

Tackling inequalities and the role of advice

*Diane Kennedy – Evaluation Support
Scotland*

John Osborne - SLAB



Overview

- Context
 - Fairer Scotland
 - Funders Framework
- Measuring Outcomes from Citizens Advice
- Evidence from recent evaluations

Context

- Fairer Scotland
 - What Scotland should look like in 2030
 - Events and discussions on different topics
 - Social Justice Action Plan (early 2016)
- Funders framework
 - Collate examples of planning, funding and service delivery

MOCA - Situation tree: inequalities

- Some people are unable to claim their rights/ fulfil their responsibilities
- Roots suggest that some people,
 - More in need of advice and advocacy
 - Encounter more barrier to accessing information and exercising rights
- Leading onto a range of inequalities in outcomes

CAB: its what and how

- For everyone, but reaches those most vulnerable
 - Local/ free/ independent/ responsive to community/ holistic approach
- Help people to take control/ feel empowered
- Community engagement: proactive approaches to tackling issues
- Identify problems in the system: social policy and campaign work locally and nationally
- Project work for designated groups/ communities: e.g. in patient, in court, home visits and outreach

Measuring outcomes

Logic model: pathway for evaluation and evidence

- What do
- Who reach
- How do it
- What difference it makes
short, medium and long term outcomes

Evidence from recent SLAB evaluations

- Making Advice Work: Streams 1 & 2
 - Projects to address welfare reform issues evaluated
 - Current issue: resolve problem, improved wellbeing, increased income(?)
 - Future issues: planning ahead, feel more in control, know what to do if things change
 - Client characteristics

Evidence from recent SLAB evaluations

- Making Advice Work: Stream 3
 - Focus on vulnerable groups
 - Similar findings on benefits (more control, less stress) – from a more disadvantaged starting point
 - Implications for resource, workforce and partnership working

Evidence from recent SLAB evaluations

- Advice and mitigation?
- Reach and impact?
- Specific impacts?

Inequalities: what's the role of advice?

the current picture ...

Scotland is a great place to live and work and there is much we can be optimistic about. But together we can make things even better:



Scotland is a wealthy country, with a higher GDP per head than the UK



1 in 6 people in Scotland live in poverty. And 20 times as many people in Scotland now use food banks as in 2011/12



The attainment level of our school pupils has increased by a fifth since 2007/8



School pupils from our most deprived areas do only half as well as pupils from our least deprived areas



We are living longer, healthier lives.



People from our most deprived areas live on average 10 years less than those in our least deprived areas



Three out of four Scots feel there are people in their local area they could turn to for advice and support



People who feel the least socially connected to others in their area are almost twice as likely to have low life satisfaction as people who feel the most socially connected



We have a high employment rate



In-work poverty is increasing: over half of working age adults in poverty now live in households with at least one adult in employment



The vast majority of children starting primary school don't show any signs of social emotional or behavioural difficulties



Children from families with the lowest incomes are at least twice as likely to show signs of social emotional and behavioural difficulties as those from families with the highest incomes



The gap in pay between men and women has fallen considerably



Women still get paid less than men. For every £1 a man earns, a woman earns 83p



The number of crimes in Scotland has fallen by almost a quarter since 2008/9



The risk of being a victim of crime is still higher for adults in our most deprived communities than elsewhere in Scotland

Tackling inequalities and a Fairer Scotland

- In terms of tackling inequalities, what good advice and representation service looks like?
- What needs to be done to create a fairer system of advice and representation?
- How can advice and representation services play a role in creating a fairer Scotland?
- How can we better test and prove that we are making a difference?