



# Financial Skills for Life

Helping people manage their money

# What is Financial Skills for Life?

**The Financial Skills for Life programme helps people across England and Wales to gain the skills, knowledge and confidence to manage their money. The programme is coordinated by Citizens Advice, funded by Prudential, and delivered by local Citizens Advice Bureaux.**

We want to show you why this programme is such an important part of the work that local Citizens Advice Bureaux do. Not only are we here to help people in crisis solve their problems, but we also help people to avoid getting into difficulties with money, and empower them to manage their finances better in the future.

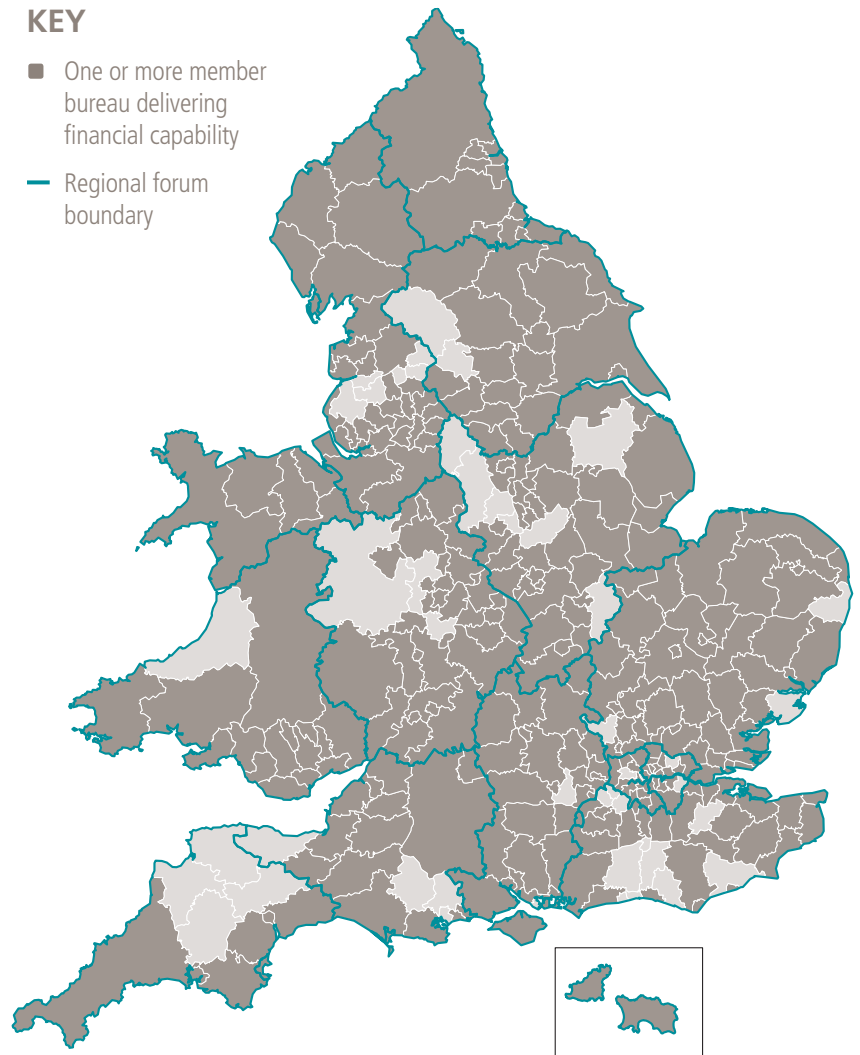
Over the past 12 years we have been able to build a strong network of skilled bureau trainers who use quality materials to reach people in their local communities. They provide training in one-to-one sessions, and also group sessions delivered directly to clients, or to frontline workers at partner organisations who go on to share the knowledge and skills with the clients they support. These sessions are an interactive and fun way of raising awareness, giving information, and signposting clients to further help and support.

In this leaflet, and the accompanying film, we have used statistics from our annual survey and the words of people involved in the programme to show why bureau trainers love the work they do, and the real difference it makes to their clients' lives.

View the film at our website for the financial capability community  
[www.financialskillsforlife.org.uk](http://www.financialskillsforlife.org.uk)

## KEY

- One or more member bureau delivering financial capability
- Regional forum boundary



## Percentage of bureaux working with different participants



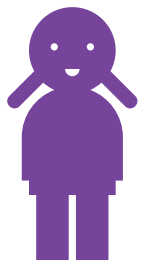
**80%**  
Adults



**70%**  
Frontline workers



**65%**  
Young people



**21%**  
School pupils



In the last four years over **one million people** have been able to take control of their finances.



Over **1,500 local organisations** are now actively involved in the Financial Skills for Life forums.

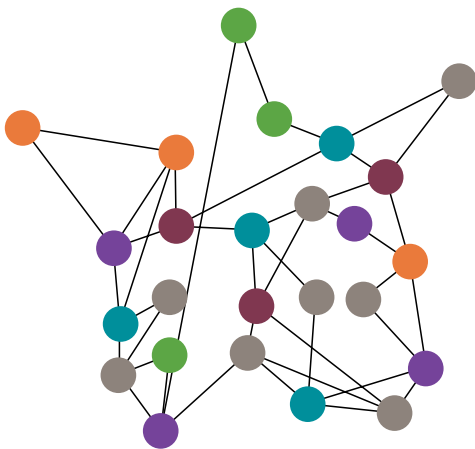


More than **2,000 volunteers** have been trained to deliver financial skills sessions to clients directly, and also to people working with clients.

**15%**

In 2002 just **15%** of bureaux offered financial skills sessions.

Today it's  
**85%**  
and rising



Citizens Advice is uniquely placed to reach people in their local communities through our network delivering services in over **3,300 community locations**.



A recent independent evaluation showed that on average each learner that attended a CAB session was **£10 better off**.



Citizens Advice set up the network of **14 regional financial capability forums** in 2007 and since then over £1 million in extra funding has been channelled through the forums.



### **Clarissa, Lead, West London Financial Capability Forum**

“Financial Skills for Life is about giving people the skills to manage their finances throughout their life. This means engaging the community and also empowering the community. We face a lot of debt issues as a society, and a lot of people’s behaviour and attitudes are governed by penalties and enforcement, as opposed to the principles of understanding what managing your money is about. I am very committed to combating injustice and poverty through education and empowerment, and that’s why I get up every day to do what I do!”

### **Nia, Outreach Worker, Masbro Children’s Centre**

“Attending a money management session benefits the parents we work with in several ways; they feel more able to budget and plan how they are going to spend their money, meaning they can use their money more effectively for the benefit of their family. This can sometimes make the difference between being able to buy food for their family or not. They also feel more confident to approach agencies where they can get any further help they need.”



### **Claire, participant, CAB financial skills energy saving session**

“Saving energy is good, but saving money is even better! At the session I picked up some great tips to help me save both energy and money, such as switching appliances off properly and not leaving them on standby. Some of these tips are straight forward but it is just good to have a reminder about these things. However, I didn’t know that reducing your thermostat temperature by 1 degree can save you £45 a year in energy bills, that’s just great!”

### **Dave, Trainer, Bedworth, Rugby and Nuneaton CAB**

“I change my training methods depending on the particular group I’m working with, but I always try to make it interactive and fun so people are engaged and enjoy the process. I know that after the training people feel more confident, better able to choose the right financial products, and able to make their money go further. A lot of people have said that it has changed their life, especially if they have been in debt before but now have a way to move forward.”



### **Citizens Advice**

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200 Aldersgate Street  
London EC1A 4HD

Citizens Advice is an operating name of the National Association of Citizens Advice Bureaux. Registered charity number 279057

View the film at our website for the financial capability community [www.financialskillsforlife.org.uk](http://www.financialskillsforlife.org.uk)

Join the LinkedIn group ‘Financial capability and education in the UK’ [www.linkedin.com](http://www.linkedin.com)