

Consultation question 1: What time period should the Financial Capability Strategy cover?

3 years

Consultation question 2: What is your view of the Financial Capability Framework?

I think it is a good framework and captures a few simple but key messages.

Consultation question 3: How far do you agree with the objectives of the Financial Capability Strategy?

Generally agree – I think there is an issue for vulnerable people who are likely to require ongoing support / interventions to avoid crisis. I accept debt advice is closely linked to financial capability and improved financial capability may lead to a sustainable debt solution. However debt / overindebtedness is not always present, sometimes it is about preventing other problems non-payment through misunderstanding or lack of appropriate tools / systems, complying with rules. This will be particularly important under Universal Credit.

Consultation question 4: What is your view of the financially capable behaviour domains?

These are very relevant to the strategy and dealing with issues in a holistic way. Accept and agree attitudes and behaviour are major issues – more difficult for advice workers to tackle than the practical problems of debt, access to services, even money management. Advice work is usually carried out under pressure – dealing with crisis, finding solutions, progressing actions / casework. Addressing behaviours is a long term matter – more of an education /support role which advice staff are not able to deliver.

Consultation question 5: How important is it to measure financial wellbeing to help measure the impact of the Financial Capability Strategy?

Very important – to ensure the wider improvements are acknowledged and supported.

Consultation question 6: What are your views on the priorities for action that have been identified as a focus for the Strategy? Should any additional areas be added?

See Question 3 above – not all “adults” are the same and not all have financial problems in terms of lack of income / debt. Other social / health problems can create serious “money management” issues and often very little capability.

Consultation question 7: How far do you support the Strategy’s aim for children and young people?

Agree – but not involved in this area

Consultation question 8: What is your view of the recommendations for action relating to children and young people? How could they be improved?

not involved in this area

Consultation question 9: How far do you support the Strategy’s aim in respect of preparing for later life?

Agree but not involved in this area

Consultation question 10: What is your view of the recommendations for action relating to preparing for later life? How could they be improved?

Agree but not involved in this area

Consultation question 11: How far do you support the Strategy’s aims for older people?

Agree but not involved in this area

Consultation question 12: What is your view of the recommendations for action relating to older people? How could they be improved?

Agree but not involved in this area

Consultation Questions 13: How far do you support the Strategy’s aims for people with financial difficulties?

Generally agree with aims in Strategy for this group

Consultation question 14: What is your view of the recommendations for action relating to people with financial difficulties? How could they be improved?

Generally agree with aims in Strategy for this group

Consultation question 15: How far do you support the Strategy's aims in relation to the ease and accessibility of products and services?

Difficult to deliver - and unlikely to be involved in this aspect.

Consultation question 16: What is your view of the recommendations for action relating to the ease and accessibility of financial services? How could they be improved?

Consultation question 17: How far do you support the Strategy's aims in relation to influencing social norms?

Consultation question 18: What is your view of the recommendations for action relating to influencing social norms? How could they be improved?

Satisfied with proposals

Consultation question 19: How far do you support the Strategy's aims relating to evidence and evaluation?

Consultation question 20: What is your view of the recommendations for action relating to evidence and evaluation? How could they be improved?

Consultation question 21: How would your organisation like to be involved in further development of the Strategy?

Will participate in stakeholder events.

Consultation question 22: What role do you see your organisation playing in the implementation of the Strategy?

Would hope to benefit from the existence of a national strategy – by supporting role of advice. To improve and develop better local services.