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Poverty Proofing©

Information for libraries

# Introduction

This information document contains a brief introduction to the Poverty Proofing© process, which will give you an overview of what is required of a setting in order to take part in Poverty Proofing.

# Poverty Proofing© The Process

**Staff Training**

Children North East’s Poverty Proofing© Staff Training, has a proven record in supporting staff in developing their understanding and awareness of the difficulties some of their visitors may experience.

There are two main aims of this training are that; staff have an understanding and an empathy for families experiencing the effects of poverty, and that staff start to understand and unpick the impact poverty may have on the accessibility of their work through an exploration of:

* Who CNE are and why this work matters nationally and locally
* The definitions of poverty
* An exploration of the root causes and consequences of poverty
* How poverty impacts on engagement with arts, cultural and heritage experiences for families
* Beginning to identify the inadvertent barriers faced by those experiencing poverty

**Scoping**

The scoping exercise is utilised to build on the understanding of the work delivered at the organisation. The delivery team spends time at the organisation/s and will speak to a wide range of staff from front line workers to managers, this can be done as a whole group or small groups to reduce staff time needed. A large part of this scoping phase will include understanding the local processes are used such as marketing and communications, service priorities, local partnerships and current engagement with families who live in poverty.

This will also provide some bespoke and specific lines of enquiry for the following consultation phase.

**Consultation in setting**

The initial phase of consultation is with current users of the organisation. This will be carried out within all delivery sectors of the organisation and will consist of utilising the following methods:

Focus groups – established groups of visitors e.g. Rhymetime attendees, families using out of school clubs and other regular groups.

One to one discussions – with passing visitors in the café and other areas of the building.

**Community Consultation**

The specific focus of this phase of consultation is to engage with children and families who are living in poverty, and who live within key communities in the area that have higher levels of poverty, to understand why they do not access the cultural offer. To achieve this CNE will work with partners including VCS organisations, schools and health organisations using a similar methodology as above.

‘Mystery shoppers’ will also be supported in attending a library, for the first time to give honest feedback of their experience. These families will be identified during the community consultations.

**Feedback and Report**

At the end of the consultation phases a comprehensive report with recommendations will be produced. Discussion points will be presented back to the senior management / commissioners as part of a scheduled feedback session. As part of this phase, the delivery team will consult with senior management on the most appropriate strategic questions and recommendations to overcome the barriers to engagement that have been identified through this process.

**Review**

Following the completion of the work, CNE will initiate the process to look at the changes and impact that have occurred and re-connect with some of the initial focus groups to foster discussion on the impacts made by the process. This is something that can be offered on an annual basis.

## Poverty Proofing© Timings

In order for us to streamline the process and make it as straightforward as possible, it is best to have a named contact from each library within the service to arrange their consultation day directly with them.

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| **Poverty Proofing Model** | **Timeline** | **Days** | **Library Staff time** |
| Staff training – Poverty Awareness Raising | Month 1 | 3 sessions  2.5 hours training session for all staff | 2.5 hours  (all staff to attend one session with three dates and times available) |
| Scoping  Including Staff Consults (could be done in bulk in a meeting 1-2 hours for all staff to be consulted) | Month 1 | 5 | 1/2-hour key staff at each library  1/2 hour lead contact in each library |
| Setting consultation | Month 1-2 | 9 | Lead contacts to confirm a day or ½ day depending on size of library |
| Community consultation | Month 1-3 | 5 | N/A |
| Feedback and report | Month 3-4 | 3 | 3 hours (SLT and Lead contact) |
| Review | Month 10-12 | 5 | 1/2 hour - 1 hour staff  2 hours lead contact  2 hours SLT |
| Total (per session) | 12 month | 33 days |  |