

About You	
1.	Your Name
	Helen Reid
2.	Your Employer / Organisation
	Angus Council (Vibrant Communities and Sustainable Growth)
3.	Your Position
	Community Development Worker
4.	Your E-Mail at Work
	reidh@angus.gov.uk
5.	Your Address at Work
	20 Inchoch Street, Glasgow G33 5DQ
6.	Your Telephone Number at Work
	07899767852
7.	Your Role in the Project
	Line Manager
An Introduction to the Project	
8.	Which partner organisations are involved in delivering the project (local authorities, organisations, community groups, etc.)?
	<ul style="list-style-type: none"> • Angus Council (Welfare Rights Team) • Angus Council (Housing) • Angus Council (Council Tax, Rent and Crisis Grants) • Angus Council (Vibrant Communities Team) • Angus Council (Skills and Employability Team) • Angus Council (Family Nurture Team) • Angus Council (Early Years) • Angus Alive Libraries • Angus Carers Association • Angus Housing Association • Angus Citizens Advice Bureau • Bouncing GOGA Babies • Children with Disabilities Team • Community First • Free Period Angus • Jobcentre Plus • NHS Nutrition and Dietician Service • NHS Tayside Quit Your Way Smoking Cessation Service • North East Sensory Services

	<ul style="list-style-type: none"> • Police Scotland • Protecting People Angus • Remploy/Maximus • Representatives for Local Member of Parliament and Member of Scottish Parliament • Samaritans • Scarf • Scottish Fire and Rescue • Social Security Scotland • Voluntary Action Angus <p>Over 15 community groups and organisations from the local area (including churches and local charities).</p>
9.	<p>Does the project have specific aims and/or objectives? <i>If so, please add to the box below.</i></p> <p>Aim:</p> <ul style="list-style-type: none"> • To help residents of Angus Council experiencing financial difficulty due to the COVID-19 pandemic and/or the cost-of-living crisis. <p>Objectives:</p> <ul style="list-style-type: none"> • To provide face-to-face contact with services and organisations who offer information, support, and advice. • To coordinate responses to ensure the best use of resources and collective decision making. • To consider the implications of the cost-of-living crisis on Angus Council and partners through evaluations and feedback from individuals and communities attending the road shows. • To develop and create positive pathways through partnership networking at events. • To mitigate the risk of duplication of services provided. • To provide the service in a manner that evades stigma surrounding financial difficulties.
10.	<p>Does the project have a title? <i>If so, please add to the box below.</i></p> <p>Angus Cost of Living Road Shows</p>
11.	<p>When did it start?</p> <p>Wednesday 5th October 2022 (Child Poverty Week)</p>
12.	<p>Has it finished? Is it on-going? Does it have an end date? <i>Please add dates to the box below.</i></p> <p>Though the initial pilot project finished in February 2023, the model is being used by MPs to conduct age 50+ road shows. The website and cost-of-living leaflet are both still running.</p>
13.	<p>Which groups of people, if any, are targeted by the service provided?</p> <p>No specific official target populations identified. It was delivered to individuals living in low-income households in the Angus Council area who were</p>

	disproportionately impacted by the COVID- 19 pandemic and/or the cost-of-living crisis.	
14.	How many people have been served by the project?	
	Upwards of 600 people.	
15.	Where is it delivered?	
	Areas across Angus Council.	
The Initial Idea		
16.	Who had the initial idea?	
	Helen Reid, Kim Ritchie, and Dawn Rennie.	
17.	How did the idea for the project come about?	
	It became apparent through conversations with various groups that residents in the Angus Council area were not well-informed of the support available to them concerning financial difficulty. Meetings occurred with the Community Planning Partnership Child Poverty group, Incident Management Team COVID-19 Recovery Group and the Vibrant Communities teams. They also occurred through Get Ready for Summer feedback, LACER fund meetings and cost-of-living crisis meetings. It was recognised that action needed to be taken to address this issue.	
18.	Did you draw on any published reports / papers / research evidence or practice you had seen elsewhere to inform your plans?	
	<i>If so, please add details to the box below.</i>	
	The project drew from staff's understanding of communities within Angus Council and from information provided by partners.	
19.	Who was involved in developing the initial idea of the project?	
	Helen Reid, Kim Ritchie, Dawn Rennie, Angus Council and various partners.	
20.	Were those with lived experience of poverty involved in developing the initial idea of the project?	
	Those with lived experience of poverty were indirectly involved in developing the initial idea of the project. Previous survey research conducted with adult learners highlighted the barriers faced, such as a lack of available face-to-face contact to discuss issues.	
21.	What funding was used, if any, to support the development of the initial idea of the project?	
	The Angus LACER fund provided a small budget to the initial development of the project during a five-month period (October 2022 until February 2023). This included the provision of slow cookers, fresh foods, and hall rentals.	
22.	What in-kind resources were needed when developing the initial idea of the project?	
	Facilities	Centrally located community-based venues
	Equipment	Dongles, slow cookers
	Local Knowledge	Previous research and information related to financial difficulty and poverty

	Food and Drink	Ingredients to prepare meals
23.	<p>What, if any, barriers did you have to overcome when developing the initial idea of the project?</p> <ul style="list-style-type: none"> • Stigma surrounding poverty and financial help services. • Struggled initially to gain the approval of management. • Constant discussion and disagreements took away from the development of the project. • Accessibility issues such as a lack of accessible venues for those with physical disabilities. • Connectivity issues required use of dongles. • Finding a time which works for most users. • Barriers to promotion as Radio Tay didn't promote past the first couple of events as it was no longer considered news. • Partners evaluating data differently. 	
24.	<p>What, if anything, was helpful when developing the initial idea of the project?</p> <ul style="list-style-type: none"> • Feedback from partners via Microsoft Forms after each event helped improve future events. • Partners learned to work collaboratively and to take responsibility over running their aspects of the event which allowed the event to run more efficiently. 	
25.	<p>What was the timeline between the initial idea and the start of the project?</p> <p>Approximately 4 weeks.</p>	
26.	<p>Who made the decision to introduce the project?</p> <p>Helen Reid, Kim Ritchie, and Dawn Rennie.</p>	
Pilot Project		
27.	<p>Did you run a pilot project? <i>(if no, please skip to the next section, Q. 37)</i></p> <p>Yes.</p>	
28.	<p>What did you do? <i>Please describe the pilot project</i></p> <p>The first pilot event was delivered in Arbroath as part of Challenge Poverty Week 2022. Various partners and support agencies were in attendance, providing advice to individuals who attended the event.</p>	
29.	<p>Who was involved in the work of the pilot project?</p> <ul style="list-style-type: none"> • Angus Council (Welfare Rights Team) • Angus Council (Housing) • Angus Council (Council Tax, Rent and Crisis Grants) • Angus Council (Vibrant Communities Team) • Angus Council (Skills and Employability Team) • Angus Council (Family Nurture Team) • Angus Council Early Years) • Angus Alive Libraries 	

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30.	<p>How, if at all, were those with lived experience of poverty involved in the pilot of the project?</p> <p>Though there is no objective data to evidence this, it is suspected that many of the volunteers working as part of the third sector to deliver these events may have lived experience of poverty.</p>								
31.	<p>What funding was used, if any, for the pilot project?</p> <p>LACER funding.</p>								
32.	<p>What in-kind resources were used for the pilot project?</p> <table border="1"> <tr> <td>Facilities</td><td>Local venues</td></tr> <tr> <td>Equipment</td><td>Dongles and slow cookers</td></tr> <tr> <td>Local Knowledge</td><td>Issues concerning financial difficulty and poverty</td></tr> <tr> <td>Food and Drink</td><td>Ingredients provided to third sector groups to prepare meals</td></tr> </table>	Facilities	Local venues	Equipment	Dongles and slow cookers	Local Knowledge	Issues concerning financial difficulty and poverty	Food and Drink	Ingredients provided to third sector groups to prepare meals
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33.	<p>Was the pilot project evaluated? <i>If yes, please provide details</i></p> <p>Yes. The pilot project was evaluated by partner providers who filled out an event application, and a guidance and evaluation survey.</p>								
34.	<p>What evidence, if any, from the pilot project was used to confirm that it was working?</p>								

	High rate of attendance from both locals and individuals who had travelled to attend the event.
35.	Who made the decision to continue with the project beyond the pilot project? Helen Reid, Kim Ritchie, and Dawn Rennie.
36.	How did the pilot project inform the final design of the project? Evaluations provided from the pilot event were used to inform and improve the project as and where required. The model is being used by MPs to run events for those age 50+.
The On-going Development of the Project	
37.	Has the Cost of Living Roadshow changed through time? No.
Accessing the Service and Engaging with Service Users	
38.	Is there a referral process? If yes, how does the referral process work (self-referral, referred by other agencies, identified from an existing database) There was no referral service in place. Anyone who wished to attend the events was welcome to do so.
39.	How are potential clients made aware of the project? Via local radio station adverts, newspaper advertisements, social media (Facebook and Twitter), and leaflets.
40.	How do you keep in touch with service users? Do your service users have a preferred method of contact? Via phone call and email.
Working With People with Lived Experience of Poverty	
41.	Are those with lived experience of poverty involved in <u>delivering</u> the project? <i>If so, please describe below.</i> Third sector groups such as foodbanks were run by volunteers who were suspected to have lived experience of poverty, though there was no objective data to prove this for certain.
42.	Are people with lived experience of poverty involved in <u>managing</u> the project, <u>supervision</u> within the project, or project <u>governance</u> ? <i>If so, please describe below.</i> No. Although Helen wants to change this as it is unlikely that many of those currently employed by Angus Council, who were involved in the management of the project, have lived experience of poverty. This may negatively affect its impact.
43.	Are people with lived experience of poverty involved <u>in any other aspect</u> of the project? <i>If so, please describe below.</i> Adult learners from the adult literacy programme provided much of the data upon which the project was established.
Leadership, Governance and Partnership Working	

44.	Who has overall responsibility for XXX ?
	Helen Reid.
45.	Is this the only responsibility of the person managing the project? <i>If not please describe the manager's wider roles and responsibilities.</i>
	No. Helen also works as a Community Development Team Leader, an Adult Literacy and Learning Team Leader and as a Community Planning Team Leader.
46.	Is there a Project Steering or Advisory Group or Organising Committee? <i>If yes, who is involved in this and how does it work.</i>
	No.
47.	If there is no Steering Group, what governance arrangements are in place to review strategy and performance?
	The project was governed by Angus Council and was part of a subgroup called the Child Poverty Group.
Staffing	
48.	Are there any paid staff? <i>Please describe their role and their contribution.</i>
	Yes: Council staff and Vibrant Communities staff.
49.	Are volunteers involved in delivering the project? <i>Please describe their role and their contribution.</i>
	Yes. Community Café volunteers offered free-of-charge refreshments to all event attendees. Alongside this, volunteers working as part of various third sector groups were involved in running the project.
Links to Wider Policies, Strategies and Statutory Requirements	
50.	Is the project part of a wider anti-poverty strategy? <i>If so, please give details.</i>
	This project was developed in line with a priority of the Angus Council Plan: 'To offer our citizens a range of opportunities to help them achieve their potential and to reduce poverty'.
51.	Is the project part of any other strategy? <i>If so, please give details.</i>
	This project was also developed in line with the local priorities of the Community Plan, as well as one of the priorities of the Angus Council Plan: 'To engage with citizens and communities to deliver the right services in the right place at the right time'.
52.	Is the project delivering a service that is a statutory commitment. <i>If so, please give details.</i>
	No.
Funding	
53.	Who funds the project? <i>Please give details.</i>
	LACER funding.
54.	How is the project funded?
	LACER funding covered the cost of venues, equipment, and refreshments.
55.	What is the budget for the project / how much does it cost to deliver?

	£5,000 was provided by LACER funding.	
56.	Is future funding based on pre-agreed outcomes or outputs being delivered? <i>If so, please give details</i>	
	No.	
Resources		
57.	What in-kind resources do you need to deliver your project?	
	Facilities	Venues
	Equipment	Slow Cookers and dongles
	Local Knowledge	Issues concerning financial difficulty and poverty
	Food and Drink	Various ingredients to provide lunch
58.	For each of the in-kind resources listed above, who provides it?	
	Facilities	Third Sector
	Equipment	The Council via LACER funding
	Local Knowledge	MPs, studies, Angus Council services, external organisations
	Food and Drink	Ingredients provided by the Council via LACER funding, lunches prepared by third sector groups
59.	Did you have to buy or develop new IT systems, software (databases, apps) or technology to deliver your project? <i>Please describe below.</i>	
	No.	
60.	Was additional staff training required to deliver your project? <i>If so, please describe.</i>	
	Staff were encouraged to attend volunteer learning and personal development opportunities.	
Formal Monitoring and Evaluation		
61.	What information, if any, do you collect about your project?	
	Number of users	Yes
	Profile of users	Yes
	Experience of users	Yes
	Anything else	No
62.	How often is data collected? Who collects the data?	
	Data was collected after each road show via an online form by members of council staff.	
63.	Do you have baseline data on what things were like before the start of the project or before users started the project? <i>Please describe the type of baseline data that you have.</i>	
	No.	
64.	Do you produce an annual report? <i>Please provide details of what this includes.</i>	

	No.
65.	In what ways, if at all, do you use the data that you collect to adapt the service that you provide? All participating partners completed evaluations, changes were then implemented accordingly.
66.	Have you employed an external organisation to formally evaluate your project? <i>If yes, please provide details.</i> No.
67.	Do you intend to employ an external organisation to evaluate the service that you provide in the future? <i>If yes, please provide details.</i> No plans at present.
Impact	
68.	What difference has the project made? <ul style="list-style-type: none"> Over 65% of individuals who attended and received a slow cooker (135 distributed) use it regularly, and 33% use it occasionally, which is shown to cut living costs. Individuals were more informed of services such as foodbanks and warm spaces which helped to cut food and electricity costs. Individuals claimed benefits they hadn't known they were entitled to prior to the event. 8% of those who attended an event are still in receipt of support from specific agencies they had come across at the road show.
69.	How do you know this? What evidence demonstrates impact (metrics, interviews, feedback)? Metrics, feedback, and interviews.
70.	To what extent have the aims of the project been achieved? To a great extent. The project exceeded its expectations in helping residents within Angus Council to utilise sustainable solutions to financial difficulties.
71.	How, if at all, has the demand for the service provided by XXX changed since it started? The COVID-19 pandemic and cost-of-living crisis increased demand for services such as the Angus Cost of Living Road Show. For example, due to lockdowns and the closure of schools there has been an increase in young people without literacy skills.
72.	If yes, has the project had the capacity to meet these changing conditions and demand? <i>Please describe and explain below.</i> Those in charge of the project met to discuss changes to ensure that the project was constantly evolving and adapting to meet these changes.
73.	Has the project had any unexpected or unintended outcomes? <i>If so, whether positive or negative, please describe.</i>

	<ul style="list-style-type: none"> Following the success of the project, Angus Council MSPs have adopted the model. Their team planned 5 events for those aged 50+ in the area during the Summer and early Autumn. Samaritans (Scotland) are making use of the model to deliver a well-being event in Montrose.
74.	<p>In your opinion, is the project having an impact on tackling poverty? If so, please describe in what ways.</p> <p>Though the project helped families to access entitlements which arguably had an impact on child poverty, there was no direct impact on tackling poverty.</p>
Learning from Experience	
75.	<p>What is working well?</p> <ul style="list-style-type: none"> Face-to-face interactions between services and service users allowed for better relationships to be established. Informality created a more approachable atmosphere, allowing more individuals to make use of the service. Removed stigma related to poverty and financial help services. Welcoming members of the public to the event and signposting in a way that created warmth and approachability.
76.	<p>What, if anything, is working less well?</p> <p>Since the end of the project, partners have ceased communication. Ensuring continued communication and pathways is key to resolving issues surrounding poverty.</p>
77.	<p>What are the key learning points that you'd like to share with other practitioners? For example, is there anything that you would do differently?</p> <ul style="list-style-type: none"> The providers of the project would advise other practitioners to be brave and think outside of the box. Build and utilise positive and well-established relationships to find out what people really want and need. Give more than one opportunity for people to engage and participate. Showcase the positives and act on and learn from any constructive feedback. Collaborate and communicate to maximise the success of the project. Having one point of contact for all issues is more approachable for those who are struggling.
78.	<p>What plans do you have to develop or expand the project in the future?</p> <p>Work is on-going to promote and empower local community groups to facilitate the community-based drop-in support model as part of their everyday provision. The team will share a list of contacts for support agencies with the hope of creating a sustainable model for the Cost of Living Roadshows.</p>
79.	<p>How easily do you think your project could be replicated in another setting?</p> <p>Very easily.</p>
Social Media	

80.	Please enter social media contact details and weblinks to supporting documents or resources below:	
	Web Pages	https://www.angus.gov.uk (Angus Council web page)
	Facebook	https://www.facebook.com/AngusCouncil (Angus Council Facebook page)
	Instagram	https://www.instagram.com/anguscouncil/?hl=en (Angus Council Instagram page)
	Twitter	https://twitter.com/AngusCouncil/status/1615001456473522178 (Angus Council Twitter page)
	Tik-Tok	https://www.tiktok.com/@anguscouncil (Angus Council Tik Tok page)
GDPR Consent (Add yes or no in the box)		
I give my permission to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for our organisation to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for me to be contacted by directory users.		Yes
I am willing to be contacted if more details are required		Yes