

Financial Inclusion Together

Building prosperity not poverty

December 2014



Financial Inclusion Together is a Local Service Board project supported by the European Social Fund through the Welsh Government. The project aims to tackle poverty by developing, coordinating and promoting financial inclusion services across Conwy and Denbighshire.

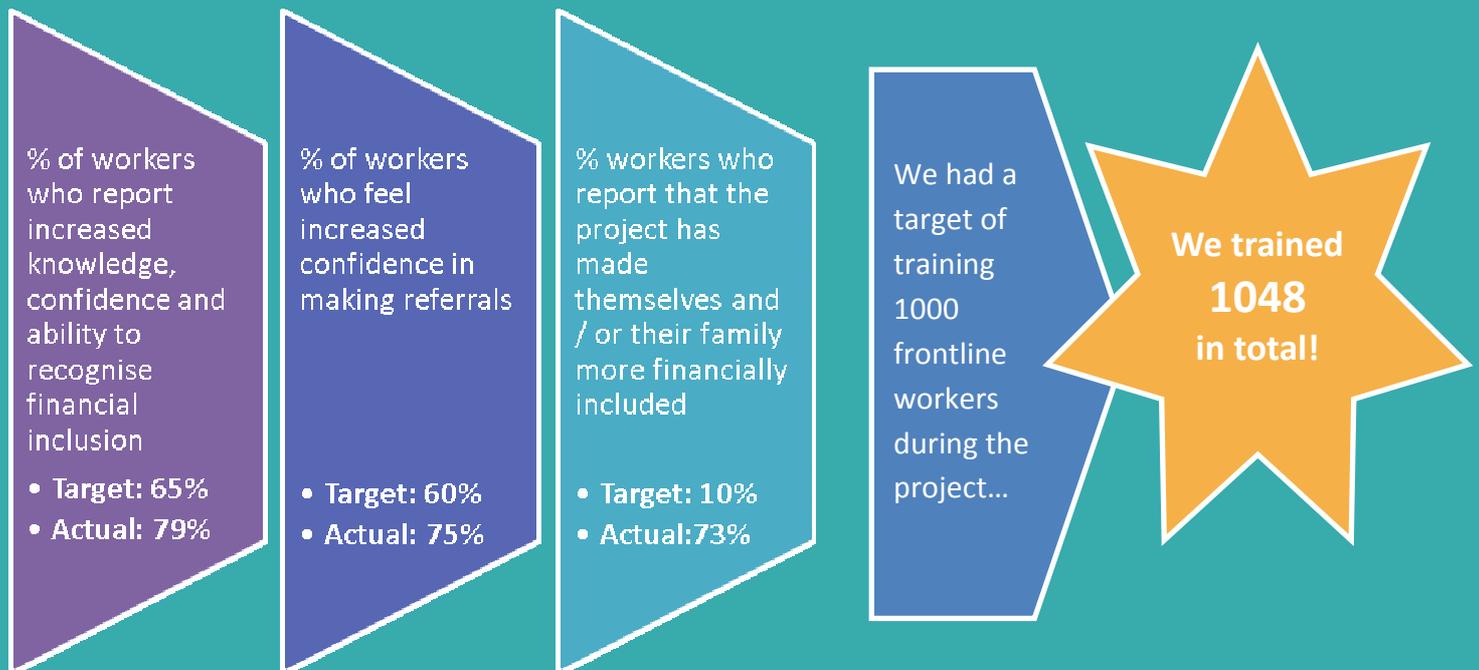
FIT for the Future

Welcome to the final e-bulletin for the Financial Inclusion Together project. With the close of the project at the end of December, we have lots of successes to share, as well as plans for how the learning, collaboration, and information resources will continue to develop in years to come!

Exceeding our targets

One of the project's main targets was to provide FI training to 1000 frontline workers during the lifespan of the project. Not only have we achieved this, but we have in fact trained **1048** staff altogether!

The 930 staff trained in-house rated themselves against these three performance measures, both before and after the session:



Project news

Legacy Event 24th October

We held an event in Conwy Business Centre and invited stakeholders to come and hear how the project has performed against the targets decided on at the outset, and to invite suggestions around how we move forward with developing financial inclusion awareness from January onwards. With speakers from a range of partners, we heard where the project has gone way beyond expectations, where it has struggled to engage with some partners, and took away learning to build into future projects.



More news...

Evaluating the project

A comprehensive evaluation of the project has been carried out to see whether we have met the aims and objectives we set out to achieve. The evaluation report has come back very positive – the summary will be circulated along with this newsletter.

E-Learning Module

“I have informed all my colleagues about the online module coming soon and the online referral system, and they will all be encouraged to use it.” – Ann Francis, North Wales Credit Union

Following a successful pilot in September, the e-learning module has now been launched and is being used by frontline workers throughout our partner agencies and beyond. The module can be accessed here: <http://denbighshire.learningpool.com>

Training Trainers to Train Others (that’s a lot of Ts!)

As we’ve been looking ahead to plan how the financial inclusion work will continue beyond the project, we’ve been offering ‘Train the Trainer’ sessions to staff who are in a position to roll out the awareness raising to others in their teams and organisations. To date, we have delivered these sessions to 21 new trainers. These are a few of the comments we’ve had back following the sessions...

“The session made me even more committed to cascading the information and signposting function.” – Jan Smith, CVSC

“I currently give a talk at every induction to new staff.” – Nicky Thomas, NWAHA

“We have been able to share info on our referral processes more widely to staff and might well have received more referrals as a result of the sessions...” - Mike Thomas, Cartrefi Conwy

“I’m the designated champion for the team, and will be looking into providing training in particular for new starters to the team in future.” - Helen Morton, Conwy County Borough Council

“As well as in my working life, it will also be useful in my own personal life.” - Osian Hughes, Clwyd Alyn Contact Centre

And we’re also seeing this training being rolled out further; since attending their Train the Trainer sessions, 88 more workers have been trained by them.

The Real Picture...



‘I was called to a job and while I was there the couple involved disclosed to me that they were having financial difficulties and were soon to lose their house. I returned the following day and went through the financial inclusion folder with them and signposted them to several organisations - Cylch Conwy District CAB, the Money Advice Service, Money Made Clear Wales, North Wales Housing Association, Turn 2 Us [and the] Credit Union. They were extremely grateful and thanked me for my efforts and they received extra help which they did not know was available’ **PCSO**

‘I had an employee who had taken out a Payday Loan in a local shop in Rhyl. When I found out, I referred her to the Credit Union in Rhyl and also sat with her and went through her finances and sorted out some changes to the way she was budgeting (or not) each month. She was able to pay back the Payday Loan the following month, and is now saving monthly and budgeting her bills whilst cutting back on some luxuries.’ **Manager**

Private
domiciliary
care provider

Our feature organisation: FareShare

FareShare takes surplus food and redistributes it to help feed those who need it. Community groups that are eligible can choose a package, depending on the amount of food that they require. They will pay an annual fee for this service and will receive food each week.



If you would like more information, or would like to sign up a community group to FareShare North Wales, please ring Crest Co-operative on 01492 596783. You can also find further information on these websites:

www.crestcooperative.co.uk

www.fareshare.org.uk

Farewell from the FIT Team

The FIT project has achieved many successes over the past 21 months, with excellent results achieved through partnership working between our Conwy and Denbighshire Local Service Board partner organisations. The project has achieved its main aims to raise the profile of financial inclusion and improve access to support and services - this will help tackle poverty within the counties of Conwy and Denbighshire.

Now that the project is coming to a close we really need people to ensure that the project legacy lives on through:

- The E-learning resource: <http://denbighshire.learningpool.com/> Your contact for more information is Claire Shiland at Cartrefi Conwy: Claire.Shiland@cartreficonwy.org
- Being trained around Financial Inclusion within your own organisation – find your local contact here:

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- The continued use of the range of Financial Inclusion signposting information created through the project: www.moneymadeclearwales.org

On behalf of Sarah Lamberton and the FIT Team, I would like to thank everyone who has been involved in this project. We have worked together effectively to ensure that the project has made an impact in LSB organisations and hope that this will continue post-December 2014 through use of the above 3 legacy actions.

~ Dr. Beverley Moore, FIT Project Manager