

The background of the left half of the page features a series of concentric, curved lines in various shades of blue and white, creating a sense of motion and depth.

CAPITA

AN INTRODUCTION TO...

Putting your people
on the road to good
financial health

Financial Wellness



It isn't about how much money you have, it's how you feel about the money that you do have"

John Hoffmire
Chairman of the Personal Finance
Employee Education Fund



A third of employees are so worried about their financial situation that they've lost sleep over it. And almost a quarter have money concerns that affect their work.

These disquieting statistics, taken from Capita Employee Solutions' Workplace Wellness Employee Insight Report 2019, reveal the extent to which people are affected by a lack of financial wellness and the impact it has on their ability to produce their best work.

This research, which builds on our Financial Wellness Report 2018, has found that many are struggling financially, and they're stressed, unable to sleep and distracted at work as a result. Younger employees – those aged 16 to 34 – feel the financial strain the most: they're significantly more likely than their older colleagues to be affected in this way.

Anybody can be affected at any time by poor financial health, and the repercussions are serious for them and their organisations.



WHY IS FINANCIAL WELLNESS IMPORTANT FOR PEOPLE?

Being financially well – being able to live free of anxiety about your finances – is vital to your overall happiness.

It's just as important as being physically and mentally well and all three elements of wellbeing are interlinked.

If someone becomes anxious or depressed because they're in financial trouble, for example, it has a knock-on effect on their mental health. And 25% of the 1,500 UK employees we talked to during our Workplace Wellness research said they drank more alcohol to cope with stress, which has obvious implications for their physical and mental wellness.

* Capita Employee Solutions, Workplace Wellness Employee Insight Report 2019



22%

of employees struggle to pay their monthly living costs.*

30%

of employees worry about how they'll make their money last through the month.*

35%

of employees feel stressed about their current financial situation.*

33%

of employees would be unable to pay an unexpected bill of £500.*



33%

of employees have
lost sleep worrying about
their finances.*

35%

of 16- to 34-year-olds
said their financial worries
affect their work.*



WHY IS FINANCIAL WELLNESS IMPORTANT FOR EMPLOYERS?

Our Financial Wellness Report 2018 research found that 59% of employees with financial worries couldn't perform at their best at work because of those concerns, and 35% of the 16- to 34-year-olds who took part in our Workplace Wellness research said their financial worries affect their work.

This paints a troubling picture of distracted and unhappy people failing to fulfil their potential at work. They may spend more time trying to deal with their financial problems than they do working, they may be too worried or upset to concentrate properly, or they may take more time off.

This financial stress costs the UK economy £121 billion every year in lost productivity¹ – an enormous sum and a very clear call to action to employers to help people to enjoy financial, as well as mental and physical, wellness.

¹ Neyber, The DNA of Financial Wellbeing Summary Report: Health & Care services, 2016

* Capita Employee Solutions, Workplace Wellness Employee Insight Report 2019



HOW CAN YOU HELP YOUR PEOPLE TO BE FINANCIALLY WELL?

It's in your interests to have financially healthy employees. Research shows that, when people are not enjoying good financial health, it costs you a lot more than offering a good financial literacy or wellness programme would.

And this is exactly what people are looking for. Our Financial Wellness Report 2018 says that 81% of employees want their employers to provide financial education as part of their benefits programme. 48% want to learn to save more for retirement, while 31% want to have a better understanding of their overall income and 22% want to learn how to live on a budget.

More and more employers are recognising the importance of financial wellness, and they're adding it to their core benefits offering – according to the Reward and Employee Benefits Association, more than a quarter of the organisations they surveyed plan to add financial education or guidance to their health and wellness strategy over the next 12 months, and almost half plan to do it over the next few years. We can help you to be one of them.

We'll help you to gain the insight into your people's needs. For example, our Workplace Wellness research shows that learning to live within a budget is a priority for 16- to 34-year-olds. Learning how to save for retirement is important for 35- to 54-year-olds but, at the same time, a quarter of this age group wouldn't have the money to pay an unexpected £500 bill.

Looking more deeply into the data enables you to provide the right support, at the right time, in the right way.





HOW CAN WE HELP YOU TO HELP YOUR EMPLOYEES?

We provide you with the strategy, tools, skills and resources to make a real difference to your people's financial wellness.

We work in partnership with you to develop insights and evidence-led financial wellness solutions to your people's needs, building a strong relationship with you so we get to know you and your people's financial wellness issues.

Our industry-leading subject matter experts use a suite of diagnostic tools, engagement and consultancy, along with our internationally-recognised financial wellness assessment platform, to measure your people's financial wellness.

We then recommend a range of solutions that help them to improve both their financial wellness and their performance, making sure our recommendations are accessible and inclusive.

Our approach

- **ANALYTICS**
Identifying the problem, understanding your objectives, and auditing your situation
- **CONSULTANCY**
Putting a strategy in place
- **DIGITAL
ENABLEMENT**
Building a solution
- **ENGAGEMENT**
Nudging your people to action



ANALYTICS

When financial stress eats away at someone's focus and aspirations, their behaviour and ability to think rationally and make good decisions are affected.

This can have an impact on your organisation's business performance, productivity, safety, customer safety – even your cultural identity and employer brand – if you don't do something about it.



44%

of 25- to 34-year-olds
wouldn't have the money for
an unexpected £500 bill.*

The first step to financial wellness, therefore, is to understand why you need to take action.

We use a facilitated workshop to help you to identify your people's financial wellness challenges, what they mean for your organisation, and what you need to do to address them.

Then we carry out a desktop analysis of your organisation to uncover areas where your structures, employee benefits packages, policies and practices, employee demographics and communication channels don't match up with your employee wellness, gender, diversity and inclusion objectives.

We also help you to think about how your workplace is designed, so people have the space to do their best work, and about the external landscape of changing regulation, legislation and best practice.

Then you need to explore your options. We report back on the desktop analysis and initial workshop, helping you to answer key questions such as where the greatest risks of financial stress are within your organisation and among which employees, what your success measures are, and what the business case for your financial wellness strategy is.

We then work with you to identify what you want to achieve and how you'll achieve it. We can help you to identify quick wins, find solutions to potential weak spots, set SMART goals, and create a cultural change programme to put employee wellness at the heart of your organisation.

* Capita Employee Solutions, Workplace Wellness Employee Insight Report 2019



CONSULTANCY

Our consultants examine your benefits and policies to reveal how you can help your people to reduce their financial stress levels by managing their personal finances more confidently and, in the process, increase their engagement, productivity and overall happiness.

Our consultancy work goes much wider than simply recommending products and information. These are a part of the financial wellness package, without a doubt, but even more important are the sustainable changes people need to make to their behaviour so they can take well-informed actions and improve their long-term financial wellness. Therefore, we base our insights into and recommendations about your benefits and policies on the evidence we gather on your people, their biggest challenges and your organisational priorities. We make independent recommendations and work in partnership with you to provide the solution that's the best fit for you and your people.

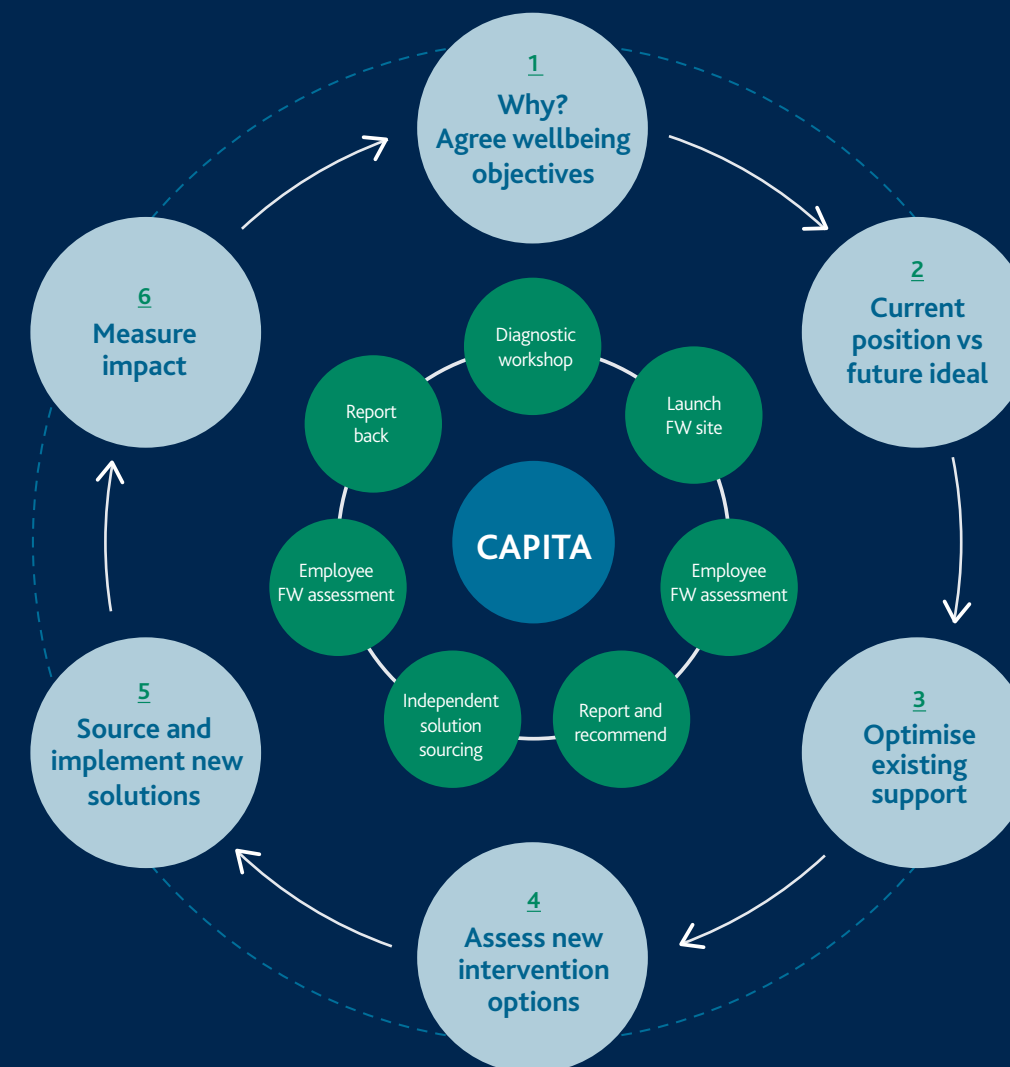
We'll audit your benefits and policies from a financial, mental and physical wellness standpoint, plus through an equality, diversity and inclusion lens, so that you can address your people's wellness holistically. We report back regularly on your organisation's financial wellbeing temperature with recommendations and measure their impact.

We can offer each aspect of our financial wellness service on a modular basis, to help you to react to a specific event or issue, such as structural change in your organisation, succession planning challenges or the launch of key benefits, or to take a more strategic, long-term approach. Whichever approach you choose, our aim is to help you to make measurable, sustainable differences to your employees' financial, physical and mental wellness that deliver genuine benefits to them and to your organisation.

We typically run a rolling cycle of identifying issues, suggesting and implementing solutions, measuring impact, and carrying out annual strategic reviews.

CAPITA STRATEGIC FINANCIAL WELLBEING CYCLE

designing, integrating, measuring, refining ...





DIGITAL ENABLEMENT

Once you understand your problem and how to solve it, you need to put a solution in place.

The Capita Financial Wellness website enables people to self-assess their financial stress levels simply and easily, any time and anywhere. They then receive clearly-signposted content tailored to their needs, guiding them to a range of benefits and service providers that can help them to achieve their financial goals and improve their financial wellness.

The site gathers evidence of how your employees feel about their financial wellness, using an academically and internationally recognised assessment framework. To gain an understanding of the specific issues they face, we design and deliver targeted surveys to provide snapshots that you can add to your wider communication strategy. You can integrate the site with your wider wellness and EDI initiatives.

Because it's independent of financial product providers, it will fit with your employee benefits and wellness policies, enabling you to promote benefits that you already offer more effectively and allowing employees to get the most from your programme.

FINANCIAL WELLNESS PLATFORM MODULES

	Saving regularly	See how saving little and often can help you reach small goals
	Renting versus buying a house	Explore if renting or buying is the right decision for you right now
	Improving your credit score	Learn what affects your credit score and how to improve it
	Mortgages	See how much you can afford to pay or how much a mortgage on a property would cost each month



ENGAGEMENT

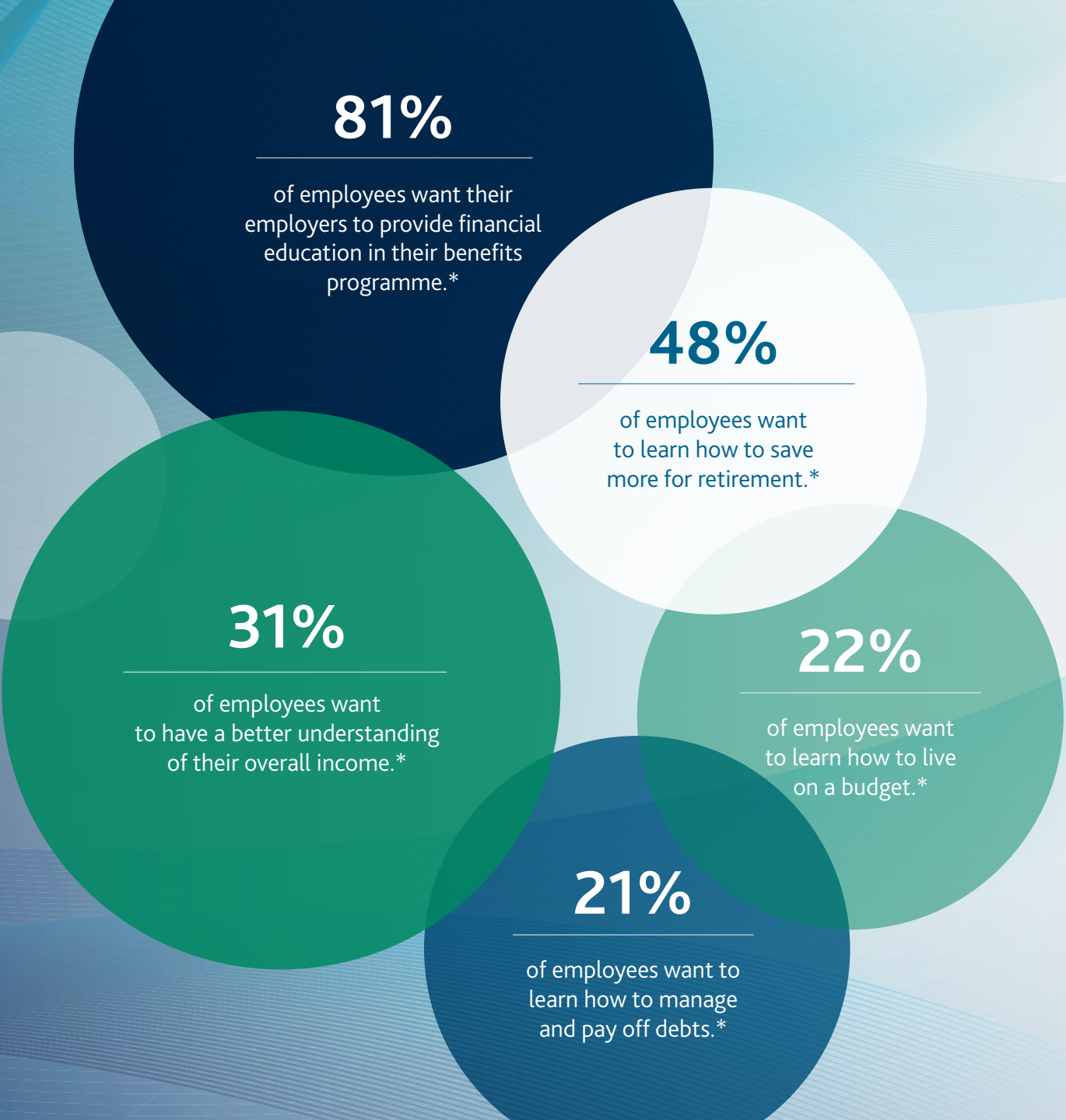
The thread that runs through all of this work is engagement – showing your people what you’re doing, getting them to understand its relevance to them, and most importantly persuading them to take action that will transform their financial health.

Education plays an important role in this. We offer your employees four different financial wellness workshops, covering early career, money management, appropriate borrowing and an introduction to savings, to give them the knowledge and skills to tackle a range of issues and situations that they have identified as important and relevant to them.

We also run a series of educational webinars that are open to all your employees. We provide you with the communication to promote them, including invitations containing joining instructions. Alternatively, people can have a telephone consultation with one of our experts.

Supporting all of this is our in-house communications expertise, available to help you to get your communications right and really engage your people with your financial wellness initiatives. We combine award-winning creative and media talent with HR, benefit and reward expertise to create communications that are tailored to your people’s needs and nudge them into making sustainable behavioural changes that will have a positive long-term impact on their financial, mental and physical wellness – and on your organisational performance.

* Capita Employee Solutions, Financial Wellness Report 2018



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