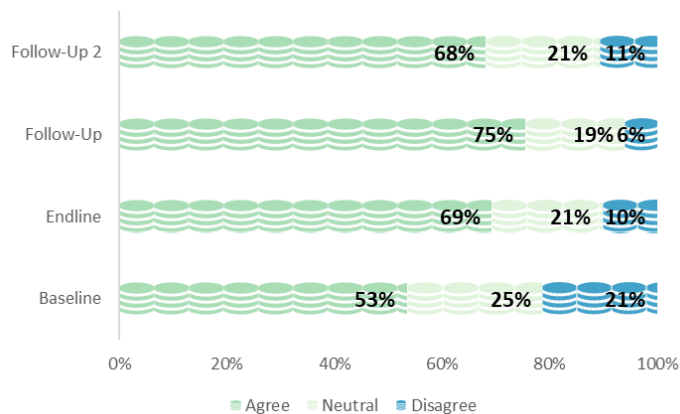
Significant difference between the Control and Baseline (chi-squared statistic is 6.6706, p-value = 0.035603).

*The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is **not** statistically significant, at 95% confidence level (chi-square statistic is 2.5387, p-value = 0.281021). Similarly, between the Baseline and Endline.*

Note: there is only a small amount of data on this question for tracked individuals with debt, limiting a journey analysis.

3.3 Financial capability behaviour

4.8 I am prepared to adjust the amount of money I spend on non-essentials if my life changes (scale 1-10)



Coming into the course, half of respondents agreed that they were prepared to adjust their spending if they needed do. This proportion increased to include almost 70% following the course and this change was maintained at the Follow-Up surveys.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Agree	192	56.6%	447	53.5%	472	69.3%	89	75.4%	45	68.2%	1245	61.0%
10	71	20.9%	195	23.3%	181	26.6%	35	29.7%	15	22.7%	497	24.4%
9	22	6.5%	63	7.5%	83	12.2%	13	11.0%	10	15.2%	191	9.4%
8	45	13.3%	105	12.6%	106	15.6%	25	21.2%	13	19.7%	294	14.4%
7	54	15.9%	84	10.0%	102	15.0%	16	13.6%	7	10.6%	263	12.9%
Neutral	86	25.4%	211	25.2%	140	20.6%	22	18.6%	14	21.2%	473	23.2%
6	32	9.4%	90	10.8%	73	10.7%	11	9.3%	8	12.1%	214	10.5%
5	54	15.9%	121	14.5%	67	9.8%	11	9.3%	6	9.1%	259	12.7%
Disagree	61	18.0%	178	21.3%	69	10.1%	7	5.9%	7	10.6%	322	15.8%
4	20	5.9%	61	7.3%	28	4.1%	5	4.2%	5	7.6%	119	5.8%
3	13	3.8%	42	5.0%	19	2.8%	2	1.7%	1	1.5%	77	3.8%
2	12	3.5%	23	2.8%	10	1.5%		0.0%	1	1.5%	46	2.3%
1	16	4.7%	52	6.2%	12	1.8%		0.0%		0.0%	80	3.9%
Grand Total	339	100.0%	836	100.0%	681	100.0%	118	100.0%	66	100.0%	2040	100.0%
Median	7		7		8		8		8		7	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	339	98.8%	836	99.5%	681	99.3%	118	100.0%	66	100.0%	2040	99.4%
Missing Q	4	1.2%	4	0.5%	5	0.7%		0.0%		0.0%	13	0.6%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

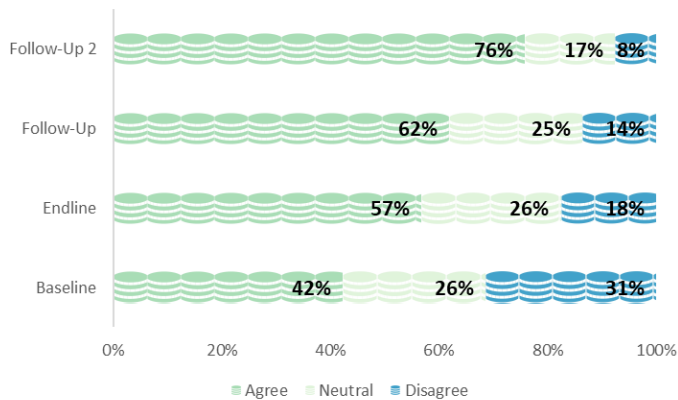
No significant difference between the Control and Baseline (chi-squared statistic is 1.7364, p-value = 0.41971).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 23.2928, p-value < 0.00001).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	132	28.6%	-2.2	41	37.6%	-2.3	19	24.4%	-2.6
None	110	23.8%	0.0	33	30.3%	0.0	21	26.9%	0.0
Positive	220	47.6%	3.2	35	32.1%	2.3	38	48.7%	3.1
Grand Total	462	100.0%	0.9	109	100.0%	-0.1	78	100.0%	0.9

4.10 I am very organised when it comes to managing my money day to day (scale 1-10)



Following the course, survey responses showed a steady increase in the proportion of respondents who are very organised in their daily money management, accompanied by a decrease in those reporting that they are not. Compared to the Baseline level of 42%, 62% of Follow-Up respondents agreed with the statement.

From the Baseline to Follow-Up, 60% of tracked individuals moved their score up the 1 to 10 scale (towards strongly agree)

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Agree	138	40.4%	353	42.3%	388	56.8%	73	61.9%	50	75.8%	1002	49.0%
10	48	14.0%	141	16.9%	148	21.7%	26	22.0%	14	21.2%	377	18.5%
7	34	9.9%	96	11.5%	92	13.5%	19	16.1%	17	25.8%	258	12.6%
8	33	9.6%	69	8.3%	86	12.6%	18	15.3%	15	22.7%	221	10.8%
9	23	6.7%	47	5.6%	62	9.1%	10	8.5%	4	6.1%	146	7.1%
Neutral	84	24.6%	219	26.3%	175	25.6%	29	24.6%	11	16.7%	518	25.4%
5	51	14.9%	128	15.3%	92	13.5%	14	11.9%	4	6.1%	289	14.1%
6	33	9.6%	91	10.9%	83	12.2%	15	12.7%	7	10.6%	229	11.2%
Disagree	120	35.1%	262	31.4%	120	17.6%	16	13.6%	5	7.6%	523	25.6%
4	37	10.8%	83	10.0%	51	7.5%	7	5.9%	3	4.5%	181	8.9%
1	36	10.5%	67	8.0%	23	3.4%	2	1.7%		0.0%	128	6.3%
2	25	7.3%	47	5.6%	14	2.0%	1	0.8%	2	3.0%	89	4.4%
3	22	6.4%	65	7.8%	32	4.7%	6	5.1%		0.0%	125	6.1%
Grand Total	342	100.0%	834	100.0%	683	100.0%	118	100.0%	66	100.0%	2043	100.0%
Median	5.5		6		7		7		7.5		6	

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	342	99.7%	834	99.3%	683	99.6%	118	100.0%	66	100.0%	2043	99.5%
Missing Q	1	0.3%	6	0.7%	3	0.4%		0.0%		0.0%	10	0.5%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

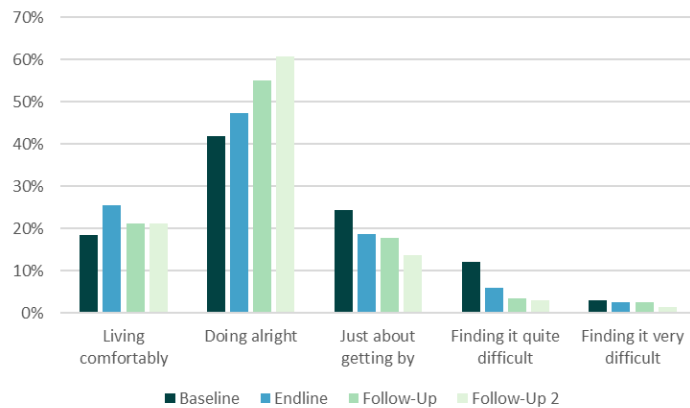
No significant difference between the Control and Baseline (chi-squared statistic is 1.5052, p-value = 0.471146).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 20.2174, p-value = 0.000041).

Table B: Summary of change between surveys, based on tracking individuals

Change over surveys	Baseline to Endline			Endline to Follow-Up			Baseline to Follow-up		
	N	%	Avg. change	N	%	Avg. change	N	%	Avg. change
Negative	95	20.5%	-2.4	42	38.5%	-2.1	18	23.1%	-2.3
None	118	25.5%	0.0	28	25.7%	0.0	13	16.7%	0.0
Positive	250	54.0%	2.7	39	35.8%	2.1	47	60.3%	2.6
Grand Total	463	100.0%	1.0	109	100.0%	-0.1	78	100.0%	1.1

5. How would you say you are managing financially these days?



Overall, the proportion of respondents who were doing alright or comfortably financially increased after the course, from 60% to 72% and continued to increase in subsequent surveys.

Tracking individuals suggests positive changes for those who were finding managing financially more difficult at the Baseline, but also suggests some negative movement for those who initially reported they were living comfortably.

However, the differences between the Control and Baseline surveys means improvements in financial circumstances cannot all be attributed to the course.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Living comfortably	41	12.1%	154	18.6%	172	25.4%	25	21.2%	14	21.2%	406	20.0%
Doing alright	124	36.7%	347	41.8%	320	47.3%	65	55.1%	40	60.6%	896	44.2%
Just about getting by	102	30.2%	203	24.5%	127	18.8%	21	17.8%	9	13.6%	462	22.8%
Finding it quite difficult	57	16.9%	101	12.2%	40	5.9%	4	3.4%	2	3.0%	204	10.1%
Finding it very difficult	14	4.1%	25	3.0%	18	2.7%	3	2.5%	1	1.5%	61	3.0%
Grand Total	338	100.0%	830	100.0%	677	100.0%	118	100.0%	66	100.0%	2029	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	338	98.5%	830	98.8%	677	98.7%	118	100.0%	66	100.0%	2029	98.8%
Missing Q	5	1.5%	10	1.2%	9	1.3%	0	0.0%	0	0.0%	24	1.2%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

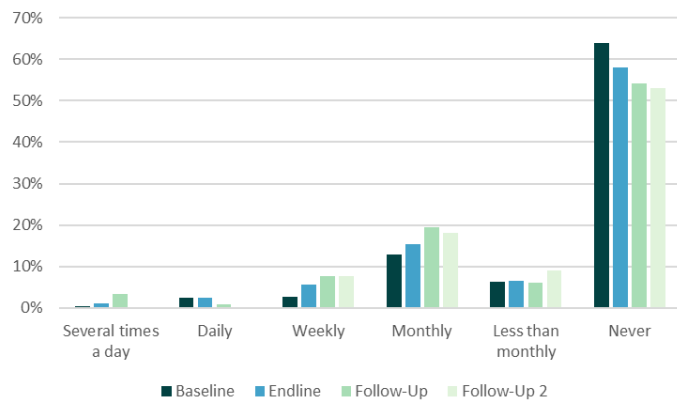
Significant difference between the Control and Baseline (chi-squared statistic is 15.3409, p-value = 0.004044).

The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 13.7758, p-value = 0.008046).

Table B: Summary of change between surveys, based on tracking individuals

Endline (across) Baseline (down)	Finding it very difficult		Finding it quite difficult		Just about getting by		Doing alright		Living comfortably		Total	%
	N	%	N	%	N	%	N	%	N	%		
Finding it very difficult	5	35.7%	2	14.3%	4	28.6%	2	14.3%	1	7.1%	14	100.0%
Finding it quite difficult	3	6.1%	12	24.5%	9	18.4%	18	36.7%	7	14.3%	49	100.0%
Just about getting by	2	1.8%	5	4.5%	42	37.8%	49	44.1%	13	11.7%	111	100.0%
Doing alright	0	0.0%	4	2.0%	20	10.0%	128	64.0%	48	24.0%	200	100.0%
Living comfortably	1	1.2%	2	2.4%	8	9.4%	19	22.4%	55	64.7%	85	100.0%
Overall	11	2.4%	25	5.4%	83	18.1%	216	47.1%	124	27.0%	459	100.0%

6. Within the last year, how often have you gone online to pay bills?



Note: 'Don't know' and 'Not sure' responses omitted from graphic. See Table A for data.

For all surveys, the majority of respondents said that they had never gone online to pay bills. However, this proportion did decrease across the surveys, from 64% at the Baseline to 54% at Follow-Up.

According to DID national data from 2013, 57% of internet users to go online to pay bills¹⁰. This is greater than the percentage amongst Money Works participants, but results show movement towards this level after the course.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Several times a day	2	0.6%	3	0.4%	7	1.0%	4	3.4%		0.0%	16	0.8%
Daily	3	0.9%	19	2.3%	16	2.4%	1	0.8%		0.0%	39	1.9%
Weekly	8	2.4%	21	2.5%	38	5.7%	9	7.6%	5	7.6%	81	4.0%
Monthly	34	10.2%	106	12.9%	102	15.3%	23	19.5%	12	18.2%	277	13.8%
Less than monthly	15	4.5%	51	6.2%	43	6.4%	7	5.9%	6	9.1%	122	6.1%
Never	236	71.1%	527	64.0%	388	58.1%	64	54.2%	35	53.0%	1250	62.3%
Not sure	12	3.6%	27	3.3%	23	3.4%		0.0%		0.0%	62	3.1%
Don't know	22	6.6%	70	8.5%	51	7.6%	10	8.5%	8	12.1%	161	8.0%
Grand Total	332	100.0%	824	100.0%	668	100.0%	118	100.0%	66	100.0%	2008	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	332	96.8%	824	98.1%	668	97.4%	118	100.0%	66	100.0%	2008	97.8%
Missing Q	11	3.2%	16	1.9%	18	2.6%		0.0%		0.0%	45	2.2%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 5.6112, p-value = 0.230123).

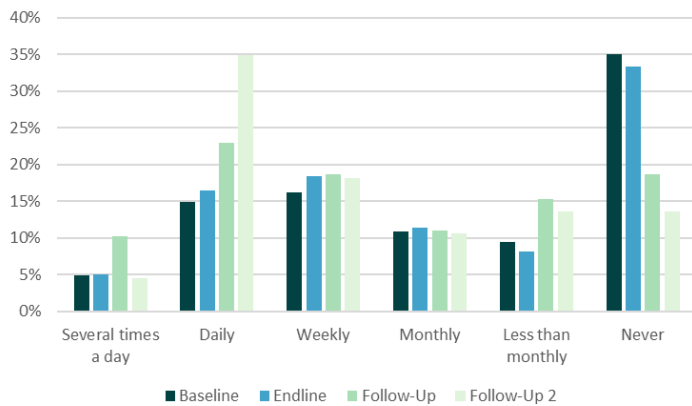
The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 13.6157, p-value = 0.008628).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Several times a day		Weekly		Monthly		Less than monthly		Never		Don't know		Total	%
	N	%	N	%	N	%	N	%	N	%	N	%		
DAILY	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
WEEKLY	0	0.0%	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Monthly	0	0.0%	0	0.0%	4	80.0%	0	0.0%	1	20.0%	0	0.0%	5	100.0%
Less than monthly	0	0.0%	0	0.0%	2	40.0%	0	0.0%	3	60.0%	0	0.0%	5	100.0%
Never	1	1.9%	3	5.7%	3	5.7%	2	3.8%	38	71.7%	6	11.3%	53	100.0%
Not sure	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
Don't know	1	14.3%	0	0.0%	2	28.6%	1	14.3%	2	28.6%	1	14.3%	7	100.0%
Grand Total	2	2.6%	5	6.5%	14	18.2%	3	3.9%	46	59.7%	7	9.1%	77	100.0%

¹⁰ GOV.UK Digital Inclusion, Saving Money <https://www.gov.uk/performance/digital-inclusion/economic-outcomes/manage-money>

7. Within the last year, how often have you gone online to use your banks online services?



Note: 'Don't know' and 'Not sure' responses omitted from graphic. See Table A for data.

Overall, there were limited differences from the Baseline and Endline, but improvements in the longer term, where a higher proportion of respondents (almost 40%) reported using online banking at least daily and a lower proportion never had.

Tracking individuals highlights positive changes for those who had previously never used online bank services, where 44% of those who reported having never used such services at Baseline, were at the Follow-Up.

Nationally in 2013, 61% of internet users were reported to use online bank services¹¹. Money Works participants were roughly similar to this at the Baseline, but rising beyond this level at the Follow-up, where 78% reported then that they used online bank services 'less than monthly' or more frequently.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Several times a day	6	1.8%	40	4.8%	34	5.1%	12	10.2%	3	4.5%	95	4.7%
Daily	40	12.1%	123	14.9%	110	16.5%	27	22.9%	23	34.8%	323	16.1%
Weekly	53	16.0%	134	16.2%	123	18.4%	22	18.6%	12	18.2%	344	17.1%
Monthly	34	10.3%	90	10.9%	76	11.4%	13	11.0%	7	10.6%	220	10.9%
Less than monthly	30	9.1%	78	9.4%	54	8.1%	18	15.3%	9	13.6%	189	9.4%
Never	134	40.5%	289	34.9%	223	33.4%	22	18.6%	9	13.6%	677	33.7%
Not sure	15	4.5%	18	2.2%	13	1.9%		0.0%		0.0%	46	2.3%
Don't know	19	5.7%	55	6.7%	35	5.2%	4	3.4%	3	4.5%	116	5.8%
Grand Total	331	100.0%	827	100.0%	668	100.0%	118	100.0%	66	100.0%	2010	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	331	96.5%	827	98.5%	668	97.4%	118	100.0%	66	100.0%	2010	97.9%
Missing Q	12	3.5%	13	1.5%	18	2.6%	0	0.0%	0	0.0%	43	2.1%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

No significant difference between the Control and Baseline (chi-squared statistic is 6.5221, p-value = 0.163403).

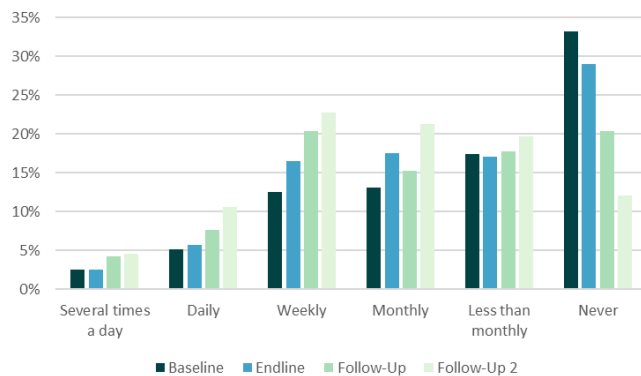
The change between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 19.5637, p-value = 0.000609).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Several times a day		Daily		Weekly		Monthly		Less than monthly		Never		Don't know		Total	%
	N	%	N	%	N	%	N	%	N	%	N	%	N	%		
Several times a day	4	66.7%	1	16.7%	1	16.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	100.0%
DAILY	0	0.0%	9	69.2%	2	15.4%	1	7.7%	0	0.0%	1	7.7%	0	0.0%	13	100.0%
WEEKLY	1	9.1%	2	18.2%	5	45.5%	1	9.1%	0	0.0%	2	18.2%	0	0.0%	11	100.0%
Monthly	0	0.0%	1	12.5%	2	25.0%	2	25.0%	1	12.5%	1	12.5%	1	12.5%	8	100.0%
Less than monthly	0	0.0%	1	11.1%	0	0.0%	0	0.0%	6	66.7%	0	0.0%	2	22.2%	9	100.0%
Never	1	3.7%	1	3.7%	4	14.8%	2	7.4%	4	14.8%	14	51.9%	1	3.7%	27	100.0%
Don't know	0	0.0%	1	25.0%	0	0.0%	1	25.0%	1	25.0%	1	25.0%	0	0.0%	4	100.0%
Grand Total	6	7.7%	16	20.5%	14	17.9%	7	9.0%	12	15.4%	19	24.4%	4	5.1%	78	100.0%

¹¹ GOV.UK Digital Inclusion, Saving Money <https://www.gov.uk/performance/digital-inclusion/economic-outcomes/manage-money>

8. Within the last year, how often have you gone online to compare products and services?



Overall, results suggest a shift towards more frequent online comparisons following the course. This includes a lower proportion who had never made online comparisons and a higher proportion doing so daily.

Tracking individuals highlights positive changes for those who had previously never gone online to make comparisons, where 40% of those who never at Baseline, were doing so at the Follow-Up.

However, differences between the Control and Baseline survey suggest results might also be influenced by external factors.

Nationally, a high proportion of internet users compare products online; 85% in 2013¹². Amongst Money Works participants, the proportion who regularly/sometimes compare products online is lower, but has increased towards the national level; from 51% to 65% at Follow-up.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Several times a day	2	0.6%	21	2.5%	17	2.5%	5	4.2%	3	4.5%	48	2.4%
Daily	10	3.0%	42	5.1%	38	5.7%	9	7.6%	7	10.6%	106	5.3%
Weekly	37	11.1%	103	12.5%	110	16.4%	24	20.3%	15	22.7%	289	14.4%
Monthly	37	11.1%	108	13.1%	117	17.5%	18	15.3%	14	21.2%	294	14.6%
Less than monthly	55	16.6%	144	17.5%	114	17.0%	21	17.8%	13	19.7%	347	17.3%
Never	135	40.7%	274	33.2%	194	29.0%	24	20.3%	8	12.1%	635	31.6%
Not sure	23	6.9%	43	5.2%	27	4.0%		0.0%		0.0%	93	4.6%
Don't know	33	9.9%	90	10.9%	52	7.8%	17	14.4%	6	9.1%	198	9.9%
Grand Total	332	100.0%	825	100.0%	669	100.0%	118	100.0%	66	100.0%	2010	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Completed Q	332	96.8%	825	98.2%	669	97.5%	118	100.0%	66	100.0%	2010	97.9%
Missing Q	11	3.2%	15	1.8%	17	2.5%		0.0%		0.0%	43	2.1%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

Significant difference between the Control and Baseline (chi-squared statistic is 10.826, p-value = 0.028591).

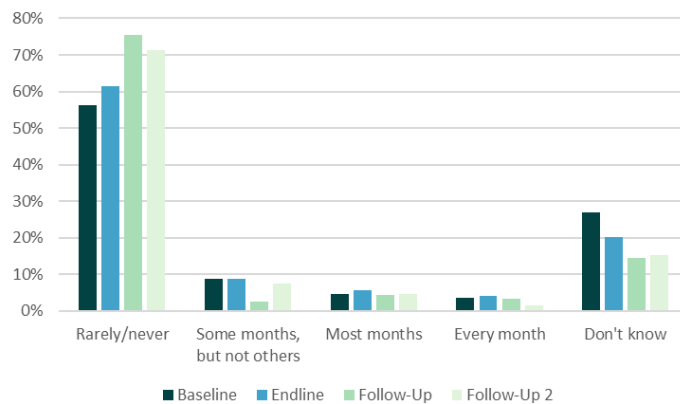
The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is statistically significant, at 95% confidence level (chi-square statistic is 12.5435, p-value = 0.013736).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Several times a day		Daily		Weekly		Monthly		Less than monthly		Never		Don't know		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Several times a day	1	33.3%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	3	100.0%
DAILY	0	0.0%	1	20.0%	4	80.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	100.0%
WEEKLY	0	0.0%	1	10.0%	5	50.0%	3	30.0%	1	10.0%	0	0.0%	0	0.0%	10	100.0%
Monthly	0	0.0%	1	6.7%	1	6.7%	4	26.7%	1	6.7%	4	26.7%	4	26.7%	15	100.0%
Less than monthly	0	0.0%	1	10.0%	1	10.0%	1	10.0%	4	40.0%	2	20.0%	1	10.0%	10	100.0%
Never	0	0.0%	1	4.0%	1	4.0%	2	8.0%	6	24.0%	12	48.0%	3	12.0%	25	100.0%
Not sure	0	0.0%	0	0.0%	0	0.0%	1	20.0%	2	40.0%	0	0.0%	2	40.0%	5	100.0%
Don't know	1	20.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	0	0.0%	3	60.0%	5	100.0%
Grand Total	2	2.6%	5	6.4%	14	17.9%	11	14.1%	15	19.2%	18	23.1%	13	16.7%	78	100.0%

¹² GOV.UK Digital Inclusion, Saving Money <https://www.gov.uk/performance/digital-inclusion/economic-outcomes/manage-money>

14. How often do you delay or miss paying a bill, beyond the date it becomes due?



Coming into the course, 56% of respondents rarely or never missed a bill, while 18% did at least some months and 27% responded that they didn't know. In the surveys following the sessions, the proportion that never or rarely missed a bill increased to 61% at Endline and further to 75% at the Follow-Up.

Tracking individuals suggests a change towards paying bills on time from those from all Baseline categories.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Rarely/never	193	58.7%	464	56.2%	412	61.3%	89	75.4%	47	71.2%	1205	59.9%
Some months, but not others	33	10.0%	72	8.7%	59	8.8%	3	2.5%	5	7.6%	172	8.6%
Most months	8	2.4%	38	4.6%	37	5.5%	5	4.2%	3	4.5%	91	4.5%
Every month	8	2.4%	29	3.5%	28	4.2%	4	3.4%	1	1.5%	70	3.5%
Don't know	87	26.4%	223	27.0%	136	20.2%	17	14.4%	10	15.2%	473	23.5%
Grand Total	329	100.0%	826	100.0%	672	100.0%	118	100.0%	66	100.0%	2011	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	329	95.9%	826	98.3%	672	98.0%	118	100.0%	66	100.0%	2011	98.0%
Missing Q	14	4.1%	14	1.7%	14	2.0%		0.0%		0.0%	42	2.0%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

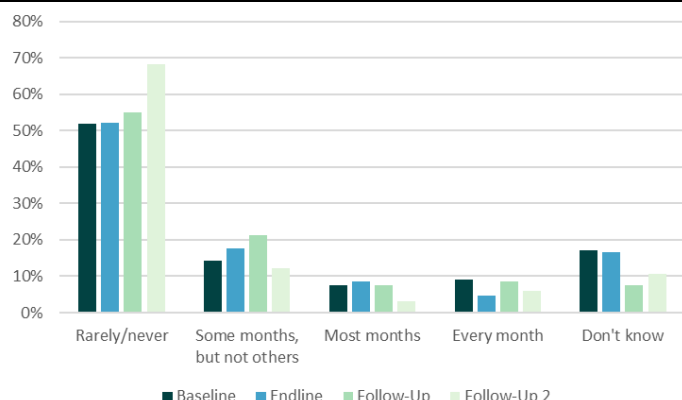
No significant difference between the Control and Baseline (chi-squared statistic is 4.3642, p-value = 0.358957).

The change between the Baseline and Follow-Up survey responses is statistically significant, at 95% confidence level (chi-square statistic is 17.9575, p-value = 0.001258).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Every month		Most months		Some months, but not others		Rarely/never		Don't know		Total	%
	N	%	N	%	N	%	N	%	N	%		
Every month	0	0.0%	2	66.7%	0	0.0%	1	33.3%	0	0.0%	3	100.0%
Most months	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
Some months, but not others	0	0.0%	0	0.0%	1	14.3%	6	85.7%	0	0.0%	7	100.0%
Rarely/never	1	2.2%	2	4.3%	0	0.0%	37	80.4%	6	13.0%	46	100.0%
Don't know	0	0.0%	0	0.0%	2	10.0%	10	50.0%	8	40.0%	20	100.0%
Grand Total	1	1.3%	4	5.1%	3	3.8%	56	71.8%	14	17.9%	78	100.0%

15. How often do you run out of money before the end of the week/month or need to use a loan, credit card or overdraft to get by?



At the Baseline, just over half of respondents said that they rarely or never run out of money before the end of the week/month. Responses were largely unchanged after the course and no significant difference was found between the Baseline and Follow-Up.

Tracking individuals shows some changes towards running out of money less regularly.

Table A: Summary of responses to all surveys

Completed Question	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Rarely/never	170	52.3%	430	52.0%	350	52.2%	65	55.1%	45	68.2%	1060	52.8%
Some months, but not others	37	11.4%	118	14.3%	119	17.8%	25	21.2%	8	12.1%	307	15.3%
Most months	25	7.7%	62	7.5%	58	8.7%	9	7.6%	2	3.0%	156	7.8%
Every month	24	7.4%	75	9.1%	31	4.6%	10	8.5%	4	6.1%	144	7.2%
Don't know	69	21.2%	142	17.2%	112	16.7%	9	7.6%	7	10.6%	339	16.9%
Grand Total	325	100.0%	827	100.0%	670	100.0%	118	100.0%	66	100.0%	2006	100.0%

	Control		Baseline		Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%	N	%	N	%		
Completed Q	325	94.8%	827	98.5%	670	97.7%	118	100.0%	66	100.0%	2006	97.7%
Missing Q	18	5.2%	13	1.5%	16	2.3%	0	0.0%	0	0.0%	47	2.3%
Grand Total	343	100.0%	840	100.0%	686	100.0%	118	100.0%	66	100.0%	2053	100.0%

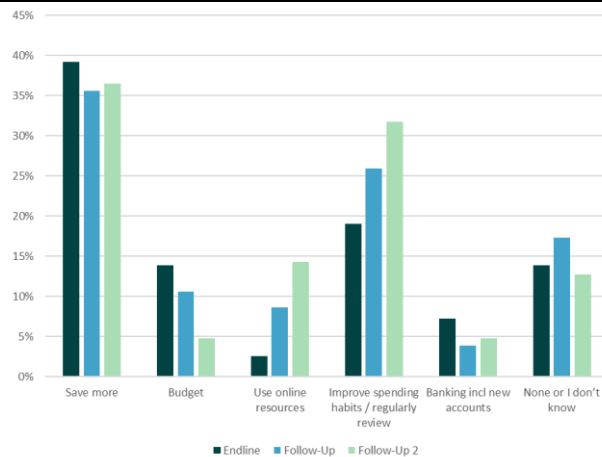
No significant difference between the Control and Baseline (chi-squared statistic is 4.3284, p-value = 0.363378).

The change in the proportion of respondents who agree, neutral and disagree between the Baseline and Follow-Up survey is **not** statistically significant, at 95% confidence level (chi-square statistic is 9.383, p-value = 0.052208).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Baseline (down)	Every month		Most months		Some months, but not others		Rarely/never		Don't know		Total	%
	N	%	N	%	N	%	N	%	N	%		
Every month	2	33.3%	2	33.3%	2	33.3%	0	0.0%	0	0.0%	6	100.0%
Most months	0	0.0%	1	20.0%	1	20.0%	3	60.0%	0	0.0%	5	100.0%
Some months, but not others	1	8.3%	1	8.3%	4	33.3%	5	41.7%	1	8.3%	12	100.0%
Rarely/never	2	4.3%	0	0.0%	7	15.2%	33	71.7%	4	8.7%	46	100.0%
Don't know	0	0.0%	1	12.5%	2	25.0%	2	25.0%	3	37.5%	8	100.0%
Grand Total	5	6.5%	5	6.5%	16	20.8%	43	55.8%	8	10.4%	77	100.0%

19. What money management changes do you plan to take having taken part in this course?



The most common intended changes were around improving saving and spending habits, where saving more was consistently mentioned by over a third of respondents. Over time, use of online resources was increasingly mentioned too.

Tracking individuals found evidence of money management journeys over the weeks following the course. See below:

Examples of responses from tracked individuals, across surveys

Respondent A

Endline: "Stop spending money on snacks and lunches when going out as well as properly budgeting all my money in a spreadsheet."

Follow-Up: "I've made a money spreadsheet to manage my finances"

Respondent B

Endline: "find different ways of making money as I am currently unemployed"

Follow-Up: "I had £0.00 in my account as I was not earning any income before I took part in the programme. After I put some money in my account as I learnt about credit scoring. I also save more and look into additional ways to make money."

Follow-Up 2: "Feel more controlled in my finances and have more of an understanding"

Respondent C

Endline: "I will budget better and prioritise my needs to my wants"

Follow-Up: "I have thought about what things I need to buy and what is more of a want and used this to prioritise in what I spend on"

Follow-Up 2: "I look online before buying something to see if I can get it cheaper somewhere else"

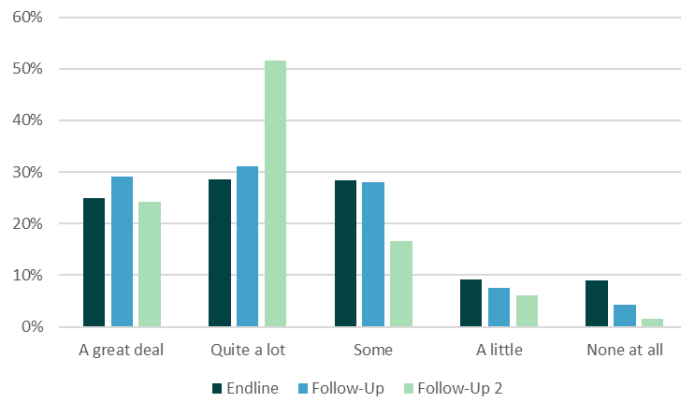
Table A: Summary of responses to all surveys

Completed Question (multiple)	Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%		
Save more	167	39.2%	37	35.6%	23	36.5%	227	38.3%
Improve spending habits / regularly review	81	19.0%	27	26.0%	20	31.7%	128	21.6%
Budget	59	13.8%	11	10.6%	3	4.8%	73	12.3%
None or I don't know	59	13.8%	18	17.3%	8	12.7%	85	14.3%
Banking incl new accounts	31	7.3%	4	3.8%	3	4.8%	38	6.4%
Reduce debt or caution borrowing	15	3.5%		0.0%	1	1.6%	16	2.7%
Use online resources	11	2.6%	9	8.7%	9	14.3%	29	4.9%
Check or improve credit score	7	1.6%	2	1.9%		0.0%	9	1.5%
Find a job/career	7	1.6%	3	2.9%	2	3.2%	12	2.0%
Bills on time or prioritised	3	0.7%	3	2.9%	2	3.2%	8	1.3%
Grand Total	426	100.0%	104	100.0%	63	100.0%	593	100.0%

	Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%		
Completed Q	426	62.1%	104	88.1%	63	95.5%	593	68.2%
Missing Q	260	37.9%	14	11.9%	3	4.5%	277	31.8%
Grand Total	686	100.0%	118	100.0%	66	100.0%	870	100.0%

Note: responses could be categorised into more than one theme. Additionally, not all completed responses could be categorised; unclear or low quality, and so these are included in 'Missing'.

20. Thinking about the money management changes you plan to make. How much of this would you say is due to The Money Works sessions and how much is due to other things you have been involved in or told about prior to these sessions?



At the Endline, 82% of respondents reflected that they attributed at least some of their money management plans to the course. This increased slightly at the Follow-Up. In the longer term there was a substantial increase in respondents saying that quite a lot of their planned changes were due to Money Works.

Table A: Summary of responses to all surveys

Completed Question	Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%		
A great deal	81	24.9%	27	29.0%	16	24.2%	124	25.6%
Quite a lot	93	28.6%	29	31.2%	34	51.5%	156	32.2%
Some	92	28.3%	26	28.0%	11	16.7%	129	26.7%
A little	30	9.2%	7	7.5%	4	6.1%	41	8.5%
None at all	29	8.9%	4	4.3%	1	1.5%	34	7.0%
Grand Total	325	100.0%	93	100.0%	66	100.0%	484	100.0%

	Endline		Follow-Up		Follow-Up 2		Total	%
	N	%	N	%	N	%		
Completed Q	325	47.4%	93	78.8%	66	100.0%	484	55.6%
Missing Q	361	52.6%	25	21.2%	0	0.0%	386	44.4%
Grand Total	686	100.0%	118	100.0%	66	100.0%	870	100.0%

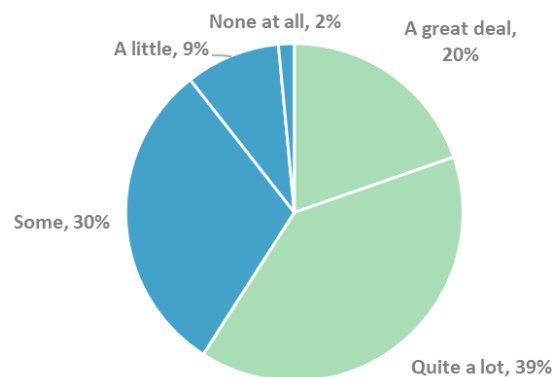
The change between the Endline and Follow-Up 2 survey responses is statistically significant, at 95% confidence level (chi-square statistic is 16.2471, p-value = 0.002705).

Table B: Summary of change between surveys, based on tracking individuals

Follow-Up (across) Endline (down)	A great deal		Quite a lot		Some		A little		None at all		Total	%
	N	%	N	%	N	%	N	%	N	%		
A great deal	8	50.0%	5	31.3%	2	12.5%	0	0.0%	1	6.3%	16	100.0%
Quite a lot	2	14.3%	8	57.1%	3	21.4%	1	7.1%	0	0.0%	14	100.0%
Some	3	21.4%	5	35.7%	4	28.6%	2	14.3%	0	0.0%	14	100.0%
A little	0	0.0%	0	0.0%	4	100.0%	0	0.0%	0	0.0%	4	100.0%
None at all	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Grand Total	13	26.5%	19	38.8%	13	26.5%	3	6.1%	1	2.0%	49	100.0%

Follow-Up 2 (across) Endline (down)	A great deal		Quite a lot		Some		A little		Total	
	N	%	N	%	N	%	N	%	N	%
A great deal	4	40.0%	2	20.0%	3	30.0%	1	10.0%	10	100.0%
Quite a lot	2	18.2%	9	81.8%	0	0.0%	0	0.0%	11	100.0%
Some	3	21.4%	9	64.3%	2	14.3%	0	0.0%	14	100.0%
A little	1	20.0%	2	40.0%	1	20.0%	1	20.0%	5	100.0%
None at all	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
Grand Total	10	23.8%	22	52.4%	8	19.0%	2	4.8%	42	100.0%

21. To what extent are you using the money management skills you learnt during Money Works in your life right now?



This question was only asked to those who undertook the Follow-Up 2 survey.

Only 2% of respondents reported that they were not using the skills that they had been taught on the course, and 60% said that they were using a great deal or quite a lot of them.

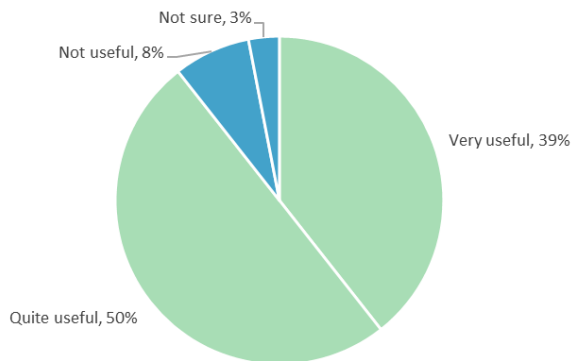
Table A: Summary of responses to all surveys

Completed Question	Follow-Up 2		Total	%
	N	%		
A great deal	13	19.7%	13	19.7%
Quite a lot	26	39.4%	26	39.4%
Some	20	30.3%	20	30.3%
A little	6	9.1%	6	9.1%
None at all	1	1.5%	1	1.5%
Grand Total	66	100.0%	66	100.0%

	Follow-Up 2		Total	%
	N	%		
Completed Q	66	100.0%	66	100.0%
Missing Q	0	0.0%	0	0.0%
Grand Total	66	100.0%	66	100.0%

3.4 Delivery

22. How useful was it learning about money management through digital technology (online, tablets and phones etc.)?



This question was only asked to those who undertook the Follow-Up 2 survey.

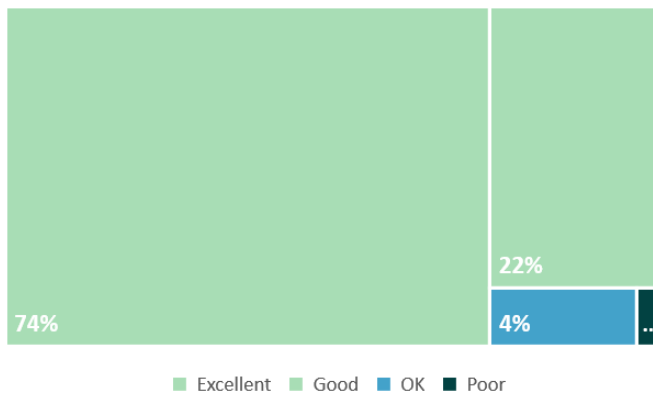
Almost 40% of respondents reported that it had been very useful to have digital technology form part of the learning. Just 8% felt it was not useful.

Table A: Summary of responses to all surveys

Completed Question	Follow-Up 2		Total	%
	N	%		
Very useful	26	39.4%	26	39.4%
Quite useful	33	50.0%	33	50.0%
Not very useful	4	6.1%	4	6.1%
Not useful at all	1	1.5%	1	1.5%
Not sure	2	3.0%	2	3.0%
Grand Total	66	100.0%	66	100.0%

	Follow-Up 2		Total	%
	N	%		
Completed Q	66	100.0%	66	100.0%
Missing Q	0	0.0%	0	0.0%
Grand Total	66	100.0%	66	100.0%

23. How good was the MyBnk trainer?



Almost three quarters of respondents rated their MyBnk trainer as being excellent.

This was also reflected in a number of the comments in the survey (Q25). See below for example.

Examples of responses from Q25: Have your say about the programme...

"It was an eye opener learnt a lot, great teacher!"

"[Trainer] was fantastic and was very knowledgeable and engaging."

"The teacher guy was lovely and answered all my questions which helped me a lot and also gave advice on future things to do and he made the sessions were fun as well."

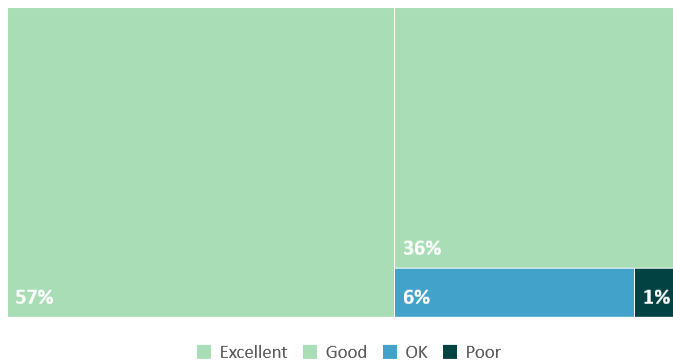
"The trainer was awesome I learned great very energetic kept the programme interactive and I highly recommend"

Table A: Summary of responses to all surveys

Completed Question	Endline		Total	%
	N	%		
Excellent	330	73.7%	330	73.7%
Good	98	21.9%	98	21.9%
OK	17	3.8%	17	3.8%
Poor	3	0.7%	3	0.7%
Grand Total	448	100.0%	448	100.0%

	Endline		Total	%
	N	%		
Completed Q	448	65.3%	448	65.3%
Missing Q	238	34.7%	238	34.7%
Grand Total	686	100.0%	686	100.0%

24. How good was the MyBnk programme?



Overall, 93% of respondents rated the course as good or excellent.

This enthusiasm is also reflected in quotes about the programme (Q25). Alongside this, there were some quotes with a mix of views on the content of the course, where some suggested that there was too much content and others felt content could have been covered in more detail.

Examples of responses from Q25: Have your say about the programme...

"I think the program was very helpful, I have learned a lot of things that I didn't already know and now I do and I feel much more confident managing my money."

"Very informative! I would 100% recommend to others, and strongly feel that this should be taught in schools."

"Even though I didn't want to come but I actually enjoyed it very much, what a good way to learn to me and now I have a way to understand about banking."

"The whole programme helped me loads. I now understand the importance of money. And how to be safe"

Table A: Summary of responses to all surveys

Completed Question	Endline		Total	%
	N	%		
Excellent	257	57.4%	257	57.4%
Good	161	35.9%	161	35.9%
OK	25	5.6%	25	5.6%
Poor	5	1.1%	5	1.1%
Grand Total	448	100.0%	448	100.0%

	Endline		Total	%
	N	%		
Completed Q	448	65.3%	448	65.3%
Missing Q	238	34.7%	238	34.7%
Grand Total	686	100.0%	686	100.0%

4. REFERENCES

Images on front page from MyBnk <http://mybnk.org/programmes/financial-education-money-works/>



Money Works Case Studies 2018

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Summary

This document presents case studies based on observations and focus groups undertaken at seven separate Money Works sessions held between June 2017 and March 2018 at locations across England. They demonstrate how the content and delivery were received by different groups and the outcomes secured as a result of Money Works.

Focus groups were undertaken immediately following the final day of delivery with a single cohort. Consultations lasted approximately 45 minutes and utilised creative group activities in order to gather feedback on young people's experiences of the session, and sought to examine learning, impact, experiences of financial education taught by MyBnk (i.e. in comparison to other interventions), geographical context and the pertinence of digital learning.

Prior to the facilitation of each focus group, consultants observed the delivery of the respective Money Works session in order to gain an understanding of how information was presented in sessions and of how different groups of young people reacted and engaged with the content, trainer and each other. Interviews were also conducted with the host organisation and trainers for each session in order to provide an understanding of how the programme works in a range of contexts.

Host organisation: Tomorrow's People (Bristol)¹
Programme: 6 week Engage Programme
Focus Group: 12/07/2017
Participants: x1 male, x5 female 17-23



Background and context

The Engage Youth programme is a 6 week group programme aimed at NEET young people aged 16-24 living in Bristol, South Gloucestershire, North Somerset and Bath and North East Somerset. Engage works with young people from a range of different backgrounds, including; young people in care and care leavers; with criminal convictions; with mental health issues; and young people who are homeless or at risk of homelessness. The levels of educational attainment of participants vary; from recipients with no formal qualifications to others educated to degree level. Some young people also have learning difficulties and disabilities and many receive support from social workers, housing support workers and counsellors.

Most of the group observed were aged under 20 and, at the time of the session, two of the group were living independently (one was currently in the process of moving into new accommodation), while the other four were living with family members. The group were quite reserved and rarely spoke unprompted. Most of the comments were also made by two younger members of the group who had less experience managing their money and lived with other family members.

¹ Note that since the time of writing this Tomorrow's People Trust has closed.

Content & Delivery

Both the Engage Lead Coach and the trainer were impressed with the Money Works structure, and tailoring of sessions to meet the needs of the group. For example, several participants in the Bristol Money Works cohort did not have their own bank account. The flexibility of the course meant the trainer was able to introduce activities focussing on this area in more depth.

It was also clear that the young people had been particularly engaged by activities that were more interactive. Occasionally, one or two members would become distracted; checking their phones from time to time, but on the whole the group were interested and happy to engage with these activities.

“The ways it’s presented is really good, in terms of the interactive delivery, the discussion, looking at tablets.” Engage Programme Lead Coach



Learning

When prompted about what they had learnt, one of the younger members felt that the sessions had helped them to think about what they wanted to save for in the future, and suggested that they felt more motivated to actively manage finances going forward. Two of the younger members felt that saving might help them to deal with unexpected events in the future.

Future plans

During the sessions, young people were asked to reflect on their intentions for the future. While some participants had a number of aspirations, others were less certain about what the future might bring. One of the young people aimed to save up and travel in the future and another aimed to start saving for a gym membership.

"The more you can save you can go to places or buy what you want, and you can also save extra money in case there's an emergency"

Engage Programme Participant

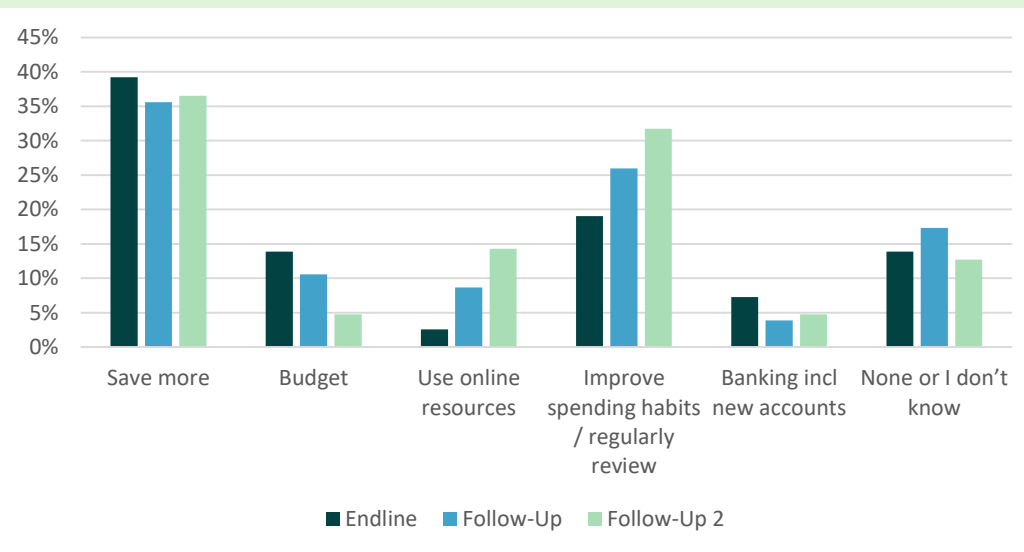
"Before I was terrible saving money, as soon as I got I just spent it, but nowadays I'm just trying to more like save a bit more each week, just in case of emergencies."

Engage Programme Participant

Compared to other Money Works participants...

When asked about the money management changes they intended to make after taking part in Money Works, respondents to the wider participant survey most commonly mentioned improving saving and spending habits (which particularly increased over time), similar to those outcomes shared by the young people in Bristol focus group.

Q19. What money management changes do you plan to take having taken part in this course?



Well-being and confidence outcomes

Two key outcomes of Money Works for this group were improved well-being and confidence of participants. Towards the end of the sessions, members of the group had begun to engage more with the trainer, asking questions and speaking un-prompted to the rest of the group. Participants had also become more confident in addressing particular issues, approaching services (such as a mobile phone operator) and discussing their finances.

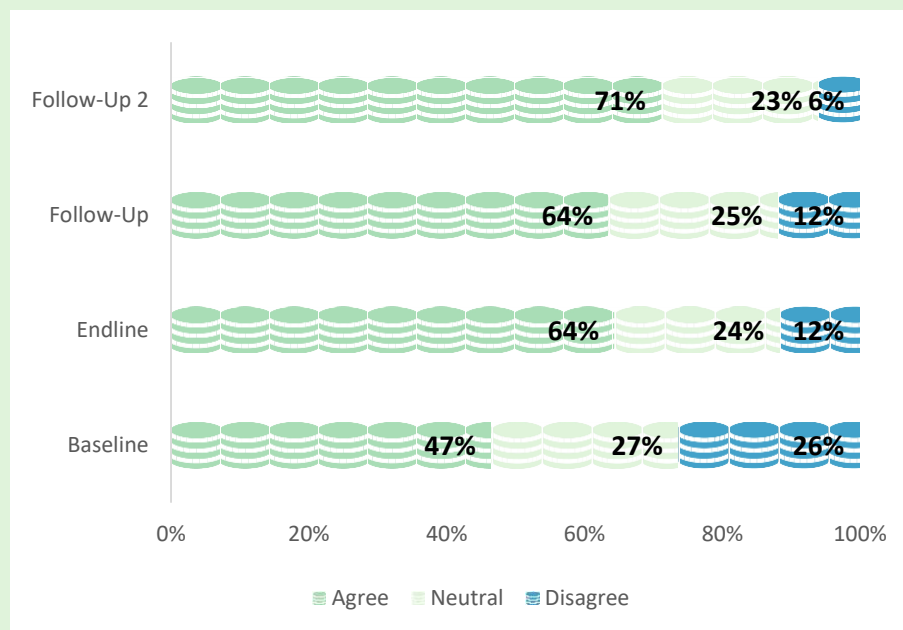
The trainer also felt the confidence and motivation of participants to engage in the sessions had improved significantly and observed that while one young person had acted very defensively during the first session, by the final session they had become far more engaging.

“They seem a lot more confident, for example, in phoning up banks, looking for mobile contracts. They don’t seem as nervous.” Engage Programme Trainer

Compared to other Money Works participants...

Respondents to the wider participant survey similarly showed a substantial increase in their confidence managing their money after the course.

Q4.15 I am confident managing my money



Base: Baseline = 836, Endline = 680, Follow-Up = 118, Follow-Up 2 = 66

Host organisation: Hampshire Fire and Rescue Service
Course: 12 week Prince's Trust Employability Course
Focus Group: 1st December 2017
Participants: x6 male, x2 female the majority aged 18-20.



Background and context

The Hampshire Money Works sessions formed part of a 12 week [Prince's Trust Team Programme](#) for young people aged 16-25 and not in employment, education or training (NEET). The full-time Programme aims to support young people to gain confidence and skills and ultimately strengthen their employability and job prospects. Over the 12 weeks, the young people participate in a team building residential, a community project, individual work placement and team challenge engaging a community group.

The Money Works course took place over two days, several weeks into the wider Prince's Trust programme, so participants were already very familiar with one another and their support worker. The majority of participants were living with parents or carers. Some within the group had reading difficulties and it was observed that the group were familiar and supportive of each other's different needs. One of the young people had prior knowledge on money management, due to an interest in a career in finance.

Delivery & Content

Participants felt the course had been well suited to the group and enjoyed the variety of activities and interactivity which they contrasted with a traditional school lesson, sitting in front of a white board.

“More interactive than sitting down trying listening, losing focus.” Prince’s Trust Team Programme participant on session delivery



Participants reflected that money management wasn’t something that they had learnt elsewhere, but felt that it was important and should be taught in secondary schools. The group found learning about bills particularly useful as they weren’t previously aware of different types of bill payments. They were also excited about the possibility of saving up small amounts of money regularly to be able to afford what they wanted in the longer term.

Participants discussed how interest rates, pensions and mortgages weren’t particularly relevant to them at this point in time, as they didn’t have jobs and felt unlikely to apply for a loan in the near future.

The accreditation booklet was however useful for participants and they liked how activities concluded in an entry into the workbook. This would allow them to revisit topics as they became relevant in the future. The young people took pride in their work completing the booklet and they were pleased to hear that they would have their booklets returned to them when they received their accreditations.

Engagement with digital tools and resources

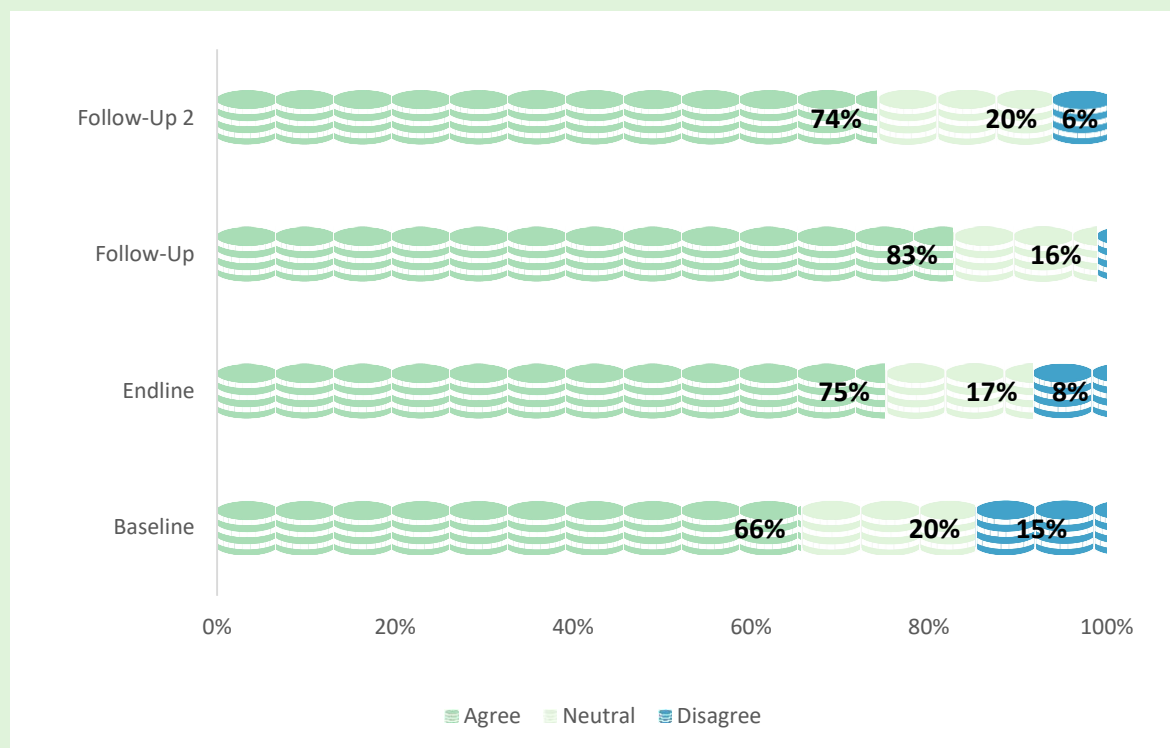
The use of iPads did not play a large role in the session. Although the trainer offered to look at credit score sites with them, participants did not express much interest. It was noted that the Wi-Fi at the location was poor and that participants had tended to use their mobile phones instead in previous activities.

Participants discussed learning a lot about comparison sites and online resources, however digital resources were also reflected upon with suspicion. This was particularly around making payments online, including bills. Participants expressed that they were wary about sharing their bank details and only trusted a small selection of websites that they were familiar with, such as Amazon.

Compared to other Money Works participants...

According to the survey, the majority of participants felt that they understood how to stay safe when searching for things online coming into the course. However, even more felt they did afterwards.

Q4.20 I understand how to stay safe when I'm searching for things online



Spending and Budgeting after Money Works

Participants described how their attitude to spending had changed and expressed a number of ways in which they were planning to do things differently following the course. This included budgeting, making plans, prioritising spending and having intentions to save a certain percentage of their money regularly. For some these savings were to contribute towards larger purchases, others considered them to create a 'buffer' for unexpected costs. One participant also mentioned intending to shop around different banks to find the best savings and interest rates.

"A second thought when I'm buying something – do I really need this?" Prince's Trust Programme Participant

Overall, the young people reflected that they felt more optimistic about money and about managing it more effectively, including feeling better able to control spending and more prepared, including for those aspects of money management that weren't relevant to them yet, but would be down the line.

Compared to other Money Works participants...

Intended and actual changes to spending and budgeting were also shown by other Money Works participants.

"I will budget better and prioritise my needs to my wants" Survey respondent at Endline

"I have thought about what things I need to buy and what is more of a want and used this to prioritise in what I spend on" Survey respondent at Follow-Up

Host organisation: Lambeth College Clapham Centre
Course: 12 week Prince's Trust Team programme
Focus Group: 10th November 2017
Participants: x5 male, x3 female, the majority aged 16-18.



Team
programme



Background and context

The Lambeth sessions formed part of a 12 week [Prince's Trust Team Programme](#), which aims to support young people aged 16-25 and not in employment, education or training (NEET) to gain confidence and skills and ultimately to strengthen their employability and job prospects. Over the 12 weeks, the young people participate in a team building residential, a community project, individual work placement, and team challenge engaging a community group.

The Money Works sessions were delivered during week nine of the Team programme, which meant that participants had already become familiar with one another. One of the participants was a young parent. The majority of participants had limited knowledge or experience managing their own finances and, at the time of the course, all participants were living with their parents, and one was making a contribution to rent. None of the participants were in employment, other than one who worked part-time.

“Rather than just seeing money as money, I now see it as something to use to survive”

- Prince's Trust Programme participant

Delivery & Content

Participants felt the interactive activities were a useful way of learning and many responded well to the activities. Reinforcing the importance of this, a number of participants disliked the written element and needed prompting to complete the booklet. It was evident that the participants valued the trainer's honesty in sharing their experiences of debt and found them to be very relatable.



"The interactive activities helped you to get to know better what's going on and (you) have more fun doing the activities." Prince's Trust Team programme participant

"Because he's been there, you know he knows what he's talking about...he's been in debt, he knows and he's honest" Prince's Trust Team programme participant

The majority of the group were aged 16 to 18 years old. Participants felt this had been a useful time for them to learn more about managing their finances, as they were at an age when they could earn money and make decisions on spending. The older participant (aged 19) shared that they would have found the course more useful at an earlier age, and feels it might have prompted them to accrue more savings. One young person, who was currently living with their parents, felt the course was also a valuable alternative to discussing money issues with their parents, which they did not currently feel inclined to do often anyway.

Knowledge, confidence and wellbeing

Participants in the Lambeth Group were particularly positive about the knowledge and confidence they had gained for managing their finances. Individuals recognised the importance of keeping track of their finances and regular saving and the difference this could make over the long term. Future plans developed as a result included writing a budget, finding a part-time job, meeting with a bank to discuss switching accounts and using online tools to pay bills online and use online banking

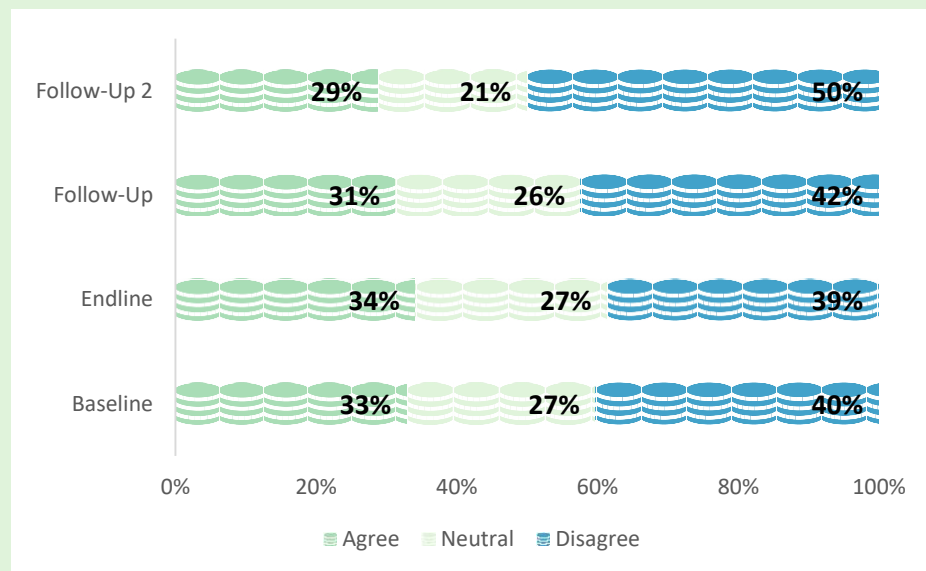
For some, the Money Works also impacted positively on wellbeing. An increased knowledge of services and approaches to money management contributed towards reducing worry and stress related to finance.

"I still worry but I know why I worry now. I know what I'm actually worried about. Now I know that there is a lot to pay for. There are things you might not want to spend money on you might have to anyway regardless." Prince's Trust Team programme participant

Compared to other Money Works participants...

Responses to the Money Works participant survey showed that, overall, the course had not widely impacted worry about finances. However, reported increases in confidence suggest that this lack of change might reflect the sentiment expressed by Lambeth participant.

Q4.9 I worry about my current financial situation



Host organisation: Exeter College
Programme: Team programme
Focus Group: 26/03/18
Participants: x8 male, x4 female, mostly 16-18

exeter college

Team
programme

Background and context

The Exeter Money Works sessions were part of the Prince's Trust's Team programme. The group made up two of the six 'teams' that the Prince's Trust team work with over the course of the year. The group consisted of 12 young people, which included 4 females and 8 males. The group were mostly between the ages of 16-18 and classified as NEET, as this is the group that the Prince's Trust programme works with, although a small number were currently in some form of work.

At the time of the session it appeared that none of the group were living independently. On a number of occasions some of the members of the group made reference to plans to move out of home in the future. The trainer recognised that some were not currently at the stage of thinking about budgeting and managing their own finances. Others did not currently have their own bank account and received an allowance from their parents. As a result, the trainer felt that the information from the sessions could become more relevant for the group in the future, when the young people moved into work and were living independently.

Content

The overall feedback from the session was that the course had been helpful in improving participants' understanding and confidence managing their money and that they would take away some useful information. When asked what was the most useful content, learning about saving and banking were highlighted.

There were areas of information that the group appeared to have no previous knowledge of, including; the difference between credit and debit cards, credit scores and ratings and higher-purchase offers. The group were also surprised by particular information, including the cost of undertaking a teaching course.



“How to save more money and keep it on the bank, how to use different cards and credit cards and stuff like that... so you’ve got money for the house and essential stuff like that.” Prince’s Trust Team programme participant

“I guess just retaining the information, just learning about how banks work, what financial statements are, what type of cards like debit and credit, it’s just useful information which you are bound to use at some point in your life.” Prince’s Trust Team programme participant

Outcomes

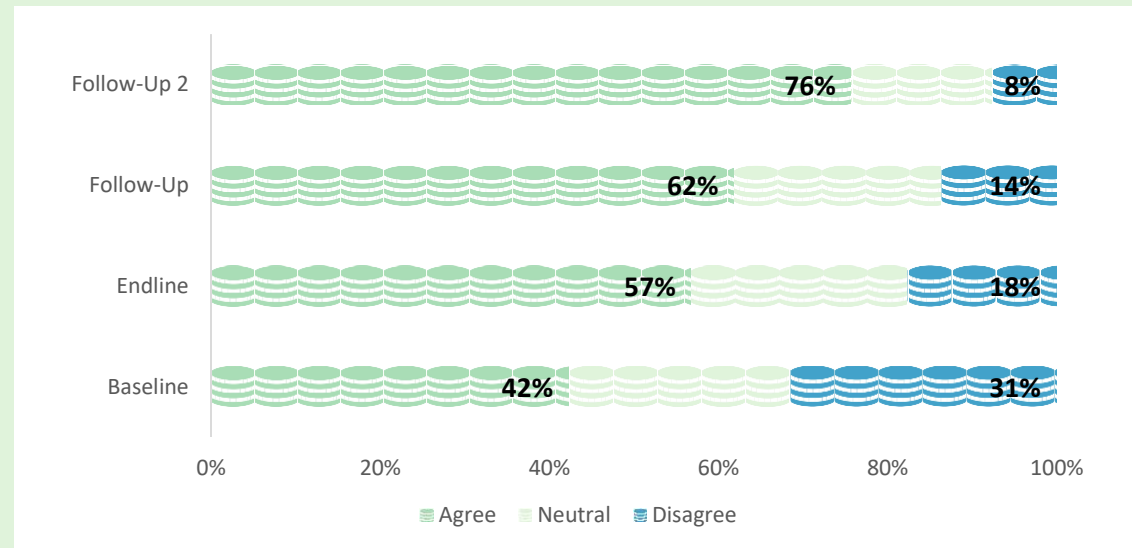
Key learning points that participants agreed they would take away from the session included: prioritising spending, setting financial goals and budgeting. This perhaps reflects the fact that the group were not yet experienced in managing their own finances and so these were important aspects of money management to prevent them from getting into debt. They felt that these things took priority over other areas such as swapping and selling websites, in part because they were seen as less fundamental than learning budgeting skills.

By the end of the session, the trainer recognised that the group had gained an awareness of where to seek information and advice on managing their money. This included an awareness of where to find information on funding for study.

Compared to other Money Works participants...

Young people in the Exeter focus group suggested that they were more able and motivated to be organised managing their money. The Money Works participant survey results similarly showed a steady increase in the proportion of respondents who reported that they were very organised in their daily money management in the surveys after the course.

Q4.10 I am very organised when it comes to managing my money day to day



Base: Baseline = 834, Endline = 683, Follow-Up = 118, Follow-Up 2 = 66

Well-being and confidence

Some of the young people seemed to become more confident later in the session, particularly after some of the more interactive and participatory exercises. The group increasingly engaged with one another over the duration of the course and began to share personal stories and future goals within the group, including saving for driving lessons, moving into work, completing college courses and saving money towards travelling.

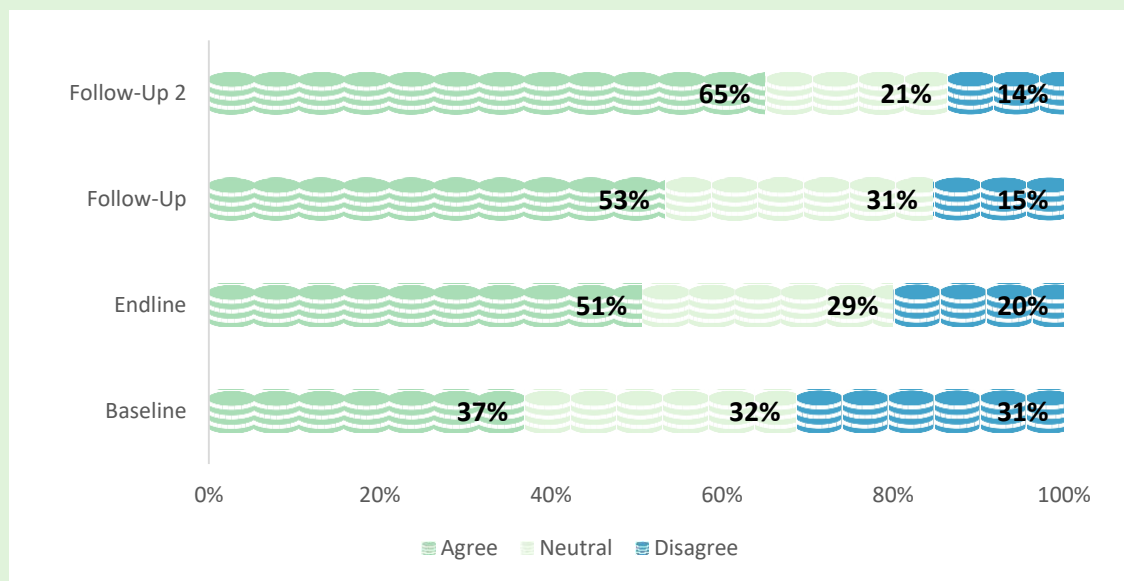
The trainer observed increases in not only knowledge and confidence in money management but also wider confidence and self-esteem.

Compared to other Money Works participants...

The trainer observed particular improvements in confidence and well-being amongst Exeter focus group participants.

Wider Money Works participant survey results also showed an increase in life satisfaction amongst participants following the course.

Q4.14 I am satisfied with my life nowadays



Host organisation: Liverpool Fire & Rescue Service
Course: 12 week Prince's Trust Employability Course
Focus Group: 10th July 2017
Participants: x9 male, x4 female the majority aged 20+.

Background and context

The Money Works session in Liverpool was delivered as part of a 12 week [Prince's Trust Team Programme](#) for young people aged 16-25 and not in employment, education or training (NEET). The full-time Programme aims to support young people to gain confidence and skills and ultimately to strengthen their employability and job prospects. Over the 12 weeks, the young people participate in a team building residential, a community project, individual work placement and team challenge engaging a community group.

Within the group, five had lived independently and all were in receipt of some form of benefit. Two participants were refugees who had Masters degree qualifications which they gained in Egypt and were now studying to gain qualifications in English and Maths in the UK. The mix in levels of independence and living situation meant that the perceived usefulness of the course varied.



"I think it's more useful for people who're living independently because if you just like, if you don't know about it and you go to live independently, it's going to fail, you're not going to be able to and you're going to have to be going and living back with your parents."

- Liverpool Participant discussing the Money Works Programme

Delivery & Content

The young people themselves emphasised that they enjoyed the “interactive stuff”, with several describing themselves as “visual learners” and benefitting from the practical tasks they were assigned. Correct answers from individuals/teams were rewarded with chocolate coins and this appeared to be successful in incentivising some young people to participate and answer questions.

The majority of the group were largely positive about the course overall. It is notable that each of these sections prompted the participants to reflect on their own finances and are topics which each individual could relate to and consider immediately.

From observation, it appeared that the participants remained uncertain about particular financial topics at the end of the course, including changes to benefits under universal credit, their entitlement to benefits when undertaking studying or an apprenticeship and, for some, sources of information which could be trusted. The course also prompted new concerns including how tv licencing laws related to playback services such as Netflix.



“I’d never written out a budget, I’d done one but never written it out. The way I did it last week, I actually enjoyed doing it because then you know what you want, what you’re spending, it’s just a whole new thing for me”.

Prince’s Trust Team programme participant

Different circumstances

The young people within the group varied significantly in terms of their independence (and related to this financial awareness) and therefore while the content was new for some individuals, for others it was not. When discussing their different situations, the participants felt that the Money Works course was more useful to those who were about to live independently.

“Because the people who still live with their parents don’t need to do all of this because their parents will do it for them, so it’ll mainly be young adults” Prince’s Trust Team programme participant

“I think it’s more useful for people who’re living independently because if you just like if don’t know about it and you go to live independently, it’s going to fail, you’re not going to be able to and you’re going to have to be going and living back with your parents.” Prince’s Trust Team programme participant

“Because I’m naturally good with my money, because I’ve had to grow up being really good with my money because I grew up in care from when I was 13. So like I used to have like, used to get incentive money and then I’d get pocket money and then every time I spent something I’d have to write down the price of something. I kind of knew the budgeting side of it and I’m also really good with the banking.” Prince’s Trust Team Programme participant



Photos: MyBnk <http://mybnk.org/programmes/financial-education-money-works/>

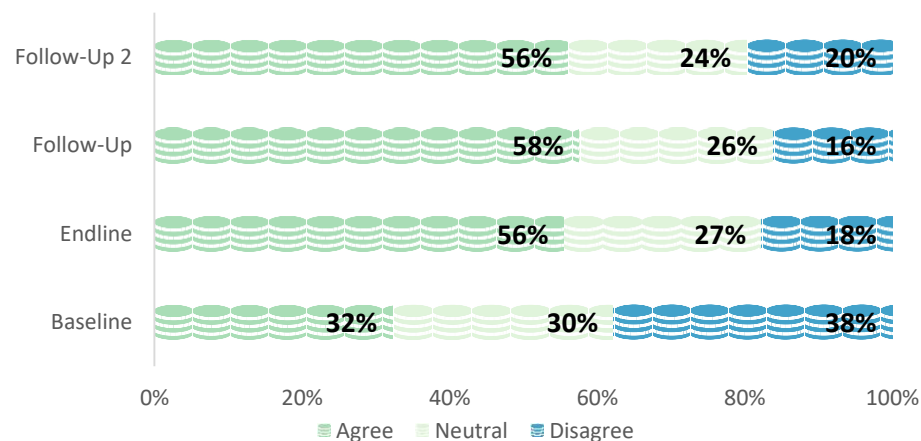
Confidence to seek support

Participants reported that their confidence had increased more than their knowledge and understanding, as a result of Money Works. One participant explained that while they still didn't understand all of the content, the course had given them the confidence to be proactive in seeking help. Others pointed out that while knowledge of the content delivered wouldn't necessarily be important or relevant to them now, what was valuable was knowing where they could go to for support, e.g. Citizen's Advice and Job Centre, places they would previously not have considered when seeking help. In addition, participants commented that through the course they had come to learn the meaning of various abbreviations and acronyms which they had previously not understood online. This will potentially facilitate a greater understanding of information in future.

Compared to other Money Works participants...

The increased understanding and interest in seeking support with money issues is also reflected more widely by respondents to the Money Works participant survey who showed a substantial increase in their willingness to seek advice from external organisations to help deal with money worries after the course.

Q4.1 I would seek advice from an external advice organisation to deal with money worries



Base: Baseline = 835, Endline = 684, Follow-Up = 118, Follow-Up 2 = 66

Host organisation: Tomorrow's People²
Programme: 6 week Engage Programme
Focus Group: 17/07/2017
Participants: x4 aged late teens, early twenties



Background and context

Tomorrow's People operates through a national network of Youth Hubs and seeks to give unemployed young people the confidence and the skills to find work, succeed in their new role, realise their potential and value themselves. The organisation provides tailored support to both the young people and their employers over a period of up to 18 months in order to maximise the possibility of successful outcomes being sustained.

Tomorrow's People delivers the Engage Programme on a rolling basis with participants recruited through Tomorrow's People's extensive network of contacts. It is aimed at those furthest away from the labour market including care leavers, homeless young people, those with a history of substance abuse and those with a history of offending. The programme involves giving participants a variety of experiences designed primarily to develop a range of 'soft' skills, such as confidence and team working. This includes first aid sessions, visits to a local art gallery, a photography project and a mental health awareness course. Each young person signing up to the Programme is paid £30 a week and is reimbursed for travel and other out-of-pocket expenses. The participants of the group observed were considered typical of the types of young people who undertake the Engage Programme, in terms of their backgrounds and attitudes.

² Note that since the time of writing this Tomorrow's People Trust has closed.

Delivery & Content

The style of delivery was considered to be quite intensive and yet there was also a feeling that the key aspects could have been covered in less time. The trainer's highly motivational approach was thought by some to be entertaining and help sustain participant interest, whilst other individuals were not overly enamoured of it, resulting in one young person leaving the room temporarily in order to regain his composure.

Given the intensity of delivery and audience, more frequent breaks might have been helpful (the first came after an hour and a half. One of the participants frequently appeared disengaged and when he was engaged, dominated discussions. The trainer made every effort to involve all of those taking part but this was no easy task and there was very little interaction between participants.

It was apparent that there was a need for regular reinforcement of the concepts being taught and that some participants struggled to grasp some of those concepts. Feedback from participants indicated that whilst they found aspects of the learning challenging (in terms of its intensity and their difficulty in grasping some concepts) they were unanimously positive about it.

Tablets were used to give participants the opportunity to explore on-line banking. Most of the young people struggled with this but were supported through the process. The trainer's view was that where there is the assumption that young people will embrace a digital approach - and that this is true for social media - online banking may be viewed differently. In addition, use of comparison websites was considered only to apply to those living independently (albeit they may recommend them to household bill payers).



Outcomes

The four participants consulted were all very positive about what they had learnt from the Money Works course. They made the point that the knowledge they had gained was not the type of thing that was taught at school. They all agreed they came away from the course better informed about a variety of practical money-related issues.

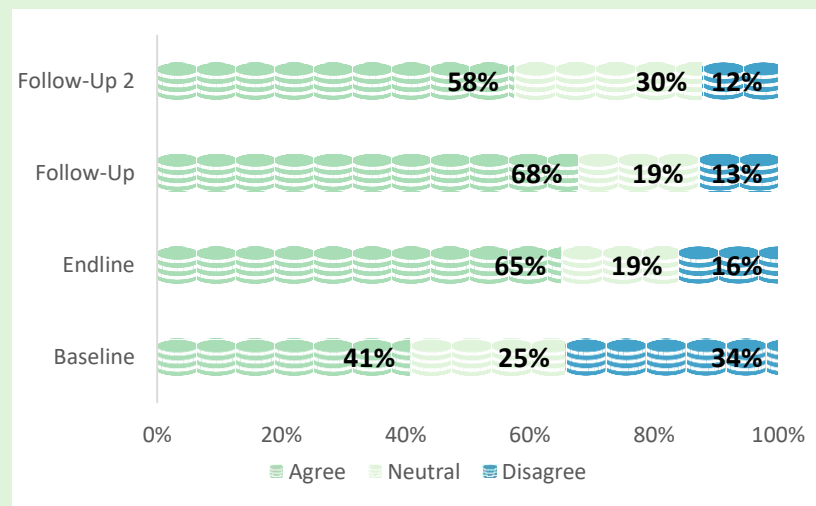
It was apparent that there had been some change in attitudes towards financial matters over the course of the Money Works sessions, with participants moving from vague notions of what they might want to achieve to specific ambitions (e.g. setting a budget, prioritising debts, checking they are being paid at least the Minimum Wage etc.).

One of the participants (a care leaver) was about to experience independent living for the first time and was extremely nervous about the prospect. She was also about to start an apprenticeship, adding to her stress. What she learnt in the Money Works sessions had provided great comfort and reassurance and she now felt much more confident about being able to meet these challenges. The six week follow-up indicated that she remained in the apprenticeship and was doing well.

Compared to other Money Works participants...

Participant survey results similarly showed Money Works contributed towards participants setting long term financial goals and plans. However, analysis of the control group suggests that this may not be attributable to the course and might also be influenced by external factors.

Q4.17 I have financial goals for the next five years



Base: Baseline = 836, Endline = 680, Follow-Up = 118, Follow-Up 2 = 66

Host organisation: Saints Foundation
Programme: 12 week Premier League Works
Focus Group: 08/11/2017
Participants: x7 (late teens to early 20's)



Background and context

Premier League Works (PLW) is a programme delivered by a partnership between the Professional Footballers' Association and Prince's Trust that helps young people aged 16-25 back into education to access training or to gain meaningful employment. Twenty-four football clubs across the UK work with local partners, such as Job Centre Plus, to help young people with the highest need to access the programme. Their core programme lasts for 12 weeks and consists of workshops that focus on developing their employability and life skills, helping participants improve their confidence, motivation and self-esteem, and overcome any potential barriers to employment.

The group observed and consulted with were predominantly under 20 and seemingly not yet living independently, several being NEET. It appeared that some felt not all of the information in the course was directly relevant to them yet they appeared to have gained confidence and an appreciation of the importance of different issues.

“A lot of it was new to me to be fair, I didn't really know much about the subject, I just used to get my money and spend it all on the same day.”

Premier League Works participant

Content & Delivery

Although a number of participants stated that they already knew about budgeting, they agreed that Money Works had showed them how useful it can be. The accreditation was deemed a useful aspect of the course, with one participant mentioning that it will be good for putting on their CV.

The mix of abilities within the group was something the trainer mentioned as a key challenge in gauging how to deliver the course. This was evident during the focus group; a number of participants mentioned that they felt like the course could have been covered in less time and found the slow pace frustrating, whereas another participant said she needed more time and that she was still confused by a couple of things learnt on the course.

The trainer made efforts to involve all of the participants, asking questions, making things relevant, using personal examples and giving more support to those who needed it. However, there was not much interaction between the participants and a couple of members of the group struggled to maintain focus and attention, one individual causing significant disruption, talking over others and using his phone.

Due to a change in timings, there was less time available for the session than planned and the trainer was required to condense the delivery and skip more interactive group tasks in order to cover the required content for accreditation. As a result, a number of participants felt the course was not interactive enough. This reinforces the value of the interactive approach and exercises more typically delivered in such a session.



Confidence for the future

All participants agreed that Money Works had boosted their confidence around money, more so than believed they had gained knowledge. It was apparent they had gained confidence due to knowing what to do in future, were problems to arise or when they entered into employment etc. While many felt they knew a fair bit of the content beforehand, the confidence appeared to derive from the cementing of knowledge and increased appreciation of the need to pay attention to certain aspects of finance and why certain things were important.

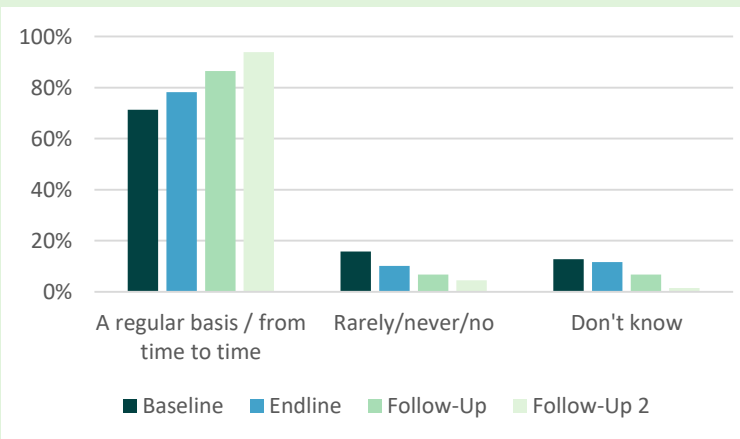
The course also evidently helped participants to appreciate the benefits of saving, planning their spending and not splashing-out on short-term things. Individuals mentioned Money Works had helped him with planning to save for a new car and encouraged them to look for a job.

"I'm more confident in the different ways of managing finance and the issues that come with it, knowing the different issues that are there are." Premier League Works Programme participant

Compared to other Money Works participants...

Money Works helped the Southampton focus group participants see the benefits of saving. In line with this, the Money Works participant survey found an increasing proportion of young people saving after the course (although not on a regular basis necessarily).

Q10. Do you save on a regular basis or just from time to time when you can?



Base: Baseline = 821, Endline = 660, Follow-Up = 118, Follow-Up 2 = 66



ERS
Research &
Consultancy



Funded by



ERS
30 Queen Square
Bristol
BS1 4ND

T: 0117 927 3401
F: 0117 929 4189
E: bristol@ers.org.uk
www.ers.org.uk

Evaluation of Money Works

Annex 3: Process evaluation (extended)

June 2018



PROCESS EVALUATION (EXTENDED)

Introduction

- 1.1 This Annex presents detailed findings on the process evaluation of the delivery of Money Works. These findings are summarised within the Final Evaluation Report, submitted to MyBnk in June 2018.
- 1.2 These findings are predominantly based on the qualitative research element of the evaluation, including consultations with members of the training and delivery team, stakeholders, host organisations and participants. The overarching research question on the effectiveness of delivery is explored through examining understanding of the rationale for the programme, views on its design, experiences of delivery.

Rationale and understanding of Money Works

“There is quite a gap in young people’s knowledge and this information is not taught in schools. While some young people have some knowledge from other family members this is not always the case for others.” - Host organisation

- 1.3 There was a shared understanding amongst interviewees on the rationale and objective of Money Works. It was seen to support vulnerable young people to gain a better financial understanding and awareness of money issues, their rights, responsibilities, and habits. All interviewees agreed it is important that young people are provided with support to develop their financial knowledge and capabilities and that there is a lack of suitable provision equipping young people to make informed decisions and avoid debt. In this context, Money Works was developed to teach young people life and financial skills, allowing them to *“better safeguard themselves”* and *“make better decisions”*.

“(It’s) missing in secondary and primary education, missing from school system, and it’s something that’s needed that for rest of your life. - MyBnk representative

- 1.4 Interviewees suggested that there is an increased need for financial support amongst young people who may be disadvantaged and/or living *“chaotic lives”* and existing financial education provision was not considered to be tailored to their needs. In particular, care leavers are felt to have specific needs in terms of developing the financial awareness to support their transition to independent living, such as managing their finances or tenancy arrangements. A member of the MyBnk Education team shared how Money Works was developed specifically with this in mind, to provide bespoke support for young people in supported housing and/or leaving care to prepare for the challenges they may face.
- 1.5 In a number of cases, personal experiences had informed the rationale and/or understanding of the rationale for Money Works. For example, members of the MyBnk team and trainers had previously experienced financial issues as a result of a lack of financial information and awareness.

“(Young) people get a lot of information on borrowing money but less information on some of the pitfalls.” - Trainer

- 1.6 There was also an understanding that young people face a variety of additional challenges which can be exacerbated by their financial situation. Some were said to have a good knowledge of money but had been caught out on occasion. Others needed additional support to better manage their money. It was also reported that young people without money were also facing mental health issues. For some this was linked to issues of isolation through a lack of opportunities to leave the house.
- 1.7 One of the trainers also highlighted the importance of having provision aimed at ‘older’ young people and targeting the course based on participants’ life situations rather than age, for example, including information about *“tenancies, independent living and benefit systems”*.

Programme design

Content

- 1.8 The design of Money Works was widely seen as comprehensive and relevant to the issues faced by young people. 94% of support workers surveyed described the content as ‘very valuable’¹, commenting that it was informative, relevant and valuable, for young people now and in the future.
- 1.9 It was acknowledged that different aspects of programme content appealed to particular groups to a greater or lesser extent. For example, content relating to tax and payslips was of more interest to those on the verge of securing employment; care leavers tended to be more interested in benefits content. More generally, interviewees suggested that the relevance and usefulness of programme elements may be linked to the life-stage of the participant e.g. content on budgeting, paying bills etc. being more directly relevant to those living independently or about to do so. It was felt that the course was an *“eye-opener”* for some young people about what to expect when leaving home.
- 1.10 Across all the focus groups with young people, learning about savings was most frequently chosen as the most useful element of the course, followed by budgeting, interest rates and banking (including online). Young people were more indifferent about pensions, managing debts and comparison websites. This might reflect those issues felt to not immediately affect them.

“I think it’s something important to know for the future but as and where I stand now, it’s not really relevant to me” - Participant

“I didn’t know there was so much to pay in terms of rent and mortgages, didn’t know you had to pay all that lot, it was a bit of a shock to me”. - Participant

- 1.11 While having a number of set elements to cover, it was acknowledged that there was scope for trainers to tailor sessions to each group, reflecting the needs and interests of different participants. In addition, interviewees noted an ethos of *“constant refinement”* in terms of programme development to reflect changes in the financial and welfare environment and, in terms of the introduction of the digital element, the wider social context of young people. Combining taught elements and group/individual activities was seen to be effective in terms of engaging and retaining the attention of young people.

¹ Base= 49

- 1.12 There were some potentially sensitive elements to consider in the content. For example, it was felt that while the session relating to finding a cheap holiday was enjoyed by some, it had the potential to make others feel excluded, for example, those who have never been on a holiday before, or young refugees who may not want to think about travelling abroad.
- 1.13 Feedback from the participant survey on the course was very positive, where overall 93% of respondents rated the course as good or excellent².

"I think the program was very helpful, I have learned a lot of things that I didn't already know and now I do and I feel much more confident managing my money." – Participant (survey)

"Even though I didn't want to come but I actually enjoyed it very much, what a good way to learn to me and now I have a way to understand about banking." – Participant (survey)

Digital elements

- 1.14 The introduction of digital elements, in terms of content and as a mode of delivery, was welcomed, with interviewees acknowledging digital tools as a fundamental part of young people's everyday lives.

"It's in their comfort zone and much better than pen and paper" - (Host organisation)

- 1.15 One trainer reflected that, prior to the introduction of tablets, they had shown participants screenshots of comparison websites or online banking sites, whereas now the young people could interact with it themselves. This also helped with variations in attention span and engagement. One trainer described how using a tablet as a tool helped participants to understand their spending habits.

"it is quite powerful when they get them to use the iPad to calculate how much their coffee will cost over a year and linking it to saving for a holiday... they can see the impact of their habit right there" – Trainer

- 1.16 In terms of specific digital content, while many young people could see the relevance of online banking, the majority were already familiar/using online banking. While some of the young people reported finding these sites useful and information on comparison websites, internet security and buy and swap websites were new to many of the young people, others indicated that they were confusing and it was unlikely to be a key thing they would take away from the course.
- 1.17 The effectiveness of employing digital resources was described by some trainers as limited, due to them acting as a distraction for some individuals and where there were often not enough tablets for each participant. Some interviewees felt it would be better if each young person had their own tablet, particularly for filling in the survey, although the associated issue of transporting additional tablets and equipment was recognised.
- 1.18 Others also noted that there is more that can potentially go wrong when using technology for delivery, commenting on its unpredictability and unreliability around internet access. Another trainer described

² Base= 448

the tablets as “clunky and slow to warm up” and observed that often the young people use their own phones instead. Some trainers suggested that they didn’t feel using the iPads made a noticeable difference to participant outcomes. The use of digital equipment did not play a large role in most of the sessions observed and where iPads were offered, participants did not express much interest.

Accreditation

- 1.19 Accreditation was generally regarded as a good component of the programme. Some host organisations saw the accreditation as a badge of credibility to the programme and also a good incentive for young people who tend to have few formal qualifications to improve their employability. One trainer noted that “care leavers and carers tend to engage really well and appreciate the accreditation”. In addition, there was a suggestion that the accreditation helped with retaining attendance across the sessions. The accreditation was also suggested to give young people a sense of achieving something; gaining confidence and satisfaction. However, it was noted by a trainer that the accreditation needs better marketing as well as adapting to young people with lower literacy skills.

“Accreditation is important for our students, it engaged them knowing that they would get a qualification”. - Host organisation

“Some young people on the course don’t have many qualifications. Therefore, to receive a certificate brings a smile to their faces – and it gives them an incentive to come back to the second session. The certificates are given out at a graduation ceremony at the end of the programme – this gives them the sense they’ve learnt something and gives them confidence.” - Host organisation

- 1.20 However, many consultees noted how accreditation could be disruptive to delivery. One young person noted that it felt like an ‘afterthought’. The delay between the submission and return of accreditation booklets was also not considered to work well, losing the momentum built through the training.

Alignment with different programmes

- 1.21 Stakeholders across different groups suggested that Money Works aligns well with other programmes. These included other MyBnk programmes such as Money Twist and Enterprise in a box, and other programmes run by the host organisations, for example the Engage programme.

“This programme fits in with the wider Engage programme... We aim to look after health and wellbeing and there is a link between debt and mental health problems.” – Host organisation

Monitoring and evaluation systems

- 1.22 MyBnk has implemented robust monitoring systems for Money Works, including the collection of multiple surveys from participants, as well as feedback from host organisations. In early 2017, these processes were further enhanced by the appointment of a full-time Evaluation Officer. This has led to efforts to develop more consistent tracking of impacts, particularly around effects on employability.
- 1.23 Feedback suggests that monitoring and evaluation processes are well understood by trainers and host organisations, although there were two instances where host organisations were less clear about

these processes. However, a number of practical issues were frequently cited, for example, the collection of Baseline and Follow-up participant survey data was seen to be disruptive to sessions:

“Baseline questions used to take 5 minutes now it can take half hour. Students trickle in (they never arrive on time/at the same time) and you have to get everyone signed in... Survey is quite long, and the time we have could be better spent.” - Trainer

“You finish the programme on a high then they are sat there twiddling their thumbs; it can be challenging to stop people leaving” - Trainer

- 1.24 While survey completion by tablet has provided a more reliable and engaging alternative to paper-based questionnaires, trainers cited issues relating to: unreliable Wi-Fi at venues; reduced trainer awareness of feedback as this is now sent digitally direct to MyBnk; lack of tablets relative to group size; and the length of time required to complete (reported longer than paper forms).
- 1.25 It is recognised that many outcomes may only come to fruition in the long-term; however, there were practical issues in conducting longer term follow ups (even though an incentive is offered). It was suggested that the delivery of Money Works over four weeks may generate more outcomes in the short-term as young people can share the effect it is having on them across this time-period e.g. having opened a bank account, saved some money etc. At the time of writing, the MyBnk team has recently developed an app, as well as a MyBnk alumni network to support long-term follow up.

Trainer recruitment and development

Recruitment

- 1.26 The personality and skill of the trainer is an integral element of successful delivery. In addition to minimum skills, at least two years working with young people and GCSE maths, MyBnk has sought to recruit trainers with a number of less tangible characteristics, including an ability to educate well and deliver in the “MyBnk style”. Trainers are not necessarily expected to have existing subject knowledge - MyBnk seeks engaging and creative trainers, who they then aim to make a “financial expert”.
- 1.27 Having a pool of freelance trainers, as well as MyBnk employees, is considered cost-effective as there are fluctuations in delivery. For financial reasons, it is not possible to employ full-time trainers across all locations. From the perspective of the MyBnk team, it is considered easier to recruit freelance trainers in London, with a perception that there are fewer freelance trainers with the time/skillset to in other locations. As a result of challenges in sourcing freelance trainers in Southampton, two full-time trainers have been employed. Overall the availability of trainers is not considered to have impacted delivery, and it has been possible to send trainers from London elsewhere if needed.

Trainer’s training

- 1.28 Interviewees referred to a rigorous recruitment and training process (one trainer described it as “gruelling”) for trainers. Training comprises: online training on all eight MyBnk modules through the Trainer Zone website; one-day training on delivery and the opportunity to observe a session; and co-delivery of a session. Assessment comprises: formal assessment on the four Money Works modules

and an online assessment on the remaining modules; following the one-day session trainers are asked to provide a face to face presentation on a financial topic to test their understanding and demonstrate how they would break it down³; and assessment of their first delivery which is signed off by the Quality Director. Following this, regular feedback and ongoing observations are carried out to assess them in action with the young people, in addition to random online testing.

- 1.29 Feedback from trainers suggests that this process has adequately prepared them for delivering Money Works. Trainers agree that there is a lot of information to cover but understand the need to cover the material comprehensively. This can be time-consuming and a couple of trainers suggested that a longer training period would improve understanding. It was also felt by one trainer that MyBnk do not provide a lot of advice on working with young people from ‘chaotic’ backgrounds.
- 1.30 Both MyBnk employees and freelance trainers go through the same training and assessment process and this is considered essential to ensure consistent quality standards between internal and external trainers. A MyBnk representative described “*high expectations*” for trainers and a feeling that quality has been sustained across the duration of the programme.

“MyBnk has a really thorough training programme. Feels like a lot at the time, but it’s effective and necessary as each group is different.” - Trainer

Continuous learning

- 1.31 The need for continuous learning is recognised, not least to keep up to date with financial developments and changes in the welfare system. An online forum facilitated by MyBnk and a WhatsApp group set up by trainers are used to provide updates on changes in relation to the financial system and programmes changes, as well as for peer support.

“It’s important (for trainers) to stay up date as websites can change over time.” - Trainer

“MyBnk are up to date with what’s available. Therefore, it’s down to the trainers to stay on the ball with what’s needed... MyBnk also send out links of good examples of real life situations, which are really helpful.” - Trainer

- 1.32 In addition, MyBnk provides a variety of training and development opportunities on an annual basis including: one-day refresher training; a standardisation meeting which is tied in with any programme updates; and up to three generic MyBnk training days, which may cover issues such as English as a Second Language (ESOL) or behaviour management. Continuous training is also offered according to the needs of individuals, with topics ranging from conflict resolution to voice projection. Trainers also receive feedback from a variety of sources including: annual observations and feedback from the MyBnk team; feedback from host organisations; and peer support through an online forum. Ongoing support from MyBnk, generally provided by e-mail or over the phone, tends to be more trainer-led.

³ This presentation can be repeated until the trainer achieves an appropriate standard.

- 1.33 Feedback from the trainers on MyBnk's support for continuous learning is mixed, with some expressing satisfaction with the information available. However, some feedback also suggests that MyBnk could do more to support trainers to share practice and stay up-to-date with the latest information. For example, it was suggested by some that the trainer zone set up by MyBnk is not updated regularly. It was also noted that MyBnk had not taken on feedback relating to activities that weren't working such as Bingo and continued to supply the same materials.

Communication and marketing

Communication

- 1.34 The delivery of Money Works is supported by a dedicated MyBnk booking team. Host organisations indicated that day to day communication with MyBnk has been effective and efficient and that they have been proactive in distributing e-mails confirming attendance and identifying any individual needs in advance of each session. Host organisations confirmed that they had been able to organise sessions with ease and to accommodate any such needs.
- 1.35 Trainers also felt that that they had been well supported in terms of being provided with information on the location and timing of training and specific information on groups of learners. However, despite the establishment of the trainer forum, it was felt that systems to provide feedback on content and delivery both between trainers and MyBnk were not always effective and communication was limited.

Marketing

- 1.36 Money Works has been marketed to young people through host organisations and a variety of channels/mediums including posters, flyers and word of mouth and directly through personal advisors (PA). A couple of interviewees felt that the marketing materials were very effective, with one host organisation noting that it was "*attention grabbing and attractive*". However, it was emphasised elsewhere that the effectiveness of marketing is largely dependent on the relationship the young people have with the institution. For example, individuals pointed to a low response to marketing from young people in hostels.
- 1.37 Marketing directly to young people is not necessary, where Money Works forms part of a wider programme. While this was described as beneficial in being a "*captive audience*", one trainer stressed that it is important to encourage rather than force young people to attend the sessions.
- 1.38 Some of the interviewees suggested improvements to marketing for the programme. This included:
- providing more specific Money Works material to distinguish it from other courses
 - marketing the course directly to fostering agencies and running the course with fostering teams in different regions (similar to existing courses in the North East and Yorkshire);
 - marketing the programme to Local Authorities, e.g. Greenwich Local Authority has made it compulsory for young people to complete the Money House course before they move into social housing and this is being trialled with Money Works in some London boroughs.

Delivery experience

Logistics – venue, timing, attendance

- 1.39 A number of trainers commented on how having a “*nice environment*” had been beneficial for delivery, although one support worker felt that the Money House (simulated living MyBnk programme) venue was more advantageous in terms of providing experience of a “*real life*” house. It was noted by one of the trainers that “*some locations are better than others*” and they had learned to be prepared to deliver in different settings.
- 1.40 A support worker from the host organisation is often present throughout the session to assist delivery, encouraging and helping participants to engage. However, the lack of reliable Wi-Fi at venues was frequently cited as an issue and was problematic to both content delivery and completion of surveys.
- 1.41 While the format and length of the course was an interesting topic of discussion, there was no clear consensus or majority for changing the current arrangement. MyBnk was described by most as flexible and accommodating of needs in relation to the timing of training. The length of the programme, eight hours usually over two days, was broadly seen to be appropriate. Trainers noted the importance of regular breaks for young people, to maximise their engagement and understanding and reduce pressure on trainers to deliver in lengthy blocks.
- 1.42 However, there were suggestions for the course to be made more flexible and accessible. The amount of material covered was perceived as being intense. This led some interviewees and young people to suggest the sessions could be made longer, although it was conceded this may not suit young people.

“Overall I think the programme should be 12 rather than eight hours and split into two-hour session blocks to improve engagement and understanding. I think the four-hour blocks puts trainers under a lot of pressure; there is a lot to take in and ends up being a lot of unanswered questions.” - Trainer

- 1.43 Trainers noted that holding the course over two days enabled them to build a relationship with young people. However, others felt that it was detrimental to retaining participants and completion levels were lower as a result (particularly amongst care leavers). Practically, a one-day session may address issues of attrition associated with the two-part delivery. One trainer suggested that a shortened version could be made available for hard to reach groups, covering core elements in a shorter course.
- 1.44 For some, attrition in attendees was seen as a real issue in delivering effective training. Some host organisations had attempted to encourage attendance by providing assistance with transportation and lunch but still struggled to sustain attendance. Attrition was seen to be lower amongst employability groups whose participants who were already engaged with the host organisation on a longer-term basis, although practical issues may still affect attendance at both sessions. Accreditation was seen as a good incentive for sustaining attendance for some.

“One of the main challenges with coordinating the Money Works sessions tends to be the number of times that not enough young people turn up to the course”. - MyBnk

“We do not see a huge drop out. We make it clear about the qualification requirements; that it’s a bonus and good for the CV”. - Trainer

- 1.45 A number of interviewees commented on how young people often do not initially see the relevance of Money Works, potentially discouraging attendance:

“Some of the young people are initially sceptical and thought they didn’t need money management skills however these preconceptions were soon overcome once the course started” - Host organisation

Money Works delivery approach

- 1.46 Methods for delivering the course were widely praised for being interactive, combining discussion with practical activities (including looking at tablets, standing up and moving around to take part in physical tasks) and being interspersed with ice breakers. One host organisation (hosting an employability programme) reported how participants had responded well to the informal room set up and requested that other training be set up in this way. Money Works was seen to be responsive to the needs of the target group, who may be less receptive to more formal traditional learning delivery.

“We have cracked the problem of making finance fun, engaging young people” - MyBnk rep

“We have young people saying to us that they attended all sessions, that it wasn’t a waste of time” - Host organisation

- 1.47 The use of games and quizzes was considered effective for engaging young people. The ‘dominoes’ activity proved popular with some of the groups based on feedback in the focus groups. The laminates and visuals were also described positively. Some interviewees felt that the sessions should be more interactive and one host organisation had received feedback from participants that the session was *“a bit boring at times”* and that there *“weren’t enough activities”*. The ‘bingo’ activity and ‘methods of payment’ content were considered to be less useful. In particular the bingo activity was frequently mentioned by trainers as being challenging to deliver and often failing to gain participants’ interest.
- 1.48 Group activities were seen to work well and help ensure everyone contributed and worked together, resulting in confidence gains amongst some individuals. Across consultee groups, there was consensus on the benefits of being able to participate in group discussions, both about personal experience and money topics more generally. However, it was acknowledged that the success of the interactive element is dependent on the group dynamic.
- 1.49 The delivery approach is seen to be inclusive and includes provision for dyslexic young people and interpreters where required. Trainers receive training themselves in blind/deaf awareness and ESOL, as well as the provision of equipment for dyslexic young people and interpreters where required. However, it was mentioned by one of the trainers that they did not always have an interpreter when one was needed and felt this might be down to the host organisations. It was noted that some groups of young people (e.g. those with special educational needs or language issues) struggled to complete accreditation booklets and surveys and different abilities and learning styles were highlighted as challenges by trainers and host organisations.
- 1.50 A couple of interviewees highlighted the importance of ensuring that the delivery feels ‘adult’. It was stressed that it needs to be clear to participants that the sessions are not part of school but preparing

them for their future, providing “*a sense of growth and empowerment*”. It was felt that the delivery methods should reflect this through adult discussions and “*throwing questions back to (the group)*”.

- 1.51 When support workers were asked what could be improved about Money Works, three individuals suggested that the content should be more interactive or use visual aids. Other suggestions included, using real life stories and examples, adding local context to the sessions, considering other ways to capture accreditation and considering providing a weekly budget for the young people to take home.

"For our students, it just needs to be as practical and interactive as possible... Whilst a Level 1 qualification is great, the least amount of writing the better!" - Support Worker

The role of trainers

- 1.52 Trainers were widely praised by host organisations for their skill in delivering the Money Works programme. When asked how effective the MyBnk trainers were, 88% of support worker respondents stated ‘very effective’ and 12% ‘effective’⁴. In particular trainers were praised for their ability to gain and maintain the young people’s attention, understand and cater for the needs of different groups (e.g. ESOL students) and respect and build rapport:

"They are good listeners, speaking to the young people individually in a non-patronising way (this is important as there are a full range of young people on the course). Sometimes the young people ask quite challenging questions, for example, what is a loan shark and what are the legal requirements to take them to court? Therefore, the trainers need to know their stuff." - Host organisation

- 1.53 The trainers’ approach to delivery was praised for being flexible, responsive, interactive and dynamic, with interviewees noting how different trainers delivered things differently and used their own ideas to ensure the content is delivered creatively. Particular reference was made to the way in which trainers alternated the order of content and delivery method through using activities, the tablets, whiteboard and taking the young people outside.
- 1.54 Trainers noted that one of the challenges in their role is meeting the needs of different individuals which can often vary within the same group, including their varying willingness to talk and personalities (outgoing/shyness), competence with tasks as well as their personal financial and living situations and pre-existing financial capability and awareness.
- 1.55 Both host organisations and trainers commented on the benefits of sharing their own experiences of managing finances with the young people. This included bad financial decisions, unemployment benefits, setting up a business, being a care leaver and debt. One trainer emphasised that sharing his own personal experiences allowed him to not only engage but also connect with the young people.

"They only know about keeping money under a mattress so I bring in my personal experience of money getting stolen" - Trainer

⁴ Base=48

- 1.56 Feedback from the participant survey corroborated the positive trainer reviews, where almost three quarters of respondents rated their MyBnk trainer as being excellent⁵.

“[Trainer] was fantastic and was very knowledgeable and engaging.” – Participant (survey)

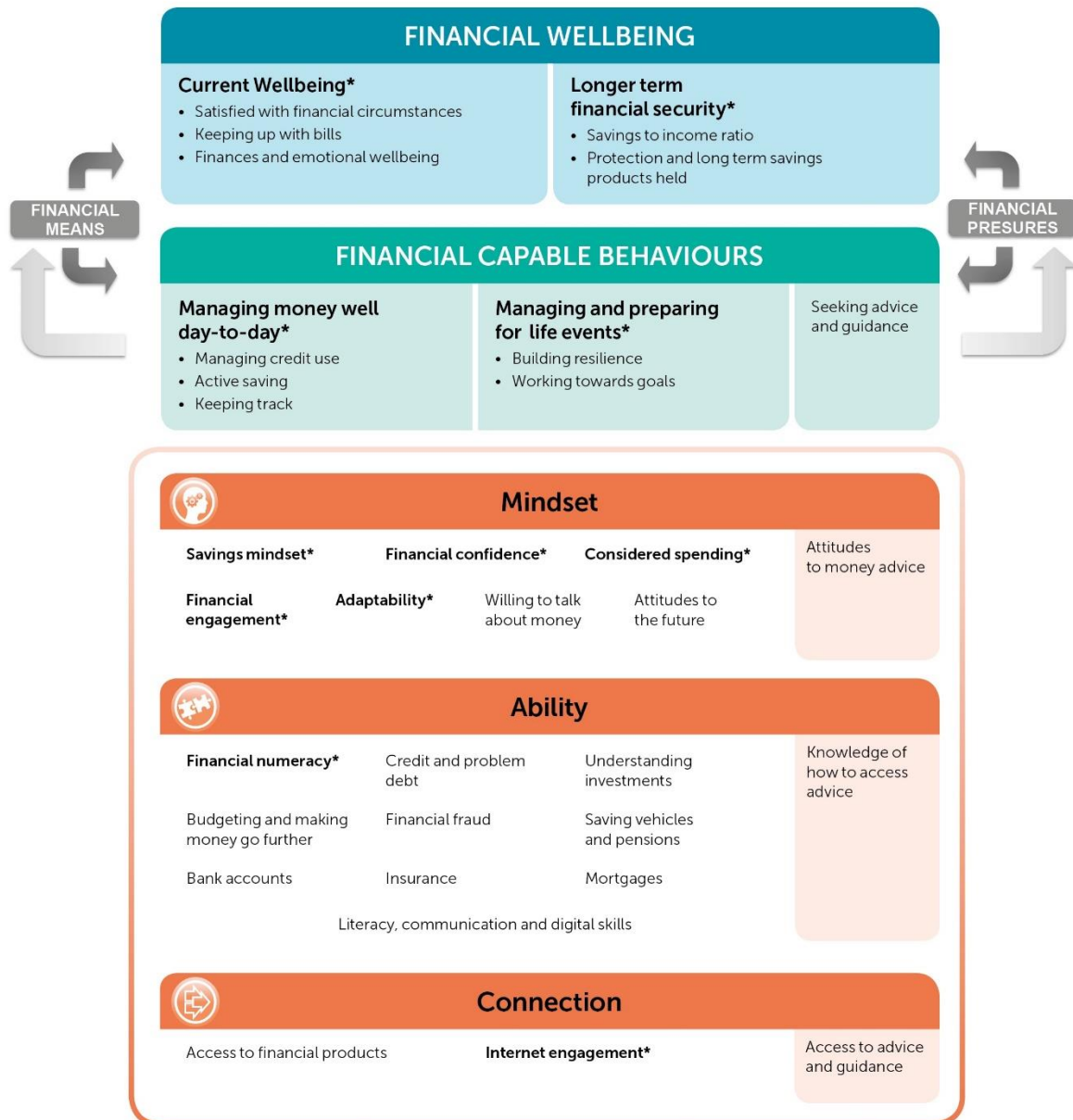
“The teacher guy was lovely and answered all my questions which helped me a lot and also gave advice on future things to do and he made the sessions were fun as well.” – Participant (survey)

Conclusions

- 1.57 In summary, the process evaluation indicates that the project is being delivered as anticipated and perceived as largely effective by those most closely involved. The key components of approach: using expert trainers, engaging activities and a positive, motivational approach were key strengths of the programme and should be valued and maintained. These components have specifically helped with engaging and sustaining the attention of individuals who dislike more formal learning environments (common amongst the NEET young people consulted). There are minimal suggestions for improvement but importantly, MyBnk should ensure that timely responses are provided to trainer feedback (e.g. on content and delivery exercise) and action taken where appropriate.

⁵ Base= 448

MAS Outcomes Framework



* These outcomes contain measures from MAS Building Blocks of Financial Capability which identified key drivers of Financial Wellbeing

Source: https://www.fincap.org.uk/outcomes_adults

Participant survey questions

The following table lists the MyBnk Money Works participant survey questions, indicating the selection of questions that were only posed to participants who responded online.

Money Works Questions	Online only
First name	
Last name	
Date of birth	
Gender	
Gender comments	x
Ethnicity	x
Ethnicity comments	x
Have you ever been on a course about managing your money or received any financial education in the past?	
Money management course comment	x
Do you currently receive any benefits?	
Which do you currently receive? (tick as many that apply from the list below)	x
Benefits Other comment	x
What are you doing in your life right now?	x
I would seek advice from an external advice organisation to deal with money worries	
I am confident that I will have enough money to give me the standard of living I hope for in a year from now	
I am able to use a price comparison website	
I am able to compare different insurance products to get the best deal for me	
I am able to compare different savings products online to get the best deal for me	
I am able to check I am getting all the benefits I'm entitled to	
I am able to check I am paying the correct amount of tax	
I am prepared to adjust the amount of money I spend on non-essentials if my life changes	
I worry about my current financial situation	
I am very organised when it comes to managing my money day to day	
I feel in control of my finances	
I am too busy to sort out my finances at the moment	
Nothing I do will make much difference to my financial situation	
I am satisfied with my life nowadays	
I am confident managing my money	
I feel confident making financial decisions	
I have financial goals for the next five years	
I have a plan to achieve my financial goals in the next five years	
I understand why it's useful to check my credit score	
I understand how to stay safe when I'm searching for things online	
How would you say you are managing financially these days?	
Within the last year, how often have you gone online to pay bills?	

Money Works Questions	Online only
Within the last year, how often have you gone online to use your banks online services?	
Within the last year, how often have you gone online to compare products and services?	
Have you ever saved money buying something online or by managing your money using online services (e.g. bill payment, online banking)?	
Do you save on a regular basis or just from time to time when you can?	
How often do you save money?	
Thinking about the months that you save money is the amount that you save...	
About how much on average do you personally manage to save each month, at the moment?	
How often do you delay or miss paying a bill, beyond the date it becomes due?	
How often do you run out of money before the end of the week/month or need to use a loan, credit card or overdraft to get by?	
Do you currently owe any money or have debts to pay? (do not include mortgages or credit cards etc being paid off this month)	
Apart from mortgages, about how much money do you owe at the moment?	
If you are in debt, how much of a burden is that debt?	
What money management changes do you plan to take having taken part in this course?	
Thinking about the money management changes you plan to make. How much of this would you say is due to The Money Works sessions and how much is due to other things you have been involved in or told about prior to these sessions (e.g. from other courses, family and friends, school, social media, news, websites etc.)?	
How was the MyBnk trainer?	
How was the MyBnk programme?	
Have your say about what you thought about the programme...	
Would you like to be involved in this network or receive news of any future opportunities with MyBnk? Please choose from the options below:	
Mobile number	
Email	

Please **SHADE YOUR ANSWERS** in the circles ---> ☐ ☒ ☐

Please fill out the form in **CAPITAL LETTERS** and use a **BLACK PEN**.

First name

Last name

When is your birthday?

 / /

Gender

☐ Female ☐ Male ☐ Prefer not to say

Do you currently receive any benefits?

☐ Yes ☐ No ☐ Not sure

Have you received any financial education in the past?

☐ Yes ☐ No ☐ Not sure

How much do you agree or disagree with each of the following statements? (1=Strongly Disagree - 10=Strongly Agree)

I would seek advice from an external advice organisation to deal with money worries ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am confident that I will have enough money to give me the standard of living I hope for in a year from now ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am able to use a price comparison website ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am able to compare different insurance products online to get the best deal for me ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am able to compare different savings products online to get the best deal for me ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am able to check I am getting all the benefits I'm entitled to ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am able to check I am paying the correct amount of tax ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am prepared to adjust the amount of money I spend on non-essentials if my life changes. ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I worry about my current financial situation ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am very organised when it comes to managing my money day to day ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I feel in control of my finances ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am too busy to sort out my finances at the moment ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

Nothing I do will make much difference to my financial situation ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am satisfied with my life nowadays ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I am confident managing my money ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I feel confident making financial decisions ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I have financial goals for the next five years ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I have a plan to achieve my financial goals in the next five years ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

I understand why it's useful to check my credit score ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

1. How well would you say you are managing financially these days?

☐ Living comfortably ☐ Doing alright ☐ Just about getting by ☐ Finding it quite difficult ☐ Finding it very difficult

2. Within the last year, how often have you gone online to...

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
pay Bills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
use your bank's online services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
compare products and services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Have you ever saved money buying something online or by managing your money using online services (e.g. bill payment, online banking)?

☐ Yes ☐ No ☐ Not sure

4. Do you save on a regular basis or just from time to time when you can?

☐ Yes, on a regular basis ☐ From time to time ☐ Don't know ☐ No ☐ Other

4.1 How often do you save money?

	Every month	Most months	Some months, but not others	Rarely/never	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.2 Thinking about the months that you save money is the amount that you save...

☐ Always the same each month ☐ Roughly the same each month ☐ A little different from month to month ☐ Very different from month to month ☐ Don't know

4.3 About how much on average do you personally manage to save each month, at the moment?

5. How often do you...

	Every month	Most months	Some months, not others	Rarely/never	Don't know
Delay of miss paying a bill beyond the date it is due	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Run out of money before the end of the month or need to use a loan, credit card or over draft to get by?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Do you currently owe any money or have debts to pay? (do not include mortgages or credit cards etc being paid off this month) ☐ Yes ☐ No ☐ Not sure

If Yes...

Apart from mortgages, about how much money do you owe at the moment?

How much of a burden is that debt? ☐ Heavy burden ☐ Somewhat of a burden ☐ Not a problem