



Case Study

Anglia Labels – Employer session – Financial Wellbeing.

Anglia Labels were introduced to MENTA, one of the Multiply Suffolk delivery partners, following an initial conversation with Lisa Gilson, Business and Participant Navigator, from Suffolk County Council.

Lisa spoke with Sophy Moynagh, Operations Director for Anglia Labels in Acton, Suffolk about the Multiply Suffolk programme and Sophy was keen to take advantage of the fully funded support available to Employers, initially by way of some Financial Wellbeing sessions that could provide practical help and support to her team to help them manage their money more effectively through the ongoing cost of living crisis, followed by some bespoke delivery to support the numeracy required for the team's roles.

Company background

Anglia Labels are a highly regarded company in the label industry with over 40 years of experience in providing quality label printing services. Their loyal customers appreciate their extensive capabilities, flexible approach, competitive prices and continuous focus on quality, reliability, speed, and accuracy.

Support Provided

Following Lisa's introduction, Peter Wood, Business Adviser and Trainer from MENTA (one of the Multiply Suffolk delivery partners), picked up with Sophy to discuss the support in more detail and arrange the training sessions.

Peter outlined the support that MENTA could provide. This included the Financial Wellbeing support, plus the opportunity to create some vocational numeracy content that could help the team with some of the day-to-day calculations they need to make as part of their roles, e.g. calculating areas and volumes so that Customers requirements can be met as quickly and efficiently as possible.

Sophy spoke with her team and thought it would make sense to start with the Financial Wellbeing support and then undertake a review of the Company's training to see if there was a need to build in some further 'on the job' numeracy support in due course.

Peter provided a range of dates, and two sessions were scheduled at a time that worked best for Sophy and her team, to take place at their business premises.

The first session covered 'Understanding and reducing your bills' this included an exploration of our 'money mindset' and what can sometimes stop us from keeping a close eye on our bills. He then walked

the team through the detail contained in an electricity bill and how these bills are calculated, sharing lots of tips on how to reduce usage to save money, check that bills are accurate and navigate the various different tariffs and ways to pay. Importantly, he also covered what to do if you're struggling to pay your bills for any reason.

The second session covered budgeting and looked at the various different types of credit (including loans, credit cards, buy now pay later and Mortgages) and how best to manage them. More tips on saving money were shared along with guidance on the pros and cons of the different credit products that we all come across in our daily lives.

All participants were able to capture their insights via their own individual learning plans and were offered one to one support following on from the group sessions if they wanted to continue developing their numeracy skills. This can include helping parents to help their children with their maths homework or working towards a functional skills level 2 qualification if they don't already hold this.

Impact

Feedback from the participants on the day was very positive and everyone took away at least 3 tips they could apply to save some money. These included –

- Turning off appliances on standby
- Turning down boiler flow temperature to 60 degrees and thermostats by 1 degree.
- Fitting an aerator to taps
- Sending regular monthly meter readings to your supplier (or get a smart meter)
- Only filling your kettle with the amount of water you need
- Fitting insulation and blocking up drafts.

Feedback from the team included –

- 'I now have a better understanding of my bills and how they work'
- 'I now know how to budget better, which will help me reduce my monthly spending'
- 'This will help me keep a closer eye on my credit usage'

Sophy said-

'I was really impressed that the council offer a range of services through the Multiply Suffolk scheme and it was fantastic to be able to offer our staff some support in managing finances and developing financial confidence. The support we received from MENTA was fantastic. Peter was a great trainer and really engaged the team. We will definitely be working with them more in the future to support staff in more vocational numeracy training.'

Peter said-

'It was a pleasure to work with Sophy and her team. We had some great discussions on different ways of saving money which is really important for everyone just now. I was delighted to be able to provide

information, advice and guidance to increase the teams understanding of how their bills are calculated and how credit arrangements work.'

It's great that we are able to provide this fully funded support through the Multiply Suffolk programme to help people improve their knowledge skills and confidence with maths, so that they can manage their finances more effectively.

What is Multiply Suffolk?

Multiply Suffolk delivers bespoke coaching, training, and mentoring to support you into learning and employment across Suffolk. Multiply Suffolk will provide opportunities for you to improve your knowledge, understanding and use of maths in daily life: at home, in learning and in work.

The overall objective of Multiply is to increase the levels of functional numeracy in the adult population across the UK.

Eligibility

Participants need to be aged 19+, be resident in Suffolk and not hold a recent GCSE Maths pass grade.

You can find out more about the programme here - [Multiply - Learn Suffolk](#) and you can contact us at [**multiplysuffolk@suffolk.gov.uk**](mailto:multiplysuffolk@suffolk.gov.uk)

