

The Get Connected Toolkit

Co-producing the Get Connected Toolkit:

The Get Connected Toolkit includes 4 different activities which aim to provide an interactive and comprehensive investigation of service users financial and social situation. Co-production sessions were held to evaluate the prototype of the Toolkit, and feedback from these were used to make improvements.

1. Icebreaker

In this activity service users have to use letters to spell out their thoughts and feelings surrounding their financial and social situation.

2. Personas

Financial personas were designed to help service users identify and reflect on their finances, and prompt further in-depth discussion. In the

activity they have to place the persona cards on a target to rate how closely the personas related to them.

3. CFPB Scale (Target Activity)

Service users answer questions from the CFPB wellbeing scale, by placing numbered counters on a target ranging from none to all of the time, in order to measure their financial wellbeing.

4. Interactive Cards

A pack of cards with a range of images on them were shown to the service users in order to help them identify what they are interested or passionate about, helping us narrow down activities, groups or volunteering to get involved with.

You Said

We Did!

Icebreaker

- "I can't really read so would rather say what I feel."
- "My emotions towards money are all bad so why would I do this."
- "Seems pointless to me."

Personas

- "I like the idea of it, as it is relatable to me."
- "There are some good people, but maybe there should be more of a range."
- "I would rather just get on with it."
- "I'm already aware of my problems and the problems that other people have too so don't really understand why we're doing this."

CFPB Scale

- "Makes you feel better about the questions rather than just writing an answer down, allows us to talk more about the issues."
- "I like how interactive the exercise was but it wasn't practical to do it where we were."
- "It's pedantic and I get annoyed putting the same answer each time."

Interactive Cards

- "I really enjoyed the cards and how they inspired the conversation."
- "They were useful for thinking about what is out there for me."
- "I really liked them. It helped me remember the passions I had."

General

- "I understand the interactive element but would like there to be more about volunteering and activities maybe."
- "The look of it is appealing."
- "It makes you feel a bit sad about your money situation."

Icebreaker

- We decided to remove the icebreaker from the toolkit and instead have a more informal discussion about the service users feelings about their finances.

Personas

- The persona cards were changed so they were less stereotypical of financial and social situations and more examples were added to provide a greater variety of experiences. The project leader now explains the activity more in depth so the service users have a greater understand of its aim.

CFPB Scale

- This activity was downscaled by replacing the large target with a small rectangular measure to make it easier to use in different settings. The CFPB questions were printed on cards which the service users placed on the scale, rather than counters, making it more user friendly.

Interactive Cards

- The feedback from this activity was very positive so the only change we made was increasing the range of activities displayed on the cards.

General Changes

- When using the Toolkit, more time is spent using the interactive cards to focus in on what the service user would like to get involved with in their community. Also, service users financial situations are discussed with increased sensitivity.