A COST-BENEFIT EVALUATION OF THE MONEY HOUSE 5-DAY PROGRAMME

2018–2020

NEF Consulting

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MyBnk is a UK charity that delivers expert-led financial education programmes to 7–25-year-olds across various settings, including schools and youth organisations.

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CONTENTS

EXECUTIVE SUMMARY

The Money House (TMH) 5-day programme is an accredited financial literacy programme delivered by MyBnk education officers, which supports young people (aged 16 to 25) who are living independently, or about to move into independent living. The programme is delivered in three flats, in the London boroughs of Westminster, Newham, and Greenwich, which look and feel like typical flats that young people may live in when they move into independent living.

This evaluation conducted a social cost-benefit analysis (SCBA) of the TMH programme for the period January 2018 to August 2020. The key assumptions used in the model and results are detailed below.

Stakeholders

We identified four stakeholder groups as being materially affected by the TMH programme and therefore included in the SCBA (Table 1).

Table 1: List of stakeholders included in the model

Stakeholders considered	Reason for inclusion
Participants	These young people, aged between 16 and 25, are the main beneficiaries of the service.
Local authorities	Local authorities may gain some benefit with regard to reduced eviction costs and rent arrears. They also have a statutory obligation for Care Leavers to provide financial capability support. TMH programme provides this.
Housing providers	Housing providers may gain some benefit with regard to eviction costs and rent arrears.
Public health services	Reduced demand for health services was included as an outcome, as research has found that mental health can be significantly affected by money-related issues.

Expected outcomes

We developed an outcomes map to identify the outcomes created by the TMH programme by drawing on a review of programme documentation, previous evaluations, and secondary literature, in addition to attending a programme Open Day. The narrative of the outcomes expected to be supported by the programme can be described as follows:

- As a result of the TMH programme, young people are expected to increase their knowledge and skills relating to personal money management and independent living.
- These new skills and knowledge are expected to lead to several outcomes relating to behaviour change in the participants. These could include reduced financial exploitation, increased day-to-day budgeting, reduced debt, reduced borrowing costs, increased savings, and an improved asset position. The literature also suggests that there is a strong link between financial capability and wellbeing.

- In the long term, it is expected that these outcomes will lead to sustained housing for participants, improved wellbeing and life satisfaction, and an improved financial situation.
- As a result of participants sustaining housing and improving their financial situation, the state and housing providers will face reduced costs relating to evictions and health service provision.

SCBA Model

Evidencing outcomes

MyBnk has collected outcomes data through participant surveys for several years at three specific time points – the first day of the programme (baseline), the last day of the programme (end line), and on a date between 1 and 11 months later (follow-up). During the evaluation period, 984 participants attended MyBnk's TMH 5-day programme, with 821 completing it.

We adjusted the survey questions for the purposes of this SCBA, and excluded several indicators and outcomes from the model due to poor sample size, concerns about double counting, or a lack of appropriate financial proxies. For selected indicators, we used survey data collected from 2018 where the sample size was weak.

In the SCBA model, we prioritised matched data over pooled data. Due to data limitations, however, we used both approaches in the model. Matched data is where the group of individuals used to calculate the average value before the programme is the same group used to calculate the end point. In pooled analysis, the people included in the before and after samples differ. For both data types, a sample size of 50 individuals or more is required for inclusion in the model.

Tables 2 and 3 detail the outcomes included in the SCBA. The model assumes that participants not completing the programme only achieve 50% of the benefits.

Table 2: Participant outcomes and indicators included in model

Outcome	Indicator
Reduced debt	Do you currently owe money or have debts to pay (do not include mortgages or credit cards being paid off this month)?
	Have you had any form of loan or credit over the past 6 months?
Improved financial comfort	How well would you say you yourself are managing financially these days?
Improved emotional wellbeing	Do you suffer from any money-related anxiety or depression?

Table 3: State and housing provider outcomes and indicators included in model

Outcome	Indicator
Reduced eviction costs	Reduction in proportion of TMH participants experiencing evictions
Reduced rent-arrears write-offs	Reduction in rent arrears and proportion of TMH participants experiencing evictions
Reduced costs to health services	Do you suffer any money-related anxiety or depression?
Direct costs avoided from fulfilling statutory obligation to Care Leavers	No indicator used

Understanding impact

To measure the magnitude of change, the analysis accounted for the following:

- **Deadweight.** Also known as the counterfactual, deadweight represents the change in the outcome that would have occurred anyway for the participants, in the absence of involvement in the TMH programme.

  The deadweight proportion for the outcomes ranged between 0 and 56%. For four of the six outcomes included in the model, the deadweight was 0%, as there was little evidence to suggest that the changes observed would otherwise have happened.

- **Attribution.** Not all of the change experienced may have been attributable to the TMH programme. To remove the proportion of change that was caused by other factors occurring at the same time as the programme, we applied a percentage of attribution.

  Participants estimated that the TMH programme was responsible for 25% of the change in their housing situation, 34% of the change in their financial situation, and 67% of their understanding of personal financial management.

- **Displacement.** The improvement in certain outcomes for the participants may have resulted in displacement (ie resulting in an equivalent worsening of the same outcomes for other people external to the programme).

  Displacement was of little relevance to the project as the outcomes primarily related to individual benefits and actions.

We used a variety of valuation approaches in the SCBA, including market-based approaches and wellbeing valuation. The model conservatively assumes that the annual benefits to stakeholders diminish at a rate of 20% per year. The total cost of the TMH 5-day programme evaluated in this SCBA is estimated at £827,133.

Results

The key findings of the evaluation are summarised. The following results represent *net* changes in outcomes created by the TMH programme:

- **Improved financial knowledge and skills**. The majority of participants – ranging from 58 to 77%, depending on the type of knowledge – answered “a lot” to the questions on how much their skills and knowledge improved. The significant change in participants’ skills and knowledge observed was identified as a key immediate outcome when mapping outcomes.
- **Improved frequency of saving**. Those saving on a regular basis increased by 7 percentage points from baseline to follow-up.
- **Confidence in managing their money increased**. Participants reported that their confidence increased by 14 percentage points from baseline to follow-up.
- **Debt reduction**. Fewer participants experience debt (1.8%) as a result of the programme.
- **Doing well financially.** Participants are more likely to be doing well financially (0.9%) and are less likely to report as suffering from money-related anxiety or depression (3%).
- **Reduction in evictions:** TMH participants are 0.7% less frequently evicted than those who did not participate in the TMH programme.
- **The cost-benefit ratio is positive at £1: £1.76, meaning that for every £1 invested and £1.76 of social value is created.** The cost of the programme over the evaluation period was £827,133 while the value created £1,457,400; £963,300 (66%) of this is created for programme participants.
- **We carried out a sensitivity analysis which indicates that the programme delivers between £1.52 and £2.92 for every £1 invested.**
- Each course can have a maximum capacity of eight participants. Over the evaluation period attendance averaged at approximately four participants per course. **The average net value generated per course could more than tripled if course capacity were fully utilised.**

INTRODUCTION

The Money House (TMH) is an accredited financial literacy programme that helps young people (aged 16 to 25) who are living independently, or about to move into independent living. The 5-day programme is aimed at preventing homelessness and increasing financial capability. Participants gain practical financial skills and life skills to help them live independently.

The programme is delivered in three flats in the London boroughs of Westminster, Newham, and Greenwich that look and feel like typical flats young people may live in when they move into independent living. In 2018, the programme was delivered to young people in prison about to move to independent living. A fourth flat was opened in the London Borough of Haringey in spring 2020. Neighbouring boroughs of the four sites, such as Tower Hamlets and Lewisham, also mandate young people to come to the TMH flat. In spring 2020, a virtual version of the programme was developed in light of the COVID-19 pandemic and is currently being piloted. The 5-day programme helps participants learn about the following:

1. Making tenancy agreements, calculating the costs of moving into a new flat, and avoiding eviction.
2. Understanding the benefits system.
3. Paying household bills and choosing utility providers.
4. Banking – accounts and savings.
5. Budgeting and spending habits.
6. Shopping (consumer rights, comparison websites and offers).
7. Borrowing money.
8. Spotting and avoiding scams.

MyBnk commissioned NEF Consulting to undertake a social cost-benefit analysis (SCBA) to help them understand the social value generated from investment in the 5-day TMH programme.

The SCBA approach helps organisations to better understand the intangible, hard-to-measure social and environmental value they create. Rather than focussing solely on cost savings, the methodology takes into account of the full range of impacts that matter to key stakeholders. The stages and guiding principles of this SCBA are summarised in Table 4. It seeks to measure what has actually *changed* for its key stakeholders. Once key changes have been identified, an appropriate monetary value is assigned to the social, economic, and environmental benefits (or costs). By putting all the outcomes into the same metric, it becomes possible to measure value across different domains in a common and therefore comparable form.

Table 4: Summary of stages of TMH SCBA

Stage	Overview
1. Identifying stakeholders	Deciding which areas of activities are to be included and which stakeholders are affected by the activity.
2. Mapping outcomes	Creating a Theory of Change (ToC) that outlines the material stakeholders and identifying outcome areas.
3. Evidencing outcomes	Collecting data on stakeholder outcomes, including a survey of TMH participants.

4. Establishing impact	Estimating the net value created by using outcomes data and assumptions pertaining to additionality and the value of outcomes.
5. Calculating the CBA	Using the data and assumptions from stages 1 to 4 alongside cost data to calculate a ratio of cost to benefits.

IDENTIFYING STAKEHOLDERS

The first stage is to define the boundaries of the SCBA. This involves deciding which stakeholders are affected.

Stakeholders identified

Stakeholders are those individuals or organisations that experience a change (positive or negative) as a result of the programme. To identify stakeholders, we undertook an extensive review of programme documentation as well as discussions with the programme staff. The potential stakeholder groups who were considered for the inclusion in the SCBA are detailed in Table 5. We based the inclusion and exclusion of stakeholders on assumptions made from background documentation and data availability.

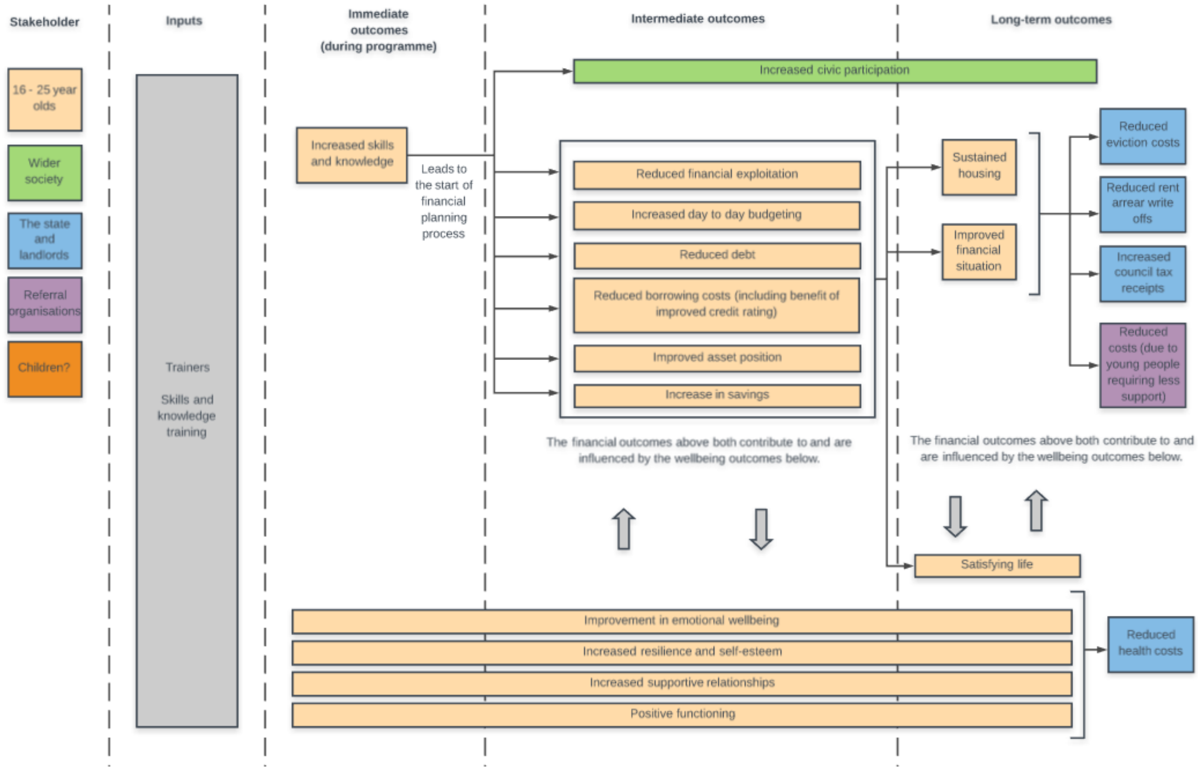
Table 5: List of stakeholders

Stakeholders considered	Included in SCBA	Reason for inclusion or exclusion
Participants	Yes	These young people, aged between 16 and 25, are the main beneficiaries of the service. Splitting the participants into separate sub-groups (such as prison leavers and young parents) was considered; however, sample sizes for these sub-groups are small and it is difficult to determine the extent of additional impact on these participants.
Local authorities	Yes	Local authorities may gain some benefit with regard to reduced eviction costs and rent arrears. They also have a statutory obligation to Care Leavers to provide financial capability support. The TMH programme provides this and therefore reduces local authorities' costs for providing support.
Housing providers	Yes	Housing providers may gain some benefit with regard to eviction costs and rent arrears.
Public health services	Yes	We included reduced demand for health services as an outcome, as research has found that mental health can be significantly affected by money-related issues.
Professionals who work with the young people	No	We considered reduced demand on professionals who work with the young people as a potential outcome; however, there was no primary data collected around this outcome.
Dependants of young people	No	Dependants of the young people could indirectly benefit from the TMH programme; however there was no primary data collected from this stakeholder and the majority of young people did not have dependants.

MAPPING OUTCOMES

A Theory of Change (ToC) illustrates how the desired change is expected to happen and depicts the pathway of short-term, medium-term, and long-term outcomes, as experienced by stakeholders. We developed a ToC to identify the outcomes created by the TMH programme by drawing on a review of programme documentation, previous evaluations, and secondary literature, in addition to attending a programme Open Day (Figure 1). While it was not possible to directly engage with TMH participants, the ToC was verified by programme staff. The narrative of the outcomes expected to be supported by the programme is now described.

Figure 1: TMH 5-day programme ToC



Participant outcomes (16–25-year-olds)

Immediate outcomes

As a result of the TMH programme, young people are supported in learning about living independently (eg making tenancy agreements, avoiding evictions, and paying household bills), budgeting and saving, and the benefit system.

> *“It educated me well in terms of budgeting, managing my money and being independent. I wasn’t spending recklessly but it showed me about prioritising and not leaving myself short.”[1]*

In addition to increased skills and knowledge, participants may experience improvements in wellbeing and specific components of wellbeing as a result, such as confidence or self-esteem.[1]

> *"I've learnt so much and didn't want to leave. It helped grow my confidence as well."*[1]

Intermediate outcomes

It is understood that the content learnt from the programme leads to several outcomes relating to behavioural changes:

- **Reduced financial exploitation** – as a result of learning about scams and how to recognise/avoid them, participants should experience less financial exploitation, ie having money stolen, being defrauded and/or falling victim to scams such as Internet phishing.
- **Increased day-to-day budgeting** – one element of the 5-day programme involves teaching participants about budgeting on a short-term and long-term basis. It is intended that participants learn how to budget and then change their behaviour and habits as a result of the programme.
- **Reduced debt** – as well as learning how to budget, the programme provides information about how to borrow safely and good/bad spending habits. This knowledge could help participants to work towards clearing their debts.
- **Reduced borrowing costs** – participants learn about their credit rating and how to improve it. As a result of learning about the different actors that impact credit ratings, it is believed participants carry out actions which improve their ratings and therefore lead to lower interest rates.
- **Increased savings** – learning about offers, consumer rights, how to use comparison websites, how to avoid scams, and how to budget contributes to increased savings. An element of the programme also involves planning for the future and determining their own financial goals.
- **Improved asset position** – it is believed that having greater assets or a greater value of belongings is a likely outcome as a result of the programme due to learning about how to budget, how to use comparison websites, and how to save.

In addition to the financial capability outcomes, several outcomes relating to wellbeing are expected to be achieved by participants. Simply put, wellbeing is "how we are doing as individuals".[2] The literature indicates there are correlations between financial capability and wellbeing; however it is not clear whether these effects are causal. One study found a strong association between financial incapability and greater mental stress, and a greater likelihood of reporting health problems associated with anxiety or depression.[3] Another found that the impacts of improving financial capability is greater on psychological health than it is for household incomes – indicating that the ability to manage income is more important than the level of income in determining wellbeing.[4] However, another study suggested a one-way relationship between mental health and financial outcomes, ie better mental health increases the likelihood of people saving for a pension and enables people to save regularly.[5] We included wellbeing outcomes in the ToC with the caveat that they contribute to and are influenced by financial capability outcomes.

There are also impacts later on in life that stem from behaviours at a young age and financial and wellbeing outcomes.[6] However, these were not explored as part of this SCBA.

Long-term outcomes

In the long term, it is hoped the intermediate outcomes would lead to sustained housing for participants and an improved financial situation. In addition, a greater level of life satisfaction would be achieved, which is influenced by both financial and wellbeing-related outcomes.

State and housing provider outcomes

As a result of participants sustaining housing and improving their financial situation, the state and housing providers would incur a decrease in eviction costs and avoid writing off rent arrears. The state would also experience a reduction in costs for use of health services as wellbeing improves. It is not clear what proportion of benefit would be for housing providers and what proportion would be for the state; therefore they are treated as one stakeholder for modelling purposes.

EVIDENCING OUTCOMES

Measuring change

To measure the magnitude of change experienced, we administered a survey to recipients of the programme. MyBnk has been collecting data on outcome via surveys for several years at three specific time points – the first day of the programme (baseline), the last day of the programme (end line), and at a later date (follow-up).[1] We adjusted survey questions for the purposes of this SCBA. Where the sample size was weak for selected indicators, we used survey data collected from 2018.

Asking questions at different points in time allowed us to quantify the *amount* of change (distance travelled) for each outcome by simply calculating the difference between the baseline survey (first day of programme) and the follow-up (completed between 1 and 11 months later). We developed indicators for each outcome area identified in the Theory of Change (ToC). To get a value for each outcome, we used an unweighted average to aggregate sub-outcomes.

Outcomes

To calculate distance travelled, we assigned numerical values to questions that used scales. We asked questions relating to an improvement in knowledge in the end-line survey only, due to concerns of response shift bias, which could be introduced if respondents' awareness of their knowledge changed. An example of such bias would occur if the young person, unaware of how much personal finance knowledge they have, rates their knowledge highly at the baseline. If the course was successful in increasing their awareness as well as their knowledge of personal finances, their appraisal of their knowledge at the end of the course might in fact be lower than what they recorded at the start, even if their knowledge had increased. Such bias is avoided by asking both pre- and post-programme questions at the end of the course. The survey and response options can be found in

[1] Varies from 1 month and 11 months after completing the programme.

Appendix A.

Criteria for inclusion

We included distance travelled data based on a simple data-quality hierarchy. We prioritised matched data, where the group of individuals used to calculate the average start value is the same group used to calculate the end point, over pooled analysis. Pooled analysis is where the people included in the before and after samples differ (eg some people who answered the before question didn't answer the after one).

Even if individuals experience the same level of change, they may start at different points due to unobserved fixed effects – unmeasured/difficult to meaningfully quantify individual traits that impact individual outcomes. Matched analysis allows the distance travelled to be isolated from starting points for each individual, while pooled analysis relies on the law of averages to ensure that unobserved fixed effect bias is minimised. Due to data limitations, however, we used both matched and pooled approaches in the model.

For both data types, a sample size of 50 individuals or more was required for inclusion in the model. Appendix B details the sample sizes achieved per question.

Outcomes in the model

We excluded several indicators and outcomes from the model due to poor sample size, concerns about double counting, or a lack of appropriate financial proxies. Tables 6 and 7 detail the rationale for including or excluding outcomes from the analysis. Appendix B provides more detail on the distance travelled and the sample size for excluded outcomes and indicators.

Table 6: Participants outcomes and indicators

Outcome	Indicator	(Directly) included in model?	Rationale
Reduced financial exploitation	In the last 12 months, have you been a victim of a scam?	Excluded	Both matched survey responses and a pooled comparison of baseline and follow-up responses suggest an increase in the proportion of participants falling victim to scams. This indicates a potential bias in responses, as participants now recognise when they are victims of a scam, or that the programme may have little or no impact on falling victim to scams in the long term.
	In the last 12 months, have you been approached to be part of a scam?	Excluded	Matched responses and a pooled comparison of baseline and follow-up responses suggest an increase in the proportion of participants being approached to be part of a scam. This indicates a potential bias in responses, as participants may not have recognised when being approached to be part of a scam at baseline.
	Approximately how much did you lose?	Excluded	Excluded on the basis that the indicators above were excluded.

Increased day-to-day budgeting	How often do you check your bank account?	Excluded	Reflecting on the ToC, it is believed that increased day-to-day budgeting could lead to greater financial comfort and reduced debt. The outcome is intermediary, one that leads to another; therefore, we excluded it from the model due to the risk of double counting.
	Do you keep track of the money you spend?	Excluded	
	How often do you update your spending budgets?	Excluded	
Reduced debt	Do you currently owe money or have debts to pay (do not include mortgages or credit cards being paid off this month)?	Included	We included this indicator in the model and used matched data that dates back to 2018, due to a limited sample of respondents in 2020.
	Have you had any form of loan or credit over the past 6 months?	Included	We included this indicator in the model. It is based on a comparison of pooled data, as the sample size for matched data is poor.
	Roughly how much do you owe at the moment of each of these types of debt?	Excluded	We excluded these indicators due to poor sample size (below 20 for all indicators and reaching as low as 4).
	How much of a burden is that debt?	Excluded	
	Do you repay some of your debt each month?	Excluded	
	About how much on average do you manage to repay each month, at the moment?	Excluded	
Reduced borrowing costs	Think about your loans and use of credit. In the last 3 months have you… ▪ Registered to vote? ▪ Opened a new bank account?	Excluded	We intended to include this outcome in the model; however, concern about the potential influence of external factors led us to exclude it from the model. For example, there is reason to believe that registering to vote is heavily influenced by elections taking place, and the 2019 general election that occurred within the evaluation window likely skewed our results.

	▪ Used less than 30% of your credit limit? ▪ Maxed out your credit limit? ▪ Had a Country Court Judgement (CCJ) or defaulted on a loan? ▪ None		Additionally, we were concerned that the likelihood of an individual having opened a bank account in the previous 3 months would be higher several months after the TMH programme than at the time of the programme simply owing to the fact that the individual was more likely to be living independently, meaning attribution would be problematic.
Improved asset position	Thinking of all the items that you own (excluding clothing) together with investments you may have, how much do you think they are worth in total (to the nearest £100)?	Excluded	The sample size for matched baseline and follow-up responses was below the threshold of 50. When comparing pooled baseline and follow-up data, the value decreased on average. This suggested little or no change in asset position as a result of participating in the TMH programme.
Increased savings	Do you currently have any savings?	Excluded	The sample size for the follow-up responses was under the threshold of 50, therefore we excluded these indicators.
	Do you know how much you have in savings in total?	Excluded	
	In how many of the months in the last 3 months have you managed to save?	Excluded	
	How much on average do you save each month at the moment?	Excluded	
	Do you save regularly or just from time to time when you can?	Excluded	Although the survey indicated positive results from baseline to follow-up, we excluded the outcome as it is believed that more regular savings would contribute to improved financial comfort, which is valued in our modelling (described below). Thus, this outcome was indirectly included.

	In the last 12 **or** 3 *[depending on survey]* months, which services, if any, have you compared online using a comparison website?	Excluded	The sample size for matched data was very low (n=16). When undertaking a pooled comparison of baseline and follow-up responses, a lower proportion of respondents had used comparison websites.
	Roughly, how much did you save by doing this online comparison(s)?	Excluded	
Improved financial comfort	How well would you say you yourself are managing financially these days?	Included	This indicator uses data from 2018 to strengthen the sample size for matched - baseline and follow-up responses. We chose financial comfort for inclusion in the model instead of saving regularly as it is broader and could account for those intermediary outcomes such as increased day-to-day budgeting, for which the survey data indicates positive change.
Improved emotional wellbeing	Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) statements: I've been feeling optimistic about the future. I've been feeling useful. I've been feeling relaxed. I've been dealing with problems well. I've been thinking clearly. I've been feeling close to other people. I've been able to make up my own mind about things.	Excluded	Data showed little to no change when comparing baseline to follow-up.
	Do you suffer any money-related anxiety or depression?	Included	Although we excluded SWEMWBS indicators from the model, we included a reduction in money-related anxiety or depression. A lower proportion of participants reported suffering from money-related anxiety or depression. When comparing SWEMWBS scores for

			those who responded "yes" and those who responded "no", there is an overall difference in the SWEMWBS score. Those who reported suffering money-related anxiety in the follow-up scored lower by 3 points.
Increased life satisfaction	Overall, how satisfied are you with your life nowadays?	Excluded	Data showed little to no change when comparing baseline to follow-up.
Improved knowledge	How much do you think your knowledge and skills have improved on: - Budgeting and managing households?	Excluded	We excluded these indicators due to risks of double counting. It is clear that an increase in knowledge and skills is linked to outcomes such as improved financial position, reduced debt, and reduced rent arrears.
	Different types of financial fraud/scams and how to protect yourself against them?	Excluded	
	- The benefits system?	Excluded	
	- Financial products and credit scores?	Excluded	

Table 7: State and housing providers' outcomes and indicators

Outcome	Indicator	Included in model?	Rationale
Reduced eviction costs	Reduction in proportion of TMH participants experiencing evictions	Included	Data from local authorities allowed for a comparison of follow-up data to baseline survey responses.
Reduced rent-arrears write-offs	Reduction in rent arrears and proportion of TMH participants	Included	Data from local authorities allowed for a comparison of follow-up data to baseline survey responses as well as a comparison of rent-arrears levels in local authorities that do not participate in the TMH programme.

	experiencing evictions		
Increased council tax receipts	In the past three months have you missed your council tax payment?	Excluded	The majority of survey respondents were not responsible for paying council tax. For those who were, the sample size was very poor at follow-up (n=6).
Reduced costs to health services	Do you suffer any money-related anxiety or depression?	Included	In addition to the benefit to the young person, we included the reduced service costs for the states, associated with a reduction in money-related anxiety or depression in the model. A lower proportion of participants reported suffering from money-related anxiety or depression. When comparing SWEMWBS scores for those who responded "yes" and those who responded "no", there was an overall difference in the SWEMWBS score. Those who reported suffering money-related anxiety at follow-up scored lower by 3 points.
Direct costs avoided from fulfilling statutory obligation to Care Leavers	N/A	Included	Local authorities have a statutory obligation for Care Leavers to provide financial capability support as well as the skills necessary for independent living.[7] The TMH programme provides this and more. This outcome represents savings to local authorities. The assumptions underpinning the outcome in the model are detailed in the following section of this report.

UNDERSTANDING IMPACT

A social cost-benefit analysis (SCBA) involves considering several assumptions in addition to understanding the average distance travelled since the beginning of the intervention. To measure the net change for each outcome, the analysis accounted for:

- **Deadweight.** Also known as the counterfactual, deadweight represents the change in the outcome that would have occurred anyway for the participants, in the absence of involvement in the TMH programme.
- **Attribution.** Not all of the change experienced may have been attributable to the TMH programme. To remove the proportion of change that was caused by other factors occurring at the same time as the programme, we applied a percentage of attribution.
- **Displacement.** The improvement in certain outcomes for the participants may have resulted in displacement (ie resulting in an equivalent worsening of the same outcomes for other people external to the TMH programme).

Deadweight

The deadweight is expressed as a percentage, which is deducted from the total quantity of the outcome. We used a combination of primary and secondary data to construct deadweight assumptions. Table 8 details the deadweight assumptions and calculations for each outcome.

Table 8: Deadweight values and rationale

Stakeholder	Outcome	Deadweight proportion	Source and rationale
Participants	Reduced debt	2%	The Money Advice Trust's Borrowed Years report (2016)[8] found that just 2% of 18–24-year-olds in debt had sought expert advice from a money or debt advice charity.
	Financial comfort	56%	According to the World Bank Global Findex report (2017)[9] 55.6% of young people (15–24) saved money in the past year.
	Reduction in money-related anxiety or depression	0%	0% is a reflection of evidence that suggests that high levels of money-related anxiety and depression occur among young people and this remains a problem as cohorts age.
The state and housing providers	Reduced evictions	0%	Comparator data indicates that the rate of evictions (which we believe is closely linked to rent-arrears write-offs) is higher in similar London Boroughs that do not have the TMH programme,
	Reduced rent arrears	0%	

			indicating that 0% is suitable conservative estimate.
	Reduced health costs (service costs saved from the avoidance of money-related anxiety and depression)	0%	0% is a reflection of evidence that suggests that high levels of money-related anxiety and depression occur among young people and this remains a problem as cohorts age.
	Direct costs avoided from fulfilling statutory obligations to Care Leavers	0%	The deadweight is assumed to be 0% as the local authority would have to pay for resources to fulfil their statutory obligations.

Attribution

We asked four attribution questions in the survey. These represented the attribution for all outcomes that broadly sit within several outcome areas. We limited the number of attribution questions to avoid survey fatigue (Table 9). We asked recipients the extent to which the changes in their financial habits were because of the programme and weighted the options using a five-point scale, where 0 = Not at all and 5= A great deal.

Table 9: Attribution values

Question	Attribution value
1. To what extent do you think the change in your financial habits is because of The Money House?	61%
2. To what extent do you think your money habits have had an impact on your housing situation?	42%
3. To what extent do you think your money habits have had an impact on your financial situation? For example, a pay increase would impact your financial situation but wouldn't count as a financial habit.	56%
4. To what extent are the changes in your understanding of independent living and money because of The Money House?	67%

By combining question 1 with question 2 and question 1 with question 3, we can provide an estimate of attribution that can be claimed by TMH. The resulting attribution values are a conservative estimate which are then applied in the SCBA model (Table 10). Using a conservative estimate will allow for unknowns such as additional support provided to participants through other organisations and interventions (such as MyBnk's savings support programme).

Table 10: Combined attribution values

Outcome area	Attribution value
Housing situation	25%
Financial situation	34%
Understanding of personal financial management	67%

In a comparison of employment situation using matching baseline and follow-up data (n=37), the situations of 76% of respondents did not change. Of the 24% of respondents experiencing change (n=10), only one person moved into full-time employment, one moved from full-time employment to part-time work, and the remaining eight moved on to “thinking about what to do next”, “looking for work or education”, or “College/University”. Although the sample size was small, this comparison indicates that the financial situation at follow-up point is similar to the baseline. A sensitivity analysis is presented later in this report and demonstrates what results would look like using different attribution values.

Attribution for direct costs avoided from fulfilling statutory obligations to Care Leavers is assumed at 100%, as the TMH programme is the sole provider of financial capability support and therefore a local authority would not have to provide financial capability support.

Displacement

Displacement has limited relevance for this project as the outcomes for recipients are concerned with individual actions that have no impact on others in the same cohort. Therefore, no outcomes for others are displaced as a result of this programme.

Valuing outcomes

Once the net change has been measured, the next step in the analysis consists of defining and assigning proxy financial values. The methodology involves expressing all outcomes in monetary terms, to allow them to be evaluated in a common unit. This allows reviewers to consider the relative worth of different outcomes as well as their magnitude. The overall value is calculated by combining the outcome incidence with the monetary value for each outcome and summing across all outcomes.

A variety of valuation approaches can be used in the SCBA. This study uses market-based approaches and wellbeing valuation. Market-based approaches to valuation use the price at which goods, services, and labour transact in the marketplace as indicators of the value of the good or service. Market power also plays an important role in the price transacted, meaning that in competitive markets the price paid is often a conservative estimate of the value it represents to the individual. Still, it enables us to observe that the good or service is at least as valuable to the purchaser as the transaction price.

The wellbeing approach (developed by Simetrica for HACT),[10] uses government survey data to estimate the impact of a good service or experience on people’s self-reported wellbeing, and then relates this improved wellbeing to a monetary value by estimating the relationship between lottery wins and changes in wellbeing. The financial proxies used in the SCBA model are presented in Table 11.

Table 11: Financial proxies[2]

Stakeholder	Outcome	Financial proxy	Source and rationale
Participants	Reduced debt	£113	Market-based valuation. We used a survey of 18–24-year-olds conducted for the

[2] Values have been adjusted for inflation.

			Money Advice Trust by YouGov (2016)[11] that identifies the amount of debt typically held by young people and of what type. Using this, we estimated the annual interest accrued to estimate the financial cost of indebtedness. The wellbeing impact of feeling financially unsustainable is covered in other outcomes.
	Financial comfort	£8,491	Wellbeing valuation approach. We used the annual value of being able to manage financially to individuals living in London aged under 25, as calculated by Simetrica.
	Financial benefit of reduced money-related anxiety or depression	£9,606	Market-based approach. We used the annual value of lost earnings to individuals aged 15–44 that results from anxiety or depression, as estimated by the Kings Fund.[12] We took to the simple average of individual estimates for depression and anxiety (ie £9,178 and £10,034, respectively, in 2020 prices).
The State / housing providers	Reduced evictions	£5,560	Market-based valuation. The value provided represents the cost of a complex eviction (excluding writing off rent arrears). The value includes administrative costs and costs of re-letting a property.[13]
	Reduced rent arrears (due to eviction)	£2,210	Market-based valuation. The value represents the average amount of rent arrears written off, associated with evictions.[14]
	Reduced health costs	£1,778	Market-based approach. We use the annual value of the economic cost of the services typically provided to individuals aged 15–44 suffering from anxiety or depression, as estimated by the Kings Fund.[15] We took to the simple average of individual estimates for depression and anxiety (ie £2,286 and £1,270, respectively, in 2020 prices).
	Costs avoided from fulfilling statutory obligation to Care Leavers	£248 (plus £8,820 across the evaluation period)	Market-based approach. We calculated this value using several assumptions outlined in Appendix D.

Establishing the benefit period

The length of time that the benefits associated with a change last is known as the benefit period. This may be influenced by the duration of the activity, or by other external influences. Similarly, the effects might last for a long period but decrease over time. The rate at which the benefits decline compared to the previous year is known as the drop-off. To avoid over-claiming and to ensure that results are robust, we took a conservative approach towards benefit period estimation.

The literature suggests that behaviours influence financial capability, as well as cognitive (core skills one uses to perform mental activities closely associated with learning and/or problem solving) and non-cognitive factors ("soft skills" relating to personality and attitudes).[16] Some studies suggest that there are interrelationships between financial capability and non-cognitive factors; however, these have not been explored in depth. TMH aims to change money management behaviours through educating young people, and some literature suggests the impact could last as long as a lifetime. For example, analysis of the British Cohort Survey found a statistically significant link between behaviour at age 16 and low debt-to-income ratio and financial assessment at age 42.[17]

From the data collected by TMH, it is not clear how long the outcomes from the TMH programme last, and how to distinguish which outcomes are sustained later in life. Drawing on the literature, we assumed a conservative estimate of five years for the benefit period, with the caveat that some outcomes may last for far longer.

Table 12: Distance travelled and drop-off[3]

	Short-term follow-up distance travelled	**Longer-term follow-up distance travelled**	**Difference**
Reduced debt	-8.3% (sample size 90)	-4.6% (sample size = 12)	3.7% indicating that fewer people experienced reduced debt in the longer run. This is based on a small sample size, so findings should be treated with caution.
Financial comfort	7% (sample size = 84)	8% (sample size = 12)	1% indicating that over time participants felt greater financial comfort. This is based on a small sample size, so findings should be treated with caution.
Reduction in money-related anxiety or depression	-0.5% (sample size = 23)	-17.9% (sample size = 22)	-17.4% indicating that in the longer run fewer participants experienced money-related anxiety or depression. This is based on a small sample size, so findings should be treated with caution.

We explored the longevity of the benefits of outcomes by comparing survey responses received at different times. Follow-up surveys were completed between 1 and 11 months after completing the programme. Splitting the survey responses into two groups, "responses in under 6 months after completion" and "responses 6 months+ after completion" enables a comparison between shorter-term follow-ups and longer-term follow-ups. Table 12 shows the difference in distance travelled between shorter-term and longer-term follow-up survey responses. We captured changes in eviction rates as a snapshot of data and therefore short-term and long-term figures were not available for comparison.

The distance travelled figures provide an indication of what the drop-off rate could be after 6 months. For some outcomes it shows further improvement (eg money-related anxiety or depression) and for others a decrease in change. The comparison in Table 12 must be

[3] The figures in this table should be approached with caution due to low sample sizes.

approached with caution as sample sizes are low for the longer-term follow-up responses. Therefore, the drop-off rate is based on a conservative assumption of 20% for all outcomes in the model.

Calculating the service cost

We calculated the cost of the THM programme by aggregating the cost of delivering at the three sites, set-up costs, overheads, and other one-off costs. Table 13 details the service costs over 27 months of the programme (2018–2020).

Table 13: Costs of delivering the TMH 5-day programme

	2018	2019	Q1 2020	Proportion of financial cost included
Salaries				
Project manager	£43,113	£41,025	£14,713	100%
Project partnership manager	£0	£0	£8,120	100%
Project administrator	£20,262	£31,138	£2,506	80%
Communications	£2,481	£2,500	£833	100%
Education officers	£70,441	£100,941	£25,672	92%
Education assistants	£43,089	£55,351	£17,587	92%
Cover for main trainers (freelancers)	£0	£25,620	£202	92%
Head of Education - Young Adults	£0	£0	£5,510	100%
Other direct costs				
Staff training and quality assurance	£5,061	£2,610	£608	100%
Yearly evaluation	£1,000	£0	£0	100%
Training materials and trainer travel	£8,279	£5,982	£2,277	100%
Young people's expenses (5-day course)	£8,722	£16,447	£2,690	100%
Childcare provision	£0	£2,184	£0	100%
Incentive payments for evaluation	£990	£304	£925	100%
Accreditation	£9,307	£12,180	£2,275	100%
Rent	£14,763	£14,930	£4,399	89%
Utilities	£4,708	£5,213	£1,449	89%
Insurance for young people	£650	£1,000	£333	100%
Overheads				
Premises and office costs	£7,235	£12,314	£4,061	100%
Central functions	£33,552	£57,104	£18,835	100%
Set-up costs				
Recruitment	£0	£1,762	£395	100%
Fit out new flat/update old flat	£1,396	£3,500	£4,610	100%
Ed Tech	£93	£1,102	£592	100%
Develop accreditation for ESOL/SEN	£390	£0	£0	100%

Other one-off costs				
Quality assurance and evaluation (MyBnk)	£0	£12,000	£4,000	100%
Money House Development (2019)	£0	£4,533	£0	100%
Total				
	£275,532	£409,740	£122,593	
2020 prices	£286,404	£418,137	£122,593	
			£827,133	

In Table 13, we downwardly adjusted some of the financial costs incurred by MyBnk to account for their contribution to elements outside of the scope of the evaluation, specifically the 1-day TMH programme. We made the following revisions:

- Project administrator: The person in this role spends half a day per 2.5-day working week on the TMH 1-day programme, so we reduced the financial cost incurred by 20%.
- Education officers: Three people work 260 days per year (approx.), equivalent to 780 working days, of which 60 days are spent on delivering the TMH 1-day programme, so we reduced the financial cost incurred by 7.7%.
- Education assistants: Three people work 260 days per year (approx.), equivalent to 780 working days, of which 60 days are spent on delivering the TMH 1-day programme, so we reduced the financial cost incurred by 7.7%.
- Rent and utilities: Each location runs eight or nine 5-day programmes a quarter, averaging 34 per year. This is equivalent to a total of 170 days per year. Each flat also runs five 1-day programmes a quarter equivalent to 20 days per year, so 20 of the 190 days that the flat is in use is not spent on activities within the scope of the evaluation. We reduced the financial cost incurred by 10.5%.

Discount rate

Discount rates are applied to reflect the risk of forecasting future value and to account for the psychological preference of receiving benefits in the present, rather than in the future. Thus, benefits which accrue to an individual during the early stages of an intervention are worth more to them, in the present, than the benefits that will accrue in later years.

To calculate the net present value (NPV) of benefits, we calculated a total sum for the benefits in each year and applied a discount rate of 3.5%, as recommended by HM Treasury,[18] to those which are projected to be generated in the future.

Other assumptions

Rent arrears and evictions

We calculated the change in the rate of evictions by comparing survey response data at baseline, and local authority data at follow-up. Rent arrears are closely linked to evictions,[4] and we used the change in the prevalence of evictions among the cohort to calculate the distance travelled in both rent arrears and evictions. The approach does not include the change in rent-arrears write-offs (or other costs) that occur without the tenant being evicted.

TMH participants also show a reduction in rent arrears on average in comparison to similar boroughs. The data provided by local authorities varies in detail; for example, some data shows both rent arrears and evictions combined, and other data shows them separately. This made it difficult to distinguish if an individual with rent arrears was also an individual who had faced an eviction. Rent arrears often occur as a result of delays to housing benefits, meaning the level of rent arrears at any one time is highly dependent on factors that cannot be controlled by young people. As a result of these limitations we did not use the local authority data to estimate the impact of rent-arrears write-offs that did not result in eviction.

Changes in occupation

The survey completed by participants collected data on employment and education status. Although we asked attribution questions, the data on employment status provided a further indication of how it may influence the participants' financial situation. Changes in employment and education status were based on a total of 37 participants who completed both a baseline and a follow-up survey. Of this group, 76% (n=28) had no change in their employment or education status in comparison to the baseline, and 24% (n=9) had some change. Of this group, just one out of the nine moved into full-time work, one moved from full-time work to part-time work, and another moved from part-time work to "thinking about what to do next". Others (n=2) moved from "looking for work or education" to "college" or moved from "thinking about what to do next" to "looking for work" (n=4). Although the sample size was small, we can say with some confidence that occupation did not impact survey responses to a large extent.

Mental health and wellbeing

We used several indicators to measure wellbeing and the components of wellbeing, some of which were outside the scope of this SCBA. The two measures we used for the model were the SWEMWBS and a question around money-related anxiety and depression.[5] While the programme staff and the literature suggest that financial capability and outcomes are related to wellbeing, it is difficult to isolate.

On average the SWEMWBS score did not change from baseline to follow-up, suggesting that the TMH programme does not impact wellbeing. However, when comparing average SWEMWBS scores between those who stated they suffered from money-related anxiety or

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[4] In fact, data from the regulator of social housing in England suggests that 83% of evictions result from rent arrears with anti-social behaviour the next most common cause. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/834645/SDR_Statistical_Release_2018_Full_v1.3.pdf

[5] "Do you suffer from any money-related anxiety or depression?"

depression and those who did not, there is a difference. This suggests that those who moved from money-related anxiety or depression to no money-related anxiety or depression experienced an improvement in SWEMWBS score. Table 14 presents a comparison of SWEMWBS score. Please note that the figures in the table should be used with caution due to a limited sample size.

Table 14: SWEMWBS scores for those who suffer from money-related anxiety or depression

	Baseline SWEMWBS score		Follow-up SWEMWBS score
All participants	25 (n=131)		25 (n=58)
Suffer from money-related anxiety or depression	**23** (n=19)		23 (n=9)
Do not suffer from money-related anxiety or depression	26 (n=71)		**26** (n=40)

The survey questions on the use of health services cannot be used in the analysis due to the poor sample size. We included the impact on health service costs in the analysis by using third party research.

RESULTS

The findings of the social cost-benefit analysis (SCBA) are presented herein.

Population

The evaluation covers the period from the start of 2018 to the first quarter of 2020. During this time, 984 participants attended MyBnk's TMH 5-day programme, of which 821 completed the 5-day programme. The figures are shown in more detail in Table 15 and Table 16.

Table 15: Participants who completed the 5-day TMH programme, by year

	2018	**2019**	**2020**	**Total**
Greenwich	160	242	36	438
Newham	114	179	21	314
Westminster	0	52	17	69
HMP Isis	0	0	0	0
				821

Table 16: Participants w attended the 5-day TMH programme, by year

	2018	**2019**	**2020**	**Total**
Greenwich	192	265	36	493
Newham	130	235	27	392
Westminster	0	59	20	79
HMP Isis	20	0	0	20
				984

The evaluation only includes outcomes for participants who attended the programme. For those who attended the programme but did not complete it (17%), it is assumed that these participants only achieved 50% of the benefits. The sensitivity analysis explores how the costs-benefit ratio varies with this assumption.

Outcomes

Additional outcomes and indicators (excluded from model)

While the SCBA shows that the TMH programme has positive impacts on both the participants and the state, we excluded some survey data and outcomes from the analysis

(Table 6 and Table 7Table 6Table 6). This section provides an overview of evidence that supports the Theory of Change (ToC) and complements the SCBA.[6]

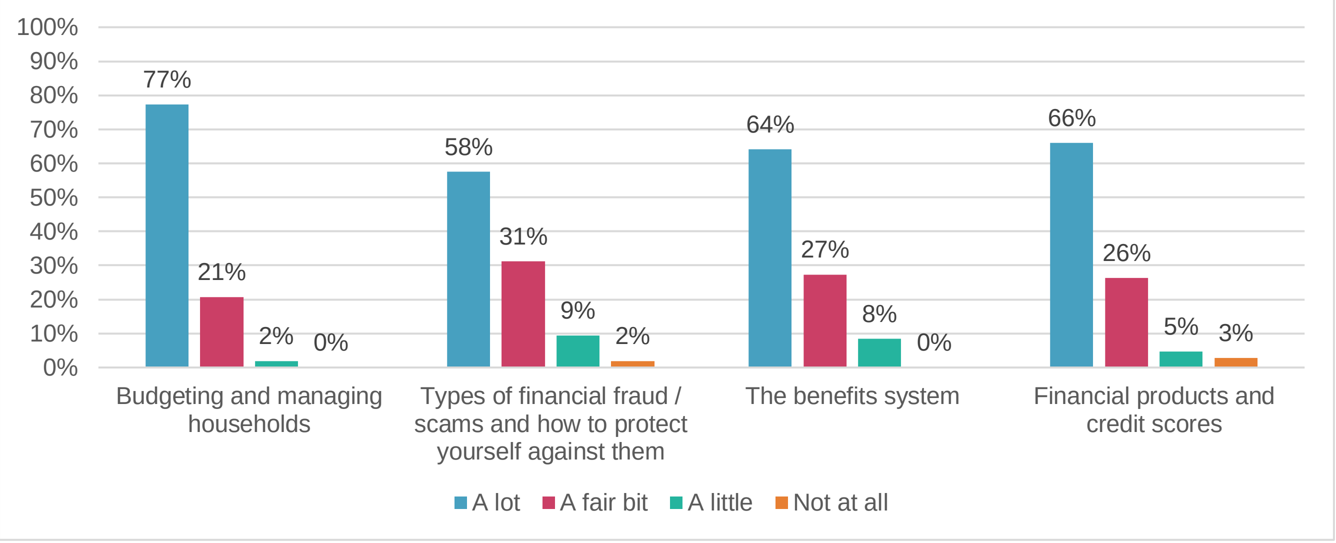
Improved knowledge

Participants were asked "how much" they think their knowledge and skills had improved on:

1. Budgeting and managing households.
2. Different types of financial fraud/scams and how to protect yourself against them.
3. The benefits system.
4. Financial products and credit scores.

The questions were asked on completion of the programme only, to avoid creating bias in baseline responses (participants might not be aware of how much they know). Questions were answered using a four-point scale (from "a lot" to "not at all") and an average score was calculated. The majority of participants answered "a lot" to the questions (ranging from 58% to 77%) and scores for each question were over 80% as shown in **Error! Not a valid bookmark self-reference.**.

Figure 2: Improved knowledge and skills



This provides a clear indication that the programme supported an improvement in financial knowledge and skills overall, which would then lead to the intermediate outcomes described in the ToC. We excluded improved knowledge and skills from the model due to a risk of double counting.

Increased day-to-day budgeting

While increased day-to-day budgeting has been evidenced, we excluded it from the SCBA to avoid double counting. The indicators that measure increased budgeting include[7]:

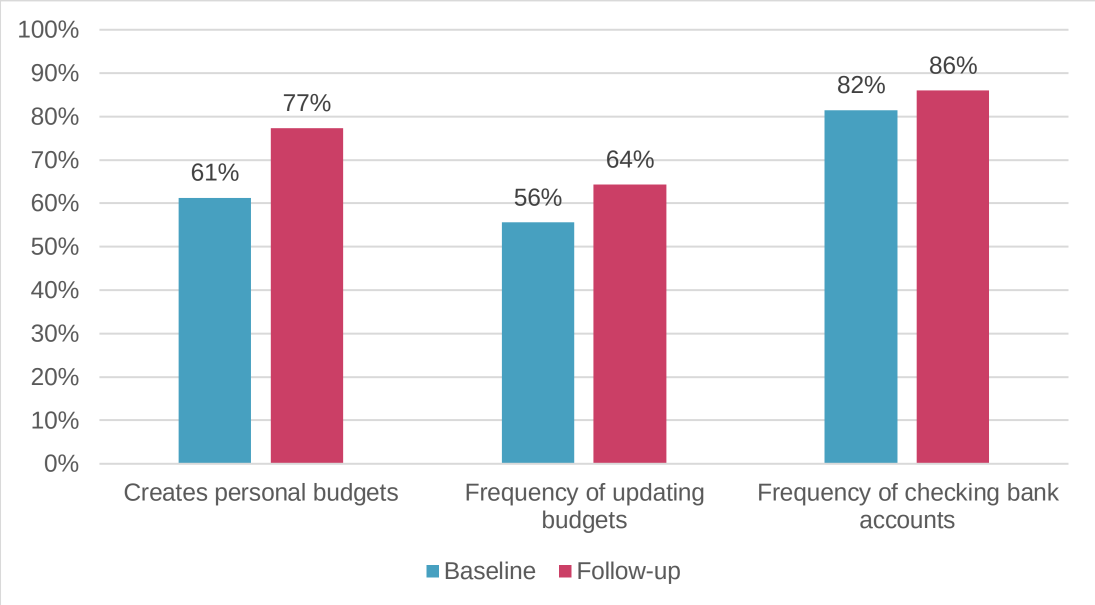
1. How often do you check your bank account?
2. Do you create personal budgets to help you plan how much you can spend each week/month?

[6] Some data is from survey questions covering the period 2018–2019 due to poor sample size collected over 2019–2020.
[7] Appendix C details indicators designed for data collection in 2018.

3. How often do you update your spending budgets?

Error! Reference source not found.3 illustrates the gross change in the indicators from b aseline to follow-up. It shows that those creating personal budgets increase by 16%, the frequency of updating personal budgets increases by 9%, and the frequency of checking bank accounts increases by 4%.

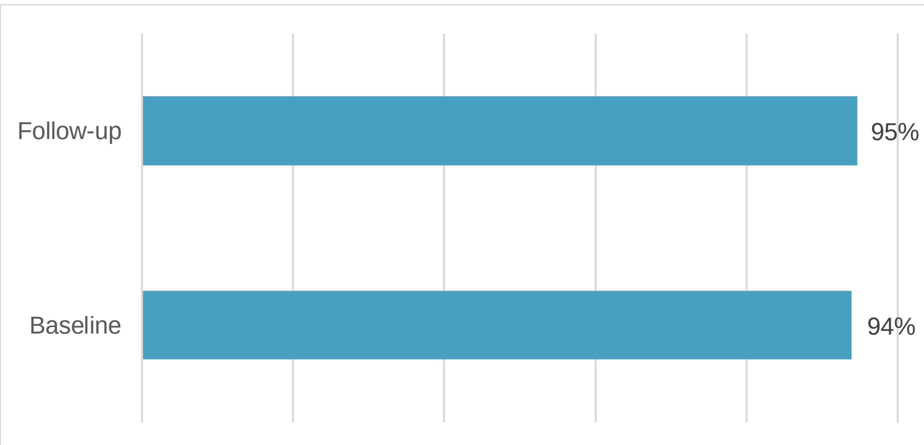
Figure 3: Changes in budgeting habits



Gross change in proportion of participants with bank accounts

MyBnk has collected data on participants owning a bank account since 2018. When comparing matched survey results at baseline and follow-up, the proportion of respondents with a bank account increased by 1 percentage point (**Error! Not a valid bookmark self-reference.**).

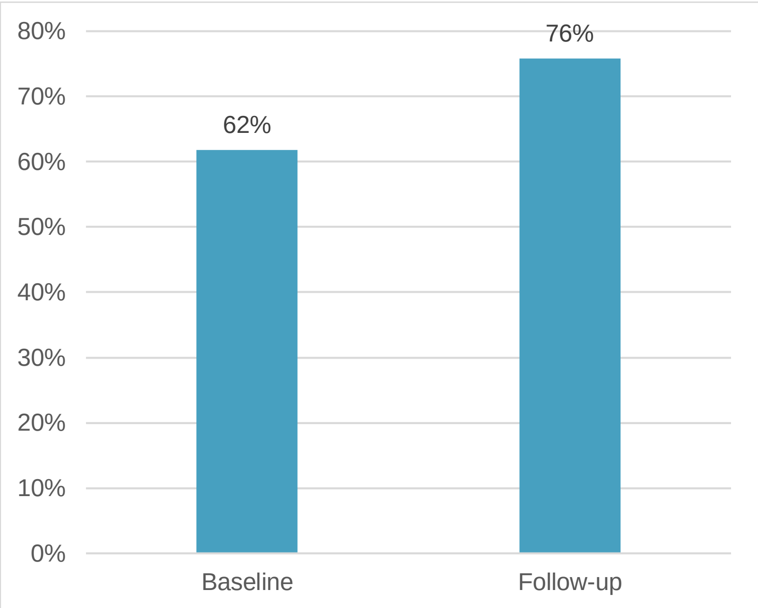
Figure 4: Proportion of respondents with a bank account



Research has shown that having a bank account saves on bills and services – those who do not have a bank account pay an extra £504 per year for everyday bills and services.[19] This shows potential savings to individuals participating in the TMH programme. The outcome was not included in the model for monetisation, as the small change in respondents with bank accounts is difficult to attribute to the TMH programme, as individuals may choose to open a bank account due to moving into independent living or accessing benefits.

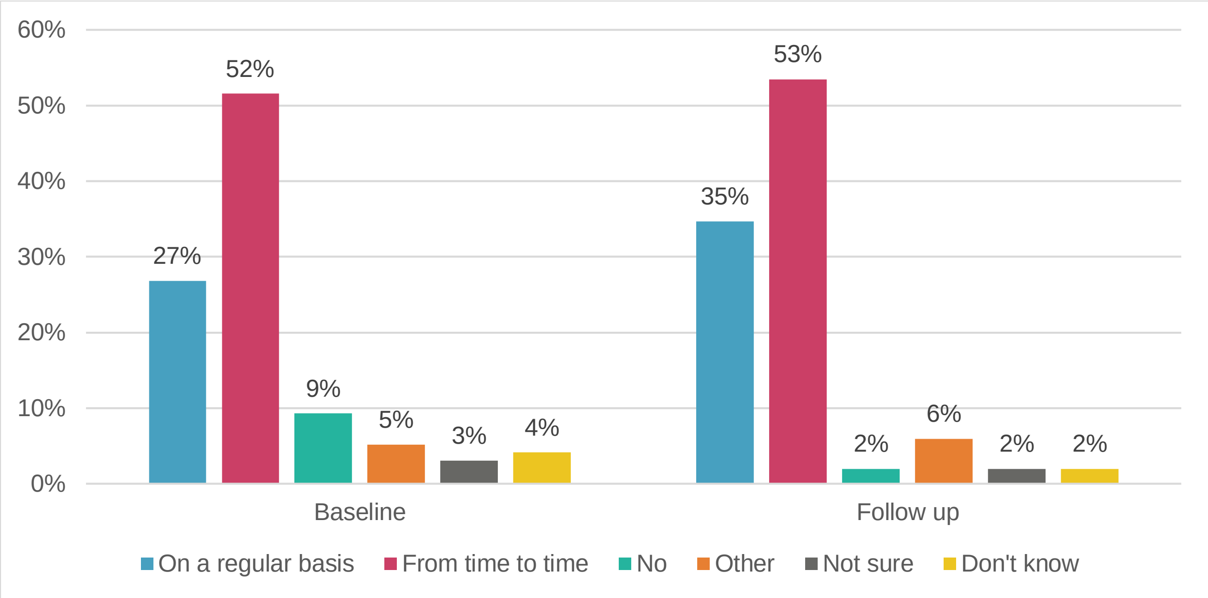
Increased confidence in managing money
Increased confidence in managing money is part of TMH's internal ToC, but it is not an indicator that was designed for inclusion in the SCBA as it is closely related to both wellbeing and financial capability. Respondents were asked "How confident do you feel managing your money?" on a scale of 1 to 10, where 1 is not confident at all and 10 is very confident). Figure 5 illustrates an increase in score by 1.2, equivalent to a 14 percentage-point increase.

Figure 5: Confidence in managing money



Frequency of saving
While we excluded data on the amount of savings from the model due to limitations around sample size, the survey results show that the frequency of saving has improved as a result of the TMH programme. The net proportion of respondents moving from not saving at baseline to saving "regularly" or "from time to time" at follow-up is approximately 8%. Those saving on a regular basis increases by 7 percentage points. We included an indicator taken from HACT in the survey and assigned it a value of £2,382. We excluded the value from the model due to issues of double counting – it cannot be used in conjunction with the HACT value for "Financial comfort". However, we modelled an alternative scenario in the sensitivity analysis.

Figure 6: Frequency of saving

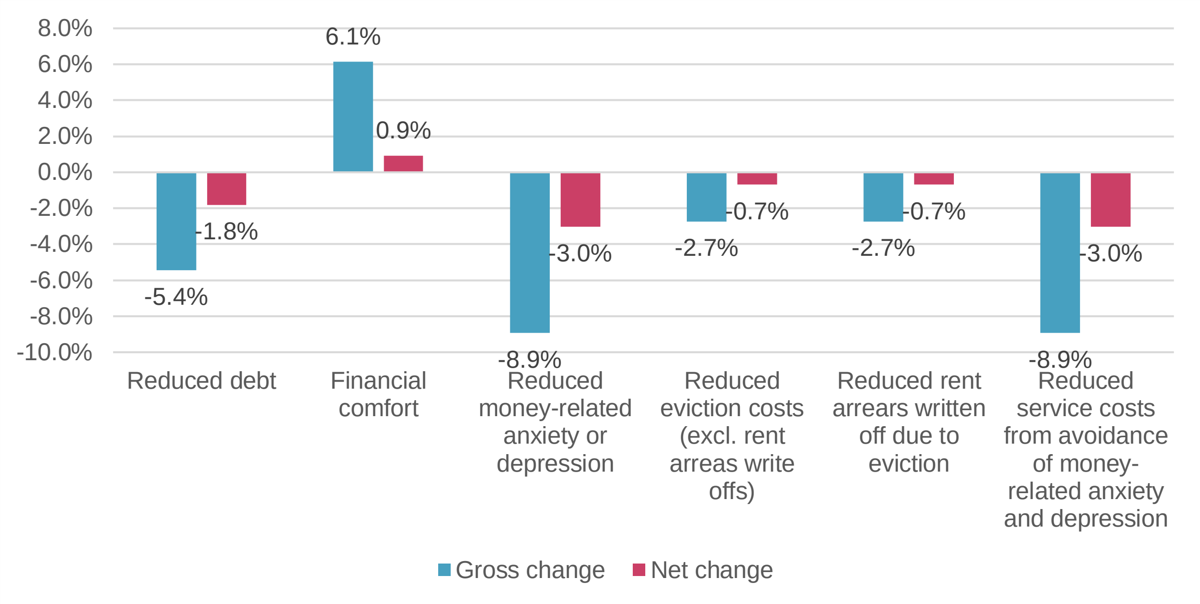


Outcomes in the model

The SCBA shows that the TMH programme has clear positive impacts on both the participants and the state. Figure 7 presents the average gross and net change for participants.

Figure 7: Gross and net change in outcomes included in the SCBA[8]

[8] The outcome "Costs avoided from fulfilling Statutory obligation to Care Leavers" is an economic saving that is not derived from survey results; therefore, it is excluded from Figure 7.



As Figure 7 illustrates, fewer participants experience debt (1.8%) due to the TMH programme. We also found that participants are 0.9% more likely to be doing well financially as a result of the programme and 3% less likely to report as suffering from money-related anxiety or depression. TMH participants are also 0.7% less frequently evicted than those that do not participate in the TMH programme. These impacts resulted in significant financial impacts, as illustrated in the next section.

Cost-benefit ratio

The cost-benefit value is expressed as a ratio, derived from dividing the net present value of the impact, by the net present value of the investment. Table 17 shows that the cost-benefit ratio of the service is positive.

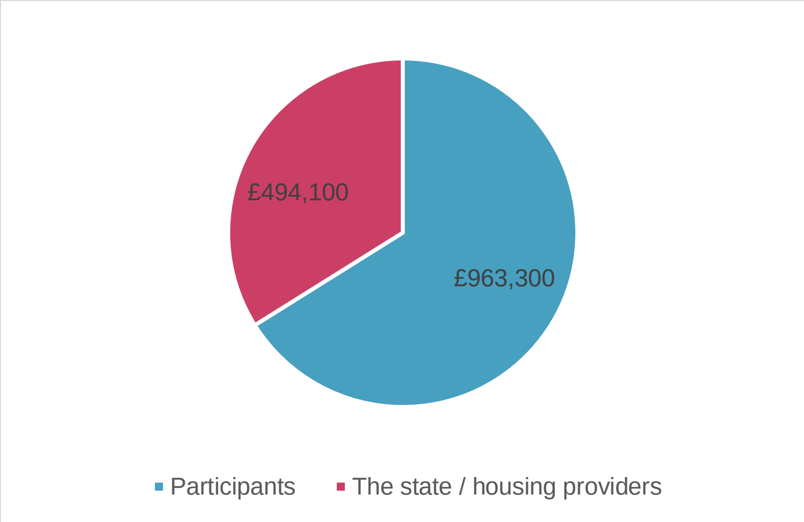
Table 17: Cost-benefit ratio

Investment	**£827,100**
Value created	£1,457,400
Cost-benefit ratio	£1: £1.76

On an individual basis, the service generates an average of £1,481 per participant, an average of £1,638 for those who complete the programme, and £690 for those who participate but do not complete the programme. This translates to £1.16 of value generated for the participant and £0.60 value generated for the state and local authority, for every £1 invested in the service.

Figure 8 provides a breakdown of the total value by stakeholder. Of the £1.457 million of social value generated, £963,300 is created for programme participants. This is equivalent to 66%. The remaining £494,100 of social value is created for the state or housing providers.

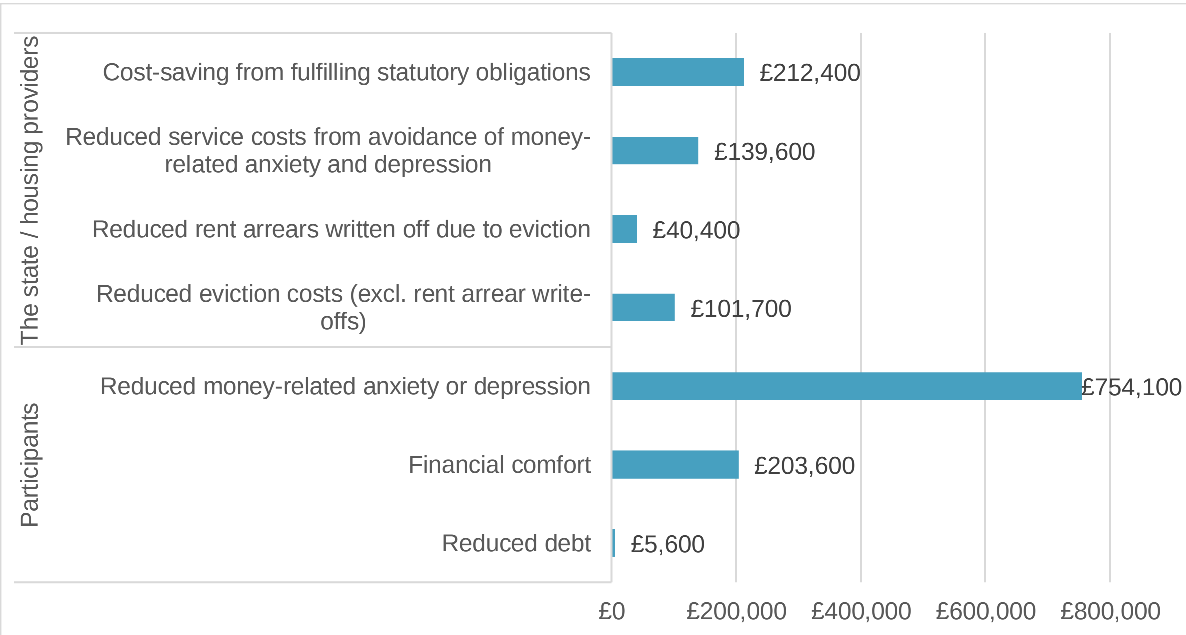
Figure 8: Value created by stakeholder



The majority of value created for participants is through the avoidance of money-related anxiety and depression, which generates £754,100 of social value. The social value that the TMH programme creates for participants by enabling them to manage better financially is also significant, resulting in £203,600 of social value. The reduced debt cost also benefits participants.

For the state and housing providers, the cost savings generated for fulfilling statutory obligations is £106,000 and the reduced services costs that result from the avoidance of money-related anxiety and depression generates £139,600 of savings. The reduced eviction rate of MyBnk participants also benefits the state and housing providers by reducing rent-arrears write-offs by £40,400, and eviction costs by £101,700 (Figure 9).

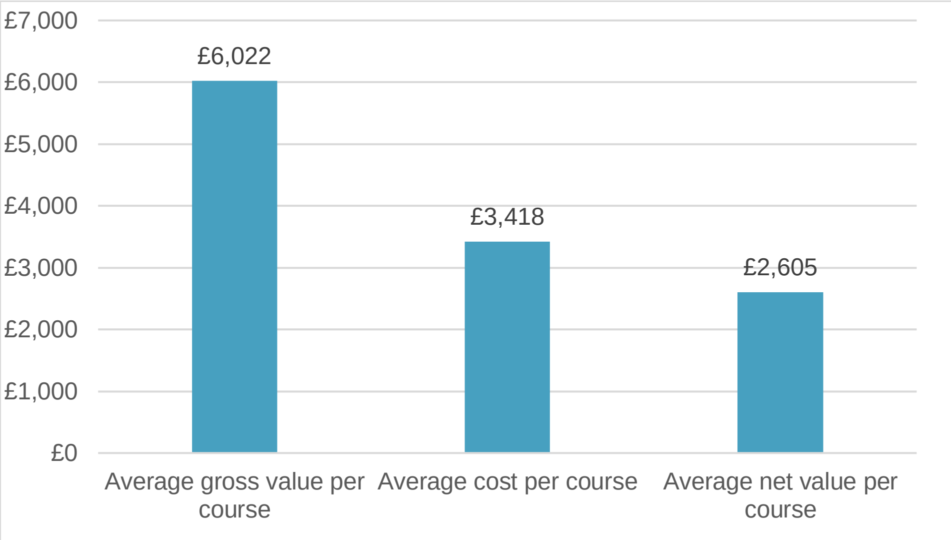
Figure 9: Relative size of value created, by outcome



Assessing the impact of fully utilising course capacity[9]

During the evaluation period, MyBnk ran 242 courses, with 984 young people attending and 821 completing the courses. This equates to approximately four participants attending per course on average. The average value generated per course is derived by dividing the total value generated by the total number of courses. In total, an average of £2,605 net value is generated per course (Figure 10). Each course breaks even – ie social value equals cost – when 2.3 young people attend each course on average.

Figure 10: Average value generated per course



Assuming that the value generated per participant does not diminish as the number of participants per course increases, the TMH programme has the potential to generate greater value through increasing course capacity.

The SCBA shows that an average of £6,022 in social value is generated per course (approximately four participants). If the number of participants per course were to increase on average, the value generated could be greater with little increase in cost per course. The MyBnk team can have a maximum capacity of eight participants per course. It is assumed that costs would stay constant if the capacity were increased to up to eight participants per course, with the exception of expenses for young people and costs of accreditation. Costs are assumed to increase by £52 per additional participant (£28 per person for expenses and £24 per person for accreditation). Table 18 shows that the average net value generated per course could more than triple if course capacity were fully utilised.

Table 18: Average value generated from increasing course participants

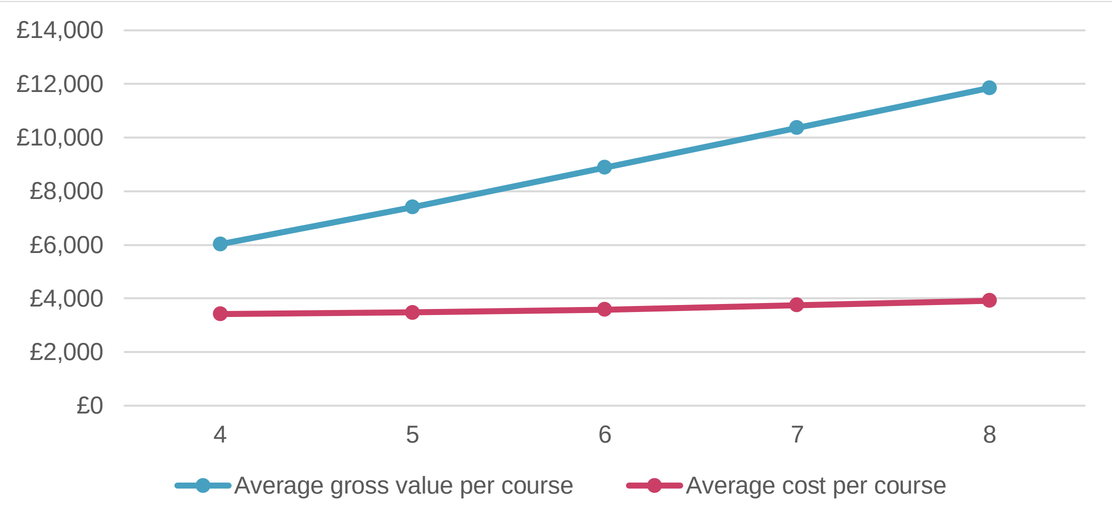
Number of participants per course on average	Average gross value generated per course	Approximate cost per course (adjusted to increase by £52 per young person)	Average net value generated per course	Projected cost-benefit ratio
4	£6,022	£3,418	£2,605	£1.76

[9] This section of the report provides estimates of the value generated from increasing the average number of participants per course. The estimates assume that 17% of participants do not complete the course (and therefore achieve 50% of the outcomes); however additional costs are incurred.

5	£7,405	£3,473	£3,933	£2.13
6	£8,887	£3,583	£5,304	£2.48
7	£10,368	£3,748	£6,620	£2.77
8	£11,849	£3,913	£7,936	£3.01

Figure 11 provides a visual of the numbers presented in Table 18. The estimated social return on investment (SROI) is much greater as participants increase. This translates to an increased cost-benefit ratio, with £3.01 of value generated for every £1 invested in the service.

Figure 11: Average gross value generated per course in comparison to average cost per course



Alternative scenarios and sensitivity analysis

We undertook a sensitivity analysis to understand how much the results varied when underlying assumptions in the model varied. The return on investment remains positive when all assumptions are varied significantly, with a large proportion of the value based on participants' outcomes as opposed to savings to the state.

Varying the impact for those who attended the programme but did not complete it

There are 163 participants who attended the TMH programme but did not complete the it. The primary modelling assumes that these participants (the non-completers) achieved outcomes at a rate of 50% of those who completed the programme. The cost-benefit ratio from this modelling is £1:£1.76.

If the non-completers are excluded from our modelling, ie if we assume that they achieve outcomes at a rate of 0% of those who completed the programme, the cost-benefit ratio declines to £1:£1.63. In this scenario, the costs remain unchanged. The social value created falls to £1,345,000 of which £876,300 is for participants, and £468,700 is for the state and housing providers.

If the non-completers are assumed to achieve 25% of the outcomes of those that complete the programme, then the cost-benefit ratio declines to £1:£1.69. In this scenario, the costs remain unchanged. The social value created falls to £1,401,200 of which £919,800 is for participants, and £481,400 is for the state and housing providers.

If the non-completers are assumed to achieve 75% of the outcomes of those that complete the programme, then cost-benefit ratio increases from our central estimate to £1:£1.83. In this scenario, the costs remain unchanged. The social value created rises to £1,513,600, of which £1,006,800 is for participants, and £506,800 is for the state and housing providers (Table 19).

Table 189: Variance of cost-benefit ratio with non-completer assumptions

Scenario	Cost-benefit ratio
Central assumption - 50% of outcomes achieved	£1:£1.76
0% outcomes achieved	£1:£1.63
25% outcomes achieved	£1:£1.69
75% outcomes achieved	£1:£1.83

Figure 12: Variance of cost-benefit ratio with non-completer assumptions

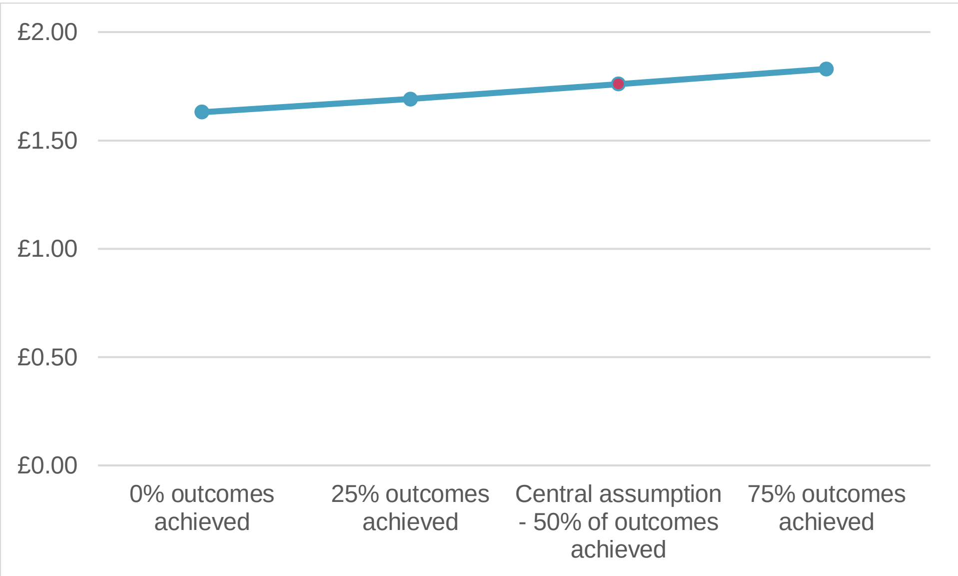


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Figure 12 illustrates that the cost-benefit ratio is robust in terms of varying our assumptions on the proportion of the outcomes achieved by those participants that do not complete the TMH programme.

Attribution

While attribution outcomes are based on survey data and present conservative assumptions, we conducted a sensitive analysis to test a more optimistic scenario (Table 20).

Table 1920: Varying attribution assumptions

	Central assumption	Optimistic scenario
Reduced debt	34%	61%
Financial comfort	34%	61%
Reduced money-related anxiety or depression	34%	61%
Reduced eviction costs (excl. rent-arrears write-offs)	25%	42%
Reduced rent arrears written off due to eviction	25%	42%
Reduced service costs from avoidance of money-related anxiety and depression	34%	61%

The optimistic 61% figure used in the alternative scenario was identified by TMH participants as their assessment of the extent to which the change observed in their financial habits was due to the TMH programme. The 42% is participants' evaluation of the extent to which they viewed their money habits impacting their housing situation.

Under this scenario, the cost-benefit value rises sharply to **£2.92**, with £2,414,200 of social value being created, of which £1,718,300 (71%) is for participants and £695,900 is for the state and housing providers. This suggests that our findings are highly dependent on the way in which participants understood the attribution questions and the process of change.

Alternative drop-off assumptions

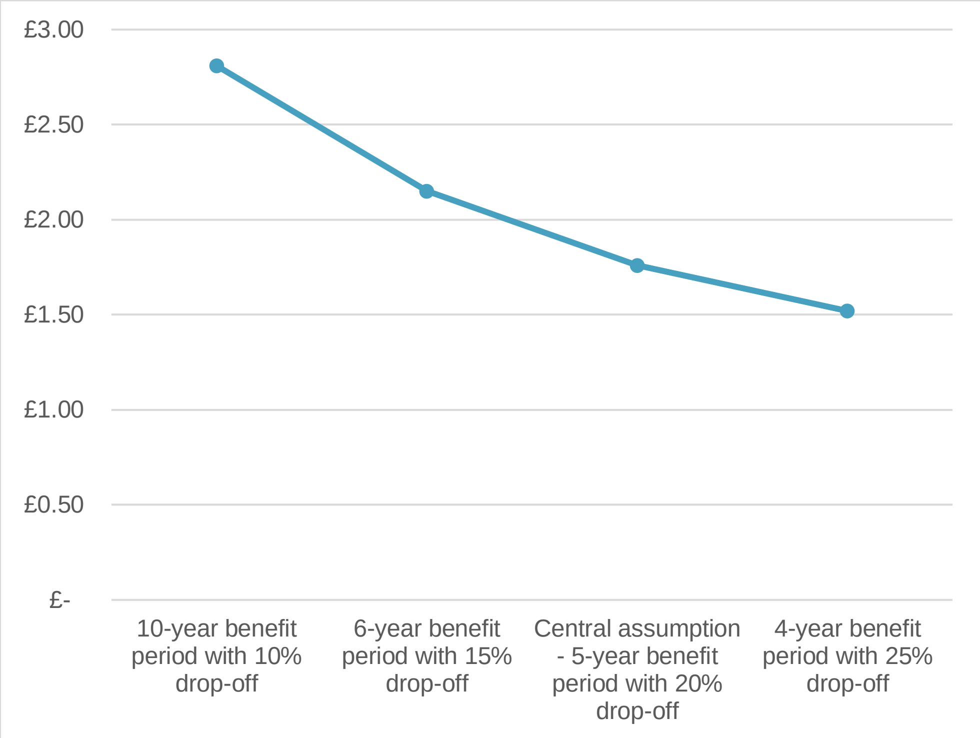
The primary modelling assumes a drop-off rate of 20%, meaning that the benefits only last for a 5-year period. If we alter the drop-off rate to 10%, then the programmes benefits last 10 years for stakeholders resulting in a significantly higher cost-benefit ratio of £1:£2.87 If the drop-off proportion is changed to 15%, the benefits last 7 years and the cost-benefit ratio is £1:£2.15. If the drop-off is increased to 25%, meaning benefits only last for 4 years from the end of the TMH programme, the cost-benefit ratio declines to 1.52 (Table 21).

Table 21: Variations in the drop-off rate

Scenario	Cost-benefit ratio
Central assumption - 20% drop-off	£1:£1.76
10% drop-off	£1:£2.87
15% drop-off	£1:£2.15
25% drop-off	£1:£1.52

Figure 13 illustrates that the cost-benefit ratio is highly sensitive to assumptions on drop-off and benefit period. The cost-benefit ratio more than doubles when shifting from a 25% drop-off rate (over 4 years) to a 10% drop-off rate (over 10 years).

Figure 13: Variance of cost-benefit ratio with drop-off assumption



Limitations

The limitations of the SCBA:

- The modelling is highly sensitive to assumptions on attribution and drop-off. Research suggests that benefits can last for a very long time, so we are confident that the analysis has taken a conservative approach which is robust. Although attribution questions were clearly stated in the survey, the accuracy is limited by the participants' self-evaluative responses.
- We did not include the dependants of programme participants in the evaluation due to a lack of data. However, it is reasonable to expect that some benefits may also accrue to the dependants, primarily from having stable living conditions but potentially from the development of good money habits themselves. TMH trainers suggested that 1 in 4 participants are pregnant or have children.
- Low sample sizes limited some of the analysis, meaning that we were unable to include additional outcomes that may also be impacted by the TMH programme (eg amount of savings and amount of debt).
- TMH local authority and comparator local authority data presented a snapshot of the housing situation only; therefore we were unable to determine the impact over time. The data was also inconsistent across local authorities – some including a breakdown between independent and semi-independent and some including just rent arrears data rather than evictions data.

- There was a lack of verified financial proxies for outcomes, such as reduced money-related anxiety and depression. Proxies are available for anxiety and depression; however, it is not clear what the value would be for *money-related* anxiety and depression. We excluded other outcomes from the model due to a lack of alternative financial proxies (eg frequency of saving).
- For some outcomes, the indicators collected binary responses as opposed to distance travelled. While this provides a good indication of change in outcome when comparing the baseline to follow-up, it fails to capture the extent of change. Examples of where binary responses were used are for the outcomes: reduced debt and reduced money-related anxiety or depression.
- It is not clear where the value sits when estimating the benefits accrued from reduced evictions. Therefore, the state and housing providers are grouped as one stakeholder.

DISCUSSION AND CONCLUSIONS

This evaluation set out to understand the benefits from The Money House (TMH) programme. The social cost-benefit analysis (SCBA) found that for every £1 spent on the programme, £1.76 is created in social value.

The analysis in this report describes the different ways in which the service users and the state and housing providers benefit from the TMH programme and quantifies what the impact looks like. While some of the value is generated for the state and housing providers, the majority is generated for the participants themselves. The value is created from a range of outcomes, with reduced money-related anxiety and depression showing the largest net change for participants followed by reduced debt and financial comfort. The outcomes driving value to the state and housing providers comes from reduced eviction costs and rent arrears written off, and reduced use of health services. Of the £1.457 million social value generated by the programme, 66% is created for the participants (£963,300) and the remaining 34% is created for the state and housing providers (£494,100).

We carried out a sensitivity analysis to test assumptions and as a result we can say with confidence that the programme returns a greater social value than investment. The analysis presents a range of values and indicated the programme delivers between £1.52 and £2.92 for every £1 invested. While the analysis is inevitably based on a number of assumptions for attribution, deadweight, and drop-off, we are confident that we have used a conservative approach in this SCBA. We recognise too, that additional research may strengthen the results.

Going forward, learning from this evaluation will provide MyBnk with the knowledge to develop their approach to capturing social value. The evaluation finds a number of recommendations as a result of the findings so far:

- A greater cost-benefit ratio could be achieved by the programme if it were to deliver courses at the maximum capacity (ie eight participants per course).
- While data collection is one of the programme’s strengths, further research through longer-term data collection (eg follow-up after one year or more) would help to understand the longevity of outcomes after completion of the programme. This could support the SCBA of financial education interventions as a whole.
- Data for new indicators established for this evaluation should continue to be collected to help populate a model in the future. This would help MyBnk capture and monetise outcomes that have limited financial proxies and were excluded from this evaluation.
- While it may be resource intensive, MyBnk should explore engaging with participants to build on and verify the Theory of Change (ToC) and SCBA results. This would help MyBnk to gain an even deeper understanding of the extent to which outcomes are experienced.

The analysis of the TMH programme provides strong evidence that it provides good value for money. The points above will help MyBnk to deepen their understanding and further embed social value of the programme into their decision-making, creating an even more effective service for participants.

APPENDIX A

TMH Participant Survey 2019–2020

Question	Response option
Please provide your name	
Please provide your date of birth	
Please provide your gender	
Prefer to self-describe	
What best describes your ethnicity? Please pick from the list below:	(standardised list)
Other please specify	
Do you have any money or caring responsibilities for Children	Yes, No
Do you have any money or caring responsibilities for Adults	Yes, No
Do you currently receive any types of benefits?	Yes, No
Do you currently receive Universal Credit?	Yes, No
How much money do you currently have per week after housing costs?	£0–£70 £70–£90 More than £90
What do you mainly do at the moment?	University College Apprenticeship Full-time work Part-time work Volunteering (once a month or more) Looking for work or education Thinking about what to do next
Do you also have a part time job?	Yes, No
How confident do you feel managing your money?	0–10 confident
Do you currently have a bank account (eg current account, savings account)?	Yes No Don’t know
How often do you normally check how much money is in this account?	Every day At least once a week, but not every day At least once a fortnight, but not once a week At least once a month, but not once a fortnight Less than once a month Other (please specify) Never
How confident do you feel making decisions about financial products and services?	0–10 confident
In the last three months which services, if any, have you compared online using a comparison website? For example, Go Compare Gas or Electric	Yes No Don’t know

In the last three months which services, if any, have you compared online using a comparison website? For example, Go Compare Mobile or broadband	Yes No Don't know
In the last three months which services, if any, have you compared online using a comparison website? For example, Go Compare Bank accounts or loans	Yes No Don't know
In the last three months which services, if any, have you compared online using a comparison website? For example, Go Compare Holidays or shopping	Yes No Don't know
Roughly, how much did you save by doing this online comparison(s)?	Under £50 £50–£100 £100–£150 £150–£200 £200–£250 £250–£300 More than £300
Do you keep track of the money you get and the money you spend?	Yes No Don't know
How often do you update your spending budgets?	Weekly Fortnightly Monthly Less than monthly Never
Do you ever make a plan on how you will spend and save your money? For example, by setting yourself a budget.	CHOOSE ONE ONLY 1. Yes 2. No
How often do you keep to your plan or budget?	CHOOSE ONE ONLY 1. Never 2. Rarely 3. Sometimes 4. Often 5. Don't know
How much do you agree with the following statement: When it comes to money, I prefer to live for today rather than plan for tomorrow	Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree
How well would you say you yourself are managing financially these days?	Living comfortably Doing alright Just about getting by Finding it quite difficult Finding it very difficult
Do you suffer from any money-related anxiety or depression?	Yes No Prefer not to say
Below are some statements about feelings and thoughts. Please circle the number that best describes	None of the time Rarely Some of the time

your experience in the last 2 weeks. I've been feeling optimistic about the future	Often All of the time
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been feeling useful	
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been feeling relaxed	
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been dealing with problems well	
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been thinking clearly	
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been feeling close to other people	
Below are some statements about feelings and thoughts. Please circle the number that best describes your experience in the last 2 weeks. I've been feeling able to make up my own mind about things	
Overall, how satisfied are you with your life nowadays?	0–10 satisfied
Do you have any financial goals for the next five years?	Yes No Don’t know
How much of a plan do you have about how you will achieve your financial goal?	0–10
Do you save regularly or just from time to time when you can?	Yes regularly From time to time Other Don't know No/N/A
Do you currently have any savings?	Yes No Don't know
Roughly how much do you have in savings in total?	£
How many of the months, in the last 3 months, have you managed to save?	None 1 2 3
How much on average do you save each month at the moment?	£

In the last (12 OR 3 OR 3) months have you been.... Victim of a scam?	Yes No Don't know
In the last (12 OR 3 OR 3) months have you.... Been approached to be part of a scam	Yes No Don't know
Approximately how much in total did you lose?	
Thinking of all the items you own, how much do you think they are worth in total?	
Thinking of all the items that you own (excluding clothing) how much do you think they are worth in total (to the nearest £25)?	£
Are the contents of your home insured against theft?	Yes No Don't know
Have you had any form of loan or credit for over 6 months?	Yes No Don't know
Do you currently owe money or have debts to pay (do not include mortgages or credit cards etc. being paid off this month)?	Yes No Don't know
How much of a burden is that debt?	Yes No Don't know
About how much money do you owe at the moment?	£
About how much money do you owe at the moment in the following categories?	Friends and family: Pay-day loan : Credit card : Overdraft : Unpaid item/contract: Other:
Do you repay some of your debt each month?	Yes No Don't know
About how much on average do you manage to repay each month, at the moment?	Yes No Don't know
In the last 3 months have you been charged for missing payments, using overdrafts or similar?	Yes No Don't know
In the last 3 months have you registered to vote?	Yes No Don't know
In the last 3 months have you maxed out your credit limit?	Yes No Don't know

In the last 3 months have you had a CCJ or defaulted a loan?	Yes No Don't know
What sort of accommodation are you currently in?	Family home Hostel/Foyer Support accommodation Full tenancy No fixed address
Do you have enough money to keep your home in a decent state of decoration?	Yes No Don't know
Are you currently responsible for paying any of your rent and/or service charge?	Yes No Don't know
In the last 3 months, how many times have you missed or not fully paid your rent?	
Thinking about the past (12 OR 3 OR 3) months... A) Have you missed a payment on your rent or failed to pay the full amount?	Yes No Don't know
Do you owe more than one month’s rent/service charge?	Yes No Don't know
B) Approximately how many months' rent/service charge do you owe?	Open response
C) Over this period how many month's rent/ service charge has been written off?	Open response
Thinking about the past (12 OR 3 OR 3) months If you have missed payment or failed to make a full payment, what is the reason why?	1. Delays in receiving benefits 2. Change in employment situation 3. Other unexpected costs / expenses 4. Other (please specify)
How likely are you to pay off your overdue rent in the next 6 months? On a scale of 1 to 5 where 5 is very likely and 1 is very unlikely.	1. Very likely 2. Somewhat likely 3. Neither likely nor unlikely 4. Somewhat unlikely 5. Very unlikely 6. I don’t have any overdue rent
Do you have a repayment plan set up?	Yes No Don't know
Do your benefits automatically pay for any of your rent?	Yes No Don't know
In the past 12 months have you had any difficulties paying for you accommodation?	Yes No Don't know
Since living independently, have you ever been evicted?	1. Yes 2. No 3. Don't know 4. I do not live independently

Have you ever been evicted?	Yes No Don't know
B) In the past (12 OR 3 OR 3) months or less that you have been living independently, how many times have you been evicted?	
What would you most like to learn on this course?	
Are you responsible for paying council tax?	Yes No Don't know
Thinking about the past (12,3,3) months Have you missed a council tax payment or failed to pay the full amount?	Yes No
Over this period, how much have you failed to pay?	Open response
Over this period how much, if any, has been written off?	Open response
How likely are you to pay off your overdue council tax in the next 6 months? On a scale of 1 to 5 where 5 is very likely and 1 is very unlikely.	1. Very likely 2. Somewhat likely 3. Neither likely nor unlikely 4. Somewhat unlikely 5. Very unlikely 6. I have already paid my overdue council tax
In the past (12, 3, 3) months have you received professional support (eg CAMHS) for dealing with mental health concerns?	Yes No Don't know
How many times a month have you received this type of support?	
To what extent do you think the changes in your understanding of independent living and finance are because of The Money House Programme?	1–10 agree
A) Do you think your financial habits (budgeting, saving, debt payments, and so on) have changed over the past X months?	Yes No Don't know
B) Please think about all the support you have received in the past year and changes to your economic circumstances. To what extent do you think the change in your financial habits is because of the five day Money House Programme?	1–10 agree
C) To what extent do you think your financial habits have had an impact on your financial situation? Note, for example, a pay increase could impact your financial situation but wouldn't count as a financial habit	1–10 agree

D) To what extent do you think your financial habits have had an impact on your housing situation?	1–10 agree
What would you most like to learn on this course?	Free text
How was the MyBnk programme?	1–4 scale
How was the MyBnk trainer?	1–4 scale
Have your say about the programme	Free text
We've hope you've enjoyed The Money House and would like to stay in touch! To opt in for paid follow-up surveys (£10 amazon voucher) and hear about other opportunities please add your mobile number in the field below	Mobile
In the next 3 months do you intend to....Make different spending decisions?	Yes No Don't know
In the next 3 months do you intend to....Start new saving habits?	Yes No Don't know
In the next 3 months do you intend to....Use banking facilities more?	Yes No Don't know
In the next 3 months do you intend to....Keep a closer track on money you get and spend?	Yes No Don't know
In the next 3 months do you intend to....Avoid borrowing money?	Yes No Don't know

APPENDIX B

Distance travelled, sample sizes, and whether we used pooled or matched samples

Outcomes in the model

Outcome	**Indicator**	**Pooled sample**		**Matched sample**	**Pooled distance travelled**	**Matched distance travelled**	**Data source**	**Value used in model**
		Baseline	Follow-up					
Outcomes included in the model								
Reduced debt	Have you had any form of loan or credit over the past 6 months?	143	59	<50	-5.8%	N/A	2019–2020 survey	-5.8%
	Do you currently owe money or have debts to pay (do not include mortgages or credit cards being paid off this month)?	524	168	87	-7.8%	-5.1%	2018–2019 survey, 2019–2020 survey	-5.1%
Financial comfort	How well would you say you yourself are managing financially these days?	339	115	111	4%	6.1%	2018–2019 survey, 2019–2020 survey	6.1%
Sustained housing	Have you been evicted in the past 12 months?	500	N/A (local authority data was used)	N/A	-2.7%	N/A	2019–2020 survey and local authority data	-2.7%

Reduced anxiety and depression	Do you suffer from any money-related anxiety or depression?	143	51	<50	-9%		2019–2020 survey	-9%
Additional outcomes (excluded due to double counting, limited sample size or potential bias)								
Increased skills and knowledge	How much do you think your knowledge and skills have improved on…budgeting and managing households?	106 (end line only)			92%		2019–2020 survey	
	How much do you think your knowledge and skills have improved on…different types of financial fraud/scams and how to protect yourself against them?	106 (end line only)			81%		2019–2020 survey	
	How much do you think your knowledge and skills have improved on…the benefits system?	106 (end line only)			85%		2019–2020 survey	
	How much do you think your knowledge and skills have improved on…financial products and credit scores?	106 (end line only)			85%		2019 – 2020 survey	
Reduced financial exploitation	In the last 12 months have you been a victim of a scam?	145	59	<50	2.6%	N/A	2019–2020 survey	
	In the last 12 months have you been approached to be part of a scam?	144	59	<50	5.5%	N/A	2019–2020 survey	
	Approximately how much did you lose?	5	3	<50	N/A	N/A	2019–2020 survey	
Increased day-to-day budgeting	How often do you check your bank account?	132	54	68	1.6%	4.5%	2018–2019 survey, 2019–2020 survey	
	Do you keep track of the money you spend?	145	60	<50	10.8%	N/A	2019–2020 survey	
	How often do you update your spending budgets?	102	49	<50	2.6%	N/A	2019–2020 survey	

Reduced debt	Roughly how much do you owe at the moment of each of these types of debt?	81	13	<50	-£200	N/A	2018–2019 survey, 2019–2020 survey	
	How much of a burden is that debt?	96	19	<10	7.4%	N/A	2018–2019 survey, 2019–2020 survey	
	Do you repay some of your debt each month?	34	10	<10	15.3%	N/A	2019–2020 survey	
	About how much on average do you manage to repay each month, at the moment?	22	4	<10	£71	N/A	2019–2020 survey	
Increased savings	Do you have any savings?	114	44	<50	11.4%	N/A	2019–2020 survey	
	Do you save on a regular basis?	298	102	81	6.9%	8.8%	2018–2019 survey, 2019–2020 survey	
	How much do you save per month?	74	43	<50	-£64	N/A	2019 – 2020 survey	
	How much do you have in savings?	46	27	<50	-£128	N/A	2019–2020 survey	
Reduced borrowing costs	In the last 12 months have you registered to vote?	126	57	<50	15.4%	N/A	2019–2020 survey	
	In the last 12 months have you maxed out your credit limit?	126	57	<50	-1.3%	N/A	2019–2020 survey	
	In the last 12 months have you opened a bank account?	125	57	<50	-10.2%	N/A	2019–2020 survey	
	In the last 12 months have you had a CCJ or defaulted loan?	126	57	<50	4.5%	N/A	2019–2020 survey	
Improved emotional wellbeing	I've been feeling close to other people I've been dealing with problems well I've been feeling useful I've been able to make up my own mind about things	131	58	<50	0	N/A	2019–2020 survey	

	I've been thinking clearly							
Life satisfaction	Overall, how satisfied are you with your life nowadays?	131	51	<50	0	N/A	2019–2020 survey	

APPENDIX C

THM Participant Survey 2018–2019

1. Please provide your name
2. Please provide your date of birth
3.1 What best describes your gender?
Gender comments
4.1 What best describes your ethnicity? Please pick from the list below:
ethnicity comment
5. Do you currently receive any benefits?
6.1 Which do you currently receive? (tick as many that apply from the list below)
universal credit
Benefits received comment
7. Do you currently have a bank account (eg current account, savings account)?
8. Are you currently registered for online or mobile banking?
9. How often do you check what went into and what went out of your bank account?
10. In the last week, how often have you checked your bank account balance (online or at a cash point)?
11. Within the last year, how often have you gone online to pay bills?
12. How do you keep track of the money you get and the money you spend?
13. Within the last year, how often have you gone online to compare products and services (eg for gas or electric providers)?
14. Within the last year, how often have you delayed or missed paying a bill beyond the date it becomes due?
15. Within the last year, how often have you incurred bank charges or had direct debits bounce?
16. Do you create personal budgets to help you plan how much you can spend each week/month?
17. How often do you update your spending budgets?

18. Do you have a plan to cover the cost of things that need to be paid for over the next few weeks (eg bills, rent)?
19. Do you save on a regular basis or just from time to time when you can?
20. Thinking about the months that you save money is the amount that you save..
21. Have you been evicted during the past 12 months (not including rental agreements coming to end)?
22. Are you currently in rent/service charge arrears?
23. Do you owe more than one month's rent/service charge?
24. If the total of what you owe is more than your income each month, how much more?
25. How much of a burden is this?
26. Apart from rent, are you up to date with your priority payments (eg council tax, TV license, utility bills, court fines)?
27. Do you currently owe money or have debts to pay (do not include mortgages or credit cards etc. being paid off this month)?
28. How much of a burden is this?
29. About how much money do you owe at the moment?
30. Do you pay off debt on a regular basis or just from time to time when you can?
31. How well would you say you are managing financially these days?
32. What does a Smart Meter do? Tick all that apply
What does this label show?
general text area question
when will you start saving energy?
34.2. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I am confident about managing my money
34.3. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I have financial goals for the next five years

34.4. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I feel confident about making financial decisions
34.5. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I worry about my current financial situation
34.6. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) In the last 12 months, I have had difficulties paying for my accommodation
34.7. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) When it comes to money, I plan for the future
34.8. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) When it comes to money, I take each week as it comes
34.9. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I am prepared to adjust the amount of money I spend on non-essentials if my life changes
34.10. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I would seek advice from an external advice organisation to help me with my money worries
34.11. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) When I'm shopping, I understand my rights as the consumer
34.12. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I feel confident looking through a tenancy agreement to understand my rights and responsibilities
34.13. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I understand my benefit entitlements

34.14. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I feel confident borrowing money safely
34.15. Do you agree or disagree with the following statement? Show on a scale from 1 to 10 (1 = strongly disagree, 10 = strongly agree) I understand the environmental effects of being energy efficient
35. The questions we have been asking focus on your understanding of financial services, your confidence to look after and manage money and your confidence to move into your own home. How much of this is due to help from The Money House and how much of this is due to other things you have been involved in or told about outside of The Money House (eg from other courses, family, friends, school, social media, news, websites)?
How good was the MyBnk programme?
How good was the MyBnk trainer?
How did you find out about TMH?
Have your say about the programme
36. MyBnk appreciates the participation of all the young people on their programmes. We are in the process of building an alumni network to help us stay in touch with those who have completed our programmes. Would you like to be involved in this network or receive news of any future opportunities with MyBnk? Please choose from the options below:

APPENDIX D

Assumptions underpinning financial proxy for fulfilling local authorities' statutory obligations to Care Leavers

The value is estimated using several assumptions:

1. It is estimated that 80% of the TMH programme content fulfils statutory obligations (consumer rights, comparisons, and information about scams goes beyond the statutory requirement). The full programme is approximately 25 hours; therefore, it is assumed that 20 hours of support would be provided by a personal advisor in a local authority.
2. A personal advisor would provide the same level of information as the TMH programme if financial capability support were provided in-house.
3. A personal advisor for Care Leavers would spend the same number of hours providing information and support around financial capability and independent living as TMH trainers.
4. The cost of a personal advisor for Care Leavers in a local authority was £30 per hour in 2018.[20] This value is adjusted for inflation.
5. There is an average of four participants in attendance per course.

Using these points, we calculated the cost saved to the local authority for the delivery of the course using the following steps:

a) The cost of a personal advisor is estimated at £31.88 per hour (2020 prices), this is multiplied by the number of hours of the course that fulfil the statutory obligations (20 hours) which is approximately £624.

b) In addition, the TMH programme has an assistant in each course, paid at approximately 60% of the trainer salary. The 60% is applied to the £31.88 in order to get an estimate of cost per hour of an assistant to a personal advisor – this is equivalent to £18.40 per hour. The total number of hours multiplied by the hourly rate of an assistant and totals to £368.

c) The two values provide a total value of £992 per course. This value is divided by the average number of participants per course (4) to derive an average saving of £248 per participant.

In addition to the average saving to the state per participant, there is an additional cost avoided by the state in training the trainers. Trainers at MyBnk spend approximately 7 days training, which is the equivalent to £1,470 per trainer. There are six trainers who deliver the TMH programme.

ENDNOTES

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