

Description of Service Provision

We provide advice and representation in welfare rights, housing advice and debt and money advice.

We are accredited to provide advice and representation in welfare rights, housing and money and debt advice at Type II and Type III level under the SNSIAP (Scottish National Standards for Information and Advice Providers) See here: www.slab.org.uk/advice-agencies/scottish-national-standards-for-information-and-advice-partners/list-of-agencies-already-accredited/

We provide our services in a range of premises and outreach locations. See 'Where We Work' on our website for a full list of locations and outreach service delivery times: <https://chaiedinburgh.org.uk/where-we-work/>

We deliver our services face-to-face, by email and by phone and can carry out home visits on request. Teleconferencing facilities are also available.

Funding and Resources

We are funded by the following organisations:

- [The City of Edinburgh Council](#) / Edinburgh Health and Social Care Partnership and [Capital City Partnership](#)
- [City Region Deal: Edinburgh and South-East Scotland](#)
- [The Corra Foundation](#) on behalf of the Scottish Government
- [Melville Housing Association](#)
- [National Lottery Cost of Living Fund](#)
- [NHS Lothian](#)
- [Prospect Housing Trust](#)
- [The Robertson Trust](#)
- [The Scottish Legal Aid Board](#) (SLAB)
- [UK Shared Prosperity Fund](#) (UKSPF) on behalf of the UK Government

We have sufficient staff resources to provide the services we are funded for.

Partnerships

We are working in partnership with the following agencies:

- [ARCHIE \(Alliance of Registered Co-operatives and Housing Associations Independent in Edinburgh\)](#)
- [Capital City Partnership](#)

- [Children 1st](#)
- [Citizens Advice Edinburgh](#)
- [Community One Stop Shop \(COSS\)](#)
- [Dunedin Canmore Housing Association](#)
- [Edinburgh Community Food](#)
- [Granton Information Centre](#)
- [Lister Housing Co-operative](#)
- [Manor Estates Housing Association](#)
- [Melville Housing Association](#)
- [Prospect Community Housing](#)
- [Viewpoint Housing Association](#)
- [West Granton Housing Cooperative](#)

Key Statistics

The following statistics show the number of people we have helped over the last tax year. More detail (per project) is provided in our [Annual Report 2022-23](#).



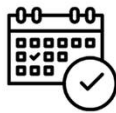
2,343

Individuals accessing advice



6,265

Appointments



£7,000,000

Financial gains



43

Benefit tribunal hearings



28

Successful appeal tribunals



152

Successful housing tribunals or court hearings (up from 105 in 21/22)



111

Employability cases



180

Housing support cases



£244,341

Financial gains from grants (a 70% increase on 21/22)

