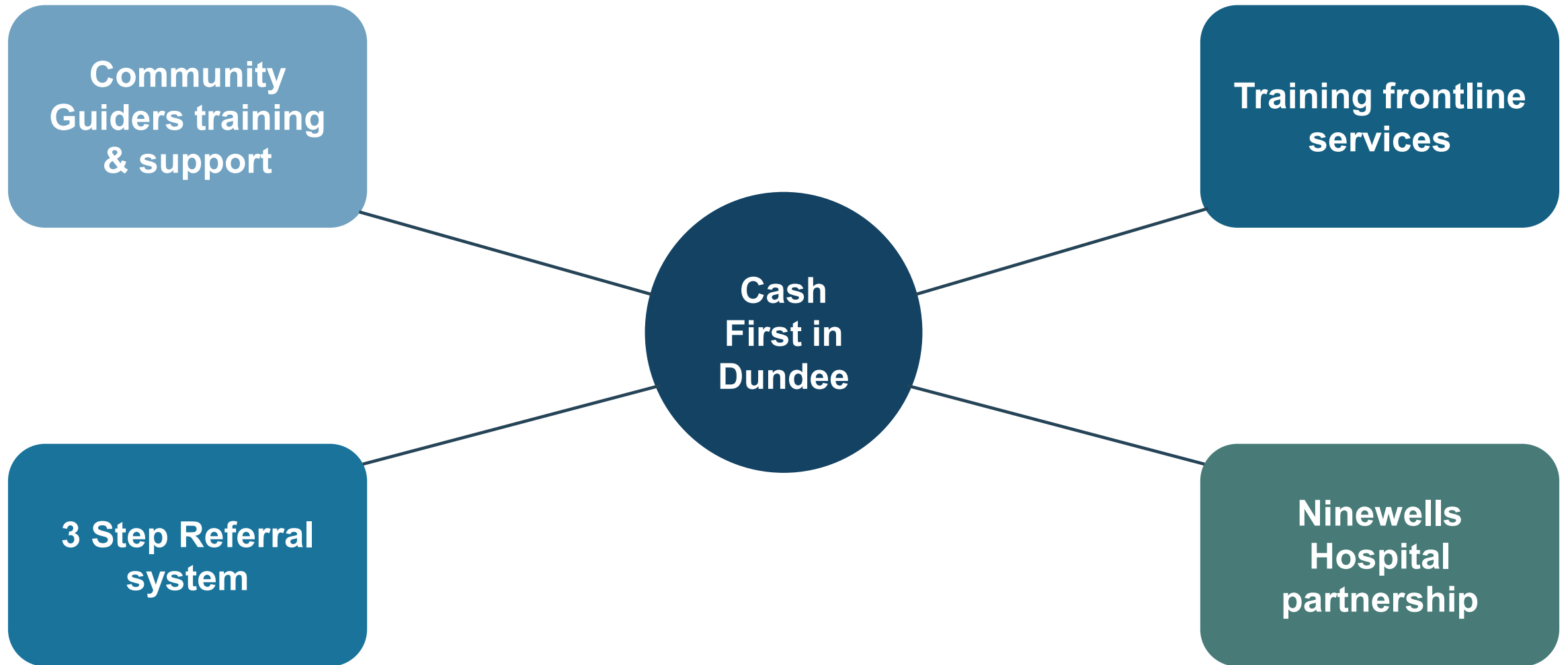


# COMMUNITY GUIDERS

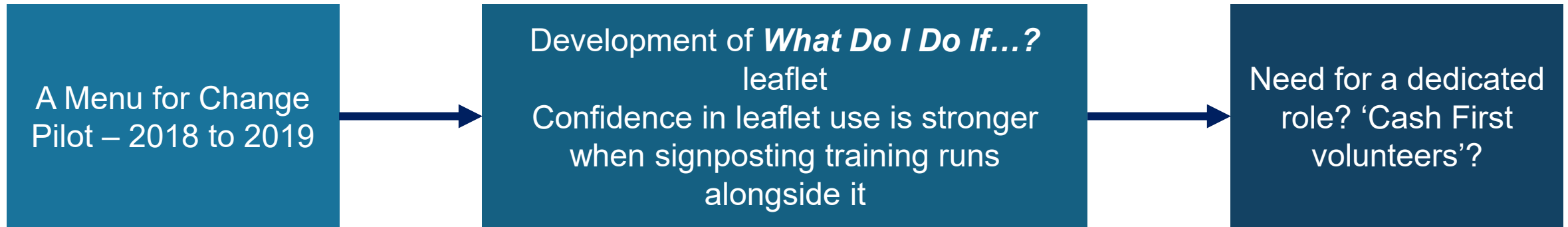
HOW PARTICIPATION CAN SUPPORT AND IMPROVE CASH FIRST  
AND DRIVE ANTI-POVERTY WORK IN OUR COMMUNITIES

Ross Middlemiss – Cash First Coordinator  
Faith in Community Dundee

# Cash First work in Dundee



# 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 citywide cohorts so far + targeted organisations

48 trainees from 14 projects (including food projects)

Lived experience

Building confidence in having difficult conversations

Increased knowledge of support available and how to signpost

Trained as a dedicated CG within these projects

# Training Frontline Staff

In addition, full or condensed Community Guider training has been delivered to 164 frontline staff/volunteers from:

Alternatives Dundee  
Dundee City Council – Housing Department  
St Leonard & Fergus Church  
NHS – Nutrition & Dietetics  
Craigowl Church  
Douglas Medical Centre  
Cake or Dice  
Foodbank referral agencies

**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 frontline staff knowledge of cash first strategy and confidence to signpost effectively.

# Ninewells Hospital

**FiCD  
(providing  
Community  
Guider  
training)**

**NHS -  
Financial  
Inclusion &  
Volunteering  
Service**

**Dundee  
University  
Social  
Medicine  
Society**

Partnership established

Trained first pilot cohort of 4 medicine students, based in respiratory ward

Ninewells' Advice Centre

# 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



# Adapting the material for other localities

Key transferrable principles and values

‘Open source’ framework

Train the trainers handbook

How ‘local’ do resources need to be for a city the size of Glasgow?

How tailored does it need to be for different areas/wards?

Probably most important: compiling a resource bank for trainees to refer to after

# Contact us

Email: [ross@faithincommunitydundee.org](mailto:ross@faithincommunitydundee.org)

Website: [faithincommunitydundee.org](https://faithincommunitydundee.org)

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