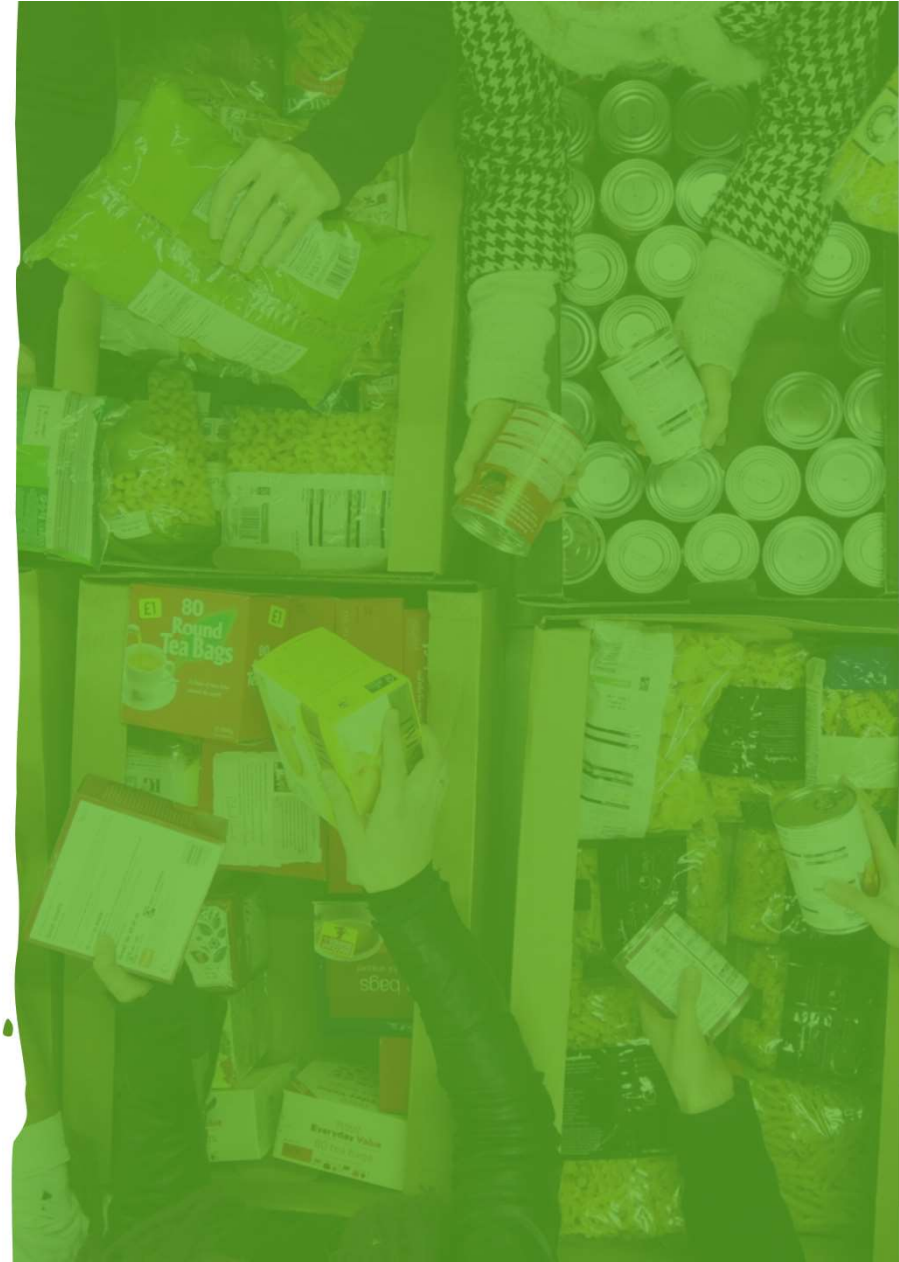




MONEY COUNTS TRAINING IN HIGHLAND

Monday 27th March 2023

Katy Kitchingham, Area Manager
Highlands & Islands



MONEY COUNTS COURSE

- Created to accompany the Worrying About Money? leaflet in Highland in 2020 (9400+ distributed to date via Health Information Resource Service)
- Same Highland Poverty Action Network steering group members as were involved in leaflet
- Delivered online by staff from the Trussell Trust, Social Security Scotland, NHS Highland and Community Food Initiative North East
- Level 1 is a short 45min session aimed at anyone who is in a position to have a brief conversation with individuals around money worries (NHighland and A&B)
- Level 2 is a longer session (90mins) aimed at individuals in a supporting role and explores the relationship between poverty and health, increases knowledge of local services and includes skills practices for using the leaflet and asking about money worries. (North Highland only)
- Booking process managed through Turas, NHS Highland online training platform
- Includes video clips and asks for participants to contribute

MONEY COUNTS COURSE



Learning Outcomes

- Increase understanding of poverty and its impact
- Increased confidence to ask about money worries
- Increase knowledge of support services for money matters



Asking the question....

Talking about money can be difficult but if framed in the right way, it can be an opportunity to allow someone to open up.

Why is asking about money hard to do?

What are the barriers?

How might you overcome this in your current practice?

7 scenarios from the film

- Character 1: Ashley
- Character 2: Kai
- Character 3: Sheila
- Character 4: Dale
- Character 5: Asha
- Character 6: Tracey
- Character 7: Claire



LEVEL 1 EVALUATION (NORTH HIGHLAND)

Courses delivered since March 2021	Attendees	Average pre-course confidence	Average post-course confidence	Average pre-course knowledge	Average post-course knowledge
40	208	5.5 →	7.6	4.3 →	7.3

- How would you rate your confidence to talk to someone about money?

- How much do you think you know about services which help people maximise their income?

LEVEL 2 FEEDBACK

- It was about the right length of time with the right amount of information. Both instructors knew their subject and were keen to get the audience involved. I enjoyed the course so thank you very much for your time today.
- This is a really valuable course to take and opens great discussions amongst a variety of colleagues.
- Very friendly and went at the right pace for me - I thought it was very informative.

FURTHER WORK

- Train the Trainer events

NHS Highland has delivered 3 Level 1 Train the Trainers sessions on behalf of IFAN. 30+ attendees from across 5 local authorities from across the UK. Once participants have completed the training, they have access to the training materials and resources which can they use to deliver their own local training. Guidance is provided on what elements of the training should be retained and it is expected that acknowledgement is given to NHS Highland for sharing the training.

- Worrying about Money? App

WAM app launched in Feb 23, developed by the NHS Highland in partnership with IFAN using the framework of the Worrying About Money? leaflet. The free app is a source of information for people who might find themselves struggling financially. It is a step-by-step process for various situations individuals may be experiencing and guides them through to where they can access the right support. Developed by Faff Digital.



CONTACT DETAILS

- katy.kitchingham@trusselltrust.org
- 07990 043945

- Sandra MacAllister - Senior Health Improvement Specialist, NHS Highland
- sandra.macallister@nhs.scot