



# CELCIS Education Forum May 2024



**CELCIS  
Education Forum**

**Theme: Closing the poverty  
related attainment gap**

With guest speaker:



Social Security  
Scotland  
Tèarainteachd Shòisealta Alba

**Webinar Recording  
May 2024**

## Closing the poverty related attainment gap

### Breakout Room Discussion Notes

What's working well in getting information to you or your Networks?

- Getting information via the newsletter is a great way to stay up to date with new developments and also keep the services and benefits available at the forefront of my mind. I also forward relevant information onto colleagues and some of them have subscribed to the newsletter too.
- It would be really helpful to get Social Security Scotland into our organisation to do a similar input, and also link in with local delivery partners.
- I'm going to update our operational delivery guidelines with links and resources from today's input - I didn't know about all of these benefits so it's helpful to me, and will also be helpful to colleagues.
- I'd be really keen to make links with our local Social Security Scotland delivery partner.
- The message is simple and clear – get in touch and support / signposting will follow

What else would help to get information out to your organisation or networks?

- Leaflets can be really helpful instead of everything being online. Not everyone has access to the internet or a mobile phone so having something physical that people can pick up in a waiting room or library or

other community resource can be a good alternative way of sharing information.

- Leaflets and other physical resources can be good for people who don't have English as a first language, or who have other accessibility needs.
- Peer support and raising awareness through parent/carer groups can be a powerful way of sharing information. If someone is able to share positive experiences it can build trust or reduce stigma or anxiety that some people might experience. Parents and carers can often be the best advocates for support and they can also give really good advice as a lot of them have had direct experience of using the service and support.
- School communication apps can be good for highlighting support, sending reminders about when people should expect payments or deadline dates for making applications. If this is done alongside highlighting that schools can support parents I think this can be really effective in increasing uptake.
- A focus from leadership teams helps staff to keep a focus on this area and also empowers them to help and support families.
- Having a variety of ways to share and access information is the best way to try and meaningfully engage with everyone. Repetition is important too – some people might miss it the first time, or just not be in a place that they're able to accept support, so making sure information is shared and repeatedly regularly will help.
- Bespoke sessions for specific organisations.
- Accessibility – language, translation, etc.

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