

Scottish Legal Aid Board - Debt Advice Journey Programme 2021 - 2023

Project summaries

<u>Lead agency</u>	<u>Project name</u>	<u>Project description</u>
Aberdeen City Council Financial Inclusion Team	AdvicePro Customer Portal	The project will introduce an AdvicePro customer portal to allow more effective communications and ways of worker between clients and debt advisers. The portal will include secure messaging, alerts, casework updates and webchat. The project tests whether the intervention will free up adviser time and will provide learning based on the potential benefit of incorporating technological change into service design.
Citizens Advice Bureau West Lothian	Multi - channel access - debt advice	A multi-channel debt advice service will provide a single point of contact for clients to access the CAB. The project tests multi-channel access and seek to improve demand management, increase capacity and free up time for debt advisers.
Citizens Advice Edinburgh	Money Advice Liaison	The project targets the early stage of the money advice process. CAE will restructure their debt advice service to maximise the efficiency and quality of support they can provide. The project is testing the effectiveness of interventions to reduce the amount of time taken for information gathering; improving the efficiency and quality of debt advice work and reducing disengagement from clients in the process.
Citizens Advice Rights Fife	CARF Client Self Service Portal	The project will develop software to allow new debt advice clients to input key information at the point of accessing CARF's debt advice services. The project will test the impact on adviser time with an expected increase in adviser capacity.
Community Help & Advice Initiative	Debt Support Project	The project aims to support clients at initial access to debt advice in collecting paperwork and evidence. Support workers will promote a Money Advice pack to groups seeking debt advice. The project aims to increase the number of clients who will feel confident in managing debt, improve demand management within the agency and provide additional support to BAME communities.

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Community Housing Advocacy Project	Better off North Ayrshire	The project provides assistance at early stage for clients to help correctly identify debt matters and ensure clients have correct paperwork prior to seeing the money adviser. The project tests methods for reducing the amount of time it takes to gather information at initial access and increase the number of debt clients the service can help.
Dalkeith Citizens Advice Bureau	Dalkeith Multi-Channel Community Debt Advice	Multi-channel delivery of advice will be introduced to improve reach to vulnerable clients. The project will test the impact of human resource to operate a triage system and target early interventions.
Dumfries & Galloway Citizens Advice Service	Get to grips with debt	The project introduces a multi-channel helpline for clients accessing debt advice. The project aims to free up time for debt advice specialists. The project tests ways to improve demand management for debt advice services and increase capacity from current debt advisers.
GEMAP Scotland Ltd	FISO Digital Debt Support	The project supports families via a digital client portal, allowing access to debt advisers. The project builds partnerships with schools in Glasgow to target hard to reach families. The portal will provide a web platform to allow instant support via text, web chat and video calling. GEMAP will test new ways of working for debt advisers with the aim to tackle high levels of client drop-off.
Govan Law Centre	Advice Journey Debt Navigator Service	The project will improve initial access to debt advice for clients by introducing an online support website providing tools guidance and advice that clients can access. The portal will provide links to existing information and services. The project will provide support for clients and establish referral mechanisms for clients needing more complex debt help. The project tests whether the model will improve take-up of statutory debt solutions for clients due to the creation of accessible tools.
Haddington CAB	ELDEBT Helpline	A multi-channel helpline for clients accessing debt advice. The project tests early referral to debt advice to help target early interventions and free up time for debt advice specialists.

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Hamilton CAB	South Lanarkshire CAB Debt Advice & Support Helpline	A multi-channel helpline covering South Lanarkshire CABs. The project tests ways to improve demand management using telephone, email and web chat to provide diagnosis of client problems prior to receiving debt advice.
Inverclyde HSCP Advice Services	Inverclyde: Money Advice Attend Anywhere Project (I:MAP)	The project aims to overhaul Inverclyde HSCPs money advice provision by conducting research with people accessing debt advice. The project will test how change can be driven with the aim to reduce average case lengths, increase the number of clients accessing statutory debt solutions, improve engagement from young people and increase accessibility through the use of virtual booths.
Link Group	Money & Wellbeing Project	The project will increase digital inclusion for Link Group tenants to help access debt advice through the provision of technology. Link Group will test how a specific intervention will improve delivery of remote debt advice to groups of digitally excluded tenants. The project will focus on improving demand management and test how the provision of technology for specific groups improves the take-up of debt advice and helps clients effectively resolve problem debt
North Lanarkshire Council	Digital Access to Debt Advice	The project will develop online access to debt advice. Clients will be able to create an online journal and pre-populate information into the case management system. North Lanarkshire Council will test the introduction of multiple channels and will seek to provide easier access to debt advice and help achieve earlier outcomes for client.

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One Parent Families Scotland	Improving Family Finances for One Parent Families	The project will provide a co-ordinator to link between the client and debt adviser to help improve information gathering. The project tests and develop pilot processes and will set up online tools to help clients.
Parkhead Citizens Advice Bureau	Helping Hand Money Advice - your money advice, your way	The project employs a helping Hand Money Advice Buddy to help clients through to case resolution. The model tests whether intensive help for debt advice clients will lead to a reduction in the amount of time debt cases take to reach resolution; reduce the number of repeat contacts and test the effectiveness of different methods of communication.
Shelter Scotland	Service Designing the Debt Advice Journey	Shelter Scotland will co-design a digital platform to replicate elements of face to face advice to help more people worried about housing debt at initial access and early diagnosis stage. The project tests the impact of co-designing digital services. The project seeks to improve access to housing debt advice; empower users to self-manage and follow debt advice and reduce the demand on legal interventions for housing debt.
South Lanarkshire Council Money Matters Advice Service	Money Matters Gateway to Advice	The project tests the use of software to reduce the timeframe to complete cases and improve the efficiency of recording and documentation. The project will test provision of digital advice and trial open banking functions. South Lanarkshire Council seek to improve client drop-off and improve take-up of statutory debt solutions.
West Lothian Council - The Advice Shop	Improving the Financial Journey	The project tests how link workers can be used to prepare clients for debt advice. The project aims to reduce the number of clients dropping out of the debt advice process and increase the number of clients achieving successful debt advice outcomes.