



CASH POINTERS: IN WORDS AND NUMBERS



WHY CASH POINTERS?

Young people in social and supported housing are the most likely people to struggle with their money. Firstly - they generally don't have a lot of it so making ends meet is hard. Secondly - a lot of young people have never had any advice or training about how to budget or where to go for help.

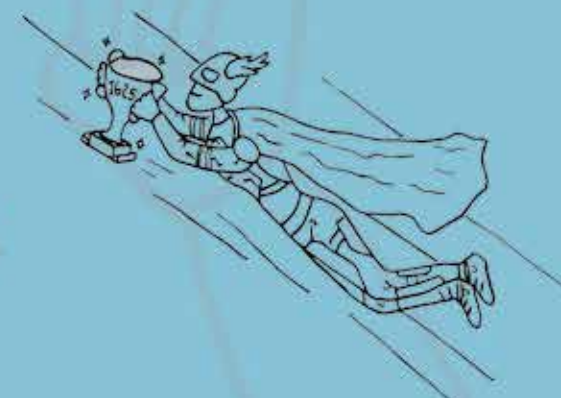
Cash Pointers was set up in 2013 with funding from the Big Lottery Fund. It was open to all young people aged 16-25 in social housing in Bristol and the surrounding area. As a 'Test and Learn' project, we found new ways of improving financial confidence and access to appropriate and safe products and services. We helped young people in social housing, and we also worked with young people in other circumstances, such as care leavers or those who were vulnerably housed.

During the four years of the project, we worked on much more than just money matters. We helped young people learn how to eat cheaply and healthily and to find affordable ways to improve their homes and gardens. We worked with them to plan ahead to achieve their goals, and to deal with money challenges when they came up. We hit all our project targets, and had some results we didn't expect. An independent report by the University of the West of England found that our work was also helping improve young people's wellbeing and mental health and reduce their debts.

At 1625 Independent People, we have over 30 years of experience working with young people who are homeless or at risk of homelessness. We know that people need different sorts of help at different times, whether they come to us when they are just starting out, moving on, or living independently. We used this to give the right help at the right time, and used our experience with youth work to help some people that would not have used other money advice services.

"I'm working with refugees. They don't have a bank account because they've just arrived from another country, and without any ID it can be hard to set one up. They might have to keep walking around with cash in their pocket, which is risky."

- Andy Irwin, Cash Pointers Worker



"For the first time in my life I feel as though things will be alright for me. There is still a lot of work to do but I am more motivated and confident than ever before."

"You have spent so much time helping me. I am so grateful, you helped me so much. I will not forget"



WE WORKED WITH MORE THAN

2,500

YOUNG PEOPLE...

...WHO WANTED DIFFERENT KINDS OF HELP

Young people told us what sort of support they wanted, and we had some creative ideas about managing money. They wanted to learn to cook cheaply, and make their homes and gardens nicer to be in. We tried completely new things, like supporting some young people to work at Glastonbury Festival and hiring our two Cash Pointers apprentices. We worked with our partners and with young volunteers who shared their skills and enthusiasm.

Young people helped us develop and improve Cash Pointers, with different ways of working for different money needs and situations.

1,151

people got one-to-one support

250

drop in sessions

2

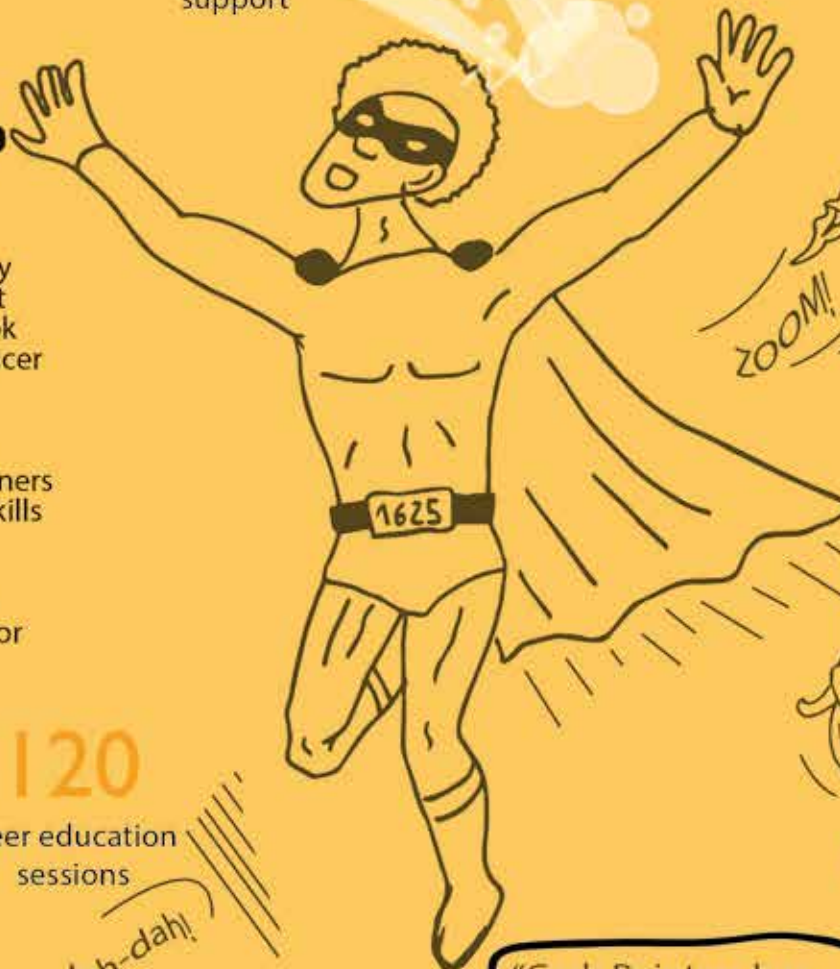
Cash Pointers apprentices

10

room makeovers

20

upcycling sessions



6

advice sessions for refugees

10

Community Awards



50

cooking and healthy eating sessions



120

peer education sessions



1,500

people came to group sessions

"Cash Pointers has been good, you've worked well with me and understood how to work with me." - Alex

4

garden renovations



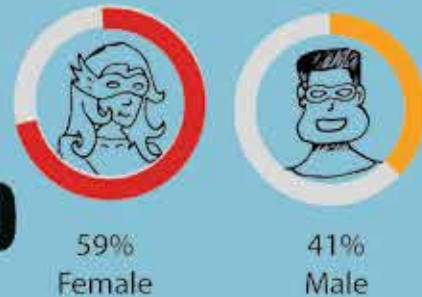
DIFFERENT SORTS OF PEOPLE ASKED FOR HELP

Between 2013 and 2017 Cash Pointers worked with young people all over Bristol, South Gloucestershire, BANES and North Somerset. We worked with young people who were just learning English, and those who had lived here all their lives.

We went to schools and shopping centres to promote Cash Pointers, and people found us online or heard about us from friends. Some people heard about us because they lived in supported housing, and others came to community events or training.

We held drop in sessions and we worked with people who were too ill to leave their homes. Although every person was different, we tried to offer everyone the same opportunities.

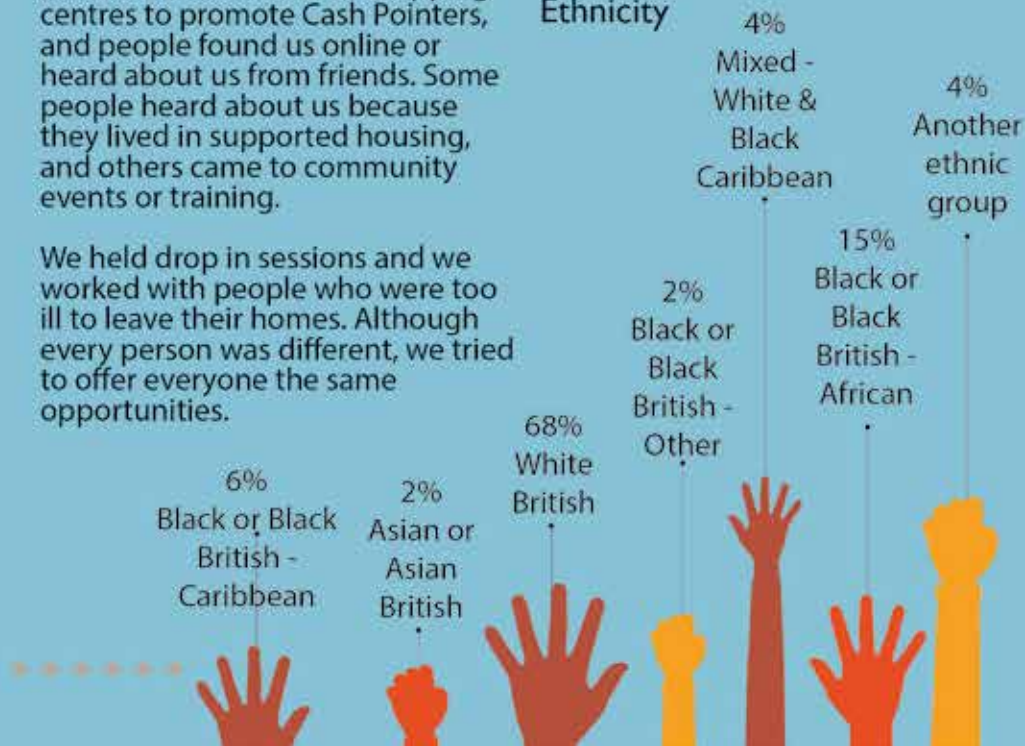
Gender



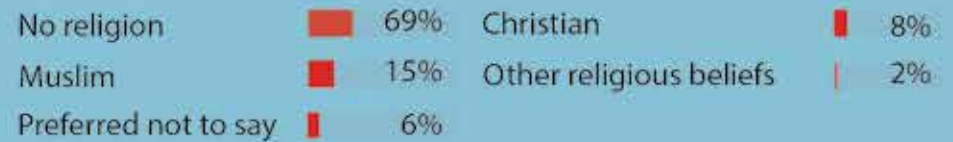
Age Groups



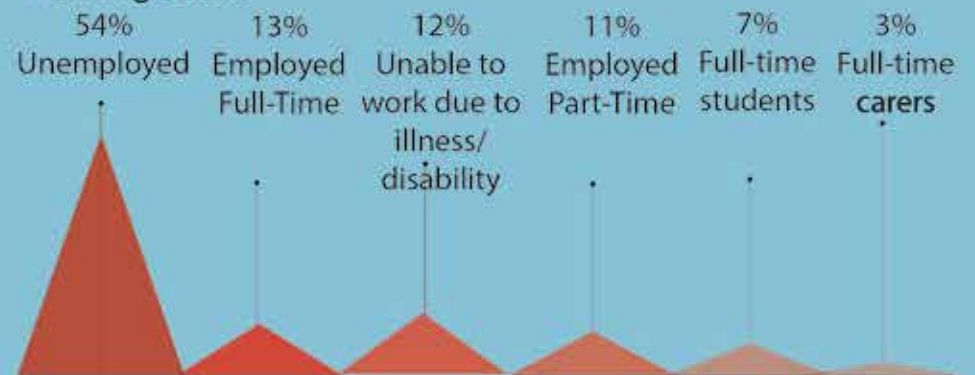
Ethnicity



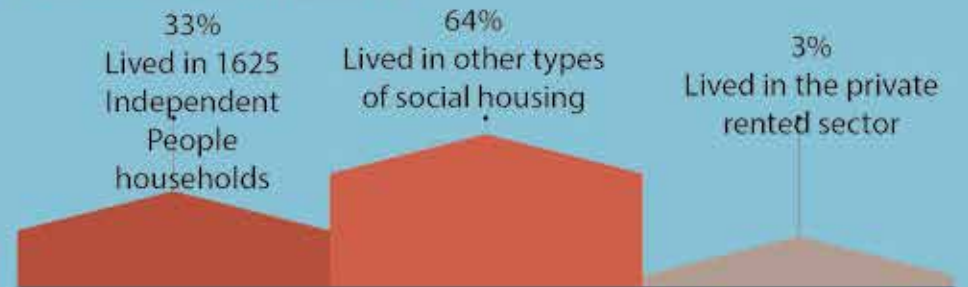
Religion



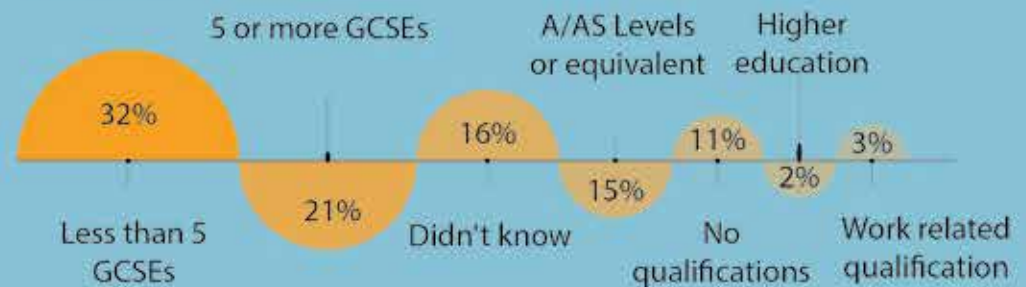
Working Status



Accommodation/Landlord

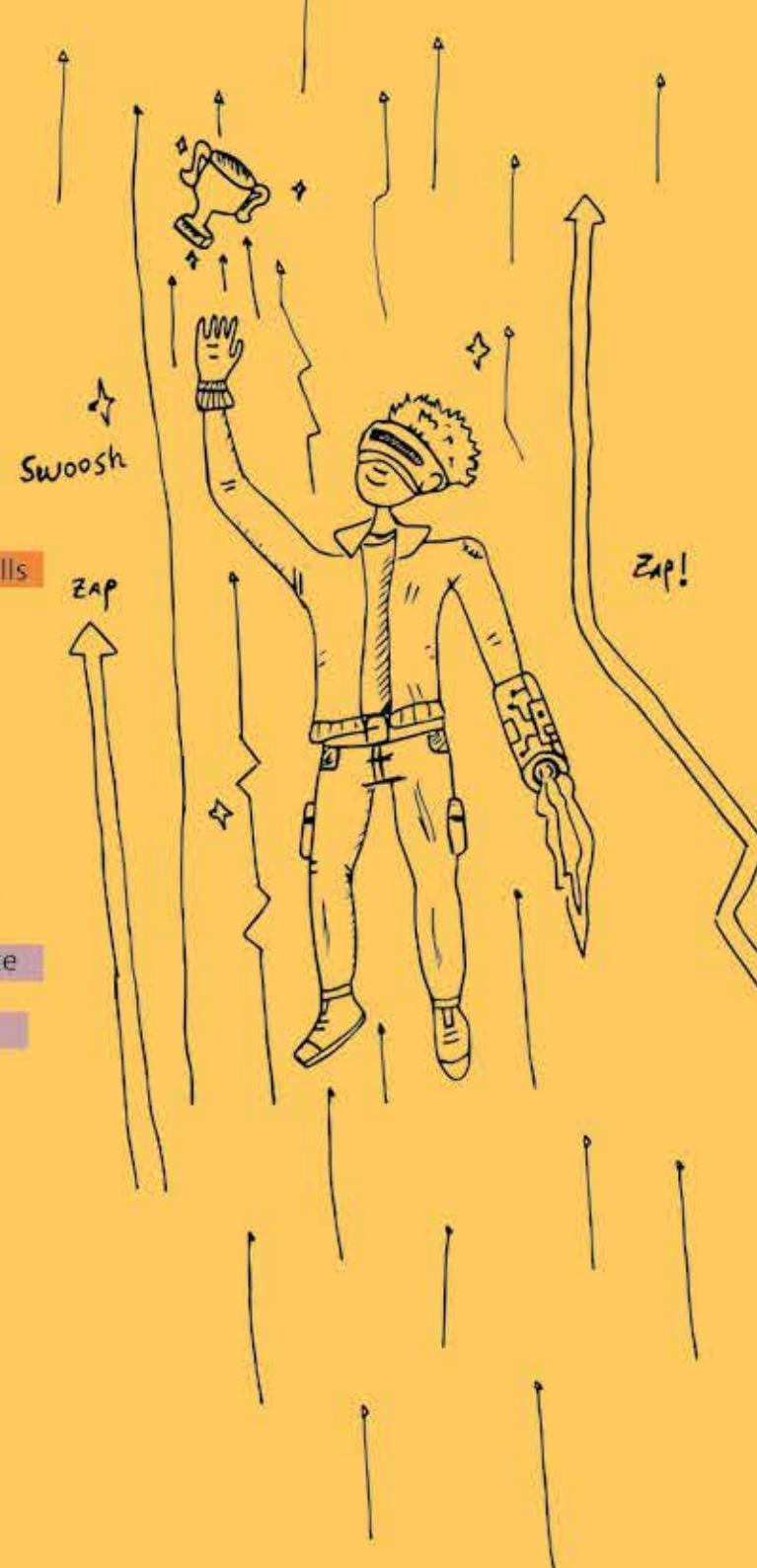
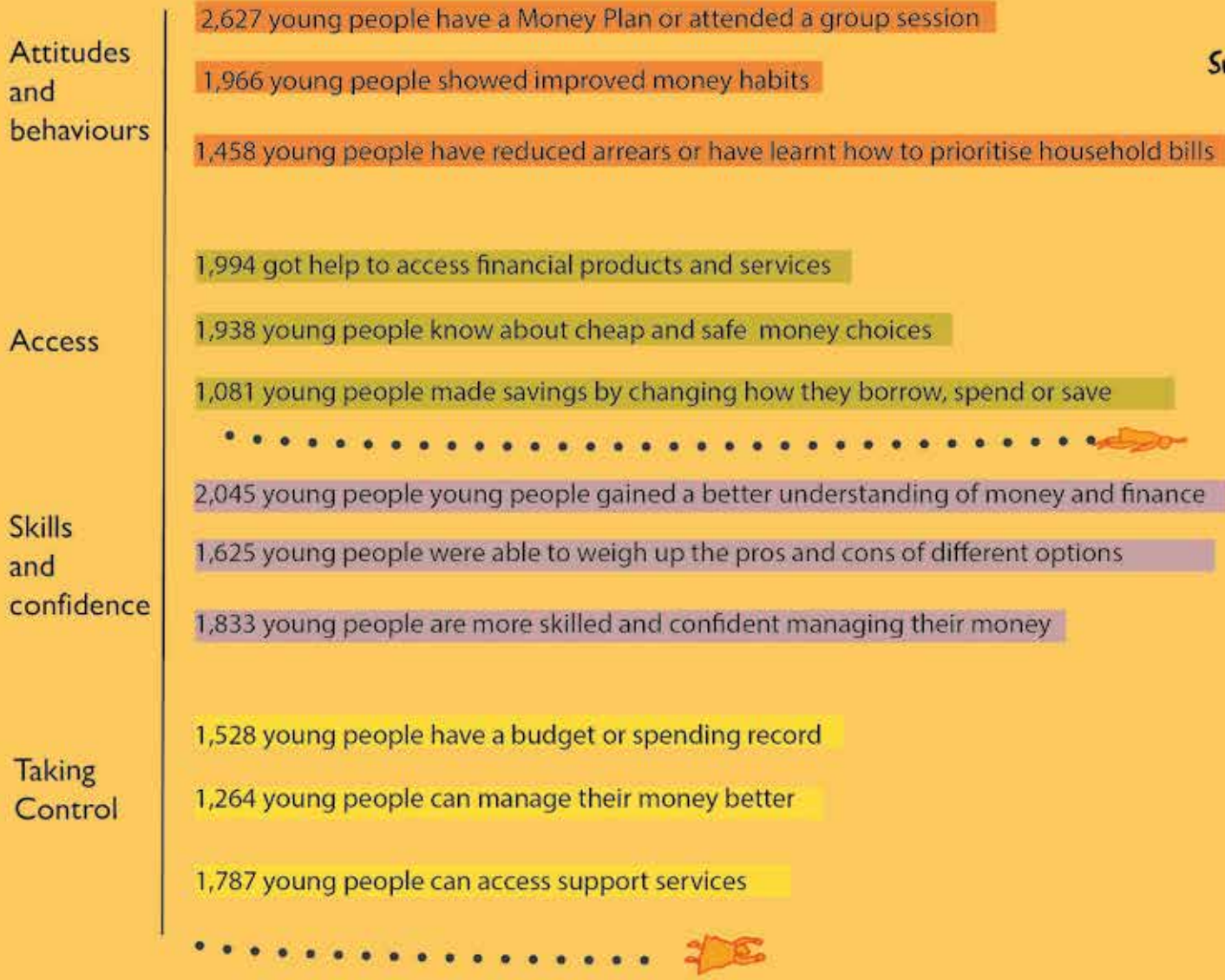


Educational Qualifications



WE SAW SOME AMAZING PROGRESS!

Young people told us what was happening in their lives, and when they felt that they could do things by themselves. We kept track of the work we did together to show our stakeholders what we had done. We counted every Money Plan and every budget. We wrote it down if young people showed us new skills or said that they were doing things differently. With their help we hit our targets, got the results that we said we would and saw amazing progress for our young people.

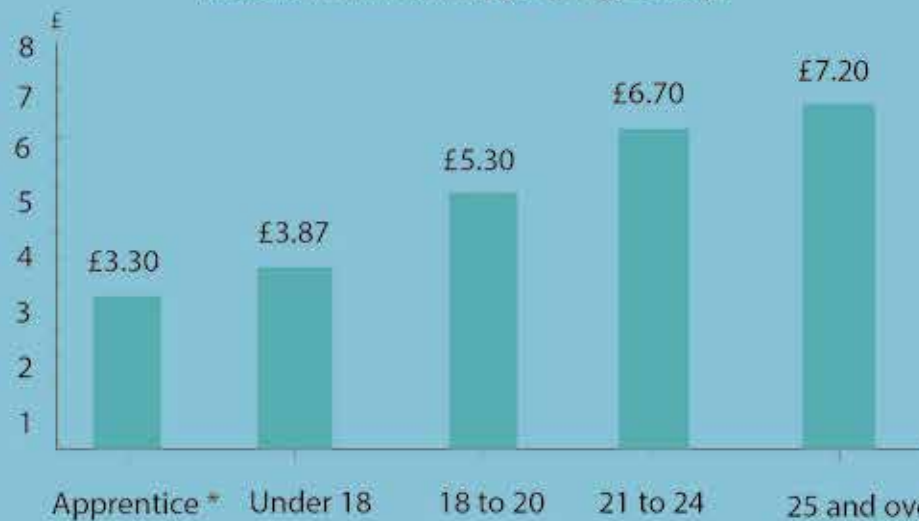


YOUNG PEOPLE TOLD US WHAT HELP THEY NEEDED

Young people told us it was hard to get by on lower wages and benefits, especially when the cost of living is going up. Some people had been offered "easy credit" such as pay-day-loans and phone contracts without affordability checks. Some people struggled to pay their rent as well as their different bills. People asked for help to work out what to do, and to build the skills to have more control.

Low Income

National Minimum Wage by Age Group



Young people receive less benefits than those over 25 years old:



*Apprentices under 19 years old and all apprenticeships Year 1

Debt and Arrears

For young people with debts

71%
was with riskier and more expensive forms of credit - pay day loans, pawnbrokers and unauthorised over drafts

29%
Were behind with their rent

44%
Asked for help with debt

10%
Had been evicted in the past

"They sell phones and things to young people because they know young people won't say 'no' to all of this. They know young people want the new technologies and all of this stuff."

- Daniel

Low Skills and Confidence

Research shows that a changes to the benefits system in the UK since 2010 have had a disproportionate impact on young people (Watts et al 2015: 9)

23%
Asked for help with accessing the right benefits

"Cash Pointers has been really helpful and I learnt how to budget and how to deal with my bills and arrears. I have learnt how to prioritise my bills and money and how to look for the best accounts for savings and what to look for. Since I came I am more aware of money things and how to manage it better. I now do a budget all the time."

- Eliza

WE HAD SOME RESULTS

WE DIDN'T EXPECT



Cash Pointers has always been a "test and learn" project and as the project progressed we realised there were some really positive things happening for young people that weren't part of the original project design.

We asked some researchers from the University of the West of England to look into this more.

They found that as a result of working with Cash Pointers, young people were feeling less stressed and anxious and were reducing their debts or paying them off completely!

Feeling less stressed and anxious

"The service has been a life-saving help to us. Our mentor has got us from the bottom and helped motivate and give us the confidence that we can manage and we now know what help we can access." - Mike



67% of young people said they felt more able to cope with the stress and worry caused by money problems



"Using the life skills they had learned through working with their project worker – their self-esteem grew, as did their self-determination to take more control of their own lives. Renewed hope and greater opportunity enabled them to start pursuing personal goals, develop more satisfying relationships, and engage in rewarding life roles. This included being able to manage existing mental and physical health problems more effectively."

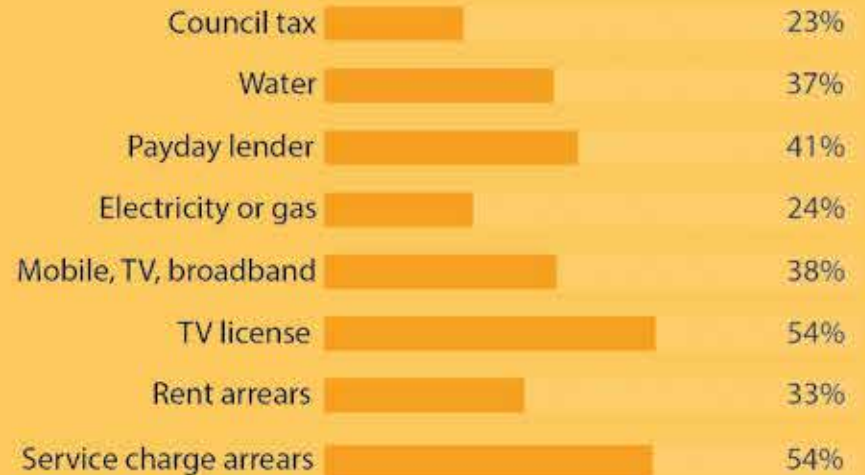
Jon Fieldhouse and Vanessa Parmenter, 2017, "An Evaluation of 1625 Independent People's Cash Pointers Service", University of the West of England

Reduced debt



68% of young people said "I am good at budgeting and managing my money."

Percentage Of Debts That Were Completely Paid Off



YOUNG PEOPLE TOLD US WHAT WORKED

Young people said it helped that we met them where they were: at home, in the street, in their gardens, at hostels, in parks, at college or at our office - anywhere we could think of! We went with people to the Jobcentre, to hospital, to children's centres or just to the shops. We tried to help young people understand their different options and who else could help. We worked to earn their trust and always hear them out.

We tried to be there when people were ready:



"Sometimes you meet people and they aren't in the right place to deal with things yet. Ultimately, I want people to feel like they can just come back to me because it is a voluntary thing. What I want to do is help them and the best way to do that is just be as approachable as possible."

- Hannah Panes, Cash Pointers Project Worker

And make it about them:

"It's just giving them the power back really. And then when they're making those phone calls, and sorting things out, I say "I didn't do that, you did that!"

- Ria Anderson, Cash Pointers Project Worker



"The "Young People Talk - Money Matters" theatre project shattered the stigma that is sometimes associated with discussing finance. A strong learning outcome from the students was that anyone, regardless of their situation could have financial problems. The students also had the opportunity to explore the emotional side of facing these struggles."

- Krystal Keeley, Unique Voice



We found some creative partners:

"The funding through the Cash Pointers project allowed us to extend social action opportunities to groups of young people we were not already working with, using our SAY model with a money management edge in a way we hadn't tried before. The young people responded really well to planning how to spend their money wisely."

- Lori Ramsay, Southern Brooks Community Partnership

People wanted to know their different options:

"I've changed my insurance and landline over and managed to save £26.12 per month!"

And who else could help:

"I know to always ask for help if I'm in trouble with money."



We tried to make it fun:

"The Gardening Project is a good laugh, the staff are pretty sick and on the whole it was a plus for house life!"

THANK YOU



Thank you to all the young people and partners who have worked with us over the last four years.



LOTTERY FUNDED

Cash Pointers is a Big Lottery funded project delivered by 1625 Independent People to help young people improve their money skills and financial confidence.

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