

Falkirk Poverty Strategy Workshop

Thursday, September 20, 2018

CVS Falkirk

TOWARDS A FAIRER FALKIRK 2011 - 2021

- Addressing the impact of poverty on children is one of 4 key priorities
- Our area will be a fairer and more equal place to live is one of the six outcomes of our plan



Fairer Falkirk Partnership

Established in 2017 to:

- Promote partnership working
- Work towards the outcome ‘our place will be a fairer and more equal place to live’
- Oversee the refresh of our strategy ‘Towards a Fairer Falkirk
- Identified key themes
 - Money
 - Culture – including stigma
 - Access to Services

Money

- Support Community Advice Services and Citizen's Advice Bureaux to help people to manage their debts and get the benefits they're entitled to
- Entitled to benefits calculator and budgeting tool available on Falkirk Council website
<https://falkirk.entitledto.co.uk/home/start>
- Conduit Scotland affordable loans introduced with partner Councils
 - Not for profit
 - Working with partners to ensure people get appropriate advice and support
 - Average saving of £100 per loan

<https://www.conduitscotland.com/>

Access to Services

- Advice and Support Hubs and Outreach
 - promoting self service options to those who can self serve
 - face to face service for those who really need it
 - added value through additional advice and support
- Receptionists
 - establish reason for visit
 - provide support to access digital services if appropriate
- Multi-skilled advisors
 - provide range of support across a number of service areas,
 - identify and encourage take up of additional support as required
- Specialists provide expertise on
 - Welfare benefits
 - Debt advice
 - General Housing and tenancy issues
 - Access to housing and homelessness

Access to Services

- Working with services to target the Hub service to those likely to be most in need
 - Adult services
 - Annual billing
 - Using data to identify and target support
- Working with partners to promote the Hub to people who may benefit from its services and support
 - Registered social landlords
 - Health Improvement
 - Family Nurse Partnership
- Work is underway to create a further two Hubs to cover the Central and West and to provide outreach in surrounding areas

Falkirk Food Initiative

Summer 2017 - over 19,000 meals provided

- Food parcels 10 days food for 4 people provided via Falkirk Foodbank
 - 167 deliveries to 105 low income families reaching 420 people including 262 Children & Young People and providing over 13360 meals
- Food added to Community Learning and Development activities
 - 178 families participated across Falkirk reaching 1359 people including 1181 children and young people and providing 4414 meals
- Falkirk Community Trust provided 1050 days of multi sport camps with lunch provided
- 6 Community Project supported to provide food

Falkirk Food Initiative

December 2017

- Food parcels 7 days food for 4 people plus a steak pie dinner provided via Falkirk Foodbank
 - 200 parcels delivered reaching 761 people and proving 12,000 meals
 - 80% of families supported are in receipt of free school meals
 - 28% in households with paid employment
 - Community Learning and Development engaging directly with families to provide further support

Digital Skills for Life

Promote Digital Inclusion and reduce the 'cost of being poor'

- Supporting Digital Access in community locations via grants scheme
- Digital upskilling for the public
 - One Stop Shops
 - Community Centres
 - Community Groups
 - Libraries
 - Sheltered Housing

Digital Skills for Life

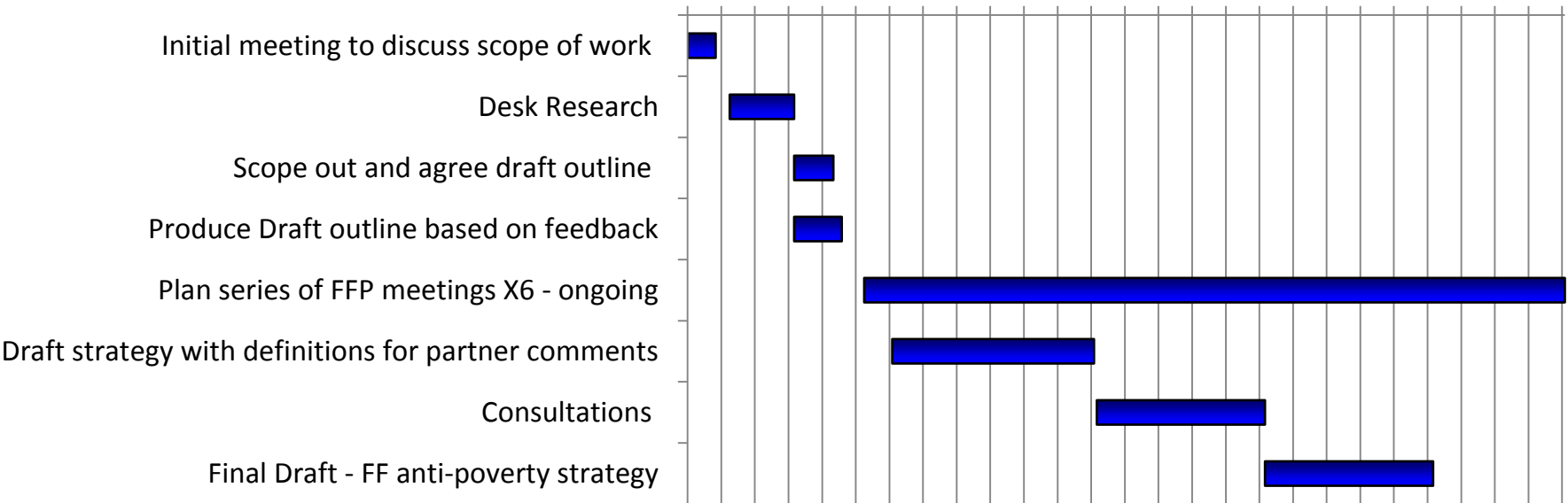
- Delivered 56 sessions so far
- Engaged with 1288 people
- Provided support on
 - Council services including My Falkirk
 - Setting up and using email
 - Accessing better deals online
 - Entitled to benefits calculator
- 29 people have signed up to further training
 - Digital skills for life
 - Digital skills for work
 - Work clubs

Culture

- Children's Commission event focused on mitigating child poverty
 - Considered what is a necessity versus a luxury
 - Received feedback from the Falkirk Food Initiative
 - Considered the cost of the school day including real life experiences directly from parents themselves
- Next steps
 - Reconvening FFP
 - Review of poverty strategy

The Strategy Review Process

05/02/2018 11/02/2018 01/03/2018 13/03/2018 25/03/2018 06/04/2018 18/04/2018 30/04/2018 12/05/2018 24/05/2018 05/06/2018 17/06/2018 29/06/2018 11/07/2018 23/07/2018 04/08/2018 16/08/2018 28/08/2018 09/09/2018 21/09/2018 03/10/2018 15/10/2018 27/10/2018 08/11/2018 20/11/2018 02/12/2018 14/12/2018



FOCUS OF REVIEW

Mitigate impact of poverty

Fairer Money

- Income Maximisation
- Financial Capacity

Fairer Access

- Universal service delivery
- Targeted Service delivery

Fairer Culture

- Inclusive and no stigma place

Whole Family

Stakeholder Engagement

Consultation Plan				
Activity	Details	Who	Timeline	Method
Workshop	We would want to understand from partners and stakeholders if the proposed themes are fit for purpose, realistic, and achievable. We will ask contributing partners and organisations to state what actions and activities they will be undertaking to help develop the action plan.	Fairer Falkirk Partnership Group, and other key stakeholders	Thursday 9 th August	A world cafe workshop style event will be used.
Focus Group Events	We will seek opinion of the wider public on whether the proposed strategy will make a difference to those most at risk of poverty. Particularly we want to understand the issues that are of concern for our communities	Locality Areas Grangemouth , Denny -CAB, and Dawson/Langlees (Dawson Centre)	Sept 4,6 &7	Small community / focus groups events will be hosted across the three council locality areas to capture lived experience
Partners/ Stakeholder Survey	Partners, stakeholders and frontline staff, will have opportunity to provide views about the key issues about poverty in Falkirk.	Practitioners, council staff, wider stakeholders	Aug 17 – Sept 7	Survey is live through citizen space and we are already receiving interesting and quality responses

Proposed sub-actions to prioritize – FFP WORKSHOP

Fairer Money

1. Early interventions approach e.g. teaching financial education in schools (APR, budget, etc)
2. Make better links between frontline workers and advice providers/ GP surgeries
3. Publish entitlement calculator to schools, and have links embedded on employers website

Fairer Access

1. Prioritise mandatory awareness of mental health issues. Staff unawareness of mental health issues identified as key barrier for people accessing services.
2. More partnership and collaborative working needed to build trust -some services have better relationships than others
3. Digital upskilling and smart service design, e.g. hub model can help address barriers to access.

Fairer Culture

1. Public awareness raising campaign – lets embrace poverty (Council services, private sector, employers of labour, third sector, CPP partners); cost of school day events targeting schools and teachers
2. Ensure internal processes do not stigmatise people (Free school meal, clothing grant, disabled card, etc)
3. Encourage positive messaging, non-judgemental services, and better understanding of lived experience of poverty

Emerging themes

EMERGING THEMES

Need to incentivise work and training

Cynicism with Universal Credit

Unfair transport practices

A culture of sanction and suspension with no recourse to peoples' circumstance

Today



What are your views regarding proposed themes?

What in your experience are the key issues in Falkirk?

What would you change in the document we shared?