



**The Wales
Co-operative
Centre
Canolfan
Cydweithredol
Cymru**



Katija Dew Managing Money – the past, present and future



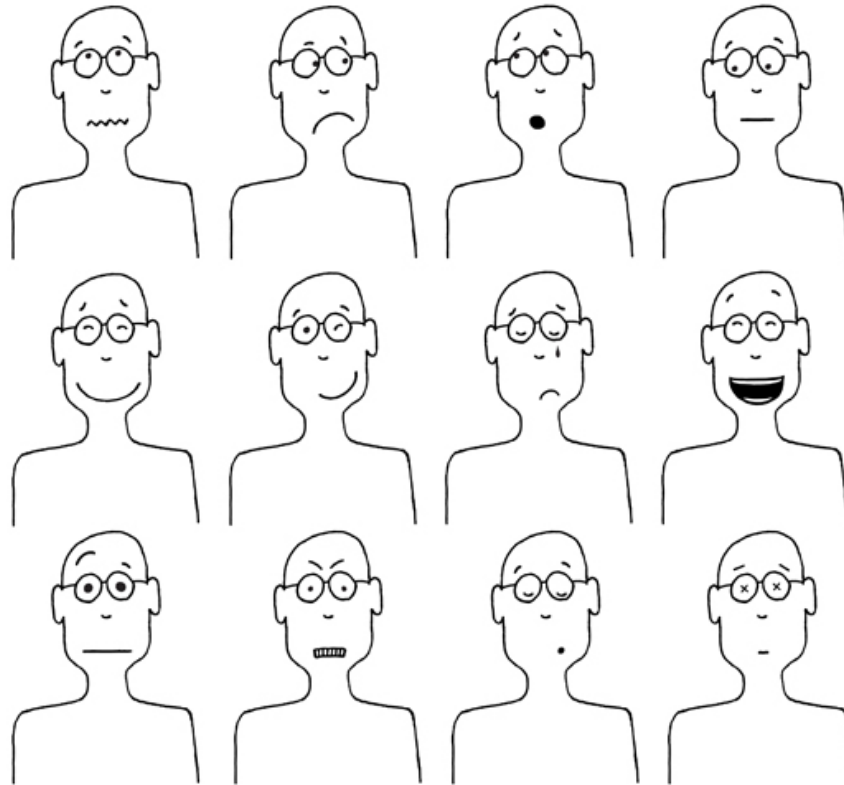
Llywodraeth Cymru
Welsh Government

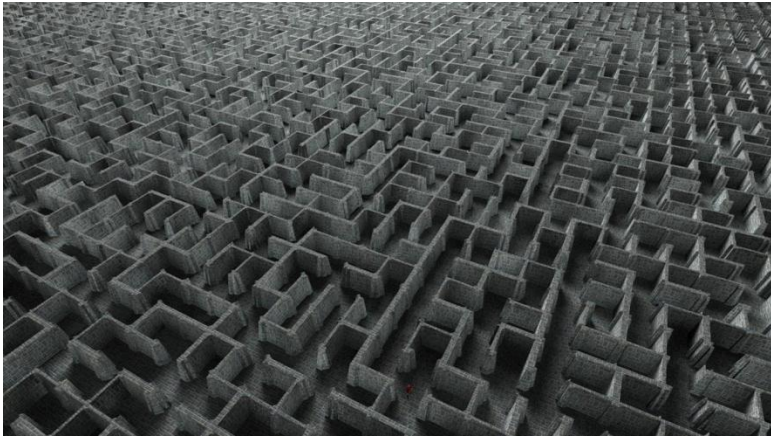


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Canolfan Cydweithredol Cymru**

www.walescooperative.org

Let's talk about money...





Financial Inclusion

Access to the tools needed to manage personal money and the knowledge, skills and confidence to use them

Excluded

Included



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Tools to tackle Exclusion

- Banking
- Savings
- Borrowing
- Insurance
- Advice
- Capability



The past

- The benefits environment
- The credit environment
- The debt environment
- Financial control / choices
- Credit unions



The present

- The benefits environment
- The credit environment
- The debt environment
- Financial control / choices
- Credit unions



Changing attitudes....



Tools....

The screenshot shows a web browser window with the URL <http://www.nhs.uk/Tools/Pages/> and a tab titled "Money-worries". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar, there are icons for home, back, forward, and search, along with a "Page" dropdown, "Safety" dropdown, and "Tools" dropdown. The main content area features a sidebar on the left with a list of categories: Child health (14), Downloads and widgets (9), Family health (12), Female health (7), Fitness (14), Health and safety (6), Healthy eating (8), Interactive timelines (7), Lose weight (13), Male health (4), **Mental health (7)**, Myth busters (4), Pregnancy (10), Screening and tests (7), Self assessments (25), Sexual health (7), Skin health (8), Slideshows and galleries (13), Stop smoking (4), The NHS (11), and Video walls (40). Below this list are "Top Choices" for "5 most recent" and "5 most viewed". The main content area is a large white box with a blue border, featuring the "the Money Advice Service" logo (a green rainbow) and the text "Are money worries affecting your health?". Below this text is a paragraph: "If you have financial worries it can really start to impact on the way you feel. Answer these few simple questions and get some tips to help you feel better and more in control." and a green "Start" button. To the right of the main content area, there are two sidebars. The top sidebar is titled "Moodzone" and contains the text: "Feeling stressed, anxious or depressed? NHS Choices Moodzone can help you on your way to feeling better". The bottom sidebar is titled "Coping with money worries" and contains the text: "Financial problems can cause emotional distress. Get tips on coping with anxiety and advice on when to seek help". The bottom of the browser window shows a taskbar with icons for Internet Explorer, PowerPoint, and a folder, along with a system tray showing the time as 16:15 and the date as 19/05/2014.

http://www.nhs.uk/Tools/Pages/ Money-worries


File Edit View Favorites Tools Help

Page Safety Tools

Child health (14)
Downloads and widgets (9)
Family health (12)
Female health (7)
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Stop smoking (4)
The NHS (11)
Video walls (40)

Top Choices

5 most recent
5 most viewed

 **the Money Advice Service®**


Are money worries affecting your health?

If you have financial worries it can really start to impact on the way you feel. Answer these few simple questions and get some tips to help you feel better and more in control.

Start

Moodzone

Feeling stressed, anxious or depressed? NHS Choices Moodzone can help you on your way to feeling better



Coping with money worries

Financial problems can cause emotional distress. Get tips on coping with anxiety and advice on when to seek help

100% 16:15 19/05/2014

The future

- The benefits environment
- The credit and debt environment
- Financial control / choices
- Credit unions



Welfare Benefit Reform

.....two considerations

Reduction in
income

Change in
mechanism
of payment



A single payment....

Applied for online if appropriate.....

Payable monthly in arrears to a single member of the household...to include housing costs



There are alternative payment arrangements for some....

- Housing only
- Frequency only (for non householders)
- Housing and frequency
- Housing and split
- Frequency and split (for non householder couples where appropriate)
- Housing, frequency and split



Great, but who....?

A tiered approach...

Tier 1

Tier 2

Tier 3



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and there will be some support.....

Local support services will be mapped and co-ordinated

but....

a change of culture is needed



Where do we go from here? Notice...

How do we know that clients / service users / colleagues / friends / family are struggling with their money?

- Distracted
- Not sleeping
- Avoiding answering calls / opening letters
- Long list of 'excuses' not to take part
- Arrears on accounts
- 'Robbing Peter to pay Paul' including e.g. rent
- Payments into an account held by a family member
- Consistently in overdraft



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How to help?

We cant solve peoples' problems but you can help

Have they....

- Got the tools?
- Got the knowledge?
- Got the right environment?
- Got the confidence?

Get them the support they need



Managing better



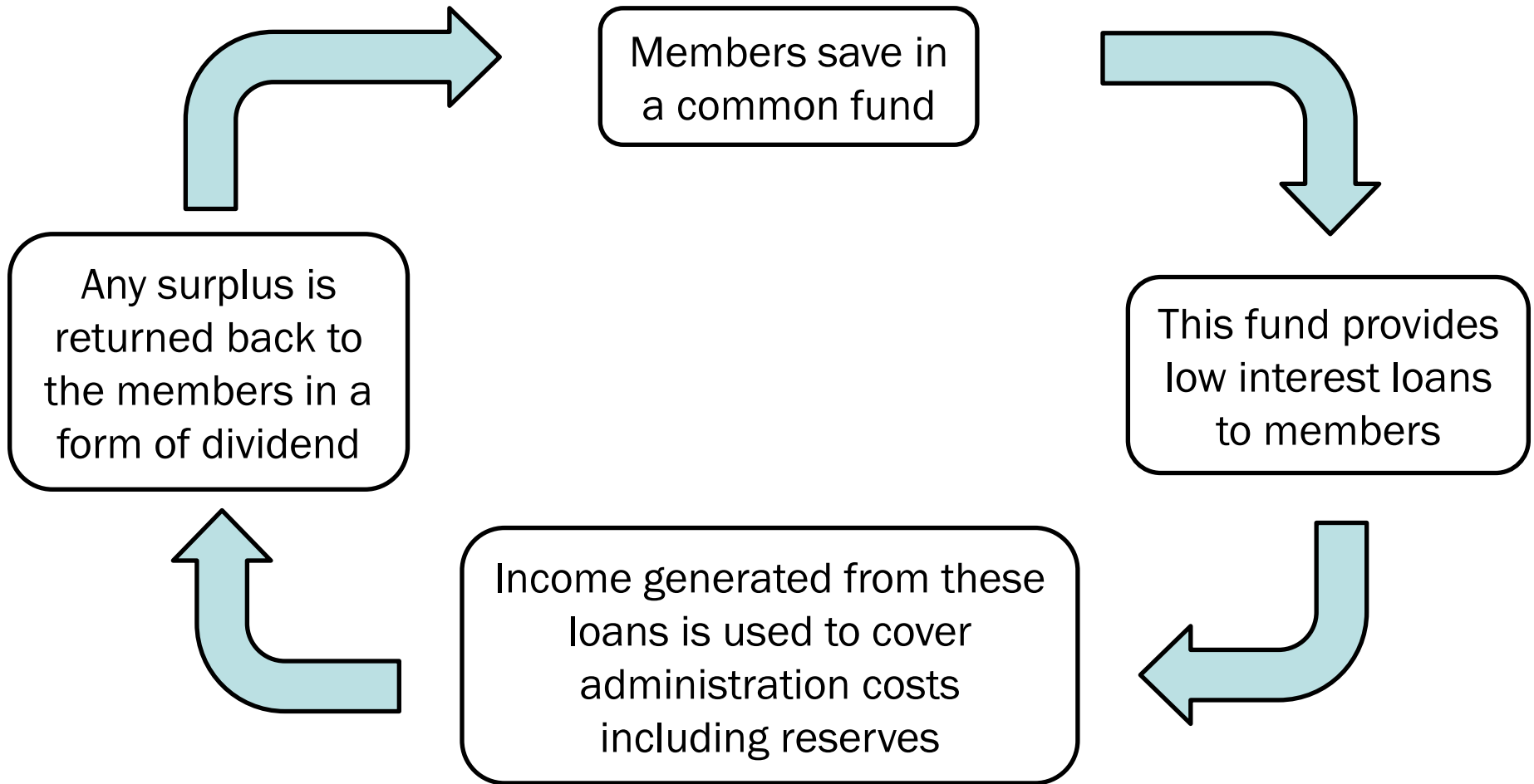
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Credit unions

- Community based financial co-operatives
- Open membership
- People save together in order to lend
- Strict regulations (Financial Conduct Authority), similar to banks



How a credit union works



Credit union services

- Standard savings accounts
- Specific savings accounts (e.g. Christmas)
- Standard loans
- 'Special offer loans' (varied)
- Rent / budgeting accounts
- A range of other products e.g. insurance
- Current accounts (in North Wales)



Credit unions and borrowing

Some ready reckoning. Lets borrow £100 over 3 months. What is the total repayable?

Credit union (26.8% APR) - £103.97

Door step lender (1068% APR) - £140.

Payday loan (5853% APR) – £384.50



Illegal lending



**BEAT THE
LOAN SHARKS...
BITE BACK!**

**CURWCH
Y SIARCOD...
YMLADDWCH
YN ÔL!**

0300 123 3311
(Standard rate/Cyfradd arferol)

Wales against
illegal
money
lending

Cymru
yn erbyn
benthycu
arian
anghydrethlon

**Are you a loan
shark victim?**
**A ydych
chi'n dioddef
oherwydd siarcod
benthycu arian?**

Trading Standards & Partners
funded by UK government
Arweirio: Safonau Masnach o
Phartneriaid gan Lywodraeth y DU

0300 123 3311



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Debt advice

Free to use service

- Full advocacy
- Partial / time limited advocacy
- Supported self negotiated
- Self help

Charged for service

- Full advocacy
- Partial / time limited advocacy
- Payments managed
- Linked to insolvency



Please DO refer to.....

- Local authority advice services
- Citizens Advice Bureaux / Money Advice Service
- moneymadeclearwales.org
- Shelter Cymru / Age Concern
- Turn2us
- National Debtline



Please DON'T.....

- Offer unqualified advice (either from yourself or others)
- Ignore what you notice, it won't go away
- Judge
- Expect that giving someone a telephone number or distant address will mean that they will end up taking up the help. People need encouragement to take control and overcome their fears and barriers



Thank you

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