



Family Advice and Information Resource

Annual Review 2017-2018

What is FAiR?

FAiR is a free, confidential advice and information service for people with learning disabilities, their families, carers and supporters. It was set up in 1991.

The work of FAiR

The charity's main goal continues to be to promote the welfare of people with learning disabilities in the community.

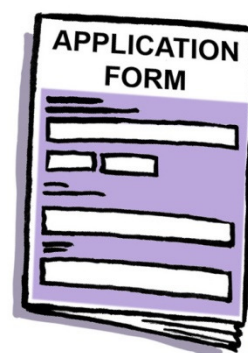
FAiR achieves this through the following activities:

- Provision of advice and information for people with learning disabilities and their carers; this includes a one to one accessible welfare rights and financial capability service.
- An Easy Read service to make information accessible.
- Distributing an Easy Read Newsletter every 2 months.

Information and Advice

FAiR has continued to use a database called Advice Pro. This lets us keep track of how much advice work we do and what kind of advice we give. The system is secure and lets us cut down on the amount of paper we use.

- In 2017-2018 FAiR worked on 1863 cases, with 1229 new cases opened. This support included benefit checks, completing applications, support to attend medicals, support to challenge decisions and representation up to independent tribunal.
- We generated backdated funds of over £144, 500 and ongoing benefit awards of over £1,822,000 for new cases opened.



Newsletter

FAIR has a bimonthly newsletter that is sent to over 1200 members and others (including people with learning disabilities, carers and professionals). We continue to work closely with organisations like The City of Edinburgh Council and NHS Lothian to get important information to people that may not have other ways to access it.

Evaluation

FAIR carry out a service evaluation every year. This is done in the third quarter of the financial year. The Manager picks a random sample and each Advice Worker calls previous clients that they have not worked with. The results included:

Were clients happy with the service?

89% were very happy, 8% were happy and 3% were satisfied

Would they use the service again?

98% said they would

Would they recommend the service?

100% said they would



What our users said about FAIR this year:

- *“Most understanding of our situation and could not have been more helpful.”*
- *“Really excellent. Puts you at ease.”*
- *“We are grateful that the service is available to help people, as we often don’t know where to turn to get the help we need.”*
- *“Very friendly and extremely helpful.”*

Accreditation

FAIR have been working hard to obtain accreditation for the Scottish National Standards for Information and Advice Providers.



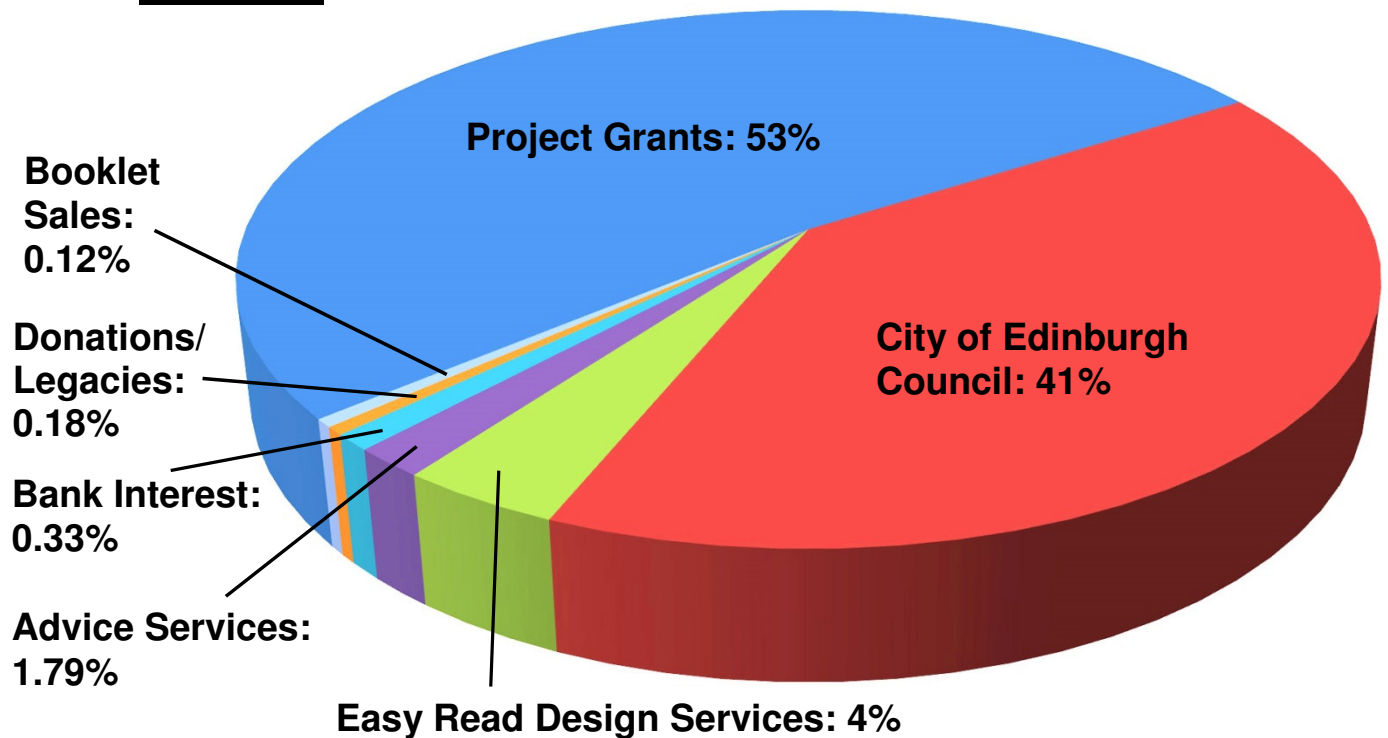
After an audit by the Scottish Legal Aid Board, we are happy to report that we were successful and are now a fully accredited provider of advice and information on benefits and money debt.

Income and Expenses - April 2017 to March 2018

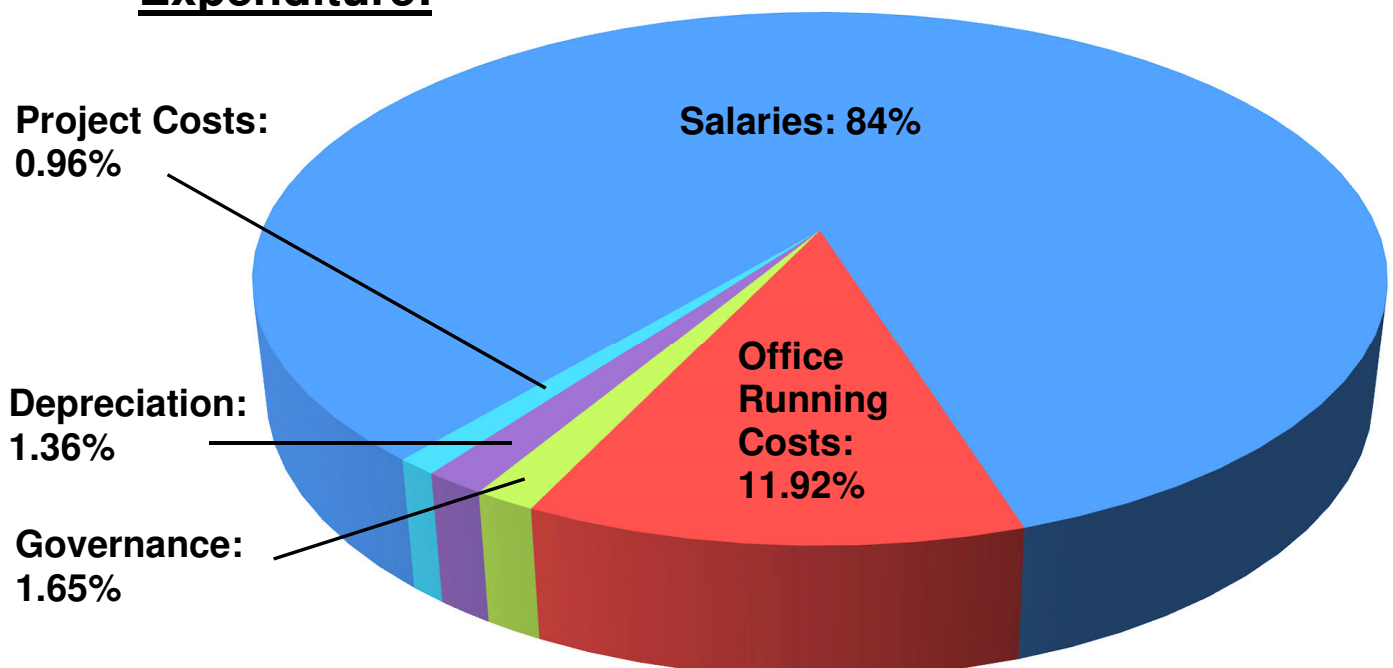
Total income for the year was **£207,348**

Our expenditure for the year was **£264,252**

Income:



Expenditure:



Full accounts are available from FAIR.

Phone **0131 662 1962** or email fair@fairadvice.org.uk



FAiR (Family Advice & Information Resource) is an information and advice service for people with learning disabilities, parents, carers and people who work with them.

The service we offer is

- **Independent:** we are not part of any other organisation.
- **Confidential:** anything you tell us will stay private.
- **Free:** you do not pay for any of our services.

We are at **95 Causewayside, Edinburgh, EH9 1QG**

You can contact us on:

 **0131 662 1962**

 **fair@fairadvice.org.uk**

Or you can visit our website: **www.fairadvice.org.uk**

Staff

K Swan (Manager)

G Bell (Finance Officer)

R Davie (Senior Advice Worker - Retired March 2018)

S Stewart (Advice Worker)

J Ely (Advice Worker)

S Gavin-Daunt (Advice Worker)

P MacFarlane (Advice Worker)

S Ali (Advice Worker)

P Mudie (Graphic Artist & Communications Co-ordinator)

K McDonald (Cleaner)

Directors and Trustees

L J McEwan (Convenor - Resigned September 2017)

Ms D Willis (Convenor - Appointed December 2017)

Ms N Muir (Vice Convenor)

C Barclay (Treasurer)

Ms J Bryce (Resigned May 2017)

Mr G T Duncan

Mrs I Dewar

Ms D Willis

Mr S Clarke

Ms D Pelc

Ms C Bickers



LOTTERY FUNDED

FAiR Ltd

A Charitable Company limited by Guarantee

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