

# Evaluation Report

**Subject:** Summary Evaluation report on Poverty Awareness Training delivered to NHS Western Isles, held at Macleod Memorial Hall, Kenneth Street, Stornoway, on 8<sup>th</sup> June 2011.

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## 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 12 participants of whom 10 completed the evaluation sheets**

Course	1	2	3	4	n/a	Not answered
Objectives were clearly stated and met	5	3	1	1		
Materials were useful	7	2		1		
Activities were useful	6	3		1		
Overall the course was effective	7	1	1	1		
<b>Trainer</b>						
Presented in an understandable way	4	5		1		
Demonstrated knowledge of content	5	4		1		
Treated me with respect as a fellow professional	8	1		1		
Overall provided an effective session	7	2		1		
<b>My participation</b>						
I will use what I learned immediately at work	6	3	1			
What I learned will lead to changes in my approach	5	4		1		
I will recommend the session to others	7	1	1	1		

## 2. Participants Expectations of the course.

- To learn more about solutions
- Learn & meet new people
- Better understanding of poverty and how to do to tackle it
- How big is the poverty problem
- Learn how to help people in poverty
- Understanding of the real meaning of poverty
- How we can help people we work with to spend their money wisely

## 2. What participants liked about the course

- Being with fellows from other areas of work to learn from
- Insightful presentations and a variety of learning activities

- Very informal, and easy to participate in the activities
- Update information
- Meeting other people within Western Isles from various organisations
- A range of activities & a variety of learning methods, not bored and not there listening for hours, but learnt plenty.
- Enjoyed the whole session!
- Encouraged to apply solution to own work situation
- I felt the interaction was good and helped to explore the issues
- Meeting people from different backgrounds of experience
- Degree of poverty within our country
- How we can support various groups of people who experience the issues (case studies)
- That poverty is an issue and that in discussion with tenants /clients we have to look at wider issues and look at remedies as well.

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

- More time.
- Nothing – Good mix of info & activities
- More info about our local situation
- Much more discussion on how can change things for the better in our community
- More clear learning objectives at the start
- Add more case studies and discussion
- The stats were difficult to comprehend as I have no awareness of Scotland's population, nor did I feel stupid.

### **4. What specific things were learned?**

That poverty can hit anyone, whatever the circumstances, but people can/ could benefit from individual assessments, and better understanding.  
 Heightened awareness that poverty is real in Scotland  
 The role of churches & voluntary agencies in tackling poverty  
 Quiz very good and practical at community level  
 Learnt more about poverty in Scotland  
 How to recognise symptoms of those facing poverty  
 Awareness of the stigma that those affected face  
 Degrees of poverty  
 That poverty is an issue

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

Most people agreed that the course was pitched at the right level, and there was a good mix of discussion, activities and facts

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

- Being more effective in supporting role
- Awareness of the poverty types
- Encourage less stigma & embarrassment
- Have more empathy, support individuals and sign post them.
- Work with agencies to deliver a supportive sustainable solutions to poverty issues
- More understanding on the causes of the problem and to be more non judgemental
- To persevere with paper work
- Listening, serving and leading
- Equally well review work
- Raise awareness of work/programmes that can support reducing poverty in the Islands
- Promote inter agency work

- Join a local poverty forum if established
- Review the SOA for appropriate outcome indicators
- Recommend this session to others
- Becoming more involved in the community
- Listen more closely
- Tackle discriminatory attitudes
- Raise awareness of poverty
- Being more conscious of the stigma that people face
- Reconsider interview questions
- Support individuals
- Work closely with other agencies
- Recognise that poverty exists
- To explore causes/effects for tenants
- Raise awareness among colleagues
- Put on the agenda of community partnership
- Find out how we can set up a local poverty forum

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

More of this

How to influence policy at local authority level strategically

This course to be delivered to individuals in positions of power

Course on benefits and what is available from birth, school and old age

Fuel poverty

Tackling unemployment

## **8. Additional comments/ feelings emotions**

- Enjoyable training
- Made think and highlighted issues for the future
- Many thanks for coming to Western Isles.
- Interesting informative day, good trainers thank you!
- 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
- Excellent, thanks!

## **9. Trainer feedback**

This was our first training session in the Islands, and this opportunity made us realise the extent to which we need do more by way of reaching out to rural communities. The group came from different organisations but really worked very well together. All of the participants actively participated in the group exercises and group discussions. We were impressed with good mix of gender, breadth of experiences, and a range of perspectives from different organisations although it is fair to note that there were more women than men in the room. It was observed that there is a lot of hidden poverty in the Islands, and a lot still need to be done around myth busting and challenging stigma. The group showed a commitment to setting up local Poverty Forums which will make it possible to bring more issues for discussion on the table. Many participants intimated that they would wish to raise awareness with their colleagues, which from a trainer's point of view is very encouraging.

The group warmed up more to the case studies in the afternoon and would have preferred more discussion on these. The trainers also take on board the comment regarding clarifying course purpose at the beginning a little more clearly. There was a lot of energy in the room and willingness to engage with the subject, more especially in afternoon, we felt that the videos and the barriers exercise were particularly helpful in putting across the reality of the poverty problem. Many of the participants acknowledged

and appreciated the variety of our training methods used which in many ways are intended to keep the group motivated and engaged on the issues. Positive comments were received about the quiz, and participants mentioned this could be used at community group level.

Most of the participants mentioned their willingness to be more empathetic and non judgemental in their approach to working with groups of people likely to experience poverty. I think from the trainers' point of view, the group picked well the reality that poverty is real and is an issue for Scotland and the fact that more needs to be done in heightening people's awareness of the issues. As trainers, we wish to reiterate the fact that we were impressed with the level of analysis in responding to case studies and it goes without saying that the tackling poverty is truly possible if people are really committed to doing something about it.

The group also felt that it would be beneficial to have more poverty specific issues on tackling unemployment and fuel poverty and benefits entitlement. The group rightly observed that people who make decisions at strategic local authority level need to undergo this training in order for them to understand the thinking behind some of the projects and or programmes.

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 rural poverty and its interaction with health related issues, and perhaps more ground to bring this out could have been covered making reference to local data and or local situations.

It is our perception that participants broadened their knowledge and understanding of the complex nature of poverty through this course, and It was a real pleasure to have been asked to deliver the course.

