

## Welcome to our Client Newsletter!

This newsletter has been created to help us share information with the people we work with and to find out more about what matters to you. We hope you find it interesting.

## Did You Know?



### New Patron

We are thrilled to announce that the Right Honourable Tricia Marwick has agreed to becoming our new Patron. We look forward to working with her.

## Get Involved!

Would you like to have a say in how our services are run? Would you like to share your experiences of Frontline Fife? We are looking for volunteers to take part in a focus group (lunch and travel expenses will be provided).

*If you can spare a couple of hours of your time, please contact Ruth at [ruth.young@frontlinefife.co.uk](mailto:ruth.young@frontlinefife.co.uk) or phone 01592 800430.*

## What Matters to You.....

### Universal Credit - How Will it Affect Me?

If you are already claiming benefits, Universal Credit (UC) may not have affected you yet, but within the next 2 years, everyone making a claim will be moved over to UC.

The payment of UC will be different; it will be paid into a bank/building society account in one lump sum, it will be paid monthly and in arrears and only one payment can be made per household.

Find out how UC could affect you and what to do.

*If you want to find out more, please speak to a member of staff or contact our main office on 01592 800430.*





## Dealing with Rent Arrears

It is not surprising that many find themselves struggling to keep up with household bills and rent.

If you are worried about paying your bills or rent or are in arrears with your rent, our Housing Advisors can help you to assess your situation, advocate with your landlord and if necessary, provide Lay Representation for you at court.

**To get in touch email [info@frontlinefife.co.uk](mailto:info@frontlinefife.co.uk) or call on 01592 800430.**



## Reduce Bills - Save Cash

If you would like to save some money to spend on other things, are worried about paying fuel bills or keeping warm this winter, we can help you to get in touch with free energy advice services.

**Speak to a member of staff to find out more or get in touch at [info@frontlinefife.co.uk](mailto:info@frontlinefife.co.uk).**



## Dunfermline Community Lunch

After a period of closure, we are re-launching our Community Lunch in the Gillespie Centre in Dunfermline soon. Our Community Lunch offers a place to meet new people and a hot meal for £1 to people from the Dunfermline and surrounding community.

**To find out more contact Ed Creaney on 01383 602388.**



## Ready for Recovery

Fife has excellent drug and alcohol support agencies, with Frontline Fife offering their own service to help people engage with recovery programmes and stabilise their situation.

**To find out more, contact our Recovery Link Team on 01592 800430.**



## Give a Little.... Gain A Lot!

Did you know that volunteering;

- > can count towards 50% of the time you are expected to be looking for a job whilst on benefits.
- > should not affect your benefits.
- > can help you gain new skills to help you access new opportunities.
- > can help you meet new people and make friends.
- > can help build your confidence.

**To find out more about volunteering opportunities, speak to a member of staff or get in touch at [info@frontlinefife.co.uk](mailto:info@frontlinefife.co.uk).**

## Tell us More!

We would love to hear about your experience with Frontline Fife, what you think about our services and any ideas or suggestions you might have.

**Contact us at [info@frontlinefife.co.uk](mailto:info@frontlinefife.co.uk) or through our contact page on [www.frontlinefife.co.uk](http://www.frontlinefife.co.uk).**



## What's Going On?

### Frontline Fife SMART Recovery Group:

- Every Monday, 5:30 - 7:00pm, Whytemans Brae, Kirkcaldy - 01592 800430

### Frontline Fife Housing Advice Clinics (phone for an appointment);

- Cupar Home4Good, East Burnside - 01334 659390
- Dunfermline Advice Hub, Douglas Street, Dunfermline - 01383 602388
- Dunfermline Home4Good, Pittencrieff Street, Dunfermline - 01383 602388
- Forth House, Abbotshall Road, Kirkcaldy - 01592 583394
- Glenrothes Local Office, Fife House, Glenrothes - 01334 659391
- Glenrothes Job Centre, Postgate, Glenrothes - 01334 659391
- Inverkeithing Civic Centre, Queen Street, Inverkeithing - 01383 602388
- Kirkcaldy Town House, Wemyssfield, Kirkcaldy - 01592 583394
- Kirkcaldy Job Centre, Hunter Street, Kirkcaldy - 01592 583394
- Leven Home4Good, Commercial Road, Leven - 01334 659391

You can find out about other events going on in your community on the Fife Voluntary Action website - <https://www.fifevoluntaryaction.org.uk>.

## Frontline News and Updates



### Public Social Partnership (PSP)

The PSP is a partnership of 12 voluntary agencies and Fife Council who have come together to deliver Fife's housing and homeless services. Frontline Fife is one of the 12 partners.

This won't have any effect on the service you receive or who you deal with, but you will hopefully start to see improvements in existing services across Fife and even some new services to better meet your needs.

***If you would like more information about the PSP, please contact our Main Office on 01592 800430.***

### Care Inspectorate

Frontline Fife are pleased to announce that they passed their Care Inspectorate Inspection with an average grade of 5 (Very Good).

***If you would like to see a copy of the report, please contact our Main Office on 01592 800430.***

### Staff Training

Staff continue to undergo training to ensure their knowledge is up to date and that we can offer the best possible service to you. Training undertaken over the past few months includes Welfare Reform, Housing Benefit, Equality & Diversity, Health & Safety, Families & Communities and Strength Based Practice.

### Working with Others

Frontline Fife believe that by working in partnership with other agencies, we can offer a wider variety of services to you. We currently work with a number of agencies including Citizens Advice & Rights Fife (CARF), Fife Law Centre, Fife Migrants Forum, Fife Housing Association Alliance, Fife Council and Fife Intensive Rehabilitation and Substance Misuse Team (FIRST).

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Scottish Charities No: SC021832