

# Working towards a Fairer Fife

## Supporting Hard Up Households

Poverty Awareness Training in Fife

2017 - 2018

I have a better understanding now of people in this position – so I am able to understand better how to help them.

I now feel more confident in discussing issues relating to a person's financial status.

I've gained a better knowledge of the subject – it was an eye opener.

I assisted a parent to engage with financial support services. I have been more confident in dealing with these issues – with more basic knowledge and awareness of agencies who can help.

I have been more aware of the needs of people who are living in poverty and have taken steps to discuss issues with them.

I made a lot of useful contacts while on training which have helped me support my service users better.

Free training sessions for all workers in Fife



# Poverty Awareness Training in Fife 2017-2018

Poverty affects a significant proportion of the Fife population and can have a big impact on many areas of peoples' lives. This can include their mental health and wellbeing, their ability to develop skills, find or maintain employment and can threaten basic needs such as access to food and housing. The imminent roll out of full service Universal Credit will create additional challenges for many of your service users and there is also increasing evidence about the numbers of people currently working who are struggling to make ends meet.

Fife Partnership are offering the following free training to support all public and voluntary sector workers in Fife with these challenges. The courses are suitable for people who have little experience of supporting service users with these issues, to those who wish to update their knowledge and skills in these areas. They are not designed to provide in-depth detail on welfare benefits e.g calculating benefit entitlements.

The courses are 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** (**internal 46561**) or at **kelly.higgins@nhs.net**

**Register for elearning at <http://elearning.cpag.org.uk>**

# Supporting Low-Income Households Manage Benefit Change

## 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.

If you haven't already attended training on the current welfare benefit changes, this course is ideal for you.

If you have already attended this course, but would like an update on Universal Credit, then you should attend the course on 'Universal Credit: Supporting Clients'.

## 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, particularly Universal Credit, are affecting people in Fife. The training will help people to 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 the roll out of Full Service Universal Credit
- how clients can avoid and deal with benefit sanctions
- what specialist support there is for people in Fife and how to access it e.g. support with money, skills, jobs, housing
- using the Fife Online Referral Tracking System.

**Training provider: Child Poverty Action Group in Scotland (CPAG Scotland)**

**Course length: One day**

## Dates:

12th December 2017 – The Bay Hotel, Kinghorn

10th January 2018 – Carnegie Conference Centre, Dunfermline

27th February 2018 – Carnegie Conference Centre, Dunfermline



# Universal Credit: Supporting Clients

## Who should attend?

This course is ideal for those who have already attended 'Supporting Low Income Households Manage Benefit Change' and who would like an update or more information on Universal Credit and the full service roll out. It will also be of interest to those who are looking for training purely on Universal Credit.

## Course aim:

Full Service Universal Credit will reach Fife on 6th December. This will see all new customers in Fife (couples and lone parents) claiming Universal Credit. This course aims to equip you with the knowledge to help your service users get the most out of this new benefit and avoid potential pitfalls. It will also provide information on the local sources of support that your service users can access and on how we are preparing across Fife for this change to the benefits system.

## The course covers:

- what is Universal Credit – understanding the basics
- knowing which clients are affected – understanding who can claim Universal Credit
- helping people to manage the system
- maximising income – an overview of basic Universal Credit entitlement
- dealing with problems – and knowing who can help

## Training provider: Child Poverty Action Group in Scotland (CPAG Scotland)

## Course length: One day

### Dates:

22nd November 2017 – Fife Voluntary Action, Kirkcaldy

13th December 2017 – The Bay Hotel, Kinghorn

16th January 2018 – Carnegie Conference Centre, Dunfermline

8th February 2018 – The Bay Hotel, Kinghorn

**N.B.** Due to similarity of content, we do **not** recommend attending **both** 'Supporting Low Income Households Manage Benefit Change' and 'Universal Credit: Supporting Clients' from this programme.

# Elearning

## Supporting Hard Up Households

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.

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.

**Training provider: Child Poverty Action Group in Scotland (CPAG Scotland)**

**Register at <http://elearning.cpag.org.uk>**

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

# Elearning

## Welfare Reform: What you need to know

This elearning has recently been updated and is available on NHS Fife LearnPro. It will shortly also be available on Fife's Social Work Learning Platform at <http://socialwork.fife.gov.uk> where it can be accessed by Fife based public and voluntary sector staff.

It will help staff to understand the recent and future changes to the welfare benefit system and the impact of these on individuals, patients and families. It provides information on the local support and specialist services which can help people to manage these changes.

### **Aim:**

This course should help learners to feel more confident about giving advice and referring people onto specialist advice and support services.

### **Learning outcomes:**

On completion of this module learners will have:

- an increased understanding of the recent and future changes to the benefit system
- increased knowledge of how these changes impact on patients and service users and their families
- the ability to assist patients and service users to access support and assistance
- the ability to identify when to refer to specialist advice and support agencies.

### **Training provider: Shelter Scotland**

For more information, please contact **Laura Henderson**, Senior Health Promotion Officer at [laurahenderson3@nhs.net](mailto:laurahenderson3@nhs.net)

# SafeTALK

When people are in crisis it can be difficult to know how to respond. SafeTALK is a short, interactive session which enables participants to recognise when someone might be having thoughts of suicide and to consider how best to engage with them and connect them to community resources trained in suicide intervention.

## Who should attend?

SafeTALK is designed to be an introductory course for anyone interested in learning to be suicide aware.

## Learning outcomes:

By the end of this course participants will have:

- awareness that people at risk of suicide are often not given help due to cultural myths and misinformation
- the ability to recognise when a person might be having thoughts of suicide
- the skills to be able to engage that person in direct and open talk about suicide
- the ability to move quickly to connect them with someone trained in suicide intervention who can review the risk and develop a plan to reduce the risk of harm or death.

## Training provider: Fife Health Promotion Service

## Course length: 3 hours

## Dates:

March 20th 2018 (morning), Cameron Hospital, Leven

# Coming Soon...

## In-Work Poverty Training for Managers

Citizens Advice and Rights Fife (CARF) will be offering this course in early 2018. This short workshop will increase managers' awareness of in-work poverty and how this may be affecting their own staff. It will provide them with practical skills to recognise when an employee's financial situation may be affecting their work and how to approach the issue with that person. It will also provide information on the local sources of support that their employees may be able to access.

## Cost of the School Day Workshops

The Child Poverty Action Group in Scotland (CPAG Scotland) have developed a short workshop for education staff on cost of the school day which we plan to make available to education staff in Fife in early 2018. This will offer people working in schools a greater awareness of the circumstances faced by families on low incomes and will provide practical information and tools to ensure that all children, regardless of their financial background, can get the most out of the school day.

For more information or to register your interest in either of these workshops, please contact **Laura Henderson, Senior Health Promotion Officer** at [laurahenderson3@nhs.net](mailto:laurahenderson3@nhs.net) or on **01592 226506 (internal 46506)**.