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.

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

<table>
<thead>
<tr>
<th>Situation</th>
<th>Potential audience</th>
<th>Format</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Individual may have an opportunity to have a brief discussion about money and can signpost to support organisation using the IFAN leaflet</td>
<td>Volunteers, frontline staff in community organisation</td>
<td>45 minute session</td>
</tr>
<tr>
<td>Level 2</td>
<td>Individuals have a supporting role and are likely to be able to build up relationships which can be used to ask about money</td>
<td>Frontline support staff in any organisation</td>
<td>1.5 hour session</td>
</tr>
<tr>
<td>Level 3</td>
<td>Individuals who manage/supervise staff and can support them to increase their knowledge and understanding of poverty</td>
<td>Managers/supervisors</td>
<td>45 minute session</td>
</tr>
</tbody>
</table>
Money Counts 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

<table>
<thead>
<tr>
<th>Pre-course</th>
<th>Post-course</th>
<th>KNOWLEDGE</th>
<th>Pre-course</th>
<th>Post-course</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.7</td>
<td>7.7</td>
<td>4.8</td>
<td>8.7</td>
<td></td>
</tr>
</tbody>
</table>

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
**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 update.

*Training of Trainers*