



Family Advice and Information Resource Annual Review 2021-2022

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.

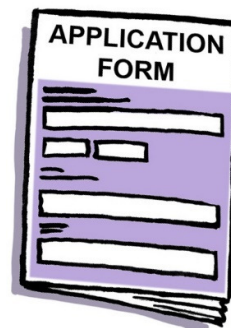
FAIR achieves this through the following activities:

- 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 2021-2022, FAIR worked on **1766** cases, with **1107** 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 **£96,000** and ongoing benefit awards of over **£919,900** 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.

Our Evaluation

Every year we do an evaluation to find out how we are doing. We asked people who used our service over the last year to give their views. Of the people who responded, all of them said they were happy with the service they received. All of them said they would use the service again, and all of them said they were happy with the member of staff who helped them.

Comments included:

“Very good service and very gentle and helpful.”

“FAIR have assisted me not only with my recent renewal, but when I had to appeal against a former DLA claim on behalf of my daughter. The appeal was very lengthy and very stressful, but I felt very supported by Sandra at FAIR, she was fantastic.”

“There has been an exceptional service for somebody like myself who has struggled in many aspects of my life. Pauline has been amazing. Supportive, helpful and professional throughout.”

“FAIR is friendly, reassuring and very helpful. They never leave you in the dark, they always make sure you’re getting the best service they can possibly provide.”

FAIR & WELL Project

FAIR employed a new Development Worker, Tasneem Ali, to work on a new project. The FAIR & WELL project’s main goal is to promote good mental health. This is done through social outings and in depth one to one support. Part of the project involves a coffee morning, where people can come together for chit-chat, coffee and snacks! The project was started in May 2022.

Scottish National Standards Accreditation

FAIR were re-accredited for the Scottish National Standards for Information and Advice Providers.

Carer Positive Employer

FAIR were awarded a Carer Positive Employer award by Carers Scotland.

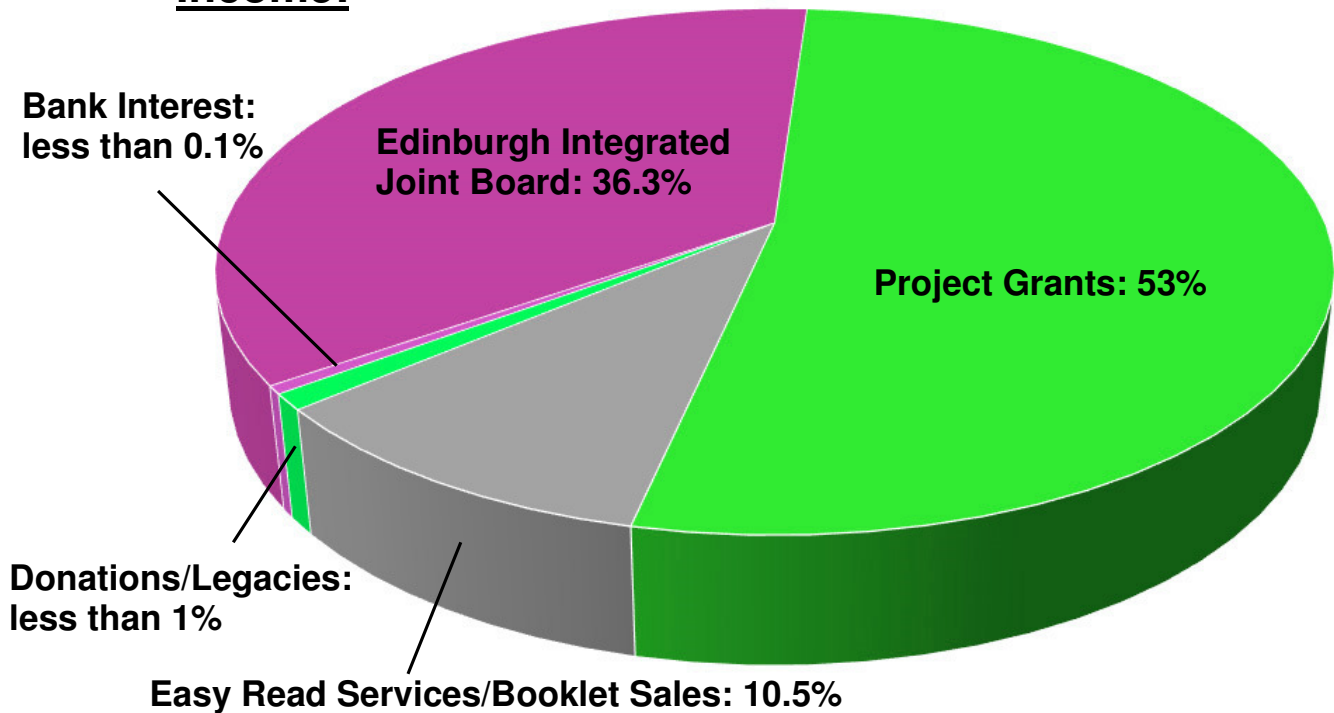
The aim of the Carer Positive scheme is to make healthy and safe work environments and a more diverse and inclusive workforce. Carer Friendly policies give lots of benefits to employers and organisations. These include less stress and absences from sickness, better services, and lower costs for training and recruitment.

Income and Expenses - April 2021 to March 2022

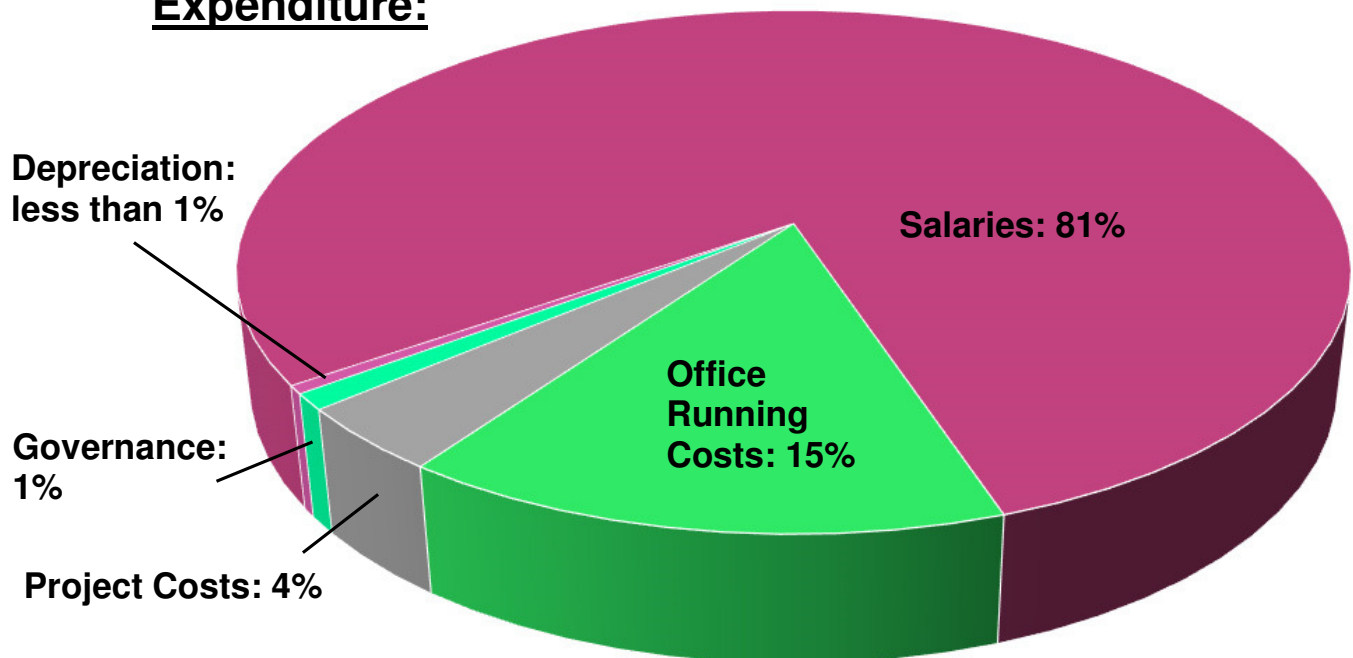
Total income for the year was **£340,258**

Our expenditure for the year was **£310,339**

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 (Chief Executive)

L Rancane (Assistant Manager)

G Bell (Finance Officer)

S Stewart (Advice Worker)

J Ely (Advice Worker)

S Gavin-Daunt (Advice Worker)

P MacFarlane (Advice Worker)

K Cairns (Advice Worker)

Tasneem Ali (Development Worker)

Paul Mudie (Graphic Artist & Communications Co-ordinator)

K McDonald (Cleaner)

Directors and Trustees

Dr D Willis (Convenor)

N Muir (Vice Convenor)

C A Barclay (Treasurer)

G T Duncan

S Clarke

R Davie

S Morris

A Milne



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