

CHECKLIST FOR DISCUSSIONS AROUND BORROWING MONEY SUPPORTER TRAINING

Five partner agencies from the advice and support practitioner community across Scotland worked with Shelter Scotland and MAPs to develop this money first-aid training product. A total of 50 individuals were involved in the co-design process, contributing their own knowledge and experience to the information and resources within. The training product is intended to be **piloted with 250 individuals upon its release nationally.**

CHECKLIST FOR DISCUSSIONS AROUND BORROWING



Understand the person you are supporting and their personal situation and circumstance:

- Determine any vulnerability issues and whether this is the cause of the need to borrow
- Be aware of any financial abuse causing the need to borrow. If this is identified, inform the person you are supporting that this is a criminal offence and the police should be informed
- Listen carefully to their circumstances without judgement
- Understand what barriers they face and support them to manage these for example, mental health issues, IT or literacy issues
- Do they have a tendency to buy on impulse? You can suggest they give themselves a cooling off period of a couple of days when they may decide they no longer want the item so no need to borrow
- Understand what a positive outcome looks like for the person you support

- Know the boundaries of your role and seek assistance or signpost where appropriate.

Do they need to borrow money?

- Create a budget to see where savings can be made
- Maximise income
- If they already have debt, support them to manage the debt – see debt management section
- Look at alternatives to borrowing for example, benefits and grants.
- If they do need to borrow, compare borrowing products and explain what products have high interest and APR rates.
- Look out for interest free deals
- Get a repayment schedule
- Check out the terms and conditions

of the loan.

- Ensure the person you support knows the consequences of non-payment
- Ensure they can make the repayments in the future too
- Signpost for specialist advice where appropriate.

Offer ongoing support

- Offer to review their budget planner regularly to see how they are getting on with their repayments
- If they are struggling, support them to identify where savings can be made or how to contact the lender
- Revisit any social or environment issue that is preventing them from making regular repayments to their loan. For example, pressure from peers to spend money or managing mental health or addiction issues. You may be able to provide support with this
- Signpost for specialist advice where appropriate.

IF SOMEONE WANTS TO BORROW MONEY

You do not have to be a specialist money adviser to provide vital financial support to others and this training product has been designed for those who provide a range of frontline support services. As well as knowledge it also provides you with a toolbox-like collection of resources. Which you can make use of to facilitate the advice and support you provide to others.