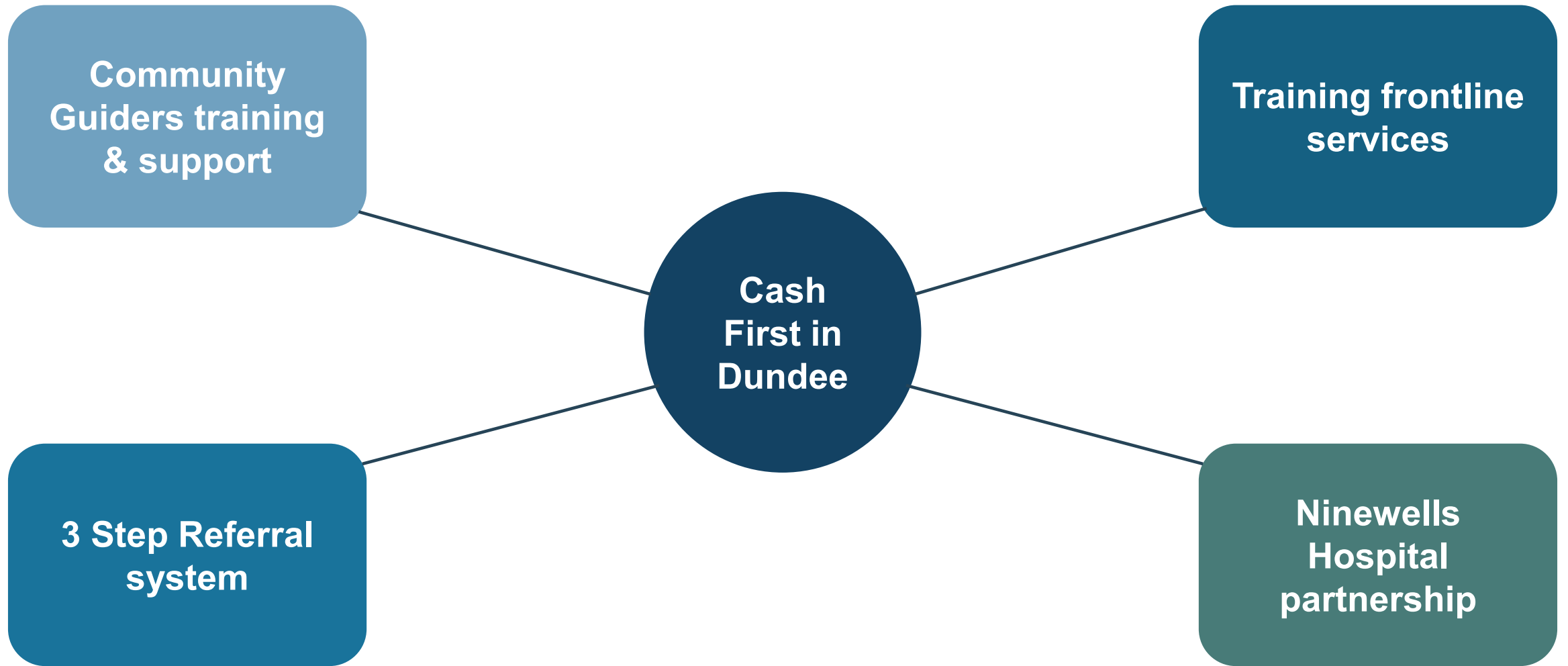


COMMUNITY GUIDERS TRAINING

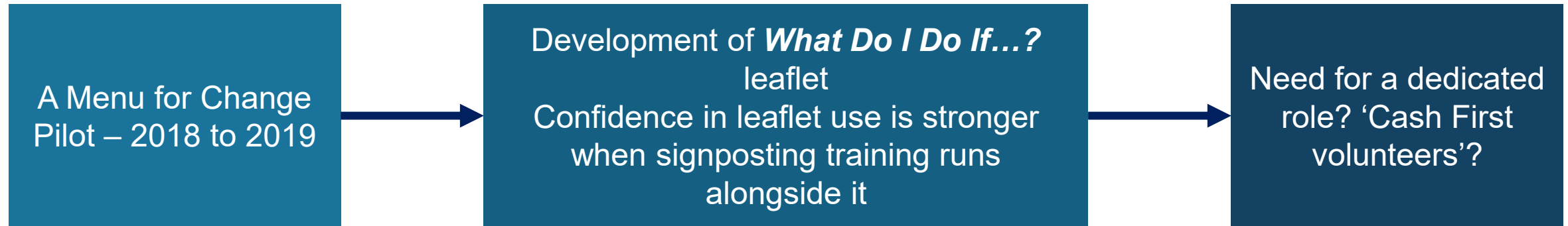
ROSS MIDDLEMISS

CASH FIRST COORDINATOR – FAITH IN COMMUNITY DUNDEE

CASH FIRST WORK IN DUNDEE



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

TRAINING COMMUNITY MEMBERS

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 at
soft skills, MH,
Substance Use
and CF

Holistic
signposting
training

Money Guiders

Comprehensive
online
framework for
money
guidance

Learners can
specialise in
specific areas

WHO CAN RUN THIS TRAINING?

ANYONE!

We don't expect CGs to be experts, and we don't expect trainers to be experts either

Engagement/support content of the material is very light touch

Co-facilitation can help with subjects you personally feel less confident in

Biggest time investment is gathering and becoming knowledgeable of the resources available locally.

ADAPTING THE MATERIAL FOR YOUR SETTING

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?

Compiling a resource bank for trainees to refer to after
OR
Utilising existing signposting directories
e.g. ALISS

I suddenly
have no money

I'm waiting
on payment/
decision

TRAINING OVERVIEW

WHAT DO THE TRAINING MODULES INVOLVE?

My money
doesn't stretch
far enough

Free &
Confidential

Crisis Money Advice

VALUES

**Kindness and
compassion**

**Open-mindedness and
tolerance**

**Confidentiality and
integrity**

**Informed
resourcefulness**

**Upholding human
rights**

PRINCIPLES

We must be able to listen effectively and make the time to speak to people about these sensitive subjects.

We must avoid stigmatising or insensitive language and treat people with unconditional positive regard, irrespective of their background, culture, personal beliefs, or life experience.

We must treat disclosure of people's stories and experiences as the privilege it is.

We must be mindful of the boundaries of the Community Guider role and that of our own respective organisations/groups.

We must take the time to ensure our knowledge and resources are relevant, up to date and easily accessible.

We must treat everyone with the dignity, respect, and support that they need in order to ensure equity for all – we all rarely start from the same place.

LISTENING SKILLS, BOUNDARIES & CONFIDENTIALITY

Active Listening Skills

- Differences between hearing and listening
- Use of body language
- Open and closed questions
- Paraphrasing and clarifying
- Show bad example of listening interaction
- Practical exercise to try out active listening

Boundaries

- Explanation of boundaries and what this means
- Considering boundaries in project settings
- Community Guider specific boundaries
 - Difference between guidance and advice
 - FCA regulated advice, etc.
 - CGs not there to fix everything everyone

Confidentiality

- What is confidential information?
 - Personal information
 - Anything shared in confidence
- How should it be handled?
- When is it appropriate to pass information on?

MENTAL HEALTH: HOW TO ENGAGE & SELF-CARE

How to Engage

- Psychological first aid and calming those in acute distress – Lifelines Scotland's material
- Suicide intervention – utilising NHS's Ask, Tell: Save a Life material
- Brief look at safety plans and available apps relevant to SI

Stigma

- Acknowledgement that culture around discussing mental health has moved forward
- Also acknowledging that people still feel shame because of their diagnoses
- Destigmatising language and practices – person-first language

Signposting Resources

- What's available in GP surgeries?
- Local resources
 - Crisis centres, wellbeing centres, groups, counselling services etc.
- National resources
 - Helplines, web-sites, services

Self-Care

- Introduce and explain vicarious traumatisation
 - Emotional and physical symptoms
- What can be done about it?
- Consider warning signs that indicate poor wellbeing
- Consider what works best for our wellbeing

SUBSTANCE USE & STIGMA

Substance Use Disorder

- Look at reasons for using substances – ‘good and bad’, including trauma, self-medicating poor mental health, chronic pain, celebrations, cultural influences etc.
- Commonly seen substances
- How substance use disorder develops – we utilised Khan Academy’s material

Poly-drug Use & Overdose

- Explains how presence of multiple drugs contributes to vast majority of overdose cases
- How to spot signs of an overdose and what to do
- Introduce and discuss naloxone, training available locally to administer, different administration methods etc.

Stigma

- Considering why stigma matters for those who use, those in recovery and their friends & family
- Destigmatising language around:
 - Use/abuse, Medication Assisted Treatment, ‘clean’ tests, pejorative terms for people with SUDs, implied criminality

Signposting Resources

- Where to go to enquire about Medication Assisted Treatments
- Third sector SU/alcohol support
- Peer recovery groups – SMART, AA/NA, others
- Rehab pathways – who offers this?
- Assoc. issues – homelessness, gambling

CASH FIRST SIGNPOSTING, REFERRING & RESOURCES

Cash First approach

- Explain the cash first approach – helping to end need for foodbanks
- Highlight the national push for this approach and essentials guarantee – highlight materials from IFAN, Trussell, JRF etc.
- Explore ways of talking about money – how to ask the question etc.

Stigma

- Mythbusting social security fraud, particularly in disability benefits
- Highlighting that poverty is a systemic issue, stigma prevents people from seeking help
- Changes in language – ‘low-skilled/unskilled labour’ vs low-paid work.
- Push to use terms such as social security

Dignity and local food projects

- Highlight the dignity principles from Nourish Scotland
- Alternatives to foodbanks – pantries, larders, community cafes, community fridges etc
- Discuss the 3-Step Referral system for foodbank referral

Cash First Signposting

- Highlight and encourage use of local cash first leaflet, also use scenarios
- Discuss Scottish Welfare Fund referral/how to refer
- Highlight local money advice services – what do they do? What do they offer? Who offers debt advice/energy support?

BREAKOUT ROOM DISCUSSIONS

What do you like about the community guiders training?

Could you see this working in your area?

What problems do you foresee with this approach?

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