

MAP Tool Screening Survey

Characteristics of Struggling segment	Eligibility Indicator	MAP Tool Question Section	Survey Question	Response Options
Average household income (£21K)	Household income below £21k	Good Things Foundation Income	Are you in work?	Yes / No
			(If in work) After tax has been taken off, roughly how much is your household income?	£___ per month/ fortnight/ week
			(If not in work) Are you in receipt of any state benefit, such as JSA, ESA or universal credit?	Yes / No
			(If receiving benefits) Roughly how much do you receive?	£___ per month/ fortnight/ week
Median Savings Value (£50)	Savings below £50	Good Things Foundation Savings	Approximately how much money, if any, do you have in savings (including in savings accounts, bonds and investments)?	£___
Percentage keeping up with bills without difficulty (49%)	Struggling with bills (self-reported)	Financial Difficulty	Which one of the following statements best describes how well you are keeping up with your bills and credit commitments at the moment? [Please include those you have personally or jointly with your partner/spouse]	Falling behind / It is a constant struggle / It is a struggle from time to time / Keeping up without any difficulties / Don't have any bills or credit commitments / Don't know
Percentage confident managing money (50%)	Not confident with money (self-reported)	Self Assessment of Capability	When it comes to managing your finances, would you say you...	Are very good / Are okay / Sometimes struggle / Always struggle
Percentage that think they budget well (57%)	Struggle to make and stick to a budget (self-reported)	Budgeting	Do you regularly plan how much you should be spending on what?	Yes / No
			(If they do plan how much they should be spending on what) How often do you keep to the plan you set?	Always / Most of the time / Sometime / Hardly ever / Never

MAP Tool Pre Survey

Outcome	Indicator	MAP Tool Question Section	Survey Question	Response Options
Increased confidence in ability to exercise own judgement in financial decisions	Service users are confident in their ability to make financial decisions	Self Assessment of Capability	When it comes to managing your finances, would you say you...	Are very good / are okay / sometimes struggle, always struggle
	Service users feel in control of their financial situation			
Financially capable	Service users demonstrate financially capable behaviours, such as comparing prices, reading small print and sticking to budgets	Consumer Behaviour	Please say to what extent you agree with the following statement: "I spend time comparing different products, for example mobile phone contracts, energy tariffs, or credit cards, before deciding which ones to go for"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "With things like energy tariffs, credit cards, phone packages etc., I regularly check to make sure I'm getting the best deal"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "I find it difficult to understand all the technical terms or jargon used about money and in contracts"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "I always read the small print (the conditions) on a contract"	Definitely agree / Somewhat agree / Don't agree at all
		Budgeting	Do you regularly plan how much you should be spending on what?	Yes / No

			(If they do budget) How often do you keep to the plan you set?	Always / Most of the time / Sometimes / Hardly ever / Never
Better off	Service users are in greater financial comfort and have more confidence in their financial future	Self Assessment of Financial Well-being	How well would you say you are managing financially at the moment? Would you say you are...	Living comfortably / doing alright / just about managing / finding it quite difficult / finding it very difficult
		Financial Outlook	How confident are you about your financial future?	Very confident / confident / not that confidently / not confident at all.
Digitally confident	Service users are confident in using the internet for a range of tasks.	Good Things Foundation Digital Inclusion	How confident are you using the internet?	Very confident / confident / not that confident / not confident at all.
			Do you have access to the internet at home, on your mobile or somewhere else, for example at work, college, the library or a friend's house ? Include access to the internet using a mobile phone.	Yes / no.
			People have different opinions about the internet. To what extent do you agree or disagree with the statement 'The internet makes my life easier?'	Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree
Increased ability to transact online independently Increased confidence in use of online financial products and information	Service users are able make online transactions independently Service users actually make online transactions.	Good Things Foundation Transactions Online	Have you used the internet for any of the following purposes in the last three weeks? A) Switching utility tariff B) Switching utility provider C) Changing bank account D) Changing a payment method for a provider E) Purchasing a white good online F) Purchasing online insurance G) Purchasing an online product or service None of these	Tick as appropriate

MAP Tool Post Survey

Outcome	Indicator	MAP Tool Question Section	Survey Question	Response Options
Increased confidence in ability to exercise own judgement in financial decisions	Service users are confident in their ability to make financial decisions	Self Assessment of Capability	When it comes to managing your finances, would you say you...	Are very good / are okay / sometimes struggle, always struggle
	Service users feel in control of their financial situation			
Financially capable	Service users demonstrate financially capable behaviours, such as comparing prices, reading small print and sticking to budgets	Consumer Behaviour	Please say to what extent you agree with the following statement: "I spend time comparing different products, for example mobile phone contracts, energy tariffs, or credit cards, before deciding which ones to go for"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "With things like energy tariffs, credit cards, phone packages etc., I regularly check to make sure I'm getting the best deal"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "I find it difficult to understand all the technical terms or jargon used about money and in contracts"	Definitely agree / Somewhat agree / Don't agree at all
			Please say to what extent you agree with the following statement: "I always read the small print (the conditions) on a contract"	Definitely agree / Somewhat agree / Don't agree at all
		Budgeting	Do you regularly plan how much you should be spending on what?	Yes / No

			(If they do budget) How often do you keep to the plan you set?	Always / Most of the time / Sometimes / Hardly ever / Never
Better off	Service users are in greater financial comfort and have more confidence in their financial future	Self Assessment of Financial Well-being	How well would you say you are managing financially at the moment? Would you say you are...	Living comfortably / doing alright / just about managing / finding it quite difficult / finding it very difficult
		Financial Outlook	How confident are you about your financial future?	Very confident / confident / not that confidently / not confident at all.
Digitally confident	Service users are confident in using the internet for a range of tasks.	Good Things Foundation Digital Inclusion	How confident are you using the internet?	Very confident / confident / not that confident / not confident at all.
			Do you have access to the internet at home, on your mobile or somewhere else, for example at work, college, the library or a friend's house? Include access to the internet using a mobile phone.	Yes / no.
			People have different opinions about the internet. To what extent do you agree or disagree with the statement 'The internet makes my life easier?'	Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree
Increased ability to transact online independently Increased confidence in use of online financial products and information	Service users are able make online transactions independently Service users actually make online transactions.	Good Things Foundation Online Transactions	Have you used the internet for any of the following purposes in the last three weeks? A) Switching utility tariff B) Switching utility provider C) Changing bank account D) Changing a payment method for a provider E) Purchasing a white good online F) Purchasing online insurance G) Purchasing an online product or service None of these	Tick as appropriate

Increased ability to maximise disposable income through the use of digital services	Service users save money through online transactions, financial products etc		<i>(If they have identified any options from the first question) Roughly how much money do you think you've saved through carrying out these transactions online?</i>	£__
Less subject to the poverty premium			<i>(If they have identified any options from the first question) Were you able to carry out these transactions independently or with help from a family member or friend?</i>	Independently / With help from a family member or friend
			<i>(If they have identified any options from the first question) Have you shown someone else how to do any of these transactions in the last three weeks?</i>	Yes / No
		Sessions Attended	How many sessions have you attended with us?	0 / 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8