

# FINANCIAL WELLBEING

Addressing the financial burdens of your workforce

GREATER MANCHESTER  
**GOOD  
EMPLOYMENT  
CHARTER**

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**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

**ANDY BURNHAM**  
MAYOR OF  
GREATER  
MANCHESTER

**Supporters' Network Webinar**  
GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

# SPEAKERS

**Carol Halford**, Manager of the Charter Implementation Unit

**Phil Conley**, Promoting Compliance Manager at HMRC

**James Kelly**, Regional Partnerships Manager at the Money and Pensions Service

**Andy Brown**, Chief Executive at Manchester Citizens Advice Bureau Service

**Richard Forster**, Senior Bank Manager at Lloyds Bank



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**Supporters' Network Webinar**  
GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

# Greater Manchester Good Employment Charter Supporters Network Webinar - Financial Wellbeing

James Kelly – Regional Manager

20th January 2021

# Who are MaPS?



MaPS bring together three financial guidance bodies:

- **The Money Advice Service**
- **The Pensions Advisory Service**
- **Pension Wise**

to help people in the UK access the guidance and information they need to make effective financial decisions. **MaPS support is free and independent.**

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with:



Money and Pensions Service



# MaPS vision

A photograph of three people (two men and one woman) sitting around a table in a meeting, smiling and engaged in conversation. The man in the center is wearing a blue denim shirt and has a beard. The woman on the right is wearing a light blue button-down shirt. The man on the left is wearing a green and white shirt. There are papers and a glass of water on the table.

**Our vision: Everyone making the most of their money and pensions**

# Types of support MaPS provides



- MaPS provide **free, impartial money guidance** to help people make informed choices.
- There are **diagnostic tools and calculators** to help keep track and make money plans.
- Support is **available over the phone and online** on the range of topics below:

Debt & Borrowing | Homes & Mortgages | Budgeting & Saving | Work & Benefits | Pensions & Retirement | Family & Care | Cars & Travel | Insurance

- Website: <https://www.moneyadviceservice.org.uk/en>
  - WhatsApp: [+447701342744](https://www.whatsapp.com/business/profile/447701342744)
  - Telephone Helpline: [0800 138 7777](tel:08001387777)
  - Monday to Friday: [8am to 6pm](#)
- All MaPS content can be shared by employers to their colleagues without charge.

# Money Navigator Tool

MaPS have developed a tool that helps people find all the guidance they need if their finances have been impacted by coronavirus. By answering a series of questions the Money Navigator Tool gives a tailored result that will direct them to partners who can help.

This allows people in financial difficulty to :

- Recognise the impact on all areas of their finances
- Know what they're entitled to, like benefits and payment holidays
- Understand where to go for free support across all financial matters
- <https://www.moneyadvice.service.org.uk/en/tools/money-navigator-tool>



# MaPS Coronavirus Hub



## Coronavirus money guidance from MaPS that can be shared

COVID-19 has had a huge impact on the immediate and future finances of everyone - affecting income and outgoings including people's levels of saving and debt. MaPS have clear and helpful money guidance to support people during these difficult times. This information includes videos that MaPS have created which are hosted on YouTube about key topics like furlough; assistance for rent or mortgage arrears; help with other bills; etc.

The links below go to our "*Coronavirus Hub*" and its related Covid-19 content YouTube playlist.

### **Coronavirus Hub:**

<https://www.moneyadvice.service.org.uk/en/hub/coronavirus-support>

### **COVID-19 and your money YouTube playlist:**

<https://www.youtube.com/watch?v=bov7VNaYz4g&list=PLCBP-h0vc07GfLJDnvFuo61NlnalScAtX>



# MaPS colleagues contact details

MaPS colleagues contact info is below:

- James Kelly - Regional Partnerships Manager
- Email - [James.Kelly@maps.org.uk](mailto:James.Kelly@maps.org.uk)
- Paul Rhodes - MaPS Coordination Manager
- Email - [Paul.Rhodes@maps.org.uk](mailto:Paul.Rhodes@maps.org.uk)

Please get in touch with any queries you have about MaPS content, tools, videos or support.

We present financial wellbeing updates and webinars for employers / colleagues on a regular basis.



# Presentation to the Supporters Network Webinar | Financial Wellbeing

**citizens  
advice**

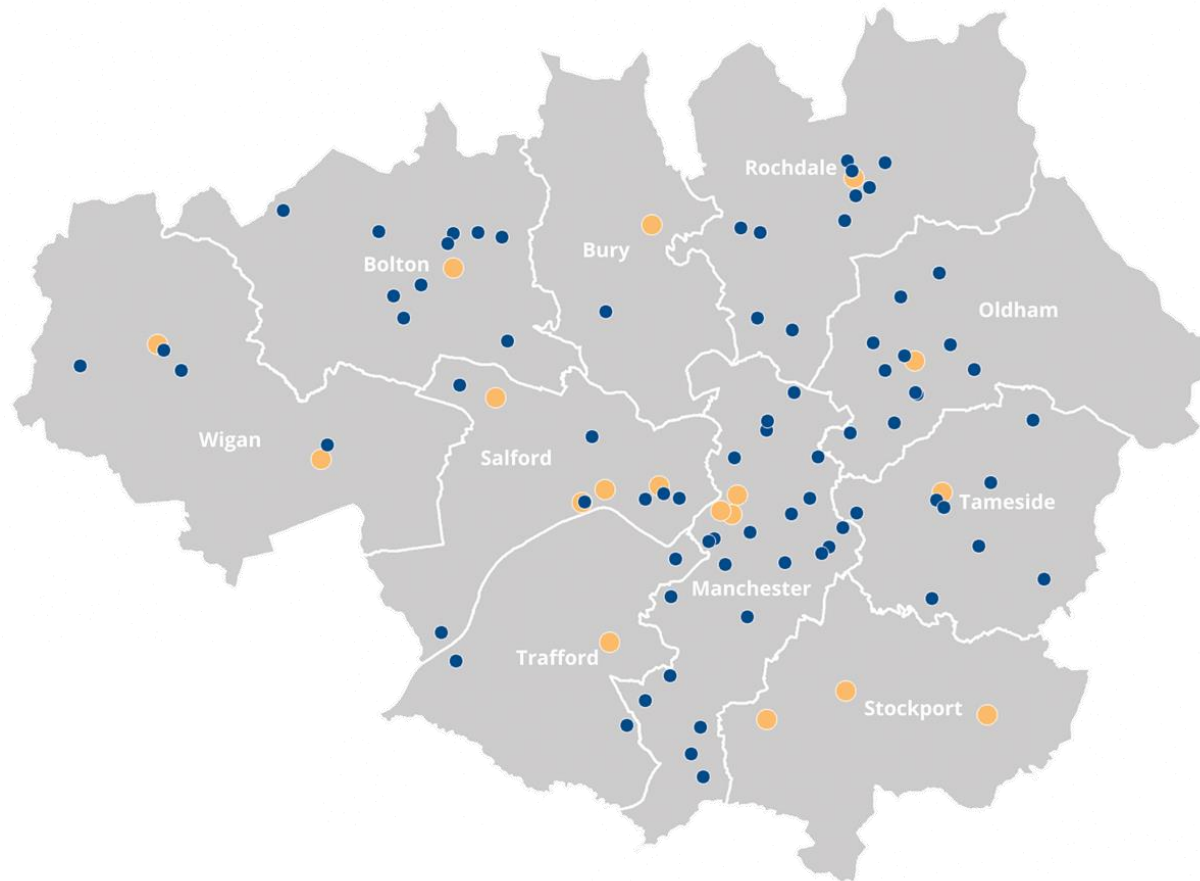
**January 2021**

# Introduction to Citizens Advice

- **Citizens Advice Greater Manchester:** provides free, independent, confidential and impartial advice to people living and working across the city region.
- **Advice:** Help the person solve the problem in their life
- **Advocacy:** Fix the *cause* of the problem in society
- **Through our advice:** in areas including employment, debt, benefits, housing, health and social care, we empower people to take early action, manage the challenges they face and lead independent lives.

# The community we serve

- A service rooted in each of the ten boroughs of Greater Manchester
- Our 300 paid staff and 600 + volunteers deliver advice from over 93 locations



# We helped thousands of people last year

## Greater Manchester

- 68,781 people helped
- Over 135,000 problems advised on
- 20,000 helped using email and webchat

## Manchester

- 800 people provided with fuel vouchers to heat their homes
- 650 helped with threatened homelessness
- 1040 people contacted us about foodbank support. This was a 350% increase on 2019
- 40% increase in employment enquiries.
- 700 people needed help with redundancy a 230% increase on 2019
- 7954 people needed help with their initial claim with Universal Credit. This was a 64% increase on 2019
- £9.2 million in financial gains for clients
- £9.1 million debt dealt with. Average client debt now £8k

# The Covid-19 Impact; Walking on Thin Ice

## What we have seen so far:

- Redundancies and large scale unemployment
- Unprecedented increase in the number of universal credit claims - This was a 64% increase on 2019
- Budgets are being squeezed
- Household spending isn't flexible
- Household savings are at a near record low

## What we can predict from April 2021

Once the Government's protective measures, furlough, moratorium on evictions etc measures are removed, people will be facing huge uncertainty and there will be an unprecedented demand for help with:

- The impact of redundancies
- Universal Credit and other benefits sanctions
- Benefit renewals
- Rent arrears Mortgage repossessions
- Unmanageable debt

# How can we support Financial health and Wellbeing

## Debt advice

- Negotiating with priority creditors such as landlord and mortgage companies
- Short term debt strategies such as agreeing nil/reduced payments, freeze interest and charges
- Debt solutions such as DMP/IVA, bankruptcy, Debt Relief Order or write-offs, pro-rate lump sum settlements to creditors

## Financial Health Check

- Financial education (capability / literacy) including budgeting strategies and understanding income and expenditure
- Dealing with with financial effects of redundancy
- Pensions advice and sustainability planning for over 50s

## Maximising income and tackling fuel poverty

- Help to Claim - Access to inwork benefits
- Access to non means tested benefits for employees who are eligible
- Energy advice
- Helping young people / apprentices save money on bills
- money savings such as energy switching and shopping around (people working from home may mean they're using more supply / facing higher costs, especially if homeschooling)
- Additional support offered by suppliers such as Warm Home Discounts and Priority Services Registers
- In emergency cases, assist people to apply for white goods e.g. fridge freezers, washing machines, cookers.

# How can we support Financial health and Wellbeing

## Housing

- Aimed at employers who have apprentices / graduate employees - both of these groups are more likely to live in the private rented sector
- Challenging evictions and possession hearing

## Digital inclusion support

might be of interest to companies who are doing more digital as a result of covid.

## Retraining and new opportunities

- Volunteering
- CV writing / interview skills and techniques
- New skills - using citizens advice as a pathway to employment - 22% of volunteers leave for paid work

## Other help

JustBorrow - this online short-term loan from Manchester Credit Union allows you to borrow between £100 and £750 over 3-9 months. The loans can be applied for online 24/7 and you will get an immediate decision and, if approved, the money is paid quickly into your bank account with monthly repayments automatically collected via your debit card on your chosen day



# Accessing the Advice

This is a difficult and uncertain time financially for many people, especially if they have self employed family members. Financial worries can have a big impact on mental wellbeing and so it's important that employees get the information and support they need as early as possible:

- Virtual in person advice
- Telephone advice
- ❖ In hours
- ❖ Out of hours
- Chat on WhatsApp
- Messenger
- Chatbot

[www.citizensadvicegreatermanchester.org.uk](http://www.citizensadvicegreatermanchester.org.uk)

Chat on WhatsApp with +44 161 850 5053

Call or SMS to 0161 850 5053

[www.citizensadvicemanchester.org.uk](http://www.citizensadvicemanchester.org.uk)

Call our helpline: 03444 111 222

Chat on WhatsApp with +44 7476 548490

Citizens Advice consumer helpline: 0808 223 1133

Universal Credit Help to Claim phone service 0800 144 8 444

THANK YOU!

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