

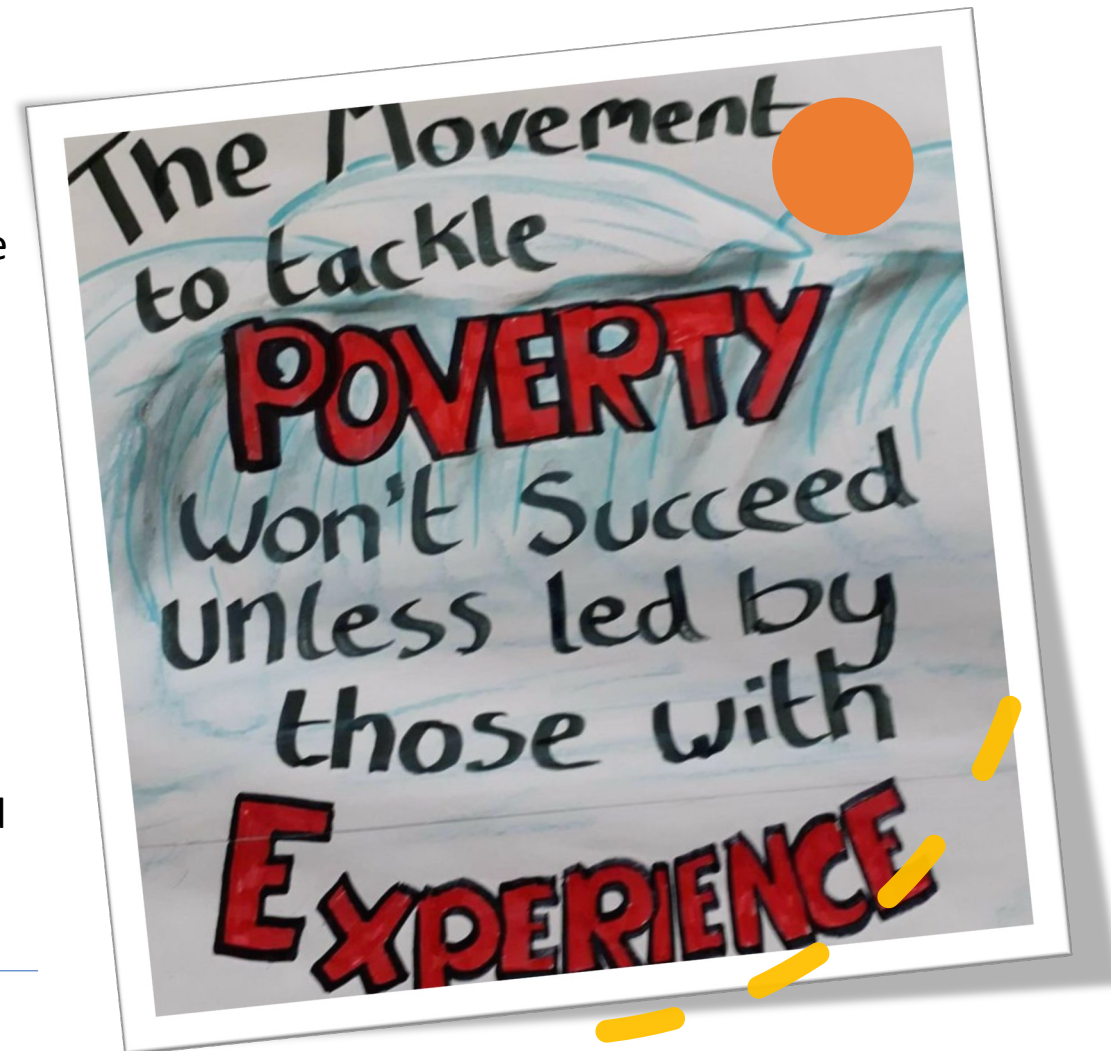


Lived Experience & Cash First Approach

Our Aims

- To respond to poverty and inequality in Dundee
- Increase the capacity and resilience of faith communities to respond to poverty and inequality
- To support faith communities' engagement with the most vulnerable people in their communities.
- To equip people struggling against poverty and inequality to speak out with confidence and to encourage people in positions of influence to listen.
- Work in partnership with other third sector and statutory services to develop coordinated responses to poverty in Dundee

Listening to people and developing responses which meet their needs is fundamental to how we work



Dundee Fighting for Fairness

- Dundee Fighting For Fairness was born out of the work of the Dundee Fairness Commissions.
- These commissions brought together people with personal experiences of financial insecurities with decision makers in the city to identify areas of unfairness and develop solutions to make things better
- Through their life experiences, networks and expertise, DFFF work to change and influence policies that are unfair to the most vulnerable and marginalised in our city.



Dundee Food Strategy

DUNDEE
COMMUNITY
FOOD
NETWORK





Cash First Approach

- Advice Services Partnership
- What Do I Do If...? Leaflet Development (Menu for Change)
- Cash First Volunteers
- Resource Toolkit / Laptops
- Cash First Sessions with Foodbanks and Nourish Scotland
- Cash First Project with Trussell Trust





CASH RIGHTS FOOD

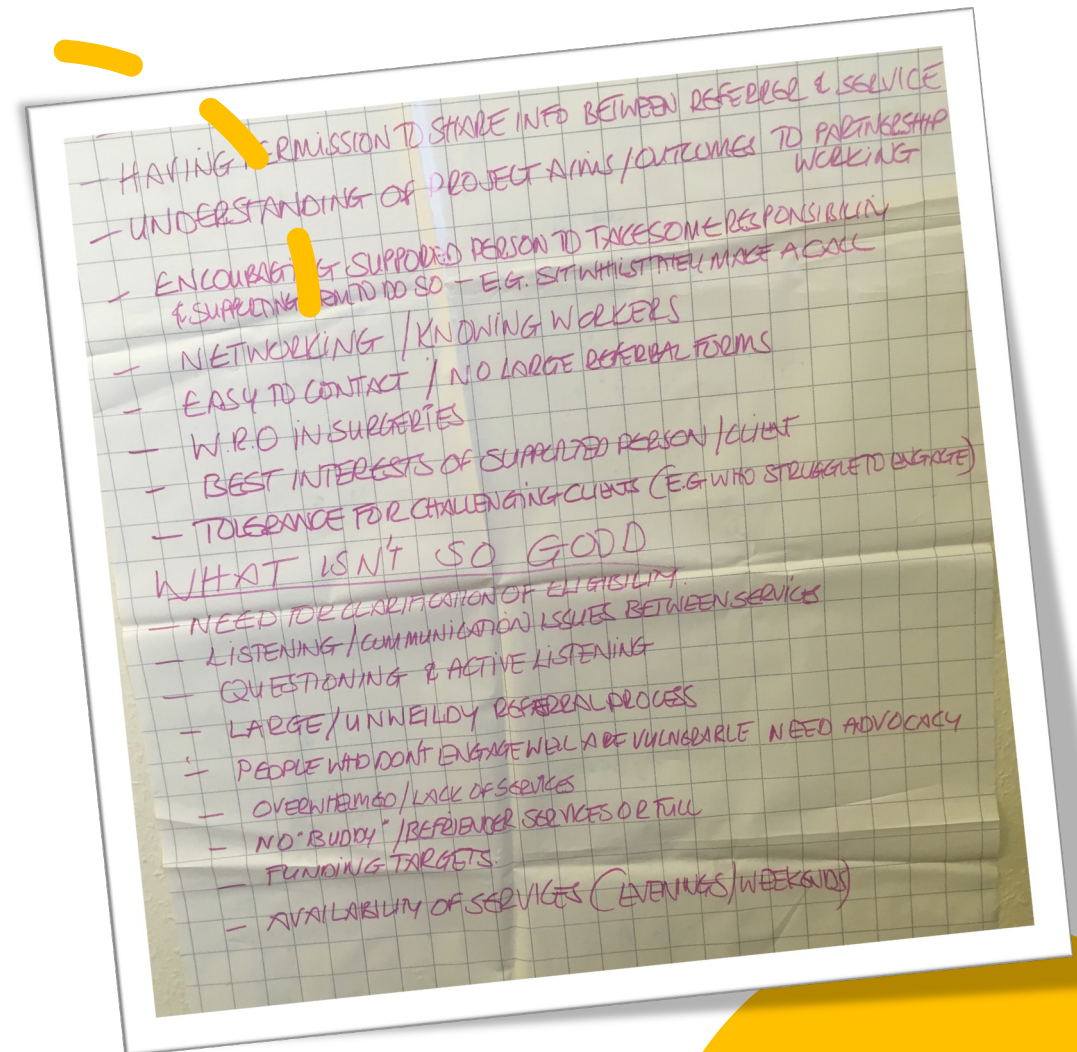
A Menu for Change

- Lived Experience
- Shared learning across multiple services – incl. 3rd sector and statutory
- Explored barriers to accessing advice – for individuals and advice services
- How and where information is accessed
- Development of signposting tool



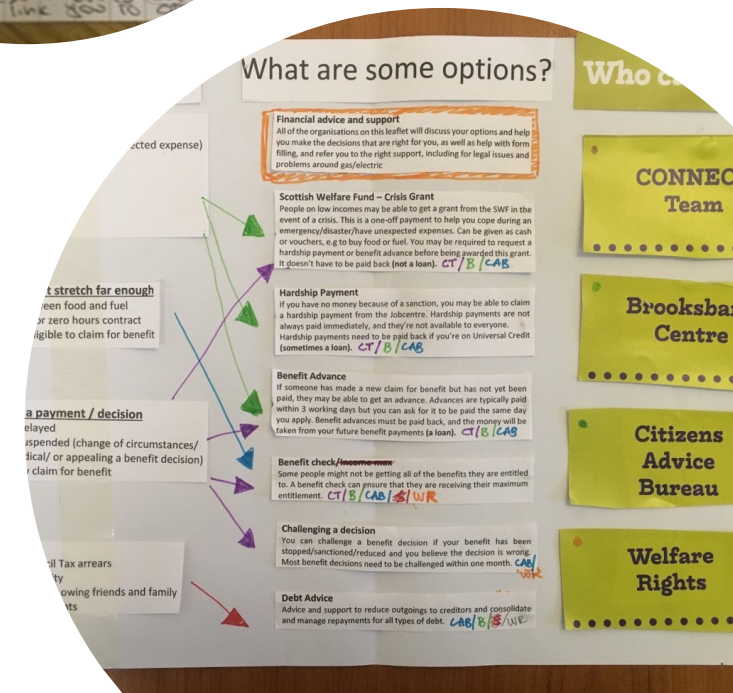
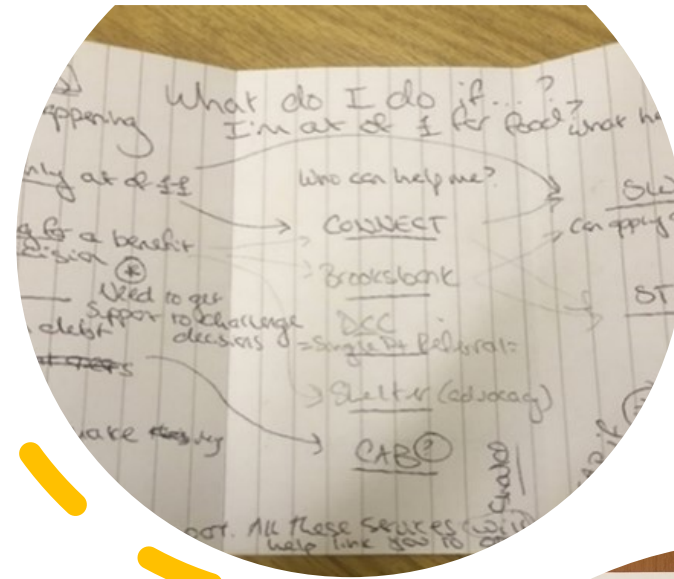
Consultation

- Focus groups: people with lived experience - identified through projects we were working with, as they know their communities best and people could engage in a space where they felt safe and would be heard
- Services and projects: identify key areas of financial crisis people present with and areas where they lacked knowledge / understanding of money advice services. Incl. local food projects, Dundee Carers Centre, Police Scotland, GP surgeries, DWP, DCC teams
- Money advice agencies: identify priority responses to financial crisis - the main, key info people needed to know without overloading it with information



Design

- Produced draft copy of the 'What Do I Do If...?' Resource and facilitated focus groups to ensure the content and design was relevant and accessible
- Consulted with people at each design stage – language, colour scheme, graphics
- Key to this process was buy in; we knew we'd created something that people wanted because they had a hand in designing it
- This is an approach we've adopted in other aspects of our work – the journey can take time but it's essential



What do I do if...?

- 1
- 2
- 3
- 4

I suddenly have no money

I'm waiting on payment/decision

I have debt

My money doesn't stretch far enough

What Do I Do If...?

£ I have debt

£ I suddenly have no money

£ My money doesn't stretch far enough

£ I'm waiting on a payment

Free & Confidential **Crisis Money Advice**

Distribution and engagement

- Launch event, which incl. workshops facilitated by DFFF, people with lived experience and advice services
- 1000's of leaflets distributed to 100+ projects and services city wide
- Large and bespoke workshops, using real life case studies
- Continued to develop and deliver training





Recommendations

- Raise awareness of Scottish Welfare Fund crisis grants
- Increase food organisations' referrals to advice services
- Ensure organisations adopt and implement robust referral routes to advice and support services
- Locate and embed advice and support services in community spaces

Fuel Well

- Dundee Fighting for Fairness co-production with partners - proposals, developments and outcomes
- Holistic support - access to energy advice and funding, income maximisation/benefit checks, debt advice and employability support
- Estimated 11,000 households benefited in 2022

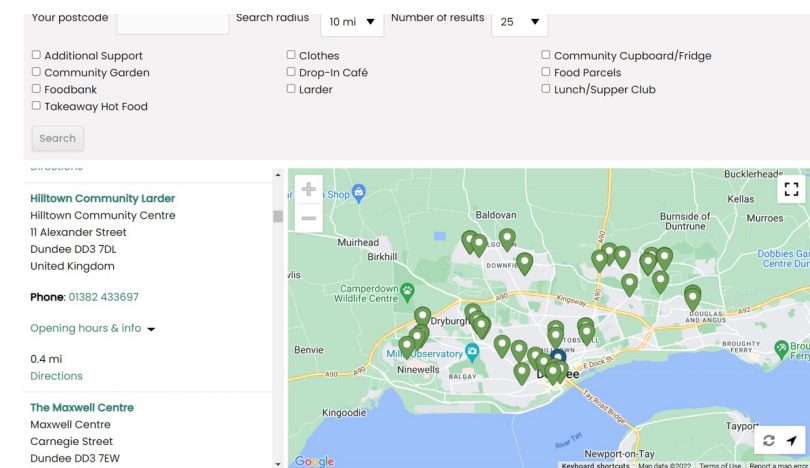
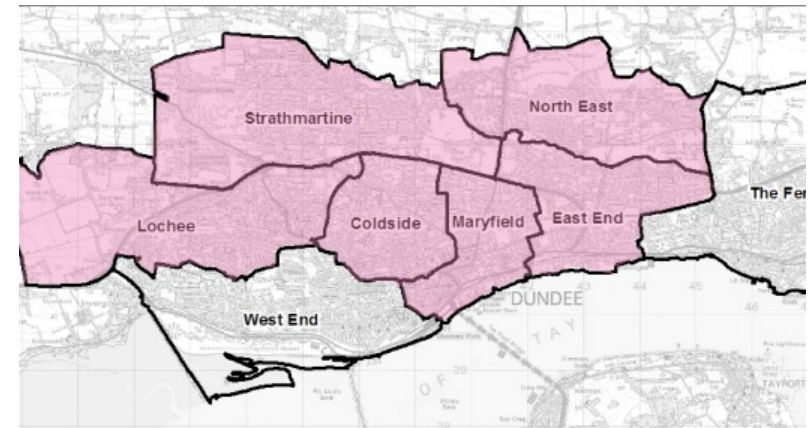


Cash First Volunteers

- Locality approach – identified existing volunteers in each ward and trusted points of access in community
- Developed a 4-step Cash First training programme and volunteer role in partnership with local services – role designed around local support worker (outcome from Menu for Change);
 - Active listening, boundaries, confidentiality
 - Mental Health Support
 - Substance Use/Stigma
 - Cash First Approach - signposting/referring/Resource Toolkit

Resource Toolkit / Laptops

- Consulting with local projects, we developed a categorised bank of resources - cost of living, money advice, energy and energy debt, housing, employment, substance use and mental health.
- Also incl. city-wide mapping tool: search by postcode to identify food projects in someone's local area
- Mapping of advice services, targeting access to make it most effective in the areas that need it most
- Secured funding for 9 laptops for community food projects, uploading the Resource Toolkit to each one with other relevant signposting information.



Cash First Referrers Session

Foodbank Referral
Key Steps:

ASK : *Why does someone need a referral to the Foodbank?
Assess support needs and barriers to accessing support*

REDIRECT : *Use the mapping tool to identify a food project in their local area – more accessible / provide more dignified, longer-term support*

SIGNPOST / REFER : *Use money advice resources to signpost / refer people to financial support services to reduce risk of ongoing crisis*

Dignified Access and Cash First Approach

Dignity in Practice

DIGNITY PRINCIPLES : *A sense of control, Able to take part in community life, Nourished and supported, Involved in decision-making, Valued and able to contribute*

REAL STORIES : *Hear from those who have not been treated with dignity and how that impacted them*

LEARNING : *How to implement dignity into daily practice*

Partnership and future development

volunteer recruitment and
training programme



- Triage Role - Form Filling – Advisory Role (incl. accreditation and employability)
- Work with advice services, NHS, community food projects and people with lived experience to shape and target it most effectively (incl. identifying local people, work places and other points of access).
- Develop the core training into a package that can be adapted and used elsewhere.
- Develop a set of key principles underpinning the training development and implementation - partnership approach to training, dignity in practice and involvement of people with lived experience.