

Destitution, dignity and driving change

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Food Insecurity Pilot: Objectives

1. Maximise dignity for clients experiencing severe hardship
2. Reduce the likelihood of future hardship through the offer of holistic support.



What did we do?

- 6-month pilot, across 11 Citizens Advice Bureaux (rural, island, urban and mixed areas)
- Provided shopping cards and cash grants to those experiencing severe hardship, alongside the offer of holistic advice
- **3,154** clients were supported, with crisis support at the value of **£260,075**
- **77%** of clients engaged with holistic advice, with top advice being in benefits and utilities



Making a difference

Client Financial Gain (CFG):

- Holistic advice gains total: £1.9M
- Average of £1,259 per client

Client satisfaction:

- 94% very satisfied / satisfied
- 'Above & beyond' 'Dedicated' 'Extremely helpful'



Key issues

- Remote / rural communities
- Scottish Welfare Fund
- Households with a disabled person



When it's not enough

- Moments of joy
- Crisis vs chronic issues
- Deficit budgets
- Long term solutions needed



Next steps..

- Food Insecurity Pilot Evaluation:
[Available at cas.org.uk](https://cas.org.uk)
- Routes out of Crisis: New project testing ways to help people out of crisis



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