

# Routes out of Crisis:

local action for national change

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# Food insecurity project learnings

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**6 month pilot** across 11 Citizens Advice Bureau

Provided shopping cards and cash grants to those experiencing severe hardship, alongside the offer of holistic advice

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**3,154** clients were supported, with crisis support at the value of **£260,075**

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**77%** of clients engaged with holistic advice, with top advice being in benefits and utilities

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Role of person centred support alongside structural change

# What is routes out of crisis?

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Delivered via **two CABs** – urban and rural  
Experienced advisers

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## **Targeted support for those with:**

- > Food needs and not yet able to engage with advice
- > Priority family groups
- > Single adult households
- > Access to cash



# Monitoring, evaluation and real time learning

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**External evaluation**



**Interviews**



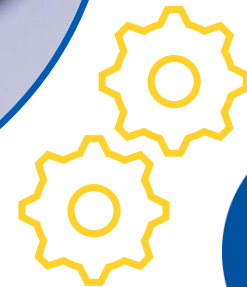
**Data gathering**



**Steering Board**



**Staying agile**



**citizens  
advice  
scotland**

# The story so far – emerging findings

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- > Supported **108 clients**, with **424 contacts**
- > Unpredictability of circumstances
- > Building trust takes time
- > Small actions with big impact
- > Overwhelming positive feedback
- > Advisers don't have a magic wand



# In conversation

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**Fiona Rodgers**

ROOC Adviser, Inverness CAB

**Lesley Passmore**

ROOC Adviser, Motherwell & Wishaw CAB



# Table exercise

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**Q1**

**What could the project do differently in the next 6 months?**

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**Q2**

**What would be needed to scale up a project like this?**

Scotland's Citizens Advice Network is an essential community service that empowers people through our local bureaux and national services by providing free, confidential and independent advice.

...real-life experiences to influence  
...change. We are on the side of people  
...lives for the better.

[www.cas.org.uk](http://www.cas.org.uk)

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