

Evaluation Report

Subject: Summary Evaluation report on Poverty Awareness Training delivered to NHS Greater Glasgow and Clyde, held at Glasgow Centre for Population Health

Date: 1st February 2011

Prepared by: Robin Tennant &, Twimukye Mushaka, Trainers, The Poverty Alliance

Course Date: January 25th 2011

1. Summary Participant's Feedback

Participants were asked to complete a course evaluation at the end of the course rating their responses to a series of questions related to their experience of the course using the following keys;

1 Strongly Agree, 2 Agree, 3 Disagree, 4 Strongly Disagree, NA Not Applicable

There were 9 participants of whom 9 completed the evaluation sheets

Course	1	2	3	4	n/a	Not answered
Objectives were clearly stated and met	8	1				
Materials were useful	7	2				
Activities were useful	7	2				
Overall the course was effective	8	1				
Trainer						
Presented in an understandable way	7	1				
Demonstrated knowledge of content	7					1
Treated me with respect as a fellow professional	9					
Overall provided an effective session	9					
My participation						
I will use what I learned immediately at work	5	3				1
What I learned will lead to changes in my approach	4	4			1	
I will recommend the session to others	9					

2. Participants Expectations of the course.

- To get a better understanding of how to deal with clients in the poverty bracket and the underlying complex issues
- To gain a better understanding of issues of poverty and in particular ways to influence and change attitudes towards people with poverty experiences.
- To learn more about the link between poverty and inequality and how it impacts on peoples lives
- To learn about the impact of poverty on the lives of families
- To learn more on child poverty research and statistics for the local area.
- Put poverty into context
- Learn how we can bring about change on tackling poverty issues
- Hope to take learning back to work

2. What participants liked about the course

- I enjoyed the workshops during the course, it made it very interesting and I feel I didn't lose concentration at all during the whole day.
- All of it-great resources to use again& challenge issues relating to poverty
- Referencing

- Lots of opportunity for discussion
- Case study examples
- Small number of participants, which led to an easy integrated feel within the room.
- Both trainers were very motivated & knowledgeable
- The balance of group work and facts
- Very interactive
- Useful practical exercises & good pace of delivery
- Plenty of good background to poverty, showing historical perspective
- Broken up to mix of activity info, and participation
- Discussion encouraged

3. What participants would have taken out or included in the course?

- Add more info on child poverty
- N/A
- A wee bit more stats, on gender and other inequalities e.g lone parents majority are women
- I think in relation to this project, may be more information on poverty in Glasgow
- I felt there was nothing to add as the course was very informative
- More information/focus on children & mothers,
- Bring in someone for question and answer session with experience of poverty Impact on health -developed

4. What specific things were learned?

- More knowledge about poverty and how quickly people can get into poverty
- Statistics ,exercises
- The different types of poverty, causes and effects. National statistics
- Real facts & figures
- Focus on quality of life & breaking down the barriers
- Better understanding of how poverty affects anyone if their circumstances change
- Reaffirmed connections between poverty & other inequalities. Think about this training and Training for Trainers for other staff
- Interesting, information will be useful
- Practical exercises, Scottish Statistics
- Historical perspective of poverty, current stats

5. Was the course pitched at an appropriate level for your experience?

Eight of the 9 respondents said yes. One said "in some ways yes, in other ways no". One person said " I understood everything that was getting said & the trainers delivered the course in a way that made everybody take part. One person said 'it was varied& interesting'.

6. What actions did participants commit to as a result of the course

- Being more aware of poverty within my client group
- Being more understanding
- Encourage clients to seek advice & help
- Deliver session on Poverty Awareness
- Give out shortened version of the quiz
- Use resources and practical sessions
- Awareness raising with staff
- Sharing causes& effects with others
- Signing up for Poverty Alliance updates
- Influencing practice
- Highlighting child poverty as a collective responsibility
- Raise awareness

- Discourage stereotyping
- Encourage colleagues to attend the training
- Need for more awareness on what poverty is
- Consider training for other staff
- Feel more equipped to argue the case
- Explore opportunities to influence wider FI organisations
- Better understanding of the meaning of poverty
- Challenge attitudes
- Influence others, promote informed views
- Share my leaning
- Use practical exercises
- Treat people without prejudice
- Promote Poverty Alliance as a source of info /Training
- Spreading info about poverty to other professionals
- Explore Poverty Alliance reports

7. What other poverty related training would they like to see offered.

- Employability
- Poverty & mental health.
- Poverty and how it affects children
- Addictions & poverty
- Training trainers session *3
- May be a course specifically on women and poverty
- Specific inequalities in health
- How to tackle poverty with specific emphasis on individual factors.

8. Additional comments/ feelings emotions

- Thank you for a very informative session
- Sad that we live in a society that allows this to happen.
- Despair but hopeful that we can make a difference in people's lives.
- Well run & interesting
- Excellent both trainers very good, thank you. I really learned and enjoyed it
- Enjoyed the course learnt a lot
- I totally enjoyed the course, very well delivered and also very interesting

9. Trainer feedback

This was a very vibrant group that worked very well together. All of the participants actively participated in the group exercises and group discussions.

The group had a good working knowledge of the issues already, although the statistics and the scale of the problem shocked them. The fact that most of them are working on these issues was in a way very helpful in managing group dynamics and the group responded well to a range of participatory tools and group exercises, in addition to offering their own views and analysis in a manner that reflected their breadth of knowledge and skill.

The group also felt that it would be beneficial to have a 'training of trainer's course so that they are better equipped to pass on the knowledge more widely. We hope that given the interest in specific areas such as child poverty, equality groups and poverty, and the desire expressed by the participants as key areas for their upskilling, the Poverty Alliance would be interested in exploring this further and hopefully delivering another session soon when participants' memory is still fresh.

We were particularly impressed with the 'examples of good practice' and knowledge of how to respond to cases likely to be affected by poverty and ill health in terms of needs

assessment, sign posting and follow up work as recommended by the participants. It was noted however, that partnership work does not sometimes happen as frequently as it should be, and the culture of ticking boxes also decimates the value of sign posting if clients are not followed through.

The primary aim of this course is to raise awareness of the nature, prevalence and impact of poverty within the UK as a whole, while making specific references to Scotland as well as identifying key poverty issues and key groups affected by it. We observed that this group had a keen interest on child poverty and gender related issues in particular and perhaps we could have covered more ground on this in statistical terms.

It is our perception that participants broadened their knowledge and understanding of the complex nature of poverty through the course and they were keen that more training is developed for trainers. Most participants intimated that they would be using some of the practical exercises in their work.

We had expected at least more people which would have given the group discussion/ debate another dimension. However, from the trainer's point of view, the group engaged really well with the process and it was a real pleasure to work with them.

Participants List

Name	Organisation	Email
Jenny Basset	Health All Round	[j3nbx@hotmail.com]
Hellen Blackburn	Salvation Army	[Hellen.Blackburn@salvationarmy.org.uk]
Samantha James	Pilot Light Scotland	[sjames@pilotlight.org.uk]
Dagmara Lukowiec	Voluntary services	[dagmara.lukowiec@yahoo.co.uk]
Jason Mangan	Training with the NHS	[jm@jmangan.fslife.co.uk]
Aileen Marr	Morelands (OH Dept)	[aileenmarr@hotmail.co.uk]
Kristeen Quigley	Health Centre	[kriteen.quigley@sps.pnn.gov.uk]
Alana Ramsay	The Big Project	[alanaramsay22@yahoo.co.uk]
Roberty Robinson	SPECTRUM	[robertr@foursquare.org.uk]
Karen Rule	Lothian OHS –	[karen.rule@nhslothian.scot.nh.uk]
Vivien Yap	Mecopp	[vivien@mecopp.org.uk]