Routes out of crisis

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How did we help?

206 people supported

976 contacts
avg. **4.7** per client;
up to **38** for complex cases

£242,182.52 financial gains

89% from social security

Referral sources

49% self-referrals

27% foodbanks

Demographics

Single adults
74% aged 25-59

55% with health conditions

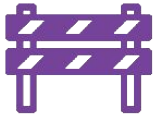
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Advice that changes lives

The key barriers to accessing advice in local communities were:



stigma and shame, which deter individuals from seeking help, especially in rural communities, even when faced with real crisis.



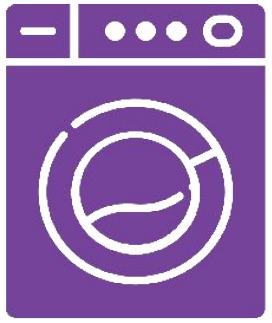
practical barriers: transport costs, digital exclusion, complex referral processes and low awareness of services all made it difficult to get help



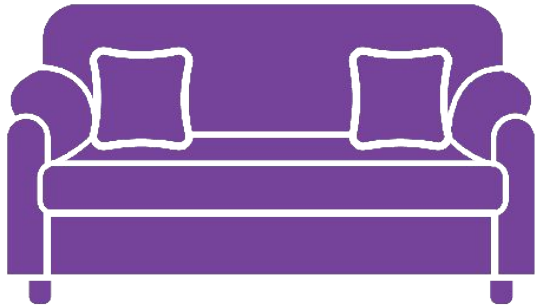
personal factors: mental health issues, substance use, and negative past experiences with services all held people back.

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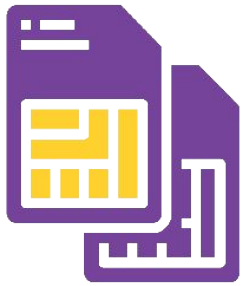
Examples of micro grants



New household utilities
(e.g. a washing machine)



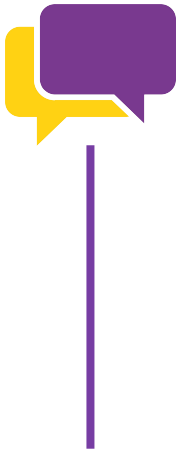
New furniture
(e.g. a sofa)



SIM cards

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Duncan’s experience



“The caseworker has kept in contact all the time… At some points, I was at my lowest and I got a wee message from her and then that was me back on track, able to get things done and sorted. I know where I am because I have got somebody who’s got my back.”

Duncan*

*names have been changed

RooC caseworker experience



""Mirren was struggling academically due to a lack of internet access at home. We got the family a SIM card, allowing her to catch up on schoolwork. She went from failing her subjects to being on track to pass her Highers and attend university. Financial support from Young Carers' grants and her Education Maintenance Allowance enabled her to go on a school trip to Italy. I'm so glad Routes out of Crisis was able to help turn things around for Mirren."I have got somebody who's got my back."

Recommendations



Scale learnings across the CAB network in Scotland with the right investment



Deliver systems change through upstream interventions to social security, energy etc.



Enhance caseworker wellbeing support given the intensity of the role.



Resource micro grants to deliver impact for people quickly and creatively.



Disseminate learning widely to influence policy and practice.

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Interviews with advisers

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Table discussion

1. How do we work collaboratively to make the case for case-work?

2. What infrastructure is needed for advisers doing this work to make this successful at scale?



Thank you

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