



FAIR LTD

SERVICE DELIVERY PLAN

2026/27

INDEX

SECTION 1 – SERVICE DELIVERY STRATEGY

1 INTRODUCTION

- 1.1 The Family Advice and Information Resource (FAIR)
- 1.2 Strategic Aims and Objectives

2 IDENTIFICATION OF NEEDS

- 2.1 Identifying the Need for the Service
- 2.2 Promotion and Marketing of the Service
- 2.3 Identification of Skills and Core Competencies Required

3 IMPLEMENTATION

- 3.1 Method of Delivery
- 3.2 Allocation of Casework
- 3.3 Casework Procedure
- 3.4 Review of Casework
- 3.5 Training
- 3.6 Recording of Service Wide Activity
- 3.7 File Maintenance and Archiving/Destruction Procedure
- 3.8 Complaints Procedure
- 3.9 Customer Care Policy
- 3.10 Personal Conduct
- 3.11 Confidentiality/Data Protection
- 3.12 Equal Opportunities
- 3.13 Alternative Format and Languages

4 FAIR WORK COMMITMENT

- 4.1 Fair Work First Policy
- 4.2 Accreditations

5 SUPERVISIONS

- 5.1 Staff Supervision
- 5.2 Human Resource Planning

6 REVIEW

- 6.1 User Feedback
- 6.2 Review of Premises
- 6.3 Review of Hours of Service
- 6.4 Review Against Aims and Objectives
- 6.5 Independent Review

7 OTHER SERVICE PROVIDERS

- 7.1 Local Providers
- 7.2 Referrals to Other Providers

APPENDICES

- 1. List of Policies
- 2. List of Forms

SECTION 2 – SERVICE DELIVERY PLAN 2026/2027

- 1. REVIEW OF 2025/2026**
- 2. CURRENT FUNDING**
- 3. ANTICIPATED DEMAND 2026/2027**
- 4. STAFFING**
- 5. FUTURE FORECAST**

APPENDIX – Staff Structure

SECTION 1 – SERVICE DELIVERY STRATEGY

1. INTRODUCTION

1.1 The Family Advice and Information Resource (FAIR)

The Family Advice and Information Resource (FAIR) was established as a charity in 1991 and registered as a limited company in the name of FAIR (South Edinburgh) Ltd. It was founded by a group of carers and parents of people with learning disabilities in order to provide a resource for information and advice relating to this group within the South Edinburgh area. It was initially funded under an Urban Aid grant and then by The City of Edinburgh Council under a service level agreement. Following the growth in the need for the services provided, FAIR was expanded to cover the whole of the Edinburgh area and in 2001 the company name was changed to FAIR Ltd. As the service grew, additional funding was needed and the charity succeeded in obtaining grants from such bodies as Children in Need, The Big Lottery Fund, Comic Relief, NHS Lothian and HMRC.

In the financial year 2025/26 the Edinburgh Development Group (EDG- Scottish Charity No: SC020079) transferred their staff and assets to FAIR. This transfer was completed after discussions within both charities about sustainability and funding challenges. EDG work with people with learning disabilities and/or neurodivergence, and their families. The team help clients advocating for their needs and getting support in place. EDG work on issues such as: transition planning, preparation and move to adult services – identifying providers and respite options, skill building – identifying routes to gaining life skills, education or employability skills, advocating for support within social care, education or health, working with Self-Directed Support, guardianship process and understanding your rights. They are now the FAIR Development Team.

Section 1 of this document sets out our general strategic approach to providing our advice service and section 2 considers the plan for the following financial year. Our Administration Manual covers all office procedures in connection with Administration, Personnel and Finance.

1.2 Strategic Aims and Objectives

The charity's objective and its principal activity continues to be to promote the welfare of people with learning disabilities in the community. It aims to improve the conditions of life for people with learning disabilities and their families and carers.

FAIR achieves this through the following activities:

- Provision of advice and information that includes a one-to-one accessible welfare rights service and money management support.
- Provision of information and advocacy support including accessing social care and understanding your rights.
- Health promotion work which includes running health courses and groups
- An Easy Read service to make information accessible.
- Distributing an Easy Read Newsletter every 2 months.

FAIR work in partnership with the Edinburgh Health and Social Care Partnership, The City of Edinburgh Council, NHS Lothian and key stakeholders and funders to deliver an accessible and open information and advice service.

Through the work we deliver, FAIR meets The Scottish Government new National Outcomes:

- **Connected** – We participate freely in the civic, cultural and social life of our communities.
- **Healthy** – We live longer, healthier and more fulfilling lives.
- **Prosperous** – We have a successful economy which supports a good standard of living for everyone, with fair work and the opportunity to thrive.
- **Secure** – We live safe lives, free from violence and injustice.
- **Skilled** – We have the knowledge and skills we need throughout our lives to realise our full potential.

The charity is well respected by both users and funding organisations; it provides a service that is not adequately covered by other organisations.

FAIR aim to continue to be a relevant and required service for people with learning disabilities and their carers. Our long-term objective will remain to be to promote the welfare of people with learning disabilities in the community. However long-term forecasting of income continues to be difficult and we are not always able to seize opportunities through lack of resources.

2. IDENTIFICATION OF NEEDS

2.1 Identifying the Need for the Service

The Management team work with the Board to research and anticipate the need for FAIR services. We use information from various sources to identify need such as:

- The number and complexity of enquiries we deal with every year
- Ongoing discussions and partnerships with key stakeholders such as the Edinburgh Health and Social Care Partnership, City of Edinburgh Council, NHS Lothian and other voluntary organisations
- An estimate of the number of people with learning disabilities in Edinburgh
- Our learning from the impact of welfare reform on our client group
- Our research of current and future social policy and the impact to our clients
- Consultation with our service users and evaluation reports.

2.2 Promotion and Marketing of the Service

FAIR has been a trusted resource since 1991 and is known to many people in the learning disability community. However, we continue to promote our service for people with learning disabilities and their carers.

We do this through:

- Advertising our service in our newsletter, website and social media
- Contacting key stakeholders that work with our client group in Health and Social Care (Community Learning Disability Nurses, Local Area Co-ordination and other voluntary sector organisations)
- Attending parent evenings and information sessions at places of education and work placements
- Attending meeting and forums with other organisations to promote FAIR's services.

2.3 Identification of Skills and Core Competencies Required

FAIR has over 35 years' experience providing advice and information to people with a learning disability and their carers. We are a trusted resource in Edinburgh and we speak to individuals with a learning disability and carers on a daily basis. We have vast experience

of getting the best outcome for people who are unable to deal with the complex benefit system. FAIR specialises in advising people with learning disabilities to claim the benefits they are entitled to and visiting families and representing them at appeal. This organisation has been specifically designed to overcome the barriers to information and advice routinely encountered by people with learning disabilities and their carers.

The charity was set up by and is governed by people with learning disabilities and carers. The Board of Directors consists of people with learning disabilities, carers and professionals with an understanding of health and social care and financial knowledge. All strategic decisions are made by the Board. All Board papers and decisions are in an appropriate format for Board members with a learning disability to understand. We specialise in Easy Read and design and publish material for people with learning disabilities, all of which is tested by people with learning disabilities to check it is appropriate and accessible.

FAIR staff have the relevant experience and knowledge detailed in the Person Specification for their role and continue to attend training sessions and develop skills through self-training. Training is recorded on a training record in their personal HR online file. The level and relevance of training is supervised and monitored by the Management Team. Personal development and gaps in knowledge are highlighted and addressed in regular supervision sessions.

FAIR has achieved accreditation for the Scottish National Standards for Information and Advice Providers in Welfare Rights and Money Advice. General competences and Advisor competencies are set to adhere to the Scottish National Standards guidance.

3 IMPLEMENTATION

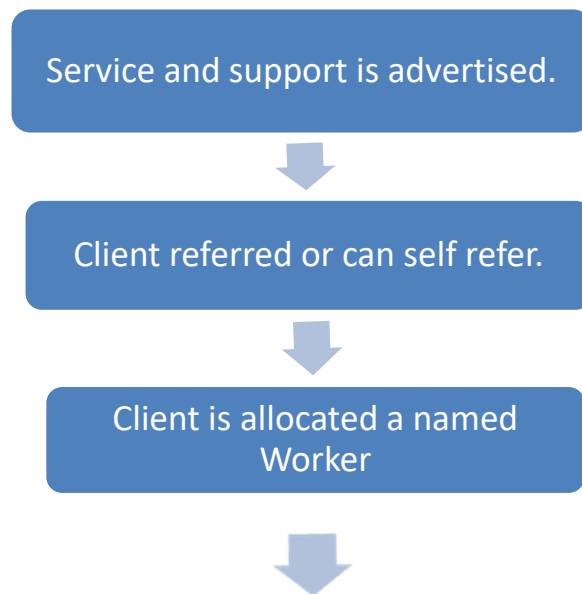
3.1 Method of Delivery

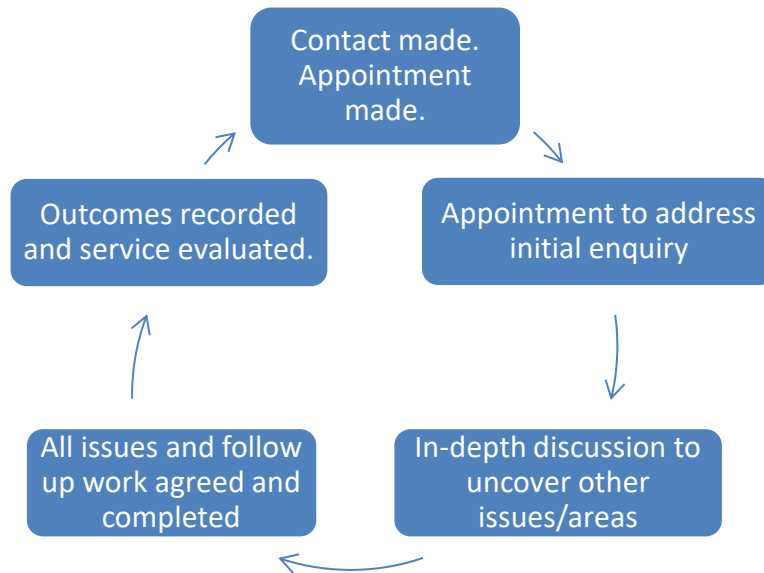
FAIR is an innovative advice and information organisation that has evolved and developed with the needs of the clients it works with and for. The style of advice we provide has improved as our experience of our client group has grown, with our understanding that many clients can have complex and challenging needs.

The FAIR CEO and the FAIR Board of Directors manage services; however, we work in partnership with other key stakeholders in Edinburgh to maximise our reach. The FAIR staff develop links to promote FAIR, to capitalise on training opportunities and keep up to date on legislation and administrative procedures.

For our one to one advice and information service the client's journey will begin when they are referred to us from a partner organisation or if they self refer. We maximise take up from hard to reach groups by promoting and advertising our services city wide. The referral will be allocated to a named Worker by a member of the Management Team and then supported to address all stages of their initial enquiry and other issues that are uncovered. The client will be offered a one to one meeting to identify all issues and the Worker will work with the client to address issues to an agreed timescale. This meeting will be carried out in a way that is accessible and preferred by the client. This may be face to face however telephone or online can also be requested. A home visit can be provided if required. Each piece of work will be recorded and outcomes measured.

The delivery model can be seen as follows:





3.2 Allocation of Casework

New referrals are made to FAIR by completing a referral form. This can be done by a professional who can access the form online or by a member of FAIR staff after a client has self referred by phone or email. Referrals are collected in a folder in the main office and are allocated weekly by the Senior Advice Worker or the Head of Development. How urgent a referral is is taken into consideration. Workers' workload, diaries, cases open, work completed and if annual leave planned is also taken into consideration.

The CEO will make the decision regarding waiting lists and if a service is unable to take any new clients.

3.3 Casework Procedure

All casework is logged and recorded on Advice Pro database software and the CEO can monitor work load and time management of every Worker. Workload, complexity of cases and time for training and networking are all also discussed at regular supervision.

All clients are allocated a Worker at the outset of the case and the client will be contacted to arrange a face to face appointment. This named Worker will remain the Worker for the duration of the case. The date and time of the appointment is put in the FAIR diary for all

staff to see. This appointment will be at the FAIR offices however to ensure our service is accessible, a home visit or an appointment at an alternative agreed venue can be arranged.

The Worker will then:

- Provide new clients with information they require such as our confidentiality promise and complaints procedure
- Ask for information required and new client forms to be completed such as personal details/equal opportunities monitoring form
- Establish the requirements of the client by speaking to the client to gain as much relevant information as possible
- Agree what action is required and what work will be carried out
- Identify key dates in the casework
- Explain what expectations we have on the client (for example not hiding material facts from the Worker).

When the Worker is working on a case they will ensure that:

- They record the category, work completed and level/type of advice work provided
- If the case is complex a case plan will be prepared
- Information on progress is given and explained to the client, and
- Information on any changes is communicated promptly to the client.

At the end of a case the Worker will:

- Confirm the case is closed in writing or verbally. We will always offer to send an email/letter if they would like written confirmation of this information. This is offered rather than done as a default given the learning support needs and literacy difficulties of people we work with, as written communications can cause anxiety and worry for people. This information is recorded on Advice Pro.
- Return any original documentation except where the client has agreed that FAIR should maintain this information. In this case, the client should be informed of storage arrangements and how they can access this information.

3.4 Review of Casework

FAIR will carry out regular and spot check casework reviews of advice work to maintain and monitor accuracy and quality assurance. The regular case reviews are carried out every 8 -12 weeks or as required when a specific case is highlighted as being problematic by the case owner.

FAIR Agency Managers/Seniors are responsible for case reviews. At the moment the responsibility sits with the Head of Advice to review the Senior Advice Worker casework and the Senior Advice Worker to review Advice Workers casework. The Head of Development will review Development Workers casework. They will carry out file reviews with feedback given to the individual case workers using the Advice Pro functions. The CEO will cover case reviews if the other senior staff are not available.

FAIR Agency Managers (as above) use Advice Pro case management system to review casework recordings by FAIR (Advice) Staff.

Using the Advice Pro “Review Function” enables FAIR to carry out individual client case reviews, make notes and follow-up tasks to be actioned by the named caseworker on the logged case. Cases are selected by using the “Review Random Case” filter set within the Advice Pro system. Follow up actions and case review indicators are highlighted in the individual Advice Workers message bar within Advice Pro and are recorded in the Case Review History. Any review/corrective content can be discussed with senior staff if suggested corrective actions need revising, are unclear or matters within the recorded case have changed. When the Worker (reviewee) has updated or corrected any action to be taken, the Senior Staff (reviewer) is notified in their Advice Pro message bar of this action. They can then review changes/corrections before closing completed review or update for the Worker to look at again.

Casework is also spoken about at supervision and Advice and Development meetings.

3.5 Training

All FAIR staff have a training record that is updated as training takes place. This can be external training from organisations such as Child Poverty Action Group (CPAG) or Money Advice Scotland (MAS), or through self-study of relevant documents and case law.

Personal development and training issues are discussed at regular one to one supervision. The CEO has supervision with the Chair of the Board to discuss training and personal development.

The whole FAIR team have regular team meetings and Advice and Development Teams have additional meetings. Current issues are discussed at these meetings and training themes and issues identified.

3.6 Recording of Service Wide Activity

The FAIR CEO monitors and records service activity. Our main areas of work are welfare rights/benefits with this accounting for over 60% of all enquiries and casework. We also work on cases regarding financial capability, community care, education, employment, grant funding, housing and miscellaneous issues. This however may expand with our aforementioned merger with EDG as the Development Team record their casework on Advice Pro.

The activity of the service is routinely monitored and an update provided to the Management Board on the number and level of casework being worked on. All funders are provided with reports on cases and work on a regular basis (6 monthly and annually).

The level and type of advice is recorded and monitored to enable FAIR to monitor workloads, complexity and capacity of advice work being undertaken. It also enables us to monitor growing areas of concerns and gaps of service delivery. The Types are linked to the Scottish National Standards ([Types of information and advice under the SNSIAP - Scottish Legal Aid Board](#)).

We have recorded an increase in Type II/III Welfare Rights casework since we started recording Types.

Year	2022/23	2023/24	2024/25	2025/2026
% Type 1	33%	28%	13%	12%
% Type II/III	67%	72%	87%	88%

3.7 File Maintenance and Archiving/Destruction Procedure

All client information and casework is recorded on Advice Pro. Client files will be scanned and shredded unless needed for a meeting outside the office.

Advice Pro has an archive data function. This is set to archive and anonymise clients' personal data after 6 years if no active case work has been completed.

Clients are required to read and sign a FAIR Confidentiality Promise form on their first meeting.

3.8 Complaints Procedure

FAIR have a Complaints Procedure

3.9 Customer Care Policy

FAIR have a Customer Care Policy.

3.10 Personal Conduct

FAIR have a Personal Conduct Policy

3.11 Client Confidentiality/Data Protection

FAIR have a Client Confidentiality Policy. This is given and explained to all clients on their first appointment. FAIR also have a Data Protection Policy and Data Breach Policy in line with the GDPR Regulations in force 25 May 2018, together with a Privacy Statement which is available on our website.

3.12 Equal Opportunities

FAIR have an Equal Opportunities Policy which ensures equality of opportunity for all employees, volunteers, Board members and those who use its services. This policy recognises that some groups and individuals face discrimination on grounds of disability, race, ethnic origin, nationality, religion, gender, gender assignment, age, class, marital status, sexuality, HIV status and trade union or political activity. We are committed to eliminating all forms of discrimination and ensuring equal access to employment and service delivery. We will provide training and guidance when appropriate to ensure that individuals understand their responsibilities and carry out FAIR's policy. We review this policy on a regular basis to ensure its effectiveness.

We have an Equal Opportunities Monitoring Form that is completed when we meet a new service user. We have introduced this to ensure our service is open and accessible to all.

3.13 Alternative Formats and Languages

FAIR's Customer Care Policy states:

'Access of services to all - FAIR will do everything that is reasonably possible to make its services available to everyone, including people with specific needs. Any request for documents to be in another format or language will be considered.'

FAIR specialise in making Easy Read information so it is accessible to people with learning disabilities. However, we understand different formats may be required to make information accessible for different needs and experiences. We will communicate with each user in a format that they find accessible.

4 FAIR WORK COMMITMENT

4.1 Fair Work First Policy

Fair Work First is the Scottish Government's policy for driving high quality and fair work, and workforce diversity across the labour market in Scotland by applying fair work criteria to grants, other funding and public contracts being awarded by and across the public sector, where it is relevant to do so. Through this approach the Scottish Government is supporting employers who adopt fair working practices, specifically:

- Payment of at least the real Living Wage
- Provide appropriate channels for effective workers' voice, such as trade union recognition
- Investment in workforce development
- No inappropriate use of zero hours contracts
- Action to tackle the gender pay gap and create a more diverse and inclusive workplace
- Offer flexible and family friendly working practices for all workers from day one of employment
- Oppose the use of fire and rehire practice.

FAIR comply with all fair work practices and will continue to be committed through all management and staff channels supported by our internal organisational policies.

4.2 Accreditation

FAIR will continue to show our commitment to being a fair employer with external evidence such as:

- Accredited Advice and Information Provider
- Accredited Carer Positive Organisation
- Accredited Living Wage Organisation.

5 SUPERVISION

5.1 Staff Supervision

All staff have regular supervision with the FAIR CEO, Head of Advice, Head of Development or the Senior Advice Worker (approx. 6-8 weekly). Staff are given adequate notice of this and are advised to update their training record and case work so they can be monitored and discussed. Notes are taken and these are signed by the staff members. These are stored for future reference.

5.2 Human Resource Planning

All Human Resource planning is completed by the FAIR CEO and Head of Business Services. FAIR have a contract with SafeHR who work with us to check all policies and procedures.

Holidays, time off and absence are managed and authorised by the relevant line manager and recorded accordingly by the Head of Business Services.

Employment of staff is funding dependent and is therefore difficult to forecast. Since its inception in 1991 FAIR has had a widely fluctuating income level and has increased and decreased in staff size and/or working hours according to this income. The core funding provided by the City of Edinburgh Council is not guaranteed and in the current economic climate, it is difficult to plan more than two or three years ahead. The budget forecast prepared in October of each year acts as a prediction of any funding problems in the following financial year and planning takes place accordingly to try and mitigate any such problems.

6 REVIEW

6.1 User Feedback

FAIR carry out a service evaluation every year. This is done in the third quarter of the financial year. The evaluation is advertised in our newsletter or we email/call when we have closed a case. We ask people to complete themselves or we can call to support them to complete on Microsoft Forms. We ask the following questions:

- How did you hear about FAIR?
- Are you happy with the service you received from FAIR?

- Would you use this service again?
- Were you happy with the member of staff that helped you?
- Where was your appointment held?
- Were you happy with the place where the meeting happened?
- Was the building easy to find and get into?
- Were you happy with the time the meeting was held?
- Did you benefit from using the service?
- Would you recommend this service?

6.2 Review of Premises

FAIR ask clients where their appointment was held and if they are happy with the place and location their meeting was held. In April 2026 we moved premises to a ground floor office with on-street parking as part of our vision to make our service as accessible as possible. Nevertheless, we still offer home visits to make our service accessible to individuals who cannot access our office due to a disability or caring responsibility.

Evaluation results are reported to the FAIR Board. We will continue to monitor if the places we meet our clients continue to meet their needs.

A review is carried out by the FAIR CEO every 2 years to consider if they continue to meet our service needs.

6.3 Review of Hours of Service

FAIR ask clients if they are happy with the time their appointment happened. The hours of service that FAIR operate is also funding dependent therefore a review of funding and opening hours is completed when the Board discuss and accept the working budget for the following financial year. We are normally open Monday to Friday 9am to 5pm. However if an out of hours appointment or visit is required we will try to accommodate this. We will continue to monitor if the time we meet our clients continues to meet their needs. The FAIR CEO will review and monitor FAIR's opening hours every year.

6.4 Review Against Aims and Objectives

The aims and the objectives of FAIR are stated in our governing documents (which were reviewed and accepted at an Extraordinary General Meeting in 2017). These are reviewed and committed to every year when our Directors prepare a report for our Annual

Accounts. The evaluation results are communicated to the Management Board for discussion and review. They review the results to make sure the method of service delivery and aspects such as premises and opening hours are achieving and meeting the needs of our client group.

6.5 Independent Review

We have been unable to carry out an Independent Review previously due to the costs associated however we have applied and received the Scottish National Accreditation Standards since 2018. They are due for renewal every three years.

An additional Independent Review would be funding dependant and it is something we would hope to carry out in the future.

7 OTHER SERVICE PROVIDERS

7.1 Local Providers

FAIR attends the Advice Services Forum that is organised by the City of Edinburgh Council. This is attended by all providers of Welfare Rights Advice in the city. It allows information sharing, training opportunities and also an update on demand and capacity in the city.

The service that FAIR provides is an open, accessible and unique information and advice service for people with learning disabilities and their carers in Edinburgh. FAIR operate an open advice service Monday to Friday which allows telephone enquiries to be answered and individuals to drop in. FAIR offers one to one appointments at our office and also offers home visits to make our service accessible to individuals who cannot access our office due to a disability or caring responsibility.

The Action Group is another organisation in Edinburgh that provides welfare benefit support as part of their work to support people with learning disabilities and their carers. They also provide housing/tenancy support and employment support. The Action Group's advice service is very busy and can be closed to referrals due to the demand for advice. We have established connections with The Action Group and discuss ongoing capacity and funding situations with them. Our experience and understanding of the current demand for services tells us that demand for welfare rights and financial capability will increase and there will continue to be demand for both organisations' specialist advice. We ensure that our services continue to work well with each other - through established mutual referral pathways and partnership working to best meet the needs of individuals and their families.

Other advice services in Edinburgh such as The Advice Shop (CEC) and Citizens Advice Bureaux are not always appropriate to the needs of people with learning disabilities and their carers. Mainstream services can often not provide a specialist service and can be inaccessible. These services are not always expert on the additional needs and communication difficulties that people with learning

disabilities have. Mainstream services provide clients with appointments but this will not be with the same named Worker every time and they may see various people throughout the stages of claiming benefit. We understand that our client group need to prepare for who they are seeing and need time to build up a trusting relationship. These other services may also provide time limited appointments and may not be able to support clients with additional enquires that may come from their initial request, such as assisting a client to write to a GP for evidence, or support to attend a medical. These services are also experiencing high demand and clients have to wait a long time for advice which will increase uncertainty and anxiety. These services are aware of the specialist advice that FAIR can provide and will refer clients to our service.

FAIR are in a partnership called Parent Carewell to provide parent carers in Edinburgh a holistic service. This is a partnership with The Action Group and VOCAL. FAIR also receive Advice in Accessible Setting funding in partnership with The Action Group.

7.2 Referrals to Other Providers

FAIR have an External Referral Policy.

APPENDICES

Appendix 1 - List of Policies- All polices have or in process of being updated*

Policy Statement	Dated
Adult Support and Protection	April 2026
Complaints	April 2026
Client Conduct	April 2026
Client Confidentiality	April 2026
Complaints	April 2026
Customer Care	April 2026
Data Protection	April 2026
Data Breach	April 2026
Environmental	April 2026
Equal Opportunities	April 2026
External Referral Policy	April 2025
Health and Safety	April 2026
Information Technology	TBC Aug 2026
Lone Working	April 2026
Personal Conduct	April 2026

Personnel	April 2026
Volunteers	April 2026

Appendix 2 - List of Forms

Area	Form
Staff Forms	Absence Statement
	Annual Review
	One to one Guidelines
	Staff Expenses
	Staff Timesheet
	Supervision
Client Forms	Basic Budgeting Sheet
	Information for New Client pack (includes ER Service Delivery Plan, Client Confidentiality Promise, Equal Opportunities Monitoring Form and How to Complain)
	Gift Aid
	Mandate
	Photo Consent
	Referral Form
	Service Evaluation
Personnel	Absence Record
	Annual Leave Record
	Discipline Record
	Personnel Record
	Salary Record

SECTION 2 SERVICE DELIVERY PLAN 2026/27

1. REVIEW OF 2025/2026

FAIR continues to be a vital and in demand service for people with learning disabilities, their carers and families. Our Advice service has been extremely busy supporting over 1200 clients on over 1500 cases. Our largest area of work continues to be Welfare Rights support.

At the end of 2025/26 after long conversations and coproduction the staff, projects and assets of Edinburgh Development Group (EDG) transferred to FAIR. The new FAIR Development Team will enhance and support the advice work carried out by our Advice Team and families can receive further support and advocacy in matters relating to social care, transition, guardianship etc.

2. CURRENT FUNDING

FAIR receive funding from a variety of sources such as statutory funding, trusts and foundations and donations.

A vital large funder in the year 2025/26 (July 2025- March 2026) and 2026/27 has been Edinburgh Council's Income Maximisation Fund. This fund was created after the Edinburgh Integrated Joint Board (EIJB) ended their grant funding in June 2025. This funding is crucial to the core functions and mechanisms of FAIR. It funds two Advice Workers which maintains a baseline service at all times. This funding also enables stability to bring in additional funding to meet the demand on our services.

Currently we have funding in place for 2026/27:

- CEC Income Maximisation Fund-Confirmed to March 2027
- Parent Carewell Project as part of a consortium funded by the EIJB- Confirmed to March 2027
- EVOC Mental Health and Wellbeing Funding- Confirmed to March 2028
- Advice in Accessible Settings through Advice UK- Confirmed to March 2029
- National Lottery Community Fund- Confirmed to February 2027
- Robertson Trust for core funding
- Agnes Hunter Trust for core funding
- Bank of Scotland Foundation for core funding

The transfer of EDG to FAIR brought funding for the 2026/27 year:

- Parent Carewell Project as part of a consortium funded by the EIJB- Confirmed to March 2027
- EVOC Mental Health and Wellbeing Funding- Confirmed to March 2027
- 2 National Lottery Community Fund projects

Applications will be made for additional funding, and we hope that we will have positive outcomes on these.

FAIR also provide an Easy Read Service for external companies that generates a small income.

3. ANTICIPATED DEMAND 2026/2027

The FAIR Board and Management Team anticipate that demand will remain high for both the Advice Team and the Development Team. Benefit administration and issues for our client group remain and cuts to community services and social care budgets will make our service and workers even more crucial.

FAIR aim to support as many clients as possible and will apply for additional resources to meet increased demand.

4. STAFFING

FAIR's new staffing structure for 2026/2027 is shown in the Appendix to this section.

Due to the merger of two charities the staff structure has new positions and roles. The CEO remains in post and will take on a more strategic role with operational issues being passed to the Management Team (Head of Advice and Information, Head of Development and Head of Business Services). All these positions are worked on a part time basis from 20-28 hours. The staff have different non-working days so that management duties are always completed and available.

FAIR have a Senior Advice Worker (FT) who manages Advice Workers including their supervision, reviews and referrals. They manage a team of 6 Advice Workers (4.5 FTE).

The Head of Development manages the Development Team which has 2 Development Coordinators (1.5 FTE) and 4 freelance/ contract staff (<1FTE).

We currently have 3 admin staff (<0.5 FTE) who complete health and safety tasks, newsletter mailing, shredding, scanning and other ancillary administration duties.

5. FUTURE FORECAST

We anticipate an increased need for FAIR services and believe that we need to apply for funding to not just maintain the current level of service but increase it.

The City of Edinburgh Council intend to tender for Income Maximisation funding from April 2027. FAIR intend to work in partnership with other voluntary organisations to bid for this funding. This would be confirmed for 3 years.

As other funding is due to end early 2027 we will plan and apply for funding to meet demand.

APPENDIX – FAIR ORGANISATION CHART (April 2026)

