A Relational Approach

Cash First

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Setting the scene

- Scottish Government Cash First Funding to deliver a Cash First approach Jan 2024-Oct 2025
- Building the foundations
- Mapping the existing provision
- Co-design of small scale tests of change
- Training for workforce to guide people to wraparound supports

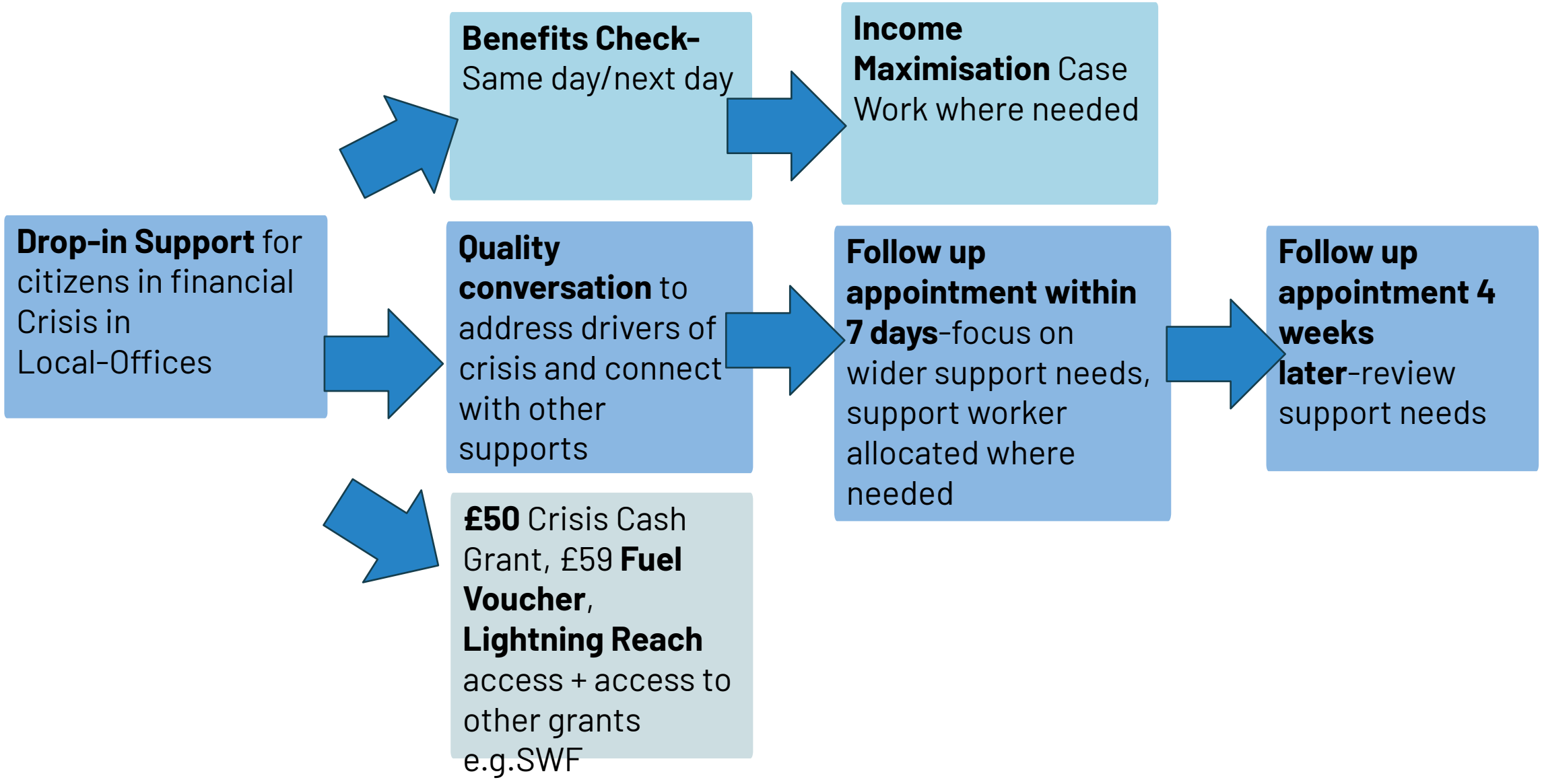
What is a Cash First Approach?

- Interventions that provide immediate help to people in financial crisis, backed up by financial advice and holistic support to help prevent the crisis happening again
- Prioritises financial support over aid-based approaches which respects the individual's autonomy and choice

Glasgow Centre for Population Health, Cash First Concept Explainer, September 2024

Household and Advice Services Cash First Project

Oct 24–Oct 25



12 months in numbers

503 individuals reached
1928 total support actions taken – 60% actions not money related
395 x Cash First payments
£12,995 in financial gains + £11,000 in additional grants accessed
48% referred directly to Advice Line
88% of clients referred for a benefits check engaged with support
55% clients engaged in follow up appointments

What we've learnt so far

Importance of support to meet immediate crisis and holistic support beyond the crisis

Flexibility is key to helping people to engage in follow up support

Quality conversations done in relationship allowed people to access supports to prevent future crisis

A Cash Payment seems to build trust, reduce distress and therefore promote engagement in follow up supports

Integrating services increases engagement and access

Frontline staff involvement quality improvement and design was transformational for culture

What Next?

- On the back of the initial learning, Edinburgh received 50k from Fairer Futures Fund to understand how the model could work in other settings over 12 months

Edinburgh is testing the approach in:
4 Locality Offices,
6 Primary and High Schools,
6 Early Years Centres
A Library
A Homeless Resettlement Service
City wide Early Intervention Umbrella Hubs

The questions we are delving deeper into…

- Does providing cash (£50) as a tool for relationship building increase the likelihood of individuals engaging with wider/follow up support offered?
- Does providing cash as a tool for relationship building increase the trust/credibility staff feel they have with their clients?
- Does providing cash as a tool for relationship building increase how empowered staff feel to solve immediate problems for their clients?
- Does delivering a cash first approach through a greater range of services reach a greater diversity of individuals in need of help?
- What impact does implementing this approach have on staff – time, wellbeing and resilience?

Centring a Relational Approach

Full Day training for all settings covering

- Having a quality conversation using the ‘4 Asks’ (relational approach)
- Psychological first aid
- Boundaries and confidentiality
- Connecting people to the right support
- Avoiding bias when making decisions about who receives a payment-taking into account stigma and risk.
- Staff wellbeing
- The process for Cash First and baseline data questionnaire

Monthly Peer Learning Sessions

- Sharing successes, challenging and designing alongside frontline staff

Building on Cross Cutting Agenda-4 Asks



Data gathering

- Colleague survey, repeated every month
- Regular check-ins with peers from other services taking part – challenges and successes will be discussed and recorded. Needs for overcoming challenges logged.
- Impact on time and staff wellbeing monitored.
- Focus groups with staff and people with lived and living experiend
- Case studies/testimonials from citizens

Thank you

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