

Faith in Community Dundee

Community Guiders

'What do I do if...?' resources

Independent Food Aid Network (IFAN)

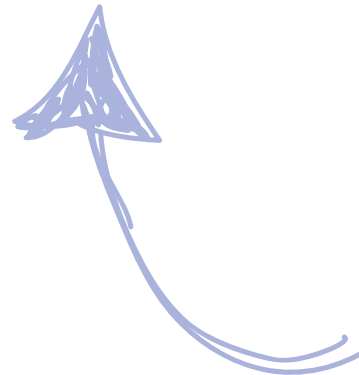
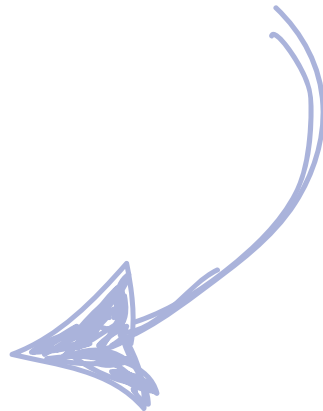
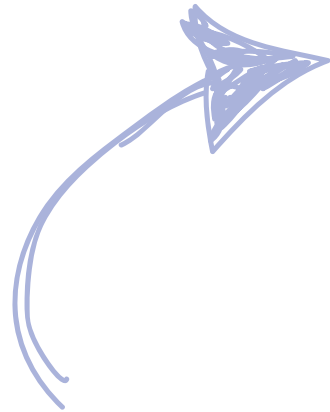
Money Counts

'Worrying About Money?' resources

Money and Pensions Service (MaPS)

Money Guiders

MoneyHelper



DUNDEE COMMUNITY GUIDERS

HOW PARTICIPATION CAN SUPPORT AND IMPROVE CASH FIRST
AND DRIVE ANTI-POVERTY WORK IN OUR COMMUNITIES

Jacky Close – Director

Ross Middlemiss – Cash First Coordinator

Aim of the Session

An insight into how participation shaped the development of this work in Dundee.

Outline the Community Guider training and ongoing support.

Highlight our wider work supporting a Cash First approach.

Round table discussions sharing experience and ideas.

Who are we?

Faith in Community Dundee is an anti-poverty organisation. We have 4 main areas of work:

Fairness Work



Experts by Experience
influencing change

Dignified Food Access



Coordinated city wide
response

Faith Communities



Asset based local
responses

Cash First



Empowering communities

Pathways to Advice and Cash in Scotland

Trussell have funded and piloted a number of projects looking at implementing a Cash First approach across Scotland.

**Orkney
Aberdeenshire
Dundee
Perth &
Kinross
Glasgow
North
Lanarkshire**

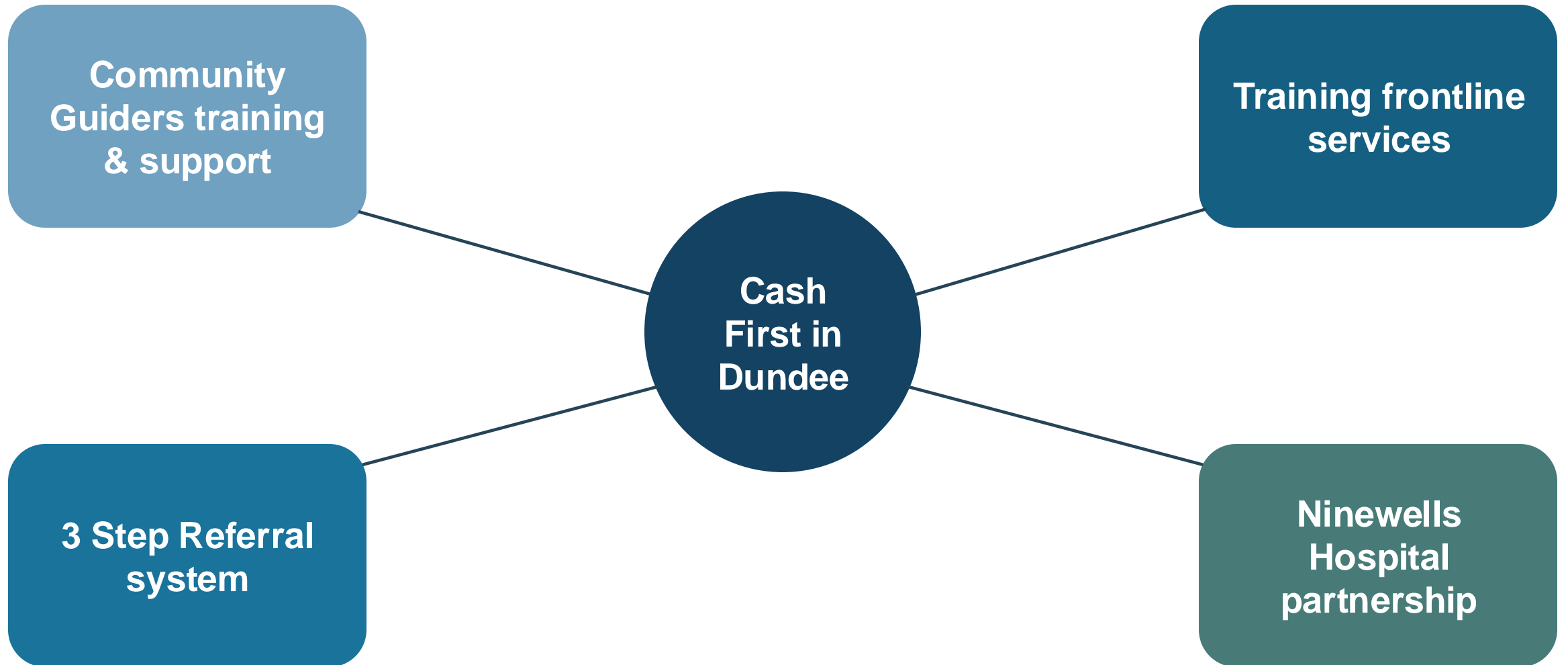
Mix of rural, urban and island communities.

A number of different approaches.

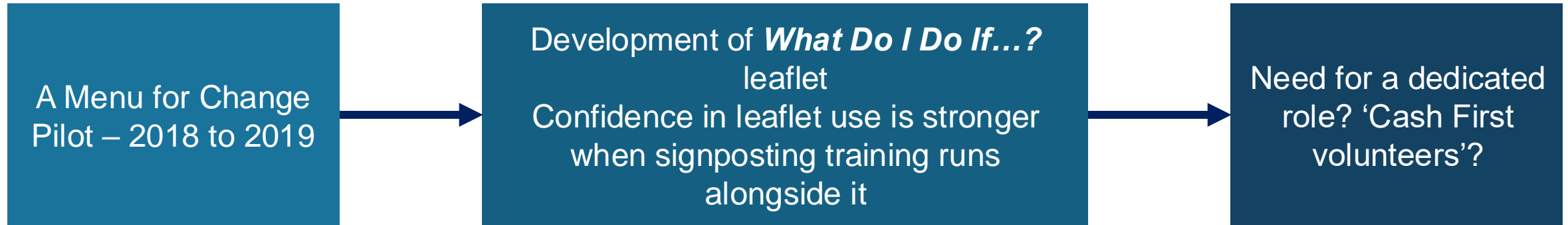
Led by community focused organisations.

Learning at the heart of these projects and partnerships.

Dundee Community Guiders Project



Community Guiders – how did we get here?



2018-23: Signposting training

Dundee Fighting For Fairness: shaping the project

Key Partners: Money advice services; NHS Financial Inclusion; Foodbank; Community Food Projects

Trussell pilot programme: focus on development through Cash First Coordinator role.

The Training

4 modules within the training:

Listening Skills, Boundaries & Confidentiality
Mental Health: How to Engage & Self-Care
Substance Use & Stigma
Cash First Signposting, Referring & Resources

Training is intentionally light touch, the first stepping stone into the advice world

Reinforces the hard boundary between guidance and advice

Focus on engagement and how to have these conversations.

Delivering the Training

3 cohorts so far

33 trainees from 14 projects

Lived experience

Building confidence
in having difficult
conversations

Increased knowledge
of support available

Experts by Experience

Ongoing review of training

Community Guiders

Dundee Fighting for Fairness

Dundee Community Food Network

Other partners

How Does This Fit With Other Training?

Money Counts

Short signposting training (1hr) for frontline workers

How to best use Cash First leaflets

Community Guiders

4 modules (2hrs each) looking soft skills, MH, Substance Use and CF

Holistic signposting training

Money Guiders

Comprehensive online framework for money guidance

Learners can specialise in specific areas

Partnerships

Training partners:

Money advice agency staff
NHS Sources of Support (Social Prescribing)
Parish Nursing
DVVA Mental Health & Substance Use
Previously trained CGs
MAXwell Centre – Support Worker

Advisory group:

Money advice agency senior staff
Social Security Scotland
NHS – Financial Inclusion
Dundee & Angus Foodbank
Taught by Muhammad Foodbank
NHS – Nutrition & Dietetic service
DCC – Community Planning

Other partners:

Trussell **DCFN Food Projects** **Dundee University Social Medicine Society**
Dundee Fighting For Fairness **Independent Food Aid Network**
Linlathen Fairness Initiative **and more...**

Ongoing Support

1:1 support
Volunteer Wellbeing
Group catch ups



Additional training

Ongoing responsive support

National Expansion

Community Guider training is 'open source'

Adaptable to other locations

Looking to support others who wish to adopt this training/approach

Challenges

Engagement can gradually taper off in some venues

Gathering participant feedback

Community Guider Burnout

Capacity and availability of training partners

Support for those with NRPF

Training Frontline Staff

Delivered full or condensed Community Guider training to:

ScrapAntics
St Leonard & Fergus Church
Alternatives Dundee
Dundee International Women's Centre
Dundee City Council – Housing Department
NHS – Nutrition & Dietetics

Dundee Employability Partnership:
Dundee & Angus College, DWP, Dundee Drug & Alcohol Recovery Service, Community Mental Health Team, Shelter Scotland, Social Work – Children & Families, One Parent Families Scotland, Dundee Volunteer & Voluntary Action, Capability Scotland, Positive Steps, Hillcrest Futures, Discover Work, Barnardo's, Hot Chocolate Trust, North East Sensory Services, Positive Steps, and more

Increased front line staff knowledge and ability to support

Ninewells Hospital

FiCD
(providing
Community
Guider
training)

NHS -
Financial
Inclusion &
Volunteering
Service

Dundee
University
Social
Medicine
Society

Partnership established

Trained first cohort of medicine students

Ninewells' Advice Centre

3-Step Referral

ASK: Why does someone need a referral to the Foodbank? Assess if there are financial issues or other barriers to accessing food and ask if they have already had a parcel(s).

SIGNPOST / REFER: Use online or printed money advice resources to signpost/refer people to financial support services to reduce risk of ongoing crisis – especially the **Scottish Welfare Fund**.

REDIRECT: Direct them to a food project in their local area which may be more accessible to them and provide low-cost access to food. **Ask for their postcode and identify a suitable food project local to them.**

Target referrers with the highest number of foodbank referrals

Run alongside Dundee and Angus Foodbank staff

Direct to: Cash First support/advice
Locality based food projects

Next Steps

Transferability of training to different localities

Finishing 'train the trainers' handbook

Develop tier 2 training, and continue to progress tier 1 training

Pursue accreditation of Community Guider programme

I suddenly
have no money

I'm waiting
on payment/

ANY QUESTIONS?

My money
doesn't stretch
far enough

Free &
Confidential

Crisis Money Advice

What do
do if...



ROUND TABLE DISCUSSIONS:

At your table, share other cash first approaches in your area.

Thinking about Community Guiders, what opportunities or challenges would you see in delivering this in your area?

Contact details: ross@faithincommunitydundee.org

Contact us

Email: ross@faithincommunitydundee.org

Website: faithincommunitydundee.org

Spotify or Apple Podcasts: *Episode 3 - Ross Middlemiss from Faith in Community: Dundee. Cash First Approaches*