

Edinburgh SDS community-based delivery model

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New SDS Edinburgh community- based delivery model

- This initiative is informed by insights into customer needs, preferences, and behaviours regarding service access, forming part of the SDS Transform 27 programme and the Career Review.
- The guiding principle for decision-making is **ensuring no detriment to customers.**
- This effort contributes to fulfilling recommendation 5 of the Career Review, which focuses on community-based services.
- The SDS office located at Shandwick Place closed on the 29th November 2024.
- Edinburgh transitioned to a full community venue delivery model on 3rd December 2024.
- There will be co-location with Edinburgh College (across 3 sites), 7 Edinburgh libraries, a new Corporate Parenting Hub, various third-sector venues, 3 DWP locations, and the Waverley Court Community Hub set for 2025.
- Members of the public can book appointments by calling the national 0800 number.

Community based services

Career services should be delivered within communities in a way that is aligned to social justice values and provides access to consistent national services.

The change

- **Services are available within and through the communities** with which young people identify and those involved in delivery are trusted by their community
- Services are **accessible and approachable and able to relate to the situation and needs** of those who may otherwise be disengaged
- Services are designed and delivered to **meet the needs of those with lived experience** of protected characteristics and other equality factors
- **Local Employability Partnerships** ensure that services are integrated, and investment meets the needs of individuals and the economy
- Formal career services work in **strong collaboration** with LEPs to deliver, leading to an improved learner journey



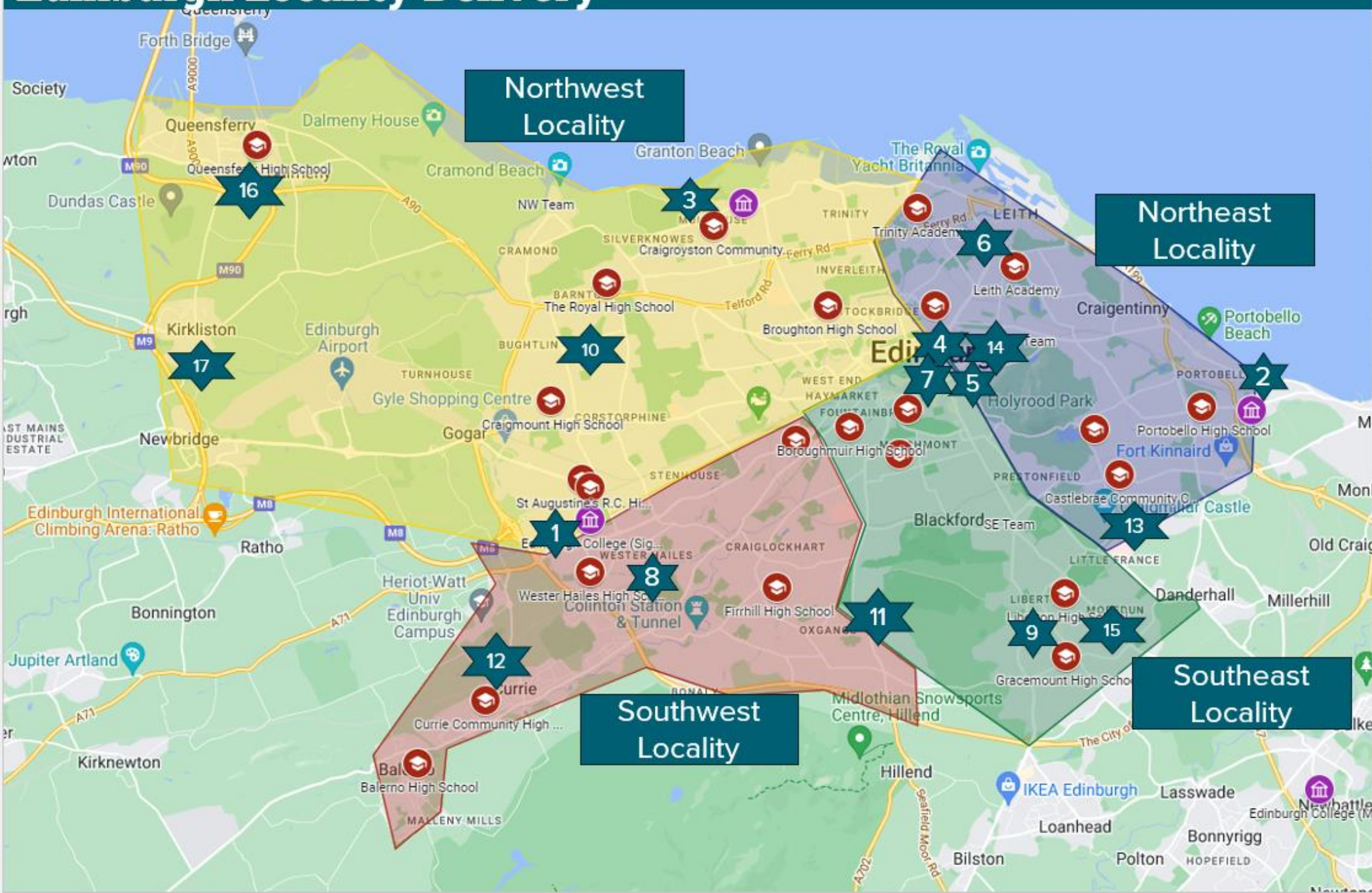
The outcome

“I know that within my community there are people who I trust to help me explore careers and I have access to the same chances as everyone else.”

The equity impact

All communities, their needs and values are appreciated, understood and accepted, so there will be fair and equitable career services.

Edinburgh Locality Delivery



1. Ed Coll - Sighthill campus
2. Ed Coll - Milton Campus
3. Community Renewal
4. Corporate Parenting Hub*
5. Waverley Court – April 25*
6. DWP – Leith
7. DWP – High Riggs
8. DWP – Wester Hailes
9. Valley Pk Community Ctr
10. Drumbrae Library
11. Oxgangs Library
12. Currie Library
13. Craigmillar Library
14. Barnardo's Works
15. Gilmerton Library
16. S. Queensferry Library
17. Kirkliston Library

SDS Edinburgh - Customers in Edinburgh will now have more choice about where and when they can visit SDS [Find out where they will be here](#) or call the team on 0800 917 8000

Location	Opening days and times	Detail re drop-in / appointment
Edinburgh College – Sighthill campus Bankhead Avenue, Edinburgh EH11 4DE	Monday 9am – 5pm Friday 9am – 5pm	Appointments and drop in
Edinburgh College – Milton Road Campus 24 Milton Road, Edinburgh EH15 2PQ	Tuesday 9am – 5pm	By appointment
Jobcentre Plus – High Riggs 20 High Riggs, Edinburgh EH3 9HU	Thursday 1pm – 5pm	By appointment via Work Coach with SDS Adviser
Jobcentre Plus – Leith 199 Commercial St, Leith Edinburgh EH6 6QP	Wednesday 1pm – 5pm	By appointment via Work Coach with SDS Adviser
Jobcentre Plus – Wester Hailes Westside Plaza, Murrayburn Rd, Wester Hailes Rd, Edinburgh EH14 2SP	Monday 1pm – 5pm	By appointment via Work Coach with SDS Adviser
Barnardo’s Works Edinburgh 181 The Pleasance, Edinburgh EH8 9RU	Monday 9am – 5pm Friday 9am – 5pm	By appointment
Gilmerton Library 13 Newtoft St, Gilmerton, Edinburgh EH17 8RG	Tuesday 10am – 1pm	By appointment
Queensferry Library 9 Shore Rd, Queensferry, South Queensferry EH30 9RD	Tuesday fortnightly 10am – 1pm	By appointment
Kirkliston Library 16 Station Rd, Kirkliston EH29 9BE	Tuesday fortnightly 10am – 1pm	By appointment
Drumbrae Hub 81 Drum Brae Dr, Edinburgh EH4 7FE	Wednesday fortnightly 10am – 1pm	By appointment
Oxgangs Library 343 Oxgangs Rd N, Edinburgh EH13 9LY	Thursday 10am – 1pm	By appointment
Currie Library 210 Lanark Rd W, Currie EH14 5NX	Friday 1pm – 5pm	By appointment
Craigmillar Library 101 Niddrie Mains Rd, Edinburgh EH16 4DS	Friday 1pm – 5pm	By appointment
North Edinburgh Community Renewal Centre Pennywell Resource Centre, Pennywell Rd, Edinburgh EH4 4PJ	Thursday 10am – 4pm	By appointment
Muirhouse Library* 12A MacMillan Crescent EH4 4AB	From February 2025*	By appointment

Focus for the next 12 months

- Engaging with communities to showcase our available services and the methods for accessing them
- Expanding our reach of services offers to customers who normally don't engage with us
- Collaborate with local partners to enhance community efforts
- Review our delivery impact, customer feedback and respond to recommendations

Questions?