

Get Active Get Involved Feedback – 4th October 2019

Welfare & Benefits – now called Money mentoring

1. What does Welfare Benefits mean to you?
2. Does the group want to name/define the Group:
 - Money mentoring
3. What would the next steps look like:
 - Need trained people i.e. those with lived experience, people working
 - Support people with benefits who are working, not limited to unemployed
4. What resources does the group need to get there:
 - Knowledgeable & trained staff to keep up with the changes
5. How does the group think we might achieve a successful group:
 - Understanding and encouraging, being non-judgmental, reflective, empathetic, accessible
 - Have flexible times
 - Promote better understanding to those who are dealing with claims/advice; giving them the ability to deal with their situation
 - People seeking advice have better skills to explain
6. How will the group connect to the community:
 - Have the advisor based in local community centres so clients//service users can go to them
 - Online, actively advertise at other venues and events
7. What do we need to do to increase the financial wellbeing of local residents:

feedback using coloured dots

The main points the group thought were important to focus on to achieve this were:

- Need more welfare advisors that are friendly, approachable and provide the correct advice
- Have a drop-in service
- Workshops on benefits changes/updates to help keep people informed and aware of their entitlement and rights to benefits

Date and times of hub sessions & logistics?

Once/Twice a month meeting. No set date.