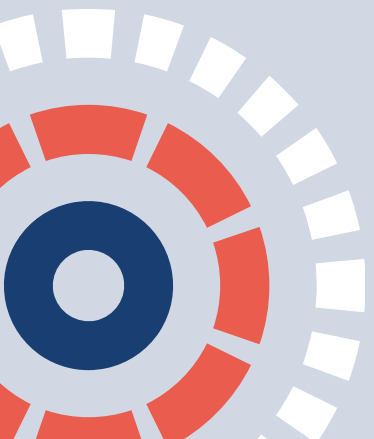


# How to improve the health and wellbeing of the financially excluded?

Mixed methods Social Return on Investment  
evaluation of the South Tyneside Social  
Navigators service

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# Evaluation of Social Navigators in South Tyneside

***Aim:** Explore and quantify health and wellbeing impact of Social Navigator on clients to inform recommissioning and future development of service*

- **WP1:** Analysis of **service monitoring data** (n=330)
- **WP2:** Social Navigators trained as **peer researchers** (n=4) to **interview service users** about their experiences (n=15)
- **WP3:** **Health economic modelling** of health and wellbeing outcomes using UK Social Value Bank (HACT)

## Theme 1: link between financial inclusion and health and wellbeing

***Until we address the underlying causes\* of financial hardship, we are doomed to repeat the cycle of multiple visits to crisis team without providing residents with financial stability.***

- What are your experiences of working with/ supporting residents with financial hardships?
- How have you tried to address the underlying causes of financial hardship? What worked well; what is missing?

\* (e.g. confidence to ask for help, seek advice and support, lack of social skills, unemployment, mental health problems)

Theme 2: How to use service monitoring data to demonstrate impact and support commission of financial support services?

***Combining local service data with national survey data strengthens the business case for (de-)commissioning of services but is not being resourced sufficiently by local authorities and not supported by academic institutions.***

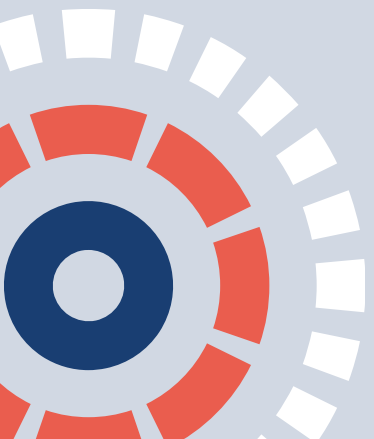
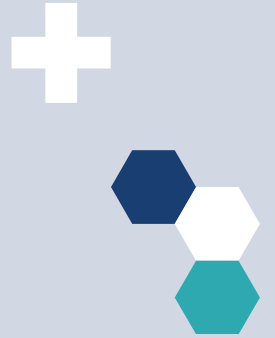
- What are your experiences of using local data to evaluate/ improve local services?
- What data were you able to use/ access, and who helped you with it?
- Have you tried combining local and national data? What worked well; what is missing?
- What support would be helpful going forward?

## Theme 3: Navigating the complexity of their financial support systems

***Local authorities and partners work in silos when supporting residents with financial hardship, causing missed opportunities and residents with complex health and wellbeing issues falling between the cracks of the support system.***

- How can we create effective pathways of support and referral between organisations for people experiencing financial hardship and related health problems?
- How can we map and navigate this system better to support the health and wellbeing of financially excluded individuals and reduce inequalities in access to support services?

Thank you for taking part!



# Research team

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