



Tackling Poverty & Inequalities Third Sector Forum
Thursday 27th June 2019
10am – 12pm
CVS Falkirk and District

Present:

Scott Malcom (SM) (Chair)	CVS Falkirk and District
Laura Jamieson (LJ) (Minute-taker)	CVS Falkirk and District
Clare McCool (CM)	NHS Forth Valley
Claire Strong (CS)	Neighbourhood Networks
Carrol Wilcox (CW)	One Parent Families Scotland (OPFS)
Kate Hughes (KH)	Denny and Dunipace Citizens Advice Bureau (CAB)
Ramsay Hunter (RH)	Loretto Care

Apologies:

Ann Kerr	Weslo Housing
Cheri Ann Kerr	Cyrenians

1. Welcome and Apologies

The Chair welcomed the members to the forum and introductions were made. The apologies were noted as above.

2. Review of Previous Minutes – 21.03.19

The previous minutes will be carried over to the September meeting.

3. Denny and Dunipace Citizens Advice Bureau (CAB): Kate Hughes

KH spoke about the services offered by the Denny and Dunipace CAB branch, with information on CAB's services in general. This presentation can be found on the [Tackling Poverty and Inequalities Forum](#) webpage.

The following key points were noted:

- The Citizen's Advice Bureau (CAB) was set up during World War II, operating on a mostly voluntary basis until the 1970s; CAB has been active in Scotland for 80 years.
 - The Denny and Dunipace branch was set up in 1977, and now has 7 employees and 24 volunteers, all integral.
- CAB has 2 main aims:



- “To ensure individuals do not suffer through ignorance of their rights and responsibilities or of the service available; or through an inability to express their needs.”
- “To exercise a responsible influence on the development of social policies and services, both locally and nationally.”
- They also work on different campaigns, including scam awareness and accessible bus and public transport routes.
- There are 12 principles underpinning all of CAB’s work, with “free”, “impartial” and “independent” ranking high with service users.
- CAB volunteers donate over 14,000 hours a year across the Falkirk area.
 - Volunteers receive comprehensive e-training, with most in financial advisor roles, but this is expanding further. The majority of their volunteers go on to positive destinations (including paid employment, some within CAB itself).
 - The Denny and Dunipace CAB board consists entirely of volunteers, with opportunities available.
- Across Falkirk, there are different general and specific outreach services, with locations highlighted in the presentation.
 - Those workers offering specialist outreach can travel throughout the Falkirk area.
- CAB also offers multiple national projects, with the Denny and Dunipace branch focusing on:
 - Financial Health Checks: funded by Scottish Government, this looks to help maximise income through benefits and other means, based around a helpline with the option for a face-to-face meeting (where the caller will be referred to a local branch); locally, an additional drop-in is available in Bonnybridge to make the service more accessible.
 - Help to Claim Service: providing assistance, advice and support for people considering claiming Universal Credit for the first time, until their first payment. (After this first payment, typically received in 6 weeks, the service user returns to general CAB services, but can meet with and receive support from their local CAB through Help to Claim until that first payment).
 - EU Support Service: set up to support EU citizens on their rights, entitlements and requirements affected by their immigration status, particularly those looking to stay in the UK after Brexit. A national helpline is available on 0800 916 9847 (Mondays and Fridays, 9am – 1pm, and 1pm – 5pm on Wednesdays).



Members asked if there was an outreach service located in Bo'ness; one takes place in the Bo'ness Health Centre, though it is not full-time and times may vary.

Regarding Help to Claim, it was noted that those wishing to apply for Universal Credit need to have a bank account in order to receive payments. SM asked if there were those who cannot open a bank account, to which KH replied that there were: those in temporary, unsecure accommodation (such as hostels) and those without multiple forms of identification, as these are the 2 requirements for a bank account. As such, these people would not currently be able to claim Universal Credit.

A question was raised around whether or not CAB is able to support people at tribunals, or only beforehand. KH confirmed that, while they cannot attend assessments (such as ESA and PIP) due to volume, all CABs in the Falkirk area have tribunal representatives who can attend tribunals and support the service users during the application process.

A forum member then highlighted the difference in wait times between calls made to Universal Credit via an advisor's line, and by an individual on their own device (which is often quicker). KH explained that the Universal Credit has considered feedback and is moving away from traditional methods of identifying callers (such as National Insurance numbers) towards methods such as the individual's own mobile number, which then leads to their being connected to their own case worker straight away.

KH also highlighted that while there are still issues occurring with Universal Credit, other feedback has been taken into consideration, as evidenced by the fact that one person is assigned to each individual claimant.

Another member raised CAB's work on food poverty in other areas of Scotland, and noted that in their experience, there was often an issue around people's access to cookers and microwaves. They wondered if there was a system in place for CAB to provide people with white goods. KH advised that there is no system for CABs in Falkirk, but that they can help people access these goods in various ways, and often work with local providers, such as From Me to You, as it is an acknowledged issue.

From Me to You can be contacted via their [Facebook](#) page.

Action: KH to send SM the answers to the Universal Credit quiz from the presentation.



Action: SM and LJ upload these answers to the CVS Falkirk website.
Action: LJ to include contact information for From Me to You to the minutes.

4. Third Sector Partner Updates

4.1 Loretto Care

Loretto Care's supported accommodation at Inchyra Place consists of individuals who have been homeless and are referred by the local authority. The outreach service they run for Falkirk Council's tenants has 250 cases open at any time, with a staff team of 10. The outreach team supports people setting up their homes, preparing to move out of temporary homeless accommodation into a permanent situation, or someone in a tenancy who is struggling. They provide benefits advice to Falkirk Council tenants, and often refer them to their local CAB branch.

They also have a worker who attends the local soup kitchen every Friday, offering informal advice on housing issues and benefits as part of a drop-in service.

Loretto Care currently has funding to run physical activities, and is looking at organising something over the summer months. A new Community Engagements And Activities Co-Ordinator has recently started, tasked with identifying the hobbies of isolated people and helping them get back into their communities.

They still work closely with the Trussell Trust, and support people to use their services (including local soup kitchens).

4.2 NHS Forth Valley, Nutrition and Dietetics

Health Improvement Specialists like CM are part of the NHS Forth Valley Nutrition and Dietetics Team. Their role is based around community development, building capacity and sustainability through food activities. They are looking to work with local organisations and train their staff to deliver food-based activities and courses.

They have a range of courses available, all of which are REHIS accredited. The majority of courses are free; for the few which have a cost attached, organisations interested in hosting can apply to the team for a grant. The courses are 6 hours long, taking place over 5 weeks in order to be flexible and accessible, as many of the people these courses are aimed at are vulnerable. They aim to provide a social space as well as cooking information and experience, allowing people to build connections.

The main aim of the training, and helping organisations deliver these courses and activities, is to reduce poverty and inequalities in health, particularly around food, while using food as an engagement tool.

There are Community Food Development Workers within the Nutrition and Dietetics team who will train staff and volunteers to deliver these courses. Staff and volunteers who participate in the training will receive a REHIS certificate at the end of the course, which can then go towards their own personal development (and can be taken further, helping them access various college courses).

The team also works within nurseries with both children and parents around attachment and trying new things. These activities are non-cooking and involve making different kinds of snacks. The aim is early intervention around association with food, creating positive fun and images for children and promoting different attitudes in parents (including messages such as, "it's all right to be messy".)

Grants of up to £400 are available for one-off food based activities (such as a one-off 6 week course based on the training provided). The funding will not cover the cost of hiring space, but will cover food and equipment (such as table-top hobs); the cost of training for those courses which are not free can be included in applications. CM noted that the team encourage partnership in applications to these grants.

The team are keen to make sure they are speaking with staff and volunteers working with people; CM noted that venues like the forum are important in helping them learn who people are, what they are already doing and how the team can support them, while also raising awareness of that support.

SM mentioned CVS Falkirk's work through the Aspiring Communities project with the local food network based at Kersiebank Community Project, and offered to introduce Marnie Forster to the members in order to discuss contacts. Members agreed, and spoke with Marnie at the end of the meeting.

Action: CM to send SM and LJ the Food Activity Grant guidance and application form, and their draft leaflet.

4.3 Neighbourhood Networks

Currently operating locally in Denny, Neighbourhood Networks hope to expand its countrywide model throughout Falkirk.

They work with individuals who have a learning or physical disability, or mental health issues, working to combat social isolation and build

confidence, and help people get more involved in their communities again. They offer support across a variety of different areas, looking at what skills people have, how best to support them; this support can include work on coin recognition, reading bills, and going shopping, amongst other areas.

Neighbourhood Networks also offers healthy cooking classes and peer-support; it was noted that their services are member-led rather than dictative. They are also involved in and promoting [Glasgow's Festival of Citizenship](#) on Friday 9th August – Saturday 10th August.

They are currently recruiting a Community Living Worker.

The position is 16 hours per week (to be worked flexibly), with a salary of £18,408 (pro rata, equivalent to £9.44 per hour), based in Denny. Applicants must have knowledge of local opportunities and resources, knowledge and understanding of the issues faced by people with disabilities living in their own homes, and be willing to work towards a SVQ Level 3 in Health and Social Care.

The deadline for applications is Tuesday 23rd July.

For further information, including how to apply, please visit the [CVS Falkirk](#) website.

The Mini-Steps training, designed by NHS Forth Valley, was mentioned as possibly being relevant to some of Neighbourhood Network's work.

The training was created to look at how to prevent the need for referrals to dieticians amongst vulnerable groups. Rather than promoting healthy eating, the course teaches people to engage with food differently and how to change habits, step-by-step, through regular eating.

Action: CM to send SM and LJ the NHS Forth Valley nutrition activities link, with information on Mini-Steps training.

4.4 One Parent Families Scotland

One Parent Families Scotland (OPFS) is based in Maddiston, with support workers focused on other local areas, plus respite.

They also offer a range of groups, including the Family Food and Fun group (running Tuesdays and Thursdays during term-time), the Food to Plate gardening group (which grows its own food), along with different walking groups, craft groups, and cooking groups.



In addition, OPFS offers some benefit advice, with a dedicated worker who can steer those making enquiries in the right direction. They also run a summer activities programme, and emergency store. It was stressed to members that this does not store food, but essentials (including items such as toothpaste) as it can often be prohibitive in more rural areas for one parent and one child to travel to the supermarket for such items.

OPFS also provides a school clothing bank for school uniform. At the moment, they only have Maddiston Primary school branded items, but plenty of generic clothing, which mostly comes from lost-property boxes, though Tesco stores have made donations.

5. Update from CVS Falkirk

5.1 Home Energy Scotland: Sustainable Transport

Home Energy Scotland are currently focusing on different ways to help people lower their transport carbon emissions. They can provide sustainable transport advice, services and information on different government incentives available, both in a team environment and at events and open days, where they often facilitate e-bike test rides (where suitable).

For further information, please contact:

- Frazer Clark by phone: 07855064375
- Natasha Byrne by phone: 07771957180

5.2 Community Grants Funding Scheme Reopened for Applications

The NHS Health Promotion Service has announced their Community Grants Funding Scheme is now open for applications.

Three large grants (up to a maximum of £1,500) are available, with a further 15 small grants available, up to £400.

Applications will be considered from community groups and organisations across Forth Valley, and must address Health Inequalities, Mental Health and Wellbeing, or both.

Groups applying must have a bank account in the name of their group, with 2 signatories.

The deadline for applications to the large grants is Friday 20th September. Applications to the small grants will be open until March 2020.



For further information, including how to apply, please visit the [CVS Falkirk](http://CVSFalkirk.org.uk) website.

5.3 Wee Grants for Wee Groups Open for Applications

The Robertson Trust's new pilot micro grants programme, Wee Grants for Wee Groups, is now open for applications.

Constituted community groups and small registered charities (with an annual income of £100K or less) can apply for funding of £500 – £2,000, to fully or part-fund work which fits with one of the Trust's funding strands.

The pilot programme will run for a period of 6 months, until Friday 20th December. Organisations can apply at any time; however, it is anticipated that demand for funding will be high.

For further information, including how to apply, please visit the [CVS Falkirk](http://CVSFalkirk.org.uk) website.

6. Three Key Messages

This agenda item will be carried over to the September meeting.

7. AOCB

There was no other business to discuss.

Date of Next Meeting: Thursday 18th September 2019, 10am – 12pm, CVS Falkirk.

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