

MONEY COUNTS LEVEL 1 TRAINING

An overview of the Money Counts Training in Highland.

Background

The Money Counts training was developed to support the use of the Cash First Referral leaflet as part of the work of the Highland Poverty Action Network. The leaflet was developed by the Independent Food Aid Network (IFAN) as part of their work to support financial inclusion across Britain. Within Highland partners from The Highland Council Welfare Team, the Trussell Trust, Social Security Scotland, NHS Highland and Citizen Advice worked with IFAN to develop the leaflet specifically for North Highland.



Training Development

The training was developed in 3 tiers, in partnership with the agencies involved with the leaflet development.

Course aim and outcomes:

Aim – to increase skills and confidence to ask about money matters

Outcomes:

- Increase understanding of poverty and its impact
- Increased confidence to ask about money worries
- Increase knowledge of support services for money matters
- Increase knowledge of poverty sensitive practice

	Situation	Potential audience	Format	Content
Level 1	Individual may have an opportunity to have a brief discussion about money and can signpost to support organisation using the IFAN leaflet	Volunteers, frontline staff in community organisation	45 minute session	<ul style="list-style-type: none"> • Fact and figures on poverty • Key phrases to use to ask about money issues • Signposting to support service – IFAN leaflet
Level 2	Individuals have a supporting role and are likely to be able to build up relationships which can be used to ask about money	Frontline support staff in any organisation	1.5 hour session	<ul style="list-style-type: none"> • Impact of poverty • Skills development and practice around asking about money worries • Signposting and supporting to access appropriate services – IFAN leaflet • Information on relevant support services
Level 3	Individuals who manage/supervise staff and can support them to increase their knowledge and understanding of poverty	Managers/supervisors	45 minute session	<ul style="list-style-type: none"> • Impact of poverty • Poverty sensitive practice and use of language • Links to Health Scotland VLE Poverty Hub • Signposting to support service – IFAN leaflet

Money Counts Level 1



Money Counts Course – Level 1

Between March 2021 & September 2021:

- 13 Money Counts Level 1 course have been delivered
- 142 participants have taken part
- Training is delivered by NHS Highland, Social Security Scotland, Trussell Trust, Cfine/Fareshare

CONFIDENCE		KNOWLEDGE	
Pre-course	Post-course	Pre-course	Post-course
5.7	7.7	4.8	8.7

Participants

Participants have come from a range of groups, organisation and services including:

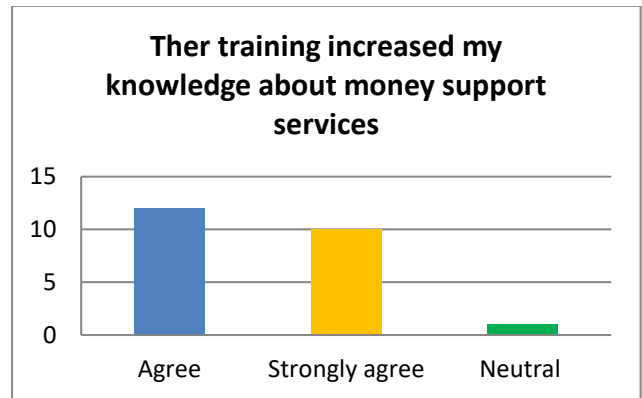
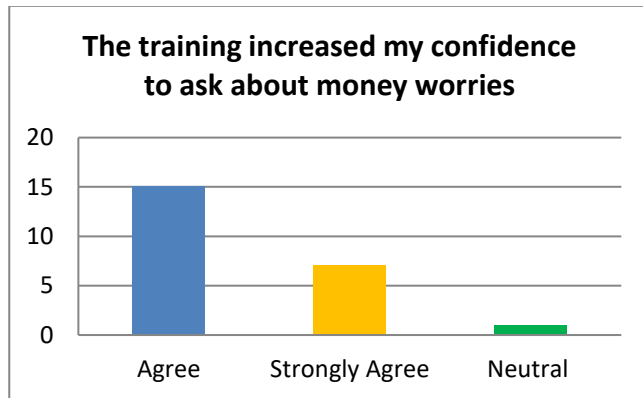
- NHS Highland
- Connecting Carers
- Albyn Housing
- NewStart Highland
- Highland Council
- University of Highland & Islands
- Prison Service
- Merkinch Partnership
- Development Trusts
- Social Security Scotland
- Women's Aid
- CASWA
- Fire Scotland
- Inverness Foodstuff
- CAB
- Lochaber Hope
- Connecting Communities
- Mikeysline

Leaflet distribution

4,499 leaflets have been distributed by Health Information Resource Services from December 2020 to September 2021:

- Senior Citizen Network
- Foodbanks
- Health Centres/ Hospitals
- Community Centres
- Dementia Services
- Community Trusts
- Befriending Services
- NHS Highland
- Smoking Cessation Service
- CAB
- Churches
- Youth Clubs
- Smithton Car Boot Sale
- Prison Services

4 month post training feedback



Comment

- Well presented and very easy to understand. This was my 1st time doing training through teams and found it very good
- It was useful in raising awareness of the impact of poverty. I would have been interested to learn more about the impact to health.
- Well presented, clear messages, practical advice that I will be able to use
- I think the training assumed that everyone accepts that poverty is a problem and bad for health, whereas in reality I'm not sure everyone does understand how bad it is.
- Very informative and look forward to level 2
- Very informative training which covered the key messages about money discussions
- Very well presented course with a lot of new information which I have confidence to use
- Felt very basic

Next steps

- Focused local targeting to services and organisation
- Piloting a training for trainers for across Scotland
- Promotion of Level 2 and 3 courses to increase uptake



Training of Trainers