

# Working towards a Fairer Fife

## Supporting Hard Up Households

Poverty Awareness Training in Fife

March – June 2017

'I've taken away additional knowledge and understanding on the issues around poverty'  
(School teacher)

'A real eye opener on some of the myths associated with poverty'  
(HR Manager)

'I enjoyed the course and will find it very beneficial in my work'  
(Family Nurse)

'Very useful in my day to day dealing with customers'  
(Housing Officer)

'Will definitely help me to be better at my job'  
(Voluntary Sector Project Worker)

'Good mix of policy and practical'  
(Social Worker)

Free training sessions for all workers in Fife



# Poverty Awareness Training in Fife

The courses in this programme are relevant and valuable to anyone working with individuals and families in Fife who are on a low income or are struggling to make ends meet. They cover a range of issues from the practical skills that will help you to recognise when someone has money worries, and what you can do to help; to more in depth skills and knowledge on specific issues related to benefits and particular groups of the population.

We know that people can't always attend to issues like looking after their or their family members' health, developing skills and looking for employment when they're worried about money. Dealing with money worries can help them and you to focus on the other issues that matter. Taking time out to attend training isn't easy. But busy professionals say that it saves time in the long run as well as equipping them to give really valuable support to clients.

All courses are open to all public and voluntary sector workers in Fife and are free to attend. There are various time and venue options, and an e-learning course will be available from March 2017 for everyone to complete. This training programme is funded by Fife Partnership, through its recommendations in Fairness Matters, the report from the Fairer Fife Commission to address poverty and inequality in Fife.

**To book a place please complete the e-booking form or contact Kelly Higgins on 01592 226561 or [Kelly.Higgins@nhs.net](mailto:Kelly.Higgins@nhs.net)**

Register for e-learning at <http://elearning.cpag.org.uk>

## Case study – Family nurse supporting young parents

A family nurse for young mothers attended training on supporting low-income families and began using CPAG in Scotland's advice line for frontline advisers and support staff. She supported a young pregnant woman and her partner who were waiting for his first wages and had no money, relying on her mother for food. She got them immediate access to financial support and advised them on other benefits that they could claim once the baby was born.

## Case study – Trading standards changing practice

After learning why some people are left with very little or no income to live on, a trading standards officer realised there was more to it than benefit sanctions. He planned to share what he'd learned with colleagues and use it to improve their practice on reducing the use of illegal lenders.

## Case study – Family support worker – maximising incomes

Two family support workers from a local autism voluntary agency attended training on benefits. After that they helped 20 people claim the disability benefits they were entitled to gaining nearly £60,000 extra income for hard-up families.

# Poverty Awareness Workshop

The Poverty Alliance



## Who should attend?

All management and front-line workers who wish to have a better understanding of poverty issues and would like to identify ways in which they could engage more effectively with individuals and communities facing poverty and social exclusion.

## Aim:

To increase participants knowledge and understanding of the relationship between poverty and inequality and how poverty impacts on individuals lives in Scotland.

To enable participants to identify ways in which they can provide an effective service to people who experience poverty.

## At the end of this one day course participants will;

- Have an understanding of the nature, roots and causes of poverty and what poverty means to those experiencing it. Examples will be drawn from our experiences on poverty issues
- Have an understanding of the relationship between inequality and poverty
- Be aware of ways in which common prejudices and stereotypes (stigma) can lead to
- discrimination and the unfair treatment of people experiencing poverty
- Be able to identify changes and improvements which can be made to work practices to improve service delivery.

## Trainers:

This course is delivered by experienced Poverty Alliance Fieldwork staff who draw heavily on their in-depth knowledge of poverty issues and on their direct experience of working with individuals and groups who are experiencing poverty.

## Dates:

7th March 2017, 10am-1pm, Carnegie Conference Centre, Dunfermline

7th March 2017, 2pm-5pm, Carnegie Conference Centre, Dunfermline

14th March 2017, 10am-1pm, Rothes Halls, Glenrothes

14th March 2017, 2pm-5pm, Rothes Halls, Glenrothes

21st March 2017, 10am-1pm, Fife Voluntary Action, Glenrothes

21st March 2017, 2pm-5pm, Fife Voluntary Action, Glenrothes

18th April 2017, 4pm-7.30pm, The Bay Hotel, Kinghorn

19th April 2017, 10am-1pm, Fife Renewable Innovation Centre, Leven

19th April 2017, 2pm-5pm, Fife Renewable Innovation Centre, Leven

25th April 2017, 4pm-7.30pm, The Bay Hotel, Kinghorn

26th April 2017, 10am-1pm, Beveridge Park Hotel, Kirkcaldy

26th April 2017, 2pm-5pm, Beveridge Park Hotel, Kirkcaldy

9th May 2017, 10am-1pm, The Bay Hotel, Kinghorn

9th May 2017, 2pm-5pm, The Bay Hotel, Kinghorn

24th May 2017, 10am-1pm, Carnegie Conference Centre, Dunfermline

24th May 2017, 2pm-5pm, Carnegie Conference Centre, Dunfermline

# Supporting Hard-Up Households

## Elearning



Through a short, interactive elearning course, you will learn what causes poverty, how people experience the stigma of poverty and what you can do to make a difference. You will learn more about what you are likely to see as a result of welfare reform as people struggle to make ends meet. The course gives practical ideas for what you can do and what your service can do to support hard-up households.

### The course covers:

- People like us – the nature, causes and consequences of poverty in Fife
- What's in a name – experience of the stigma of poverty and how to address it
- What is welfare reform and how is it affecting households
- Practical tools to help you and your service support hard-up households
- Finding out more – other learning and information

This new course is **available from March 2017**. You can do the elearning course whenever it suits you. Register now for this free elearning and you'll find other essential short courses including Universal Credit and Scottish Welfare Fund. Register at <http://elearning.cpag.org.uk>.

Once you have completed the course and submitted your evaluation, you can then print off your certificate.

'All of it will be useful  
in my workplace'

(elearning user – Universal Credit course)

# Single Parent Poverty Awareness Workshop



One Parent  
Families Scotland

One Parent Families Scotland (OPFS)

## Who should attend?

All sector workers with an interest in understanding the specific issues, misconceptions and barriers single parents face and why single parents are uniquely placed in the poverty statistics.

Managers who employ single parents and may want to know more about potential barriers to work faced by single parents and how they may single parent proof their practices.

## Course Aim:

To increase participants knowledge and understanding of the issues single parents encounter that lead to poverty, the impact of poverty on single parents and barriers to the alleviation of poverty.

To enable participants to identify ways in which they can provide an effective service to single parents who experience poverty.

## At the end of this one day course participants will;

- Have a greater understanding of the misconceptions around and achievements of single parents
- Better understand the impact of poverty for single parents and the barriers single parents face to alleviate poverty. Case studies are taken from single parents we work with.
- Have identified changes and improvements which can be made to work place recruitment and practices to support single parent service users and employees.
- Have resources to use to extend the support they can offer to single parents

## Trainers:

One Parent Families Scotland (OPFS) work with and empowers single parents living in poverty and isolation to overcome the barriers they face to enable them to achieve their potential. Our training provides increased understanding of the complex challenges facing single parents and the policies and practices that best support them.

## Dates:

16th March 2017, 10am-1pm, Beveridge Park Hotel, Kirkcaldy

16th March 2017, 1:30pm-4:30pm, Beveridge Park Hotel, Kirkcaldy

23rd March 2017, 10am-1pm, Fife Voluntary Action, Glenrothes

23rd March 2017, 1:30pm- 4:30pm, Fife Voluntary Action, Glenrothes

20th April 2017, 4pm-7pm, Kirkcaldy High School, Kirkcaldy

# Care Leavers And The Benefits System

Child Poverty Action Group in Scotland



## Who should attend?

This course is very relevant to those working with vulnerable young people including social workers, advice workers and those working for children's charities.

## Course aim:

Many young people who have been 'looked after' by the local authority are excluded from income-related benefits. Instead the local authority is responsible for supporting them. This course looks at the special benefit rules for care leavers and the local authority's responsibilities towards these young people.

## This half-day course covers:

- The special benefit rules affecting 16 and 17-year-olds leaving care and in continuing care
- Local authorities' powers and responsibilities towards care leavers, including new responsibilities under the Children and Young People (Scotland) Act 2014
- The impact of universal credit.

People attending this course will receive a FREE copy of the latest edition of the Children's Handbook Scotland.

## Course trainer:

Alison Gillies, CPAG in Scotland

## Date:

11th May 2017, 1pm-4pm, Bankhead Central, Glenrothes

**As well as covering the special rules affecting young care leavers, this course will also cover 'continuing care' and the implications of this new development in relation to social security benefits, including universal credit.**

# Child Poverty And Welfare Reform

## Child Poverty Action Group in Scotland



### Who should attend?

This course is particularly aimed at professionals working in early years, such as nursery or school staff, health visitors and midwives, or anyone with an interest in child poverty. It is aimed at those with no or limited knowledge of benefits.

### Course aim:

Many more children in Scotland will be living in poverty by 2020. This half-day course looks at why this is and which families are likely to be worst affected. Participants will be encouraged to consider the steps they can take in their own roles to prepare for the predicted increase in child poverty and make a practical difference to families.

### The course covers:

- What is child poverty and why is it important
- An overview of benefits for families in pregnancy and the early years
- Family benefits and welfare reform.
- Financial help for families in crisis
- Facing the challenges: how you can respond to increasing child poverty

### Course trainer:

Kirsty McKechnie, CPAG in Scotland

### Dates:

22nd March 2017, 1pm-4pm, Cameron Hospital, Windygates

3rd May 2017, 1pm-4pm, Lynebank Hospital, Dunfermline

**The Scottish Government is introducing legislation which sets out its ambition to eradicate child poverty in Scotland by 2030.**

**75,000 Fifers are affected by poverty. Everyone can get involved in changing lives for the better and creating a fairer Fife.**

'I have a renewed sense of the importance of the issue for consideration by all staff and learners in our school.'

(School teacher)

# Supporting Low-Income Families Manage Benefit Change

Child Poverty Action Group in Scotland



## Who should attend?

Those from any organisation who work with people on low income and need to increase their understanding of poverty, welfare reform, the potential impact on their clients and how those clients can be supported to avoid crisis and what to do when in crisis. Participants do not need an in-depth knowledge of current benefits and welfare related work to attend.

## Course aim:

This course is for front line staff who need an understanding of the nature of poverty in Fife, and how changes to the benefit system affect people in Fife. The training will help staff provide initial advice and referral to specialist support services.

## The course covers:

- The nature of poverty in Fife in the context of benefit changes
- The priorities for a Fairer Fife that partners have agreed
- Who is affected by benefit changes
- An overview of main benefit changes including universal credit and personal independence payment
- How clients can avoid and deal with benefit sanctions
- What specialist support there is for people in Fife and how to access it eg, support with money, skills, jobs, housing
- Using the Fife Online Referral and Tracking System.

## Course trainer:

Mark Willis, CPAG in Scotland

## Dates:

8th March 2017, 10am-4pm, The Beveridge Park Hotel, Kirkaldy

14th June 2017, 10am-4pm, The Bay Hotel, Kinghorn

'Learning about universal credit is most useful as this will be a large part of my work in customer services'



# Supporting Vulnerable Clients

## Child Poverty Action Group in Scotland



### Who should attend?

Anyone working with low-income households, including Women's Aid, advocacy services, homelessness and housing support services, mental health services

### Course aim:

This course gives frontline staff skills to help resolve problems faced by vulnerable people claiming benefits. Taking a practical approach, it gives an overview of basic benefits and looks at rules intended to protect vulnerable groups including those affected by domestic abuse, mental health issues or at risk of homelessness. It will equip staff to prevent a problem becoming a crisis. Those with limited or no knowledge of the benefit system will gain most from this course.

### The course covers:

The main benefits and some special rules for certain vulnerable groups

How to deal with decisions, medicals, delays and sanctions

How to get extra help with rent, or in a crisis

What your clients need to do to prepare for universal credit

### Course trainer:

Mark Willis, CPAG in Scotland

### Dates:

24th May 2017, 10am-4pm, Fife Voluntary Action, Glenrothes

30th May 2017, 10am-4pm, Victoria Hospital, Kirkcaldy

**Universal credit is moving to 'full service' in Fife from December 2017 which means many more vulnerable clients will be affected.**

# Supporting Young Learners – Benefits And Other Financial Support

Child Poverty Action Group in Scotland



## Who should attend?

College staff, particularly college bursary staff, community learning staff, skills and employability staff and those working with young people.

## Course aim:

With a focus on young people, this course equips frontline staff who are new to benefits or want a refresher with a basic knowledge of social security benefits and tax credits. It explains the different benefits that young further and higher education students can claim and gives an overview of the student funding available. Benefits and funding for those doing training courses is also covered in brief.

## The course aims to give participants:

- Knowledge of the benefits and tax credits systems
- Awareness of benefits available in different circumstances
- Outline of which students can claim benefits and tax credits including universal credit
- Overview of student funding available at FE and HE level
- Outline of which benefits and tax credits can be claimed by young people on training courses

## Course trainer:

Angela Toal, CPAG in Scotland

## Date:

27th April 2017, 10am-4pm, The Bay Hotel, Kinghorn

Universal credit is moving to 'full service' in Fife from December 2017 which means the benefit support available for young learners is changing.

'I really enjoyed the course and came away feeling much better equipped for talking to students about the benefits system.'

(College Adviser)

# Other elearning and Online Resources

## Welfare Reform: What you need to know

This short, practical elearning module is available on NHS Fife LearnPro and will be coming soon to Fife Social Work Services Development Portal where it can be accessed by those working for any organisation in Fife. It has been developed and is regularly updated by Shelter Scotland.

Completing the module will take around 30 minutes and will help you to understand the recent and future changes to the welfare benefit system and the impact of these on individuals, patients and service users and their families. It provides information on the local support and specialist services which can help people to manage these changes.

## Welfare Connect

Welfare Connect is a group for local authority, NHS Fife, community and voluntary sector colleagues across Fife to keep knowledge on welfare reform, related issues and relevant services up to date. It is hosted on the Knowledge Hub and is a supportive learning environment where local workers can share information, good practice and resources.

**To join, visit <https://www.khub.net/web/fife-welfare-connect>**

If you already have a log-in for the Knowledge Hub you will be prompted to enter it on this page. If you have not previously joined the Knowledge Hub, click on 'Register' and follow the instructions on the page. The Knowledge Hub is free to join.

**For more information on any of the learning opportunities listed in this programme, please contact Laura Henderson, Health Promotion Service on 01592 226506 (internal 46506) or [laurahenderson3@nhs.net](mailto:laurahenderson3@nhs.net) or Lyndsey Maricic, Fife Council Communities Directorate on 03451 555555 ext 446138 or [Lyndsey.Maricic@fife.gov.uk](mailto:Lyndsey.Maricic@fife.gov.uk)**

