

## Money Sorted - Case study for Angela

Angela\* accessed the Money Sorted service in June 2017 through St Ann's Advice Centre.

As someone who was long term unemployed Angela's confidence was very low. She was busy caring for an elderly neighbour on a voluntary basis and did not have access to a bank account. Angela felt that her current budgeting could be better and from time to time she had run out of money in the past.

Through a series of support sessions with Julian, her Personal Navigator, Angela was able to develop her knowledge and confidence to think through how she should manage her money. The first task after registering with the programme was to help Angela establish a bank account. After Julian explained the different banking options available Angela proceeded to open an account by herself.

After this milestone was achieved Julian supported Angela to help her understand her monthly income and outgoings. This in turn helped Angela to think about the best payment dates to help manage her monthly outgoings. Through this support Angela's confidence has improved to a point where she is now able to use price comparison websites to try to find the best possible prices for products and services.

The one to one approach and support offered by Julian, her Personal Navigator, were crucial for Angela on her journey to help effectively build her confidence, trust and financial capability skills. As she recognised herself 'my knowledge has increased which in turn has helped improve my confidence'.

Since enrolling on the Money Sorted service Angela has now started making applications to widen her volunteering experiences as part of the natural next steps to prepare to get back into employment.

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For more information on 'Money Sorted in D2N2' please contact [Emma.Bates@StAnnsAdvice.org.uk](mailto:Emma.Bates@StAnnsAdvice.org.uk)

\*This case study has been anonymised to protect participant confidentiality.

