

Dunfermline Advice Hub

Statement of Intent

The Dunfermline Advice Hub is going through a period of change. The purpose of this statement of intent is to advise partners and stakeholder of the changes and plans for the future.

Background:

The Dunfermline Advice Hub (DAH) opened in 2015 with the purpose of providing a single, town centre HUB where people could come to receive help and advice on a variety of issues. The aim was to put citizens at the heart of service delivery and shift away from crisis interventions to a more preventative approach. The DAH is a key project of the Dunfermline Local Community Plan and takes a person centred approach to helping those most in need.

The Story So Far:

The DAH has been very successful and has achieved a huge amount to date. The DAH is a friendly and welcoming space and is used by a wide variety of partner organisations. The DAH harnesses the strengths, skills and expertise of these partners to provide advice sessions and support to citizens when they most need it. The advantages of the DAH are:

- Immediate access – anyone can walk in from the street and seek help
- Partner organisations work together – over 60 organisation have been involved
- The DAH staff can offer expert signposting to organisations that can help

Why the model needs to change:

There are several reasons:

- The lease on the current premises in Douglas Street has expired and the building is to be vacated by 31 March 2019.
- Feedback from partners using the hub was often that the premises on Douglas Street weren't 'fit for purpose' with limited private space, toilets etc.
- There is currently only one paid staff member for the DAH (with multiple roles), this can have a knock on impact for opening times, building partnership, consistency of service delivery etc.
- To date the lead organisation for the project has been Furniture Plus who have contributed a significant amount over the past 3 years. However, it is now felt that a more collective ownership and responsibility of the project is required. A multi-agency steering group has been set up to oversee the future direction of the HUB and ensure that it is sustainable going forward.

Intentions for the Future:

The steering group have agreed that from March 2019, the Dunfermline Advice Hub will be co-located with Conduit Scotland in their premises on Chapel Street, Dunfermline. This will be for an initial period of 1 year with the possibility of extension. The building will be rebranded to show separate and distinct branding for both organisations on the outside of the shop.

The purpose of co-locating with Conduit is to shorten the customer journey and alleviate poverty. Conduit Scotland and Dunfermline Advice Hub have already established strong collaborative links, and colocation will provide an opportunity to build on these and we would expect to see an increased uptake of signposting and referrals to local advice and support.

Conduit Scotland has a remit to signpost and refer customers experiencing financial shock to wider financial and social support. Colocation/collaboration between Conduit Scotland and DAH will:

- Improve staff front line knowledge via regular meet and greets between all involved stakeholders / partners.
- Enhance capacity to support DAH by having extra staff on hand to support the work of DAH staff and volunteers
- Offer more space on site to ensure seamless service delivery (including 4 private rooms / training suite)

There is also a longer term ambition and intention to open a Third Sector Hub in Dunfermline where multiple organisations, including DAH, could be based in future years. The steering group have committed to identifying a suitable building and initiating a feasibility study.