

Working Together to improve health & well-being outcomes for children through improving wealth

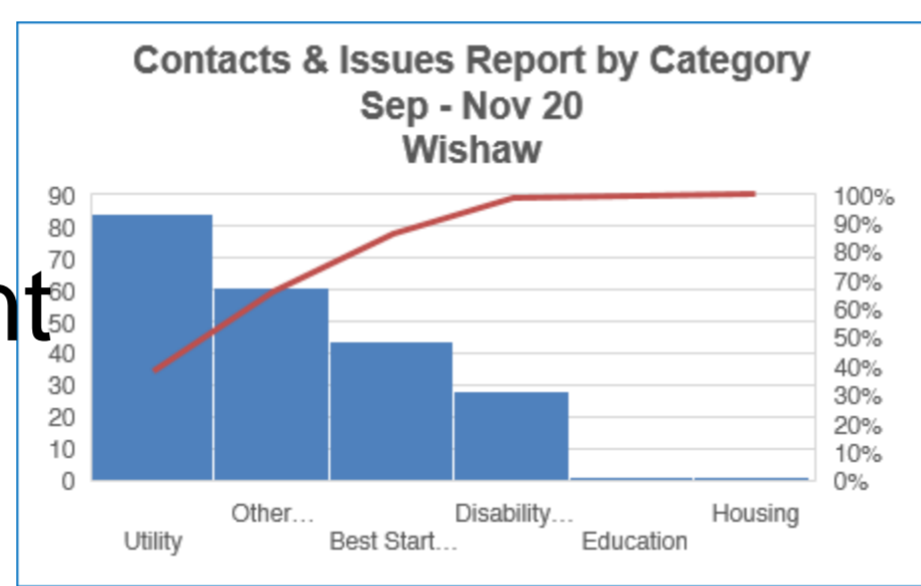
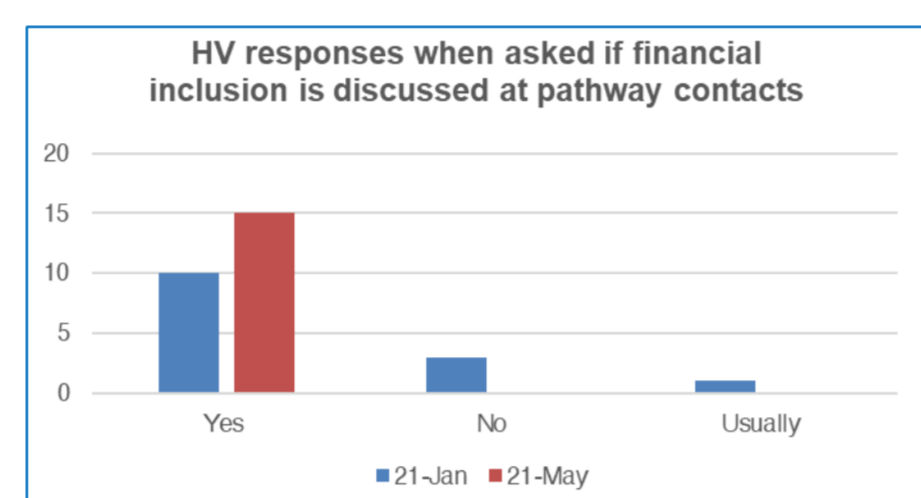
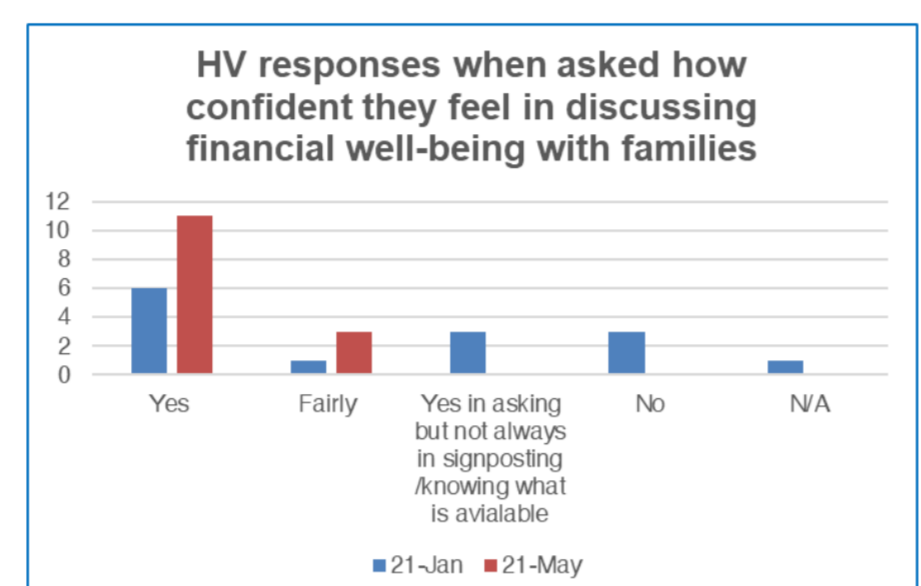
Project Lead Names: Health Visiting Team, Wishaw Locality Motherwell and Wishaw Citizens Advice Bureau



Joseph Rowntree Foundation identified that child poverty can significantly undermine the health, wellbeing and educational attainment of the children who experience it. This is significant given Wishaw reported above the Scottish average in the number of children living in poverty with a staggering figure of 27.22%. North Lanarkshire HSCP's commitment to breaking the cycle of poverty, opening up opportunities to create a more equal community, led to a collaboration with Citizen's Advice Bureau (CAB)/Money Talk Team in Wishaw for the purpose of developing an integrated financial inclusion pathway, embedded into the Universal HV Pathway. Drivers for this work include the principles of the UNCRC, GIRFEC and align with North Lanarkshire and Scotland's resolve to tackling poverty and giving all children the best start in life.

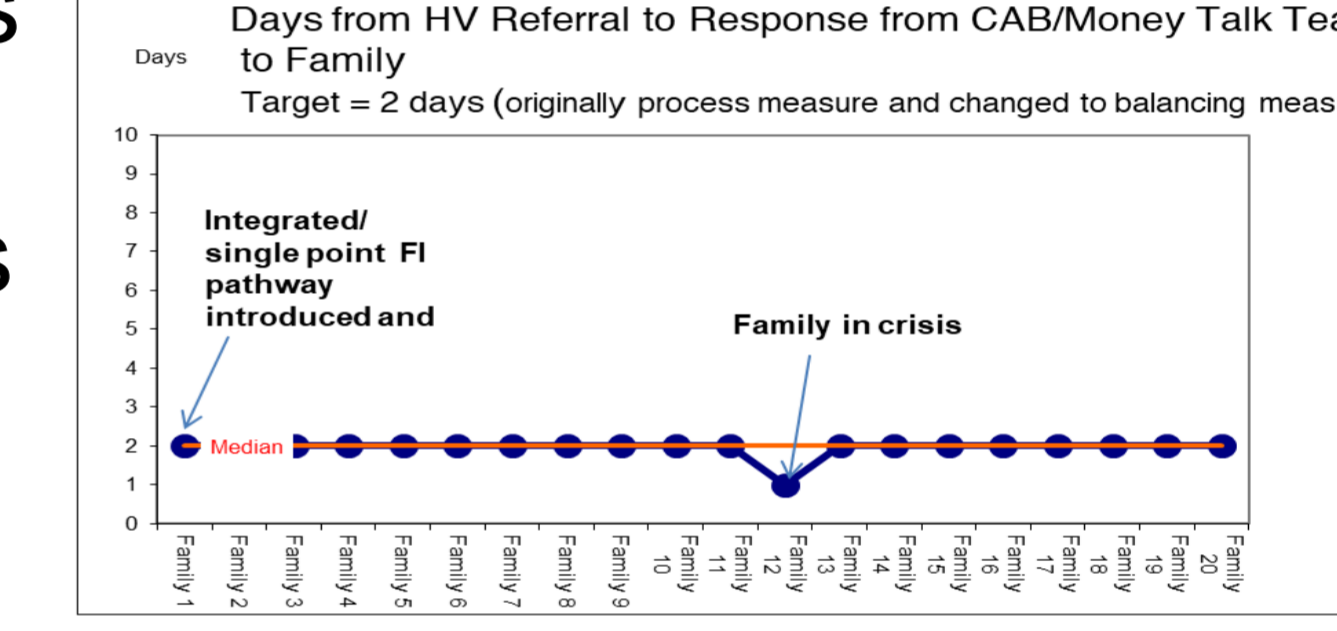
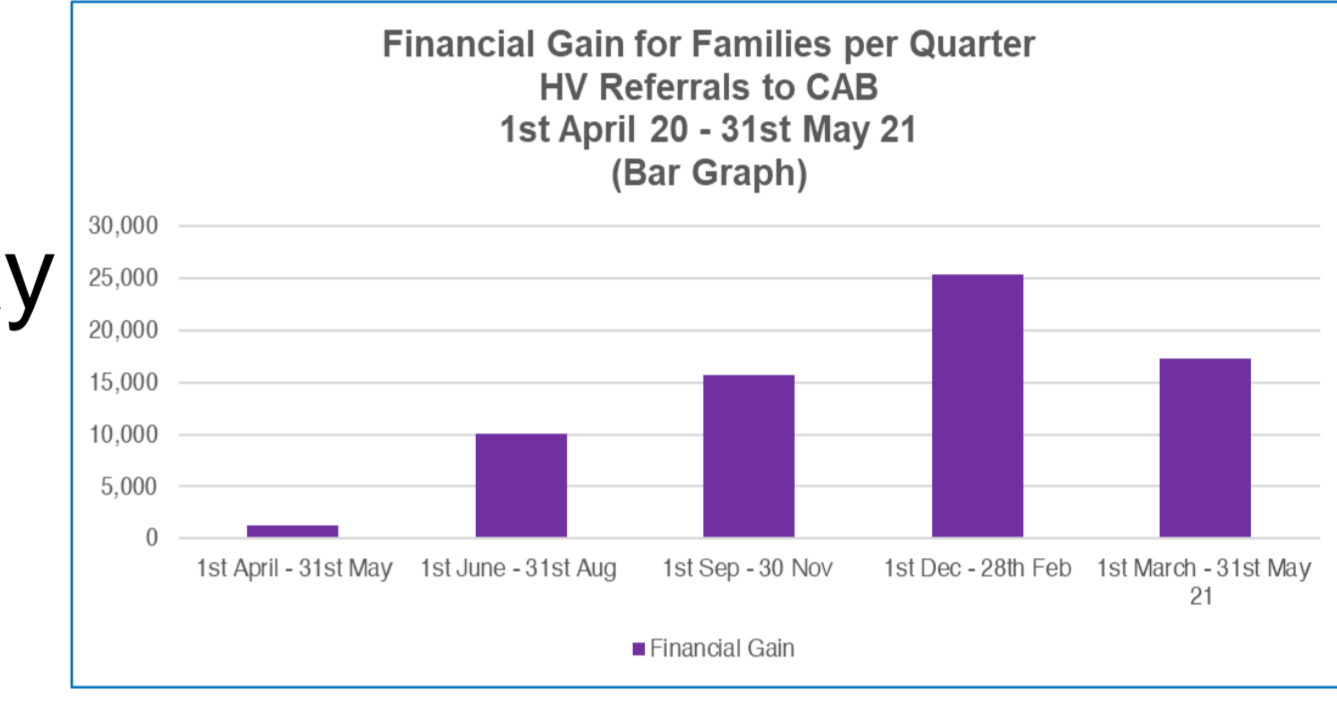
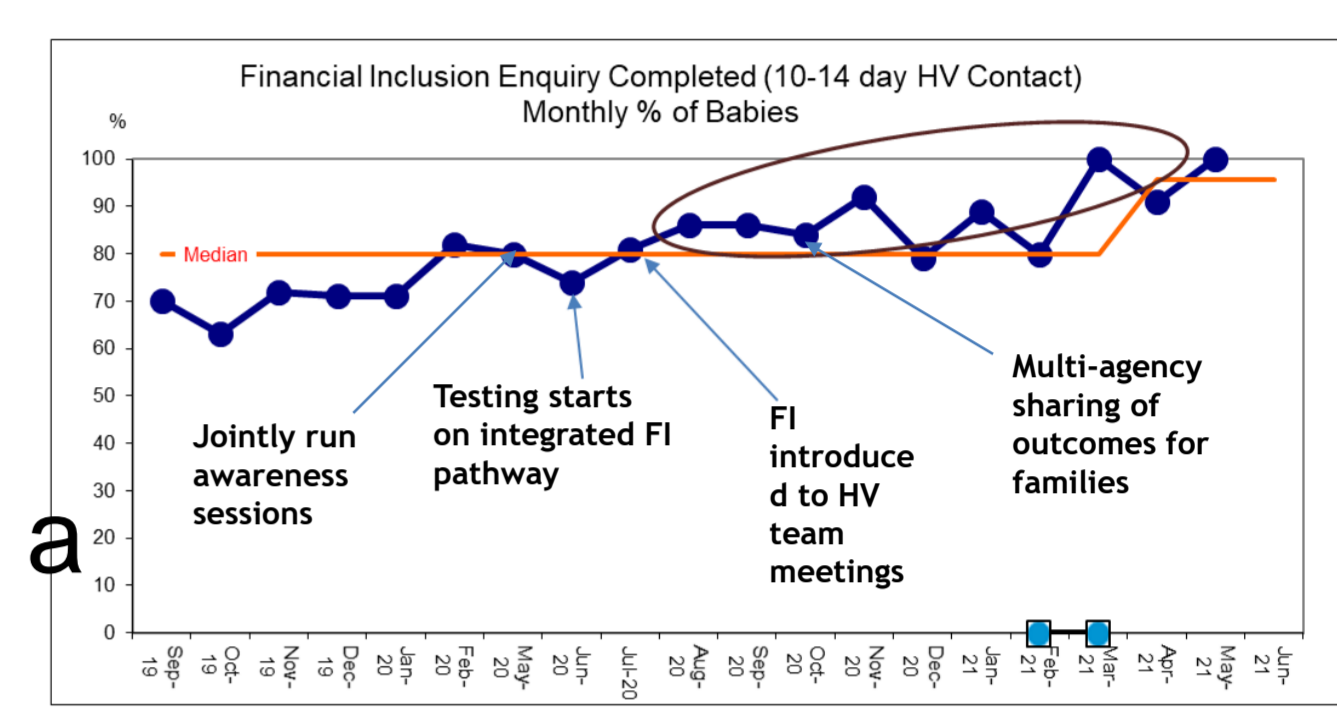
Aim By August 2021 all families in Wishaw locality engaged with the Universal HV Pathway will receive *appropriate and **timely financial inclusion support and intervention. *Operational definitions: *Financial inclusion enquiry will take place routinely as part of GIRFEC Well-Being Assessment in accordance with agreed pathway between CAB and HV Locality team. **Contact with families from CAB will be no more than 2 working days from receipt of referral.*

Method
Prior to the commencement of the project no formal 'concern' pathway of care for raising the issue of money worries across the HV service existed which meant that a routine, consistent approach could not be applied. We tested and developed a questionnaire which asked HVs, without judgement, about their experiences of discussing money worries and their responses to identified needs. We used force field analysis to further our understanding of what was helping and hindering. We used a Pareto to understand the range of issues for families. We mapped out processes across the families journey from HV contact to engagement and support from money advice.



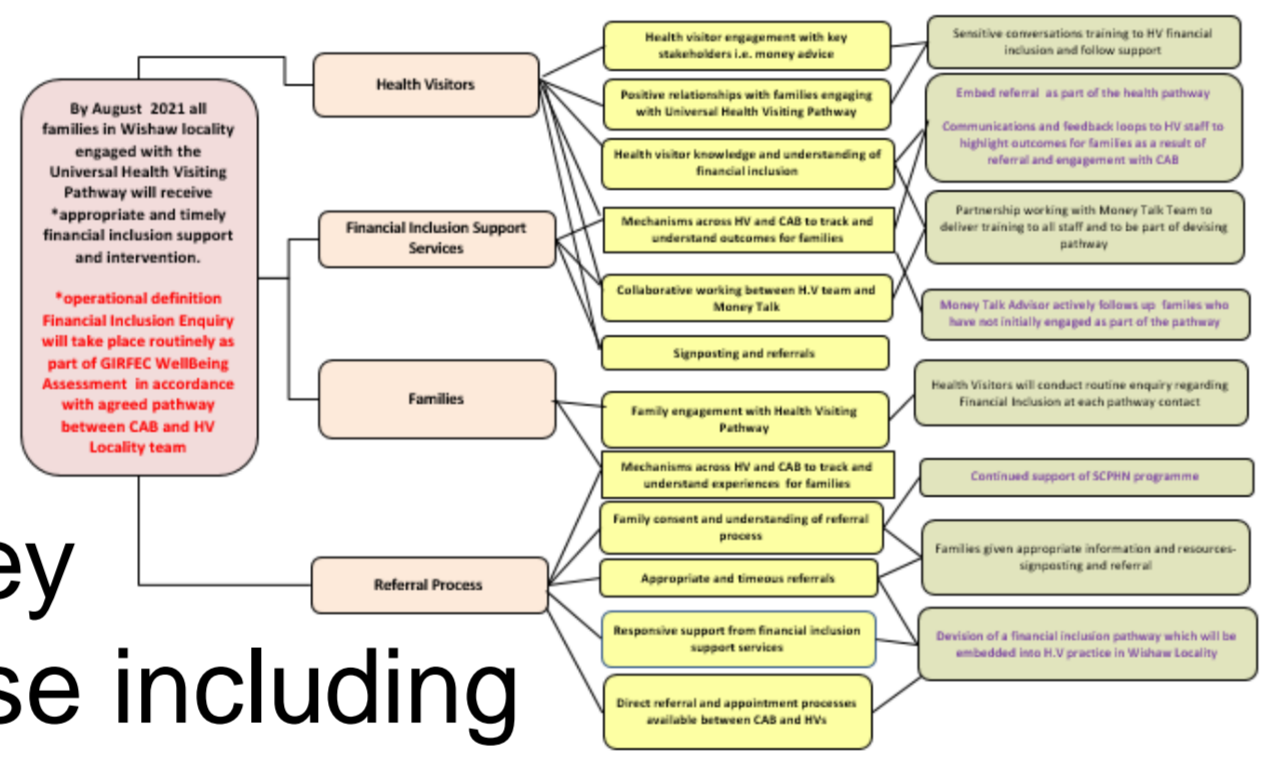
Results

Chart 1 illustrates impact on an outcomes measure which is showing a run in the data signalling the improvement achieved in FI enquiry routinely taken place at the earliest opportunity in the HV pathway. **Chart 2** is showing the impact in relation to financial gain. Data here reflects seasonal benefits as well as introduction of child benefit payments. **Chart 3** shows response time from CAS. This continues to be tracked as a balancing measure.



Process Change

Our method informed our theory of change and suite of measures. Our change concepts included: routine enquiry with families; single point referral; and engagement. We tested key elements of the pathway relative to these including referral methods. We tested aspects such as peer support including training, with a focus on quality and how we compassionately ask the question and support families to open up.



Conclusions

We are proud of designing a FI pathway which is now embedded into core HV practice and is built on the strong collaboration and relationships which have been developed though the project between CAB and the Wishaw HV team, reflected in the quotes below.

"With your (HV/CAB) advice and support to make the claim and the reassurances you gave me ..I can afford to live but also put money aside for emergencies. I feel more in control and less stressed" (mother)

"The personalised service families receive from the CAB/Money Talk Team/HV team is amazing. Families receive timely support which has resulted in not only financial gain but has greatly reduced stress and worry for families and their health visitor" (HV)

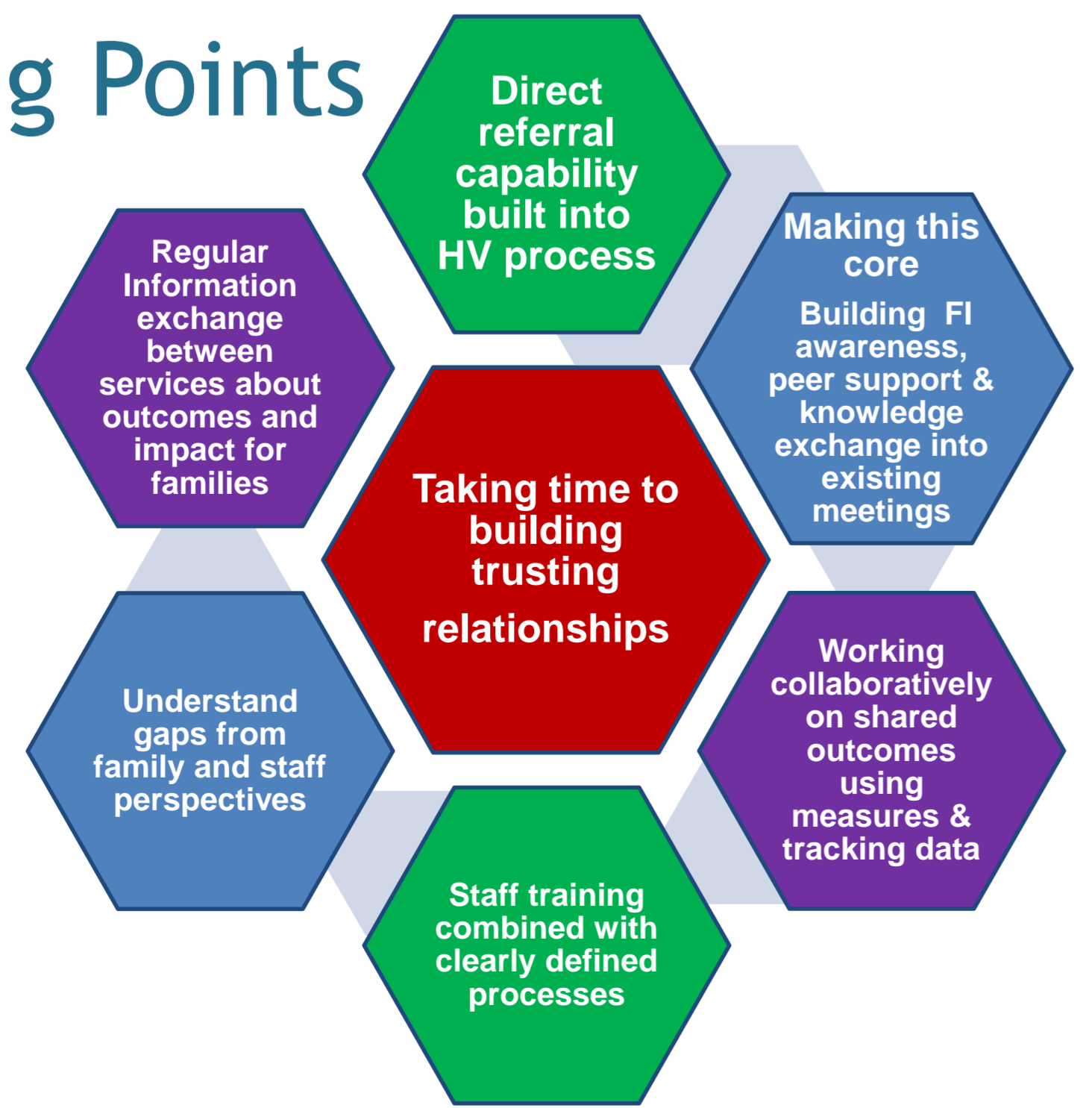
The collaborative working between the CAB Money talk team and the HVs has led to enhanced communication of the needs of the most vulnerable families, ensuring the advice and assistance given to them is relevant and supportive, this in turn has resulted not only in financial gains, but has increased families confidence in dealing with issues as they arise. (CAB)

Achievements

We remain resolute and committed to the project throughout the pandemic. We are exceptionally proud of the Financial Inclusion Pathway which we developed to meet the breadth of money advice needs our children and families experience. Although we continue to measure impact, the project is showing a highly responsive level of support and a significant impact both in terms of financial inclusion as well as across other issues families need help with.



Key Learning Points



Next Steps

- **We** will continue to embed FI enquiry & the FI pathway into core HV practice which includes team discussions and meeting & supporting HV student to use this in clinical practice
- **FI** pathway continue to be included as part of CAB induction **HV team** is currently working with organisational senior leaders to extend the pathway to Motherwell HV team and discussions are taking place about possibility of pan-North Lanarkshire spread.