

ADVICE CAFES THEORY OF CHANGE



VISION

Confident, connected and empowered communities where people are able to access the holistic support and services they need before they fall into crisis

OUTCOMES

- People's confidence grows and they feel empowered to take action to improve their lives
- People are connected to and engaged with the services that they need
- People have a stronger sense of connection with and belonging to their local community, and so feel less lonely
- Agencies involved in the advice cafés are using a coordinated referral system, leading to more holistic and less disjointed support for clients
- People's income increases as our support helps them to access benefits, return to work or manage their debt
- People's knowledge and skills about how to access the support they need increases
- People engage with community activities and start to make new friendships
- Agencies involved in the advice cafés have a better understanding of the services they each provide and how to access them

Agencies involved in the advice cafés are talking to each other and learning about the services they each provide

ACTIVITIES

Referrals from our advice cafes are received and acted on promptly

- A warm welcome into a safe space and a local community
- An initial assessment, using a holistic approach
- Crisis support and ongoing specialist support to address underlying issues
- Invitations to participate in and contribute to community events and projects
- Referrals to other support services where required, both inside and outside of the advice café

People come to one of our **Advice Cafés**, where they consistently receive:

- Local organisations and referral agencies successfully identify people that need support and promptly refer them to our network of advice cafés
- Local people self-refer to advice cafés, as they come into contact with them in a community setting and understand what they offer

Advice cafés are held in community settings to enhance accessibility and awareness of services

ENABLERS

WHO WE WANT TO HELP

- People at risk of falling into difficulty
- People with complex needs
- People in financial hardship

UNDERLYING PROBLEMS WE SEEK TO ADDRESS

- Structural problems**
Financial poverty, debt, the benefits system
Housing issues and homelessness
Unemployment and the difficulty of getting back into work
Dependence on crisis support
- Individual struggles**
A lack of awareness of the available support
A lack of confidence or knowledge about how to access the support that is available
Isolation, anxiety and a lack of community
Mental health problems and addictions
Relationship breakdowns and bereavement
- Weak support systems**
Disjointed, disconnected and siloed services
Limited crisis support offered
Barriers to accessing support to address underlying issues
Lack of funding for holistic support