

# Listening to communities

Improving the development and delivery of the Scottish Welfare Fund



# Help for advisers & support workers

Do you work with clients  
who have questions  
about **benefits**, **tax credits**  
or **universal credit**?

CHILD  
POVERTY  
ACTION  
GROUP  
IN SCOTLAND

Advice line for frontline advisers and support workers in Scotland

**0141 552 0552**

Monday–Thursday 10am–4pm  
Friday 10am–12 noon  
[advice@cpagscotland.org.uk](mailto:advice@cpagscotland.org.uk)

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# EARLY WARNING SYSTEM NEEDS YOU!



The EWS gathers information from frontline workers about the impacts of changes to the benefit system on families.

This helps us:

- Explain the impact of welfare reforms
- Suggest improvements to the benefit system
- Inform our policy work, training and information resources
- **Please give us your case studies!**

<https://cpag.org.uk/what-we-do/project-work/early-warning-system>



## Scottish social security - an introduction

Wednesday 27 March

Online training course  
Introductory level

**BOOK NOW**



CHILD  
POVERTY  
ACTION  
GROUP  
IN SCOTLAND



CHILD  
POVERTY  
ACTION  
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IN SCOTLAND

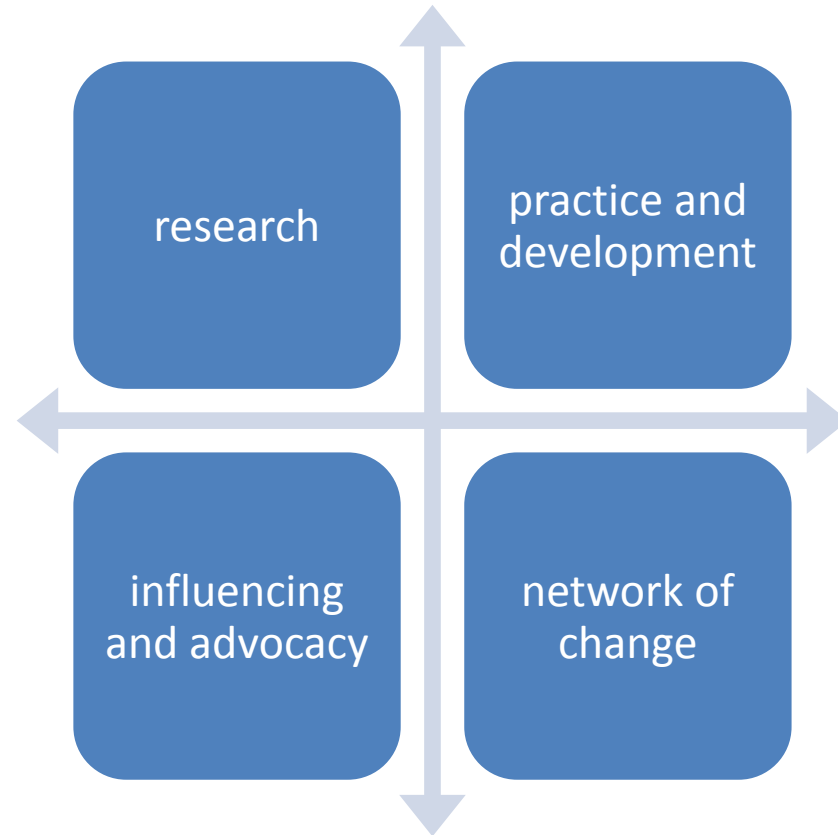
# Scottish Welfare Fund





# A Menu for Change

Tackling Food Insecurity in Scotland



# Findings

- **SWF budget** should be protected and increased, both for awards and for staff to deliver it.
- SWF should act as a **gateway to other services**, helping to prevent future crisis and reduce the need for food bank use.
- To **ensure consistency** and maximise effectiveness, investment is needed in staff training and to improve IT infrastructure.
- Urgent action is needed to **increase awareness** of and referral to SWF by local and national agencies.

# Since then

'Ending the Need for Foodbanks'

SWF Independent Review

SWF Action Plan – inc. review of the guidance



# The Scottish Welfare Fund in Orkney: Cash First



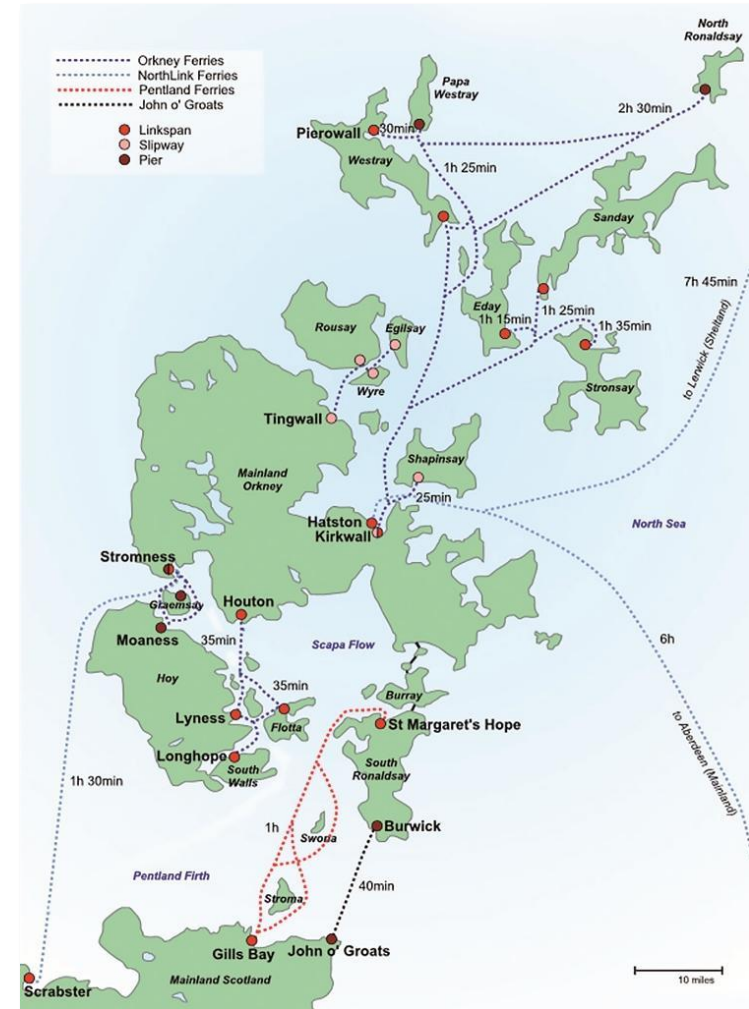
- Low rate of applications for crisis grants vs
- Heavy reliance on foodbank

## **A joint project:**

- The Trussell Trust,
- Voluntary Action Orkney,
- Child Poverty Action Group in Scotland *and*
- local agencies

# What stops people applying?

- Pride and stigma
- The application form: language used & information required
- History of refusals
- Trust and risk in the third sector
- Lack of feedback to third sector
- A “foodbank first” approach



# Early solutions



- Training and raising awareness
- The pre-application phone call: unintended consequences?
- Information sharing
- Council website
- Promotion
- National recommendations

= A joint action plan

# Crisis grants: discussion

1. What is already working well in your area?
2. What barriers to applying for a crisis grant do *you* face?
3. How could these barriers be tackled?
4. How can you encourage more people to apply?