

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:

- [AdviceUK Advice in Accessible Settings Fund](#)
- [ARCHIE \(Alliance of Registered Co-operatives and Housing Associations Independent in Edinburgh\)](#)
- [Arnold Clark](#)
- [Edinburgh and Lothian Trust Fund](#)
- [Energy Redress Scheme](#)
- [Lothian Buses](#)
- [Manor Estates Housing Association](#)
- [Muirhouse Housing Association](#)
- [National Lottery Awards for All](#)
- [National Lottery Fairer Life Chances Fund](#)
- [National Lottery Strengthening Communities](#)
- [Network of Employability Support and Training—NEST \(CCP\)](#)
- [NHS Scotland](#)
- [NHS Lothian Charity](#)
- [Scotland Children's Lottery Trust](#)
- [Southside Community Centre](#)
- [The City of Edinburgh Council Connected Communities](#)
- [The Corra Foundation Improvement Fund \(National Drugs Mission Fund\)](#)
- [The Lady Marian Gibson Trust](#)
- [The Robertson Trust](#)
- The [Royal Company of Merchants of the City of Edinburgh](#)

- [The Scottish Government](#)
- [The Scottish Legal Aid Board](#)

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

We are working in partnership with the following agencies:

- [Advice UK](#)
- [Big Hearts](#)
- [Capital City Partnership](#)
- [Change Grow Live](#)
- [Children First](#)
- [Citizens Advice Edinburgh](#)
- [Community Alliance Trust](#)
- [Community One Stop Shop \(COSS\)](#)
- [Corra Foundation](#)
- [Early Years Centres North Edinburgh](#)
- [Edinburgh and Lothian Trust Fund](#)
- [Edinburgh College](#)
- [Edinburgh Community Food](#)
- [Edinburgh Schools](#)
- [Fresh Start](#)
- [Fuel Bank Foundation](#)
- [Gate 55 Community Centre](#)
- [Granton Information Centre](#)
- [Home Energy Scotland](#)
- [Kids Love Clothes](#)
- [Linknet Mentoring](#)
- [Manor Estates Housing Association](#)
- [Muirhouse Housing Association](#)
- [NHS Lothian](#)
- [Passion4Fusion](#)
- [Rock Trust](#)
- [Salvation Army Wellbeing Centre](#)
- [SHAPE](#)
- [Smart Works](#)
- [Southside Community Centre](#)
- [Space at the Broomhouse Hub](#)
- [Streetwork](#)
- [The City of Edinburgh Council](#)
- [Trussell Trust](#)
- [Turn2Us \(Edinburgh Trust\)](#)
- [Turning Point](#)
- [Volunteering Matters](#)
- [Willow Service](#) (City of Edinburgh Council)

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 2025-26, available from our website here: <https://chaiedinburgh.org.uk/policies-and-reports/>

See Infographics below.

OUR IMPACT IN 2025-26

Supporting people. Changing lives.



3,125

NEW CLIENTS
supported for
the first time



3,926

TOTAL CLIENTS
we worked
with



8,967

APPOINTMENTS
delivered across
our services



£11,369,138.04

FINANCIAL GAINS
secured for clients
in additional income

CLIENT SATISFACTION



Clients rated our service

4.64 out of 5



89.9%

said the advice
they received
helped resolve
their issue



82.9%

reported increased
knowledge and
confidence in
managing their
issues



68.8%

reported an
improvement in
their health and
wellbeing



70.2%

said they were
financially better
off after receiving
advice



96.9%

rated CHAI
advisers as
friendly



93.9%

felt their adviser
was competent



96.1%

felt that
information was
explained
sufficiently



88.5%

said they were
kept regularly
informed about
the progress
of their case



96.9%

said they would
return to CHAI
for advice in
the future



96.1%

would
recommend our
service to others



REPRESENTATION & ADVOCACY



No. of Housing & Property Chamber
tribunal hearings

60



No. of court hearings

263



Mandatory Reconsiderations Submitted

145



Appeals lodged

38



Benefit hearings

20



Thank you to our clients, partners and supporters.
Together, we're building stronger communities
and a fairer future for all.

