



PATHWAYS TO ADVICE & CASH SCOTLAND

UPDATE MARCH 24



SCOTLAND

INCOME MAXIMISATION

We are working with more than 30 food banks to fund advice provision in the majority of local authorities in Scotland to provide advice for people in crisis.

PATHWAYS TO ADVICE & CASH PROJECT

We are using a regional community led approach to test how to increase access to money and debt advice services in Scotland for people in crisis – not based around food banks but communities

CASH FIRST PARTNERSHIPS

We are involved in many of these new, innovative local partnerships to reduce food bank use in 8 local authorities over the next two years.

COMMUNITIES OF PRACTICE

We will work with partners to share what we are learning about how to end the need for food banks.



WHY ARE WE DOING PATHWAYS TO ADVICE & CASH SCOTLAND (PACS)?

- Whole community approach to ending the need for food banks
- It highlights good advice and cash first support
- Tests what works in different geographies
- We share what works
- Co-ordinates with Scots government policy
- Feeds into influencing strategy for next Scots election 2026



WHERE ARE WE WORKING?

Work in 6 areas incorporating different geographies and advice networks - urban, rural, isolated rural and island communities

- Orkney
- Aberdeenshire
- Dundee
- Perth & Kinross
- Glasgow
- North Lanarkshire



Services started summer 2023 for 2 years

COMMON THREADS

- Projects all maximise access to and engagement with good advice
- People with lived experience helped design services which matter most to the community
- A whole community approach
- People in crisis are at the centre, with ongoing support as well as advice
- Involvement and support of local government
- High interest from local partners



ADVICE TO DATE

- **1100** people advised
- **Financial Gain £350k** (680 people)
- **£42k** debt written off(80 people)
- **350** people estimated to no longer need a food bank
- **14 community guider** volunteers trained (11 Dundee, 3 Motherwell)

Still too early to get data on access and engagement rates/ overall impacts etc



WHAT'S SO SPECIAL ABOUT PATHWAYS TO ADVICE & CASH SCOTLAND?

- 18 months strategy, design and initiation
- Collaborative throughout
- Community driven
- Learning focussed
- Aligned with government cash-first action plan





LEARNING & SHARING WHAT WORKS



LEARNING APPROACH PRIORITY OUTCOMES

WE WANT TO SHOW WE ARE:

**TESTING
DIFFERENT
WAYS OF
WORKING**

**LEARNING
ABOUT WHAT
WORKS AND
WHY IT WORKS**

**ABLE TO
PERSUADE
ORGANISATIONS
TO ADOPT
APPROACHES
THAT WORK**



LEARNING LOG

- Aim: To help maximise impact of pilot & help others to build good services too.
- Takes note of learning
- Promotes reflective approach
- Test of concept over the first months of the pilot





CO-DESIGN REFLECTIONS - DUNDEE

Community Guider Training Course

Only part of the training is about advice.

Most training is for confidence, communication and support

Local organisations co-deliver training

Co-delivery makes contact, connections, and supported referrals easier.

Partnerships – Early Process Evaluation Report



Factors enabling progress:

- Well-articulated project scope and aim.
- Connections, and connectivity - regardless of geography and rurality.
- Building on existing relationships of trust
- Tenacious, and committed leadership
- A flexible approach to funding
- Project leads agree accepting the slow, but steady pace of cultural change has been beneficial.
- Working at the pace of the slowest partner

Factors hindering progress

- Bureaucratic local council structures
- Slow communication from local authority partners slowed overall progress
- Initial reluctance for partners to openly share the challenges they were experiencing because relationships were still in their infancy