

Human Rights Related Advice and Advocacy Services in Scotland

Research Report

May 2024

**Children and Young People's Commissioner Scotland
Scottish Human Rights Commission**

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1 Introduction

This report presents the findings of research on human rights related advice and advocacy services in Scotland. The research was undertaken by Iconic Consulting on behalf of the Scottish Human Rights Commission (SHRC) and the Children and Young People's Commissioner for Scotland (CYPCS).

Background

SHRC was established in 2008 by the Scottish Commission for Human Rights Act 2006 (SCHRA). It is a public body funded by, but independent of, the Scottish Parliament. It is fully independent of the Scottish Government. The general duty of the Commission is to promote human rights and, in particular, to encourage best practice in relation to human rights. The SCHRA provides for the Commission to fulfil these duties through providing guidance, publications, awareness raising and research and by making recommendations for changes in law, policy and practice in Scotland, and through education and training. The SHRC is exploring the current Scottish human rights system to inform its new Strategic Plan 2024-28. As part of its Transition Strategy 2023-24 into its new Strategic Planning cycle, the SHRC is focusing on four key 'spotlight' areas. One of those spotlight projects is Access to Justice. The SHRC's Access to Justice project seeks to highlight the realities and barriers that exist in attempting to access justice in Scotland for potential human rights violations. To do so, the Commission plans to 'spotlight' the experiences of real people and their advisors and advocates in the context of prisons and social care, and will use the research on advice and advocacy services in Scotland to inform this work. The SHRC does not have the powers to provide advice to individuals, to provide a casework service, or to raise legal proceedings in its own name. This mapping exercise will also inform considerations about the potential development of the mandate of the SHRC via the process of incorporating human rights treaties into Scots Law through the new Human Rights Bill.

CYPCS was established by the Commissioner for Children and Young People (Scotland) Act 2003. The Commissioner is responsible for promoting and safeguarding the rights of all children and young people in Scotland, giving particular attention to the United Nations Convention on the Rights of the Child (UNCRC). The Commissioner has powers to review law, policy and practice and to take action to promote and protect rights. The Commissioner is fully independent of the Scottish Government. CYPCS operates an advice function, providing human rights advice and signposting to children, young people and adults via telephone and email. As part of the development of the Commissioner's new Strategic Plan 2024-28, and the office's preparations for incorporation of the UNCRC, the Commissioner wishes to establish what other sources of advice and representation are available to children and young people on human rights issues. This will allow the Commissioner to consider how to deploy the office's limited resources to best effect, and whether there is sufficient provision of advice/representation in particular policy or geographic areas. CYPCS define children as under 18.

Research

The objective of the research was to map advice (including legal advice) and advocacy services in Scotland in relation to key human rights issues.

At the outset of the study SHRC and CYPCS identified the key human rights issues as:

- Education including Additional Support Needs (ASN) and bullying
- Housing
- Poverty
- Social security / Benefits
- Health
- Mental Health
- Disability
- Social care
- Care system including foster / kinship / continuing care
- Civil justice including family law - contact, residence, Children's Hearings System
- Criminal justice including victims
- Immigration / asylum
- Detention
- Equality / Discrimination
- Workers' rights
- Biometrics, Artificial Intelligence (AI) and privacy
- Freedom of expression

SHRC and SCPCS also identified the following information requirements for each service:

- Advice and advocacy support provided
- Human rights legislation covered
- Provision of human rights information
- Provision for children and young people
- Geographic coverage
- Number of enquiries and support provided
- Funding sources

The mapping exercise used the following categorisation for advice and advocacy support. The categories are not mutually exclusive.

- Advice - General advice, providing information, signposting or referring to another organisation, and explaining technical terms or official documents (equivalent to Scottish National Standards for Information and Advice Providers Type I Accreditation).
- Casework - Initial discussion with an individual about the issue and the possible options, followed by ongoing support for the individual to take action including help with letters or forms, referral to other sources of assistance and help negotiating with organisations (equivalent to Scottish National Standards for Information and Advice Providers Type II Accreditation).
- Advocacy - Support for an individual to help them express their views and wishes to others, access their rights or services including supporting the individual or acting on their behalf at meetings about them.
- Legal representation - A person who is an expert in law acting on behalf of an individual in a legal matter including representation of their case in court or tribunal.

The term service is used in this report to refer to the organisation or a specific service within an organisation providing advice or advocacy. The term support refers to type of assistance offered by each service i.e. advice, casework, advocacy and legal representation. So each service will have

between one and four support offerings.

Services were initially identified as potential providers of human rights related advice and advocacy support in Scotland. The following sources were utilised in this process:

- Key advice and advocacy services identified by SHRC and CYPCS which included Law Centres.
- Services accredited with the [Scottish National Standards for Information and Advice Providers](#).
- Members of the [Scottish Independent Advocacy Alliance](#).
- Extensive desk research by Iconic to identify providers similar to those identified from the above sources that could potentially deliver human rights related advice and advocacy services in Scotland.

The following important exclusions applied:

- Service providers unless the organisation specifically delivered advice or advocacy support for children, young people or adults.
- Services where advocacy was at a strategic or policy influencing level not advocating for individual children, young people or adults.

A pro-forma was developed to gather information from services. A copy of the pro-forma is shown in Appendix 1.

An email was sent to 189 services in January 2024 inviting them to take part in the research. This included emails to Citizens Advice Scotland and Scottish Women's Aid inviting them to respond on behalf of their networks which consisted of 59 Citizens Advice Bureaux (CABx) and 37 local Women's Aid groups. An email was also sent to Together (formerly Scottish Alliance for Children's Rights) and they subsequently distributed the pro-forma to their members. The email explained the purpose of the research, what information was being requested, and how the information would be used by Iconic and subsequently by SHRC and CYPCS. A link to the online pro-forma was included. The email also stated that a Word version of the form could be requested from Iconic who could also provide further assistance if required. Two reminder emails were sent in late January and early February. SHRC and CYPCS also contacted some services where they had a named contact, that had not responded by late February.

Four services replied stating they did not deliver human rights related advice and advocacy support. It is possible that other services did not respond because they too do not provide human rights related advice and advocacy support.

In total 68 responses were received, including three Word submissions. Two services responded twice and the duplicate responses have been discounted. The 66 responses represent a 35% response rate. The information provided by these services is presented in this report. It should be noted that services may have applied different interpretations when answering questions, for example, regarding legal representation.

In addition, the report includes information for a further 196 services that did not respond to the survey. This includes information on the 59 CABx and the 37 local Women's Aid groups. This imputed information is based on desk research for each service and survey responses from similar

providers. The source of information is clearly stated throughout the report. The following information is included for services that did not respond to the survey:

- Advice and or advocacy support
- Human rights issues covered (this is limited to the most obvious ones only)
- Geographic coverage
- Provision for children and young people.

The following information is not included for the services that did not respond to the survey:

- Human rights legislation covered
- Provision of human rights information
- Number of enquiries and support provided
- Funding sources.

During the analysis phase information on advice and advocacy support for children and young people was re-classified for all services. The categories initially used in the pro-forma were found to be ambiguous and services had interpreted them in different ways. Our re-classification involved a review of each service's pro-forma (where submitted) and their website. The following mutually exclusive categories were used:

- Children and young people focused – Services where advice and advocacy is exclusively for children and young people, professionals supporting children and young people or parents/carers.
- Mixed focus – Services where some but not all advice and advocacy is exclusively for children and young people, professionals supporting children and young people or parents/carers.
- Open – Services providing advice and advocacy with no explicit age restrictions meaning it is accessible to children, young people and adults.
- Age restricted – Services where advice and advocacy has minimum age restrictions meaning it is not accessible to some children or young people.


This report presents information on 262 human rights related advice and advocacy services.

It should be noted that the mapping exercise focused specifically on human rights related advice and advocacy services. The information in this report should not therefore be seen as a comprehensive record of all the issues they cover as some services, including the CABx, also provide advice and advocacy on other issues. The information imputed for the CABx network shows they cover all of the human rights issues identified by SHRC and CYPCS. This reflects the holistic advice provided by CABx. While every effort has been made to gather and present accurate information, it is possible there may be some gaps or inaccuracy in this report.

Presentation of findings

This report is structured as follows:

- Advice and advocacy services (chapter 2).
- Human rights issues (chapter 3).
- Geographic coverage (chapter 4)
- Human rights legislation, information provision, funding and enquiries (chapter 5).
- Conclusions (chapter 6).

Appendix 2 lists the 262 human rights related advice and advocacy services in Scotland. For each service, information is included on the support provided, human rights issues covered, provision for children and young people, and geographic coverage. Survey responses are denoted with * next to the service name. In the Word version of this report, an Excel file is embedded at the end of Appendix 2 which, when opened, can be used to examine the information in more detail; double click the Excel icon to open the file. In the pdf version of this report, the Excel file is an attachment and can be opened from the Attachments panel .

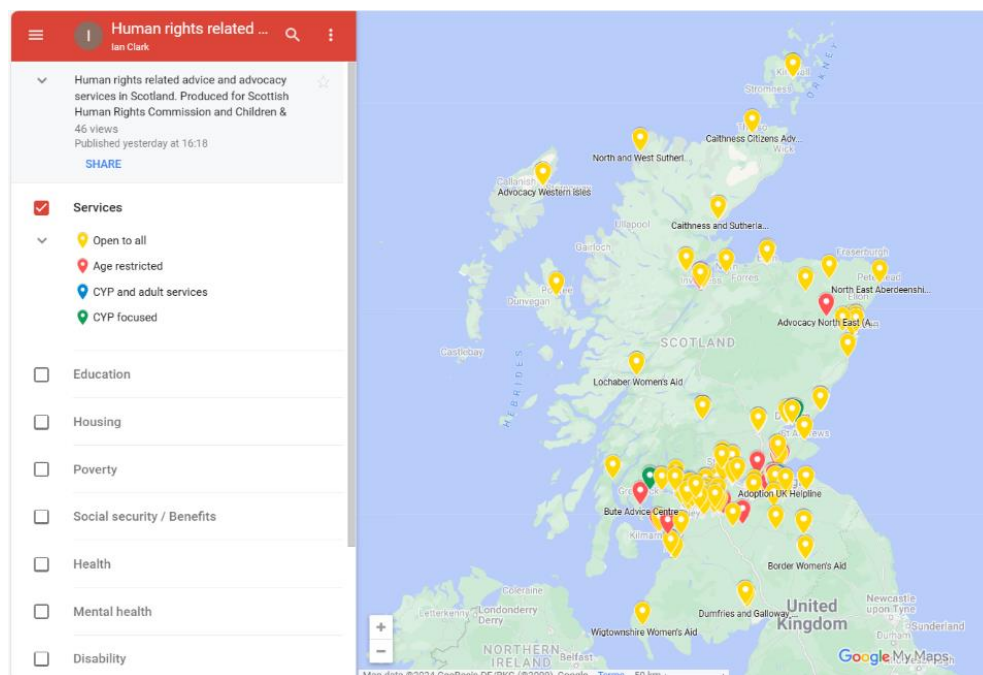
In addition, the results of the mapping exercise are provided in two online maps. The maps show the support provided, human rights issues covered, provision for children and young people, and geographic coverage. Map 1 has optional layers that identify services that cover the following human rights issues: education; housing; poverty; social security / benefits; health; mental health; disability; social care; and the care system. Map 2 has optional layers that identify the remaining human rights issues, namely: civil justice; criminal justice; immigration / asylum; detention; equality / discrimination; workers' rights; biometrics, AI and privacy; and freedom of expression. The location shown is the postcode of each service's main address, including services with multiple offices, Scotland-wide services, and services with one office that operate in several areas. Five Scotland-wide services¹ have no address in Scotland and their location is shown on the maps in the centre of Scotland. The geographic coverage of each service is specified in the information box that appears by clicking on the service marker. The maps can be accessed by clicking on the links, or pasting the web addresses, shown below.

[Human rights related advice and advocacy services in Scotland \(1\)](https://tinyurl.com/hraasmap1)

<https://tinyurl.com/hraasmap1>

[Human rights related advice and advocacy services in Scotland \(2\)](https://tinyurl.com/hraasmap2)

<https://tinyurl.com/hraasmap2>



¹ Action for ME, Childline, Equality Advisory and Support Service (EASS), Narcolepsy UK, and National Society for the Prevention of Cruelty to Children (NSPCC).

2 Advice and advocacy services

This chapter presents information on human rights related advice and advocacy services in Scotland. An overview is presented followed by a summary of provision for children and young people.

Overview

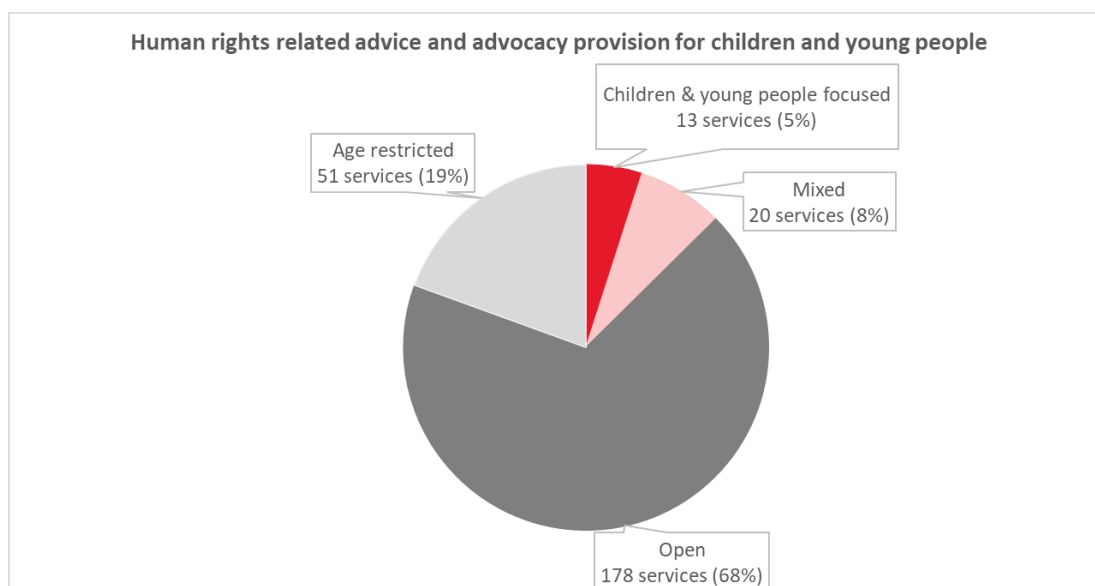
The mapping exercise identified 262 human rights related advice and advocacy services in Scotland. Of the 262 services, 217 provide advice (83%), 187 undertake casework (71%), 188 provide advocacy (72%) and 38 provide legal representation (15%).

Support provided by human rights related advice and advocacy services in Scotland	Total
Advice General advice, providing information, signposting or referring to another organisation, and explaining technical terms or official documents (equivalent to Scottish National Standards for Information and Advice Providers Type I Accreditation).	217 83%
Casework Initial discussion with an individual about the issue and the possible options, followed by ongoing support for the individual to take action including help with letters or forms, referral to other sources of assistance and help negotiating with organisations (equivalent to Scottish National Standards for Information and Advice Providers Type II Accreditation).	187 71%
Advocacy Support for an individual to help them express their views and wishes to others, access their rights or services including supporting the individual or acting on their behalf at meetings about them.	188 72%
Legal representation A person who is an expert in law acting on behalf of an individual in a legal matter including representation of their case in court or tribunal.	38 15%

In total 144 of the 262 services (55%) provide both advice and advocacy on human rights issues in Scotland. Only 31 services (13%) provide support across all four categories (advice, casework, advocacy and legal representation).

Provision for children and young people

Overall, the majority of human rights related advice and advocacy services in Scotland is accessible to children and young people. Only 51 services (19%) have an age restriction that prevents some children and young people from accessing services; the age restrictions vary by provider although the majority tend to be 16 or over. Some 178 services (68%) are open and accessible to children, young people or adults. A further 13 services (5%) are focused on children and young people, and 20 (8%) are mixed with some provision focused on children and young people. In total 211 human rights related advice and advocacy services in Scotland are accessible to children and young people (81%).



The 13 human rights related advice and advocacy services focused exclusively on children and young people are:

- Barnardo's Hear 4u Advocacy Service
- Child
- Childline
- Clan Childlaw
- Govan Youth Information Project
- Guardianship Scotland
- HELP
- LGBT Youth Scotland
- Rock Trust
- Scottish Child Law Centre
- The Corner - Young Peoples' Health & Information and Peer-Led Service
- Who Cares? Scotland
- YoungScot Law Line

The 20 services with a mixed focused where some but not all advice and advocacy support is exclusively for children and young people are:

- Action for ME
- Advocacy Orkney
- Advocacy Service Aberdeen
- Advocacy Western isles
- Angus Independent Advocacy
- Borders Independent Advocacy Service
- CAPS Independent Advocacy
- Central Advocacy Partners
- Drumchapel Money Advice Centre
- Dumfries and Galloway Advocacy Service
- Dyslexia Scotland
- East Ayrshire Advocacy Services
- Enquire

- Govan Law Centre
- Independent Advocacy Perth & Kinross
- Partners in Advocacy
- Royal Edinburgh Hospital Patients Council
- Salvesen Mindroom Centre
- Scottish Refugee Council
- Stepping Stones for Families

The table below shows the human rights related advice and advocacy services in Scotland broken down by their accessibility for children, young people and adults and the type of support they provide. Of the 13 services focused exclusively on children and young people, 12 provide advice, 7 undertake casework, 4 provide advocacy and only 1 provides legal representation.

	Total number of services	Number of services providing:			
		Advice	Casework	Advocacy	Legal representation
Children & young people focused	13	12	7	4	1
Mixed	20	8	7	18	2
Open	178	170	149	122	20
Age restricted	51	27	24	44	15
Total	262	217	187	188	38

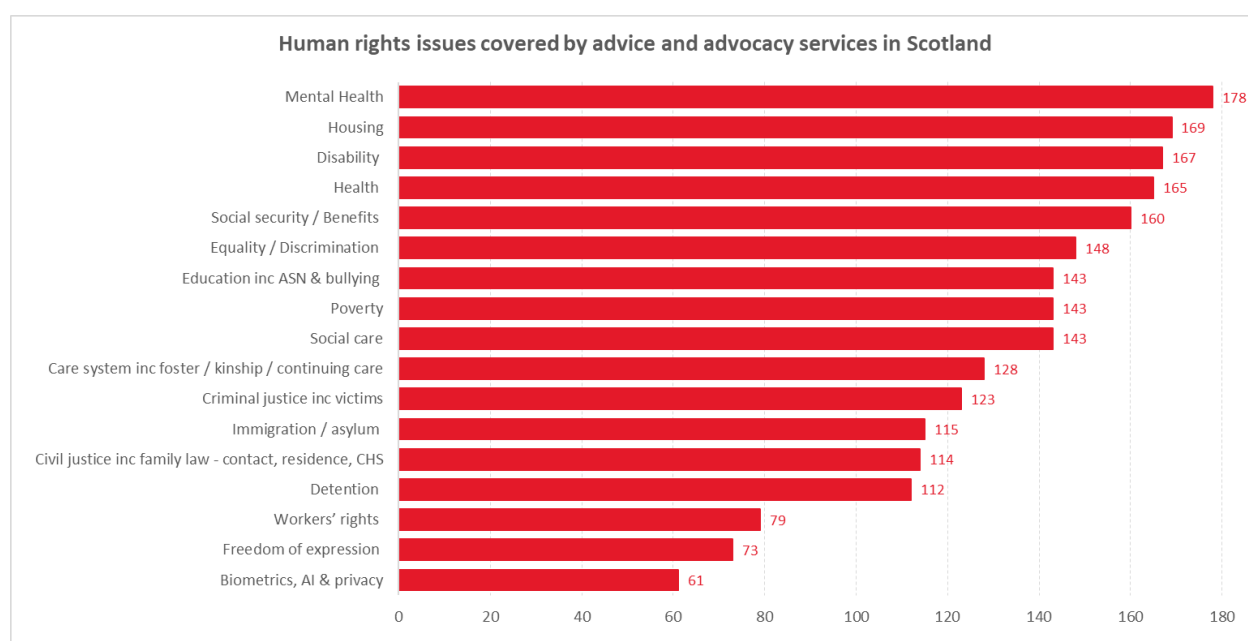
It should be noted that age is not the only criterion for accessing services. Other important criteria include location (see chapter 4), circumstances such as experiencing or being at risk of homelessness, having a specific health condition or illness, being care-experienced, or identifying with the protected characteristics defined in the Equality Act 2010.

3 Human rights covered

This chapter focuses on the human rights issues covered by the advice and advocacy services in Scotland.

Overview

The human rights issues covered by the advice and advocacy services in Scotland are shown in the graph below. Mental health was the most common human rights issue covered (178 services) followed by housing (169), disability (167), health (165) and social security/benefits (160). At the other end of the scale, Biometrics, AI and privacy (61), Freedom of expression (73) and workers' rights (79) were the least common human rights issues covered by services.



Provision for children and young people

The table below shows the human rights issues covered broken down by provision for children, young people and adults. The table shows that advice and advocacy support on all the human rights issues was most commonly available from providers that were open to anyone irrespective of age.

Human rights issue	CYP focused	Mixed	Open	Age restricted	Total
Mental Health	6	16	129	27	178
Housing	7	9	136	17	169
Disability	4	16	127	20	167
Health	7	13	122	23	165
Social security / Benefits	2	6	126	26	160
Equality / Discrimination	5	11	123	9	148
Education inc. ASN & bullying	7	13	123	0	143
Poverty	4	8	119	12	143
Social care	2	11	113	17	143

Human rights issue	CYP focused	Mixed	Open	Age restricted	Total
Care system inc. foster / kinship / continuing care	7	12	103	6	128
Criminal justice inc. victims	3	6	108	6	123
Immigration / asylum	4	4	105	2	115
Civil justice inc. family law - contact, residence, CHS	3	3	102	6	114
Detention	2	3	100	7	112
Workers' rights	1	3	74	1	79
Freedom of expression	3	4	64	2	73
Biometrics, AI & privacy	1	0	60	0	61
Total number of services	13	20	178	51	262

Among the 13 services focused on children and young people, the most common human rights covered were housing, health, education and the care system. Seven of the 13 services covered these issues.

Human rights covered by advice and advocacy support provided

The following sections summarise the human rights issues covered broken down by the four support categories – advice, casework, advocacy, and legal representation. It highlights variation in the rankings of the human rights issues covered, and in the percentage of services in each category covering a specific human rights issue. However, care should be taken when interpreting these findings. The research identified which of the four supports each service provides and, separately, the human rights issues they cover. Where a service provides more than one type of support it is not necessarily the case that all the human rights issues they cover apply to the different types of support they provide. For example, services such as the CABx could provide advice on numerous human rights issues but their advocacy support (where provided) would be limited to a handful of human rights issues. The research would show the service provided advice and advocacy support and covered numerous human rights issues.

Advice

Housing was the most common human rights issue covered by the 217 advice services (73%), followed by social security / benefits (71%) and mental health (65%). Biometrics, AI & privacy was the least common issue covered (28%), followed by freedom of expressions (33%) and workers' rights (35%).

Human rights issue	Advice services covering this issue	Percentage of advice services
Housing	158	73%
Social security / Benefits	154	71%
Mental Health	140	65%
Equality / Discrimination	138	64%
Health	137	63%
Education inc. ASN & bullying	137	63%
Poverty	136	63%
Disability	134	62%

Human rights issue	Advice services covering this issue	Percentage of advice services
Social care	117	54%
Criminal justice inc. victims	115	53%
Immigration / asylum	114	53%
Care system inc. foster / kinship / continuing care	113	52%
Civil justice inc. family law - contact, residence, CHS	106	49%
Detention	103	47%
Workers' rights	77	35%
Freedom of expression	71	33%
Biometrics, AI & privacy	61	28%

Casework

The human rights issues covered by the 187 casework services were broadly similar to the advice services. Housing was the most common human rights issue covered (81%), followed by social security / benefits (78%) and mental health (71%). Biometrics, AI & privacy was the least common issue covered (32%), followed by freedom of expressions (37%) and workers' rights (39%).

Human rights issue	Casework services covering this issue	Percentage of casework services
Housing	152	81%
Social security / Benefits	146	78%
Mental Health	133	71%
Poverty	130	70%
Equality / Discrimination	129	69%
Disability	127	68%
Health	125	67%
Education inc. ASN & bullying	125	67%
Social care	116	62%
Criminal justice inc. victims	112	60%
Immigration / asylum	112	60%
Care system inc. foster / kinship / continuing care	107	57%
Civil justice inc. family law - contact, residence, CHS	106	57%
Detention	104	56%
Workers' rights	72	39%
Freedom of expression	70	37%
Biometrics, AI & privacy	60	32%

Advocacy

The human rights issues covered by the 188 advocacy services differed somewhat to the advice and casework services summarised above. The order differed and the percentage of services covering each human rights issues tended to be higher. Mental health was the most common human rights issue covered (95%), followed by housing (90%) and disability (89%). Biometrics, AI & privacy (32%), freedom of expressions (39%) and workers' rights (42%) were again the least common issues covered.

Human rights issue	Advocacy services covering this issue	Percentage of advocacy services
Mental Health	178	95%
Housing	169	90%
Disability	167	89%
Health	165	88%
Social security / Benefits	160	85%
Equality / Discrimination	148	79%
Education inc. ASN & bullying	143	76%
Poverty	143	76%
Social care	143	76%
Care system inc. foster / kinship / continuing care	128	68%
Criminal justice inc. victims	123	65%
Immigration / asylum	115	61%
Civil justice inc. family law - contact, residence, CHS	114	61%
Detention	112	60%
Workers' rights	79	42%
Freedom of expression	73	39%
Biometrics, AI & privacy	61	32%

Legal representation

Differences in the human rights issues covered were also apparent among the 38 legal representation services. The most notable difference was the lower percentages of services covering each issue. Social security / benefits was the most common human rights issue covered (71%), followed by housing (50%) and disability (26%). None of the services provided legal representation on biometrics, AI & privacy or detention, and only one covered freedom of expression and criminal justice including victims.

Human rights issue	Legal representation services covering this issue	Percentage of legal representation services
Social security / Benefits	27	71%
Housing	19	50%
Disability	10	26%
Mental Health	9	24%
Equality / Discrimination	8	21%
Poverty	8	21%
Health	6	16%
Workers' rights	6	16%
Immigration / asylum	5	13%
Care system inc. foster / kinship / continuing care	4	11%
Education inc. ASN & bullying	3	8%
Civil justice inc. family law - contact, residence, CHS	3	8%

Human rights issue	Legal representation services covering this issue	Percentage of legal representation services
Social care	2	5%
Criminal justice inc. victims	1	3%
Freedom of expression	1	3%
Detention	0	0%
Biometrics, AI & privacy	0	0%

Gaps in provision

The above analysis suggests there is limited advice and advocacy support in Scotland on the human rights issues of biometrics, AI & privacy, freedom of expression and workers' rights. It also suggests there is limited legal representation in general with only 38 services across Scotland, and specifically for human rights issues other than social security and housing. In addition, while the majority of services are open to people irrespective of their age, there is limited provision specifically for children and young people.

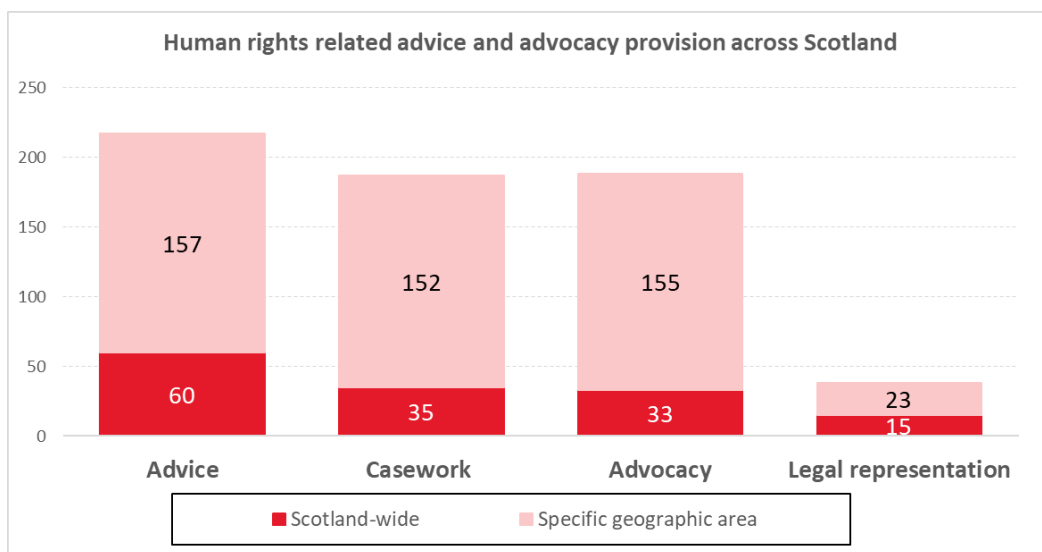
4 Geographic coverage

This chapter focuses on the geographic coverage of the advice and advocacy services in Scotland.

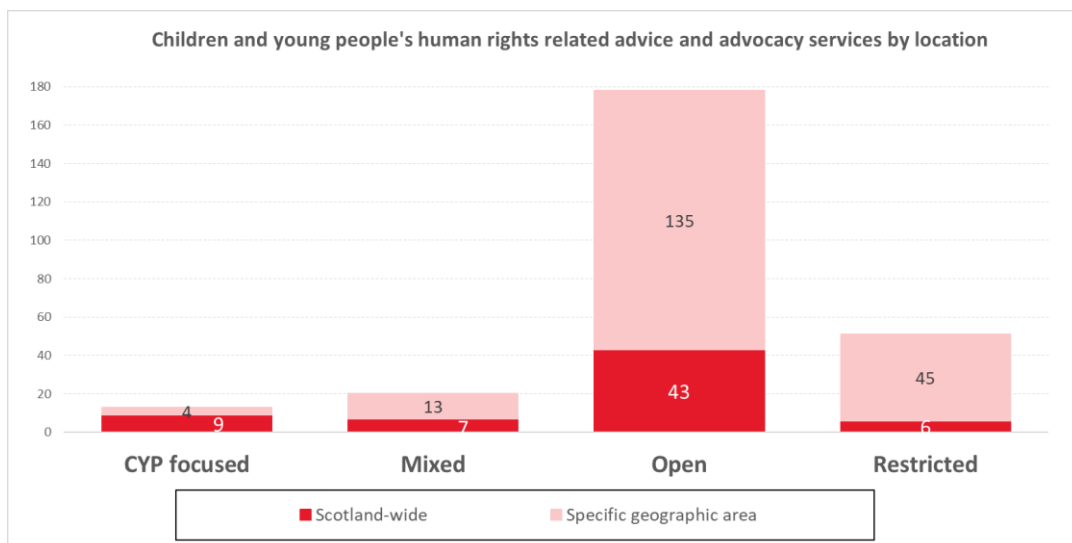
Overview

In total 60 human rights related advice and advocacy services operate Scotland-wide (25%) while 162 operate within a specific geographic area (75%).

There was some variation in geographic coverage by the type of advice and advocacy support provided. Legal representation had the highest proportion of Scotland-wide provision with 15 of 38 services (39%) operating nation-wide, followed by advice (28%), casework (19%) and advocacy (18%). The number of services by support type is shown in the graph below.



The availability of human rights related advice and advocacy services for children and young people across Scotland is shown in the graph below. Marked variation is evident. Some 9 out of 13 children and young people focused services were Scotland-wide (69%) compared to 35% for the mixed services, 24% for open services and only 12% for age restricted services.



The geographic spread of human rights related advice and advocacy services can be seen in the two maps referenced in chapter 1. A concentration of services is evident in the central belt. This partly reflects population levels. It also reflects the location of several services based in Edinburgh and Glasgow that operate Scotland-wide or in several areas across the country. The geographic coverage of each service is shown by clicking on their location marker.

Area specific services

Area specific services are spread across Scotland from Shetland to Dumfries and Galloway. All local authority areas had at least three advice and advocacy services. Some areas have many more services than others - this reflects population levels or area-based delivery models in locations such as Highland. A breakdown of the services by region and local authority is shown below.

Region	Local authority	Advice and advocacy services
Highland and the islands	Highland	17
	Argyll & Bute	5
	Western Isles	5
	Orkney	4
	Shetland Islands	3
Grampian	Aberdeen	8
	Aberdeenshire	8
	Moray	5
Tayside	Dundee	7
	Perth & Kinross	5
	Angus	3
Forth Valley and Fife	Fife	11
	Falkirk	8
	Stirling	7
	Clackmannanshire	4
Edinburgh and the Lothians	Edinburgh	24
	West Lothian	12
	East Lothian	12
	Midlothian	11
West of Scotland	Glasgow	26
	North Lanarkshire	12
	South Ayrshire	9
	South Lanarkshire	8
	West Dunbartonshire	6
	Renfrewshire	6
	East Dunbartonshire	5
	East Ayrshire	5
	North Ayrshire	5
	East Renfrewshire	4
Inverclyde	4	
South of Scotland	Dumfries & Galloway	7
	Scottish Borders	5

The majority of the area specific services align with single local authority areas. There were two exceptions to this rule. The first was smaller-area services such as CABx in Glasgow e.g. Greater Pollok Citizens Advice Bureau. The second was services that span several local authorities such as Central Advocacy Partners which operates across the three local authorities of Forth Valley.

It should be noted that university student advice services were counted as area-specific and assigned to the local authority area where the institution is based. Although the majority of students are likely to reside in these areas, the services are available to students at the universities irrespective of where they live. These services are not available to all residents of the areas where the institution is based.

Gaps in provision

Based purely on geography, there are no obvious gaps or under-represented areas. However, services in rural areas may be more difficult to access in-person for some potential service users due to distance and the limited availability or cost of public transport. Telephone, video-conferencing and email communication are generally available as alternative means of communication, although video-conferencing can also be more problematic in some rural areas where speeds can be limited and satellite broadband provision can be affected by adverse weather conditions.

5 Human rights legislation, provision, funding and enquiries

This chapter focuses on human rights legislation covered, how human rights information is provided, funding sources, and enquiries. The information comes from the 66 services that responded to the survey. As such the information should be interpreted with caution as a snapshot rather than a statistically significant representation of human rights related advice and advocacy services in Scotland.

Legislation

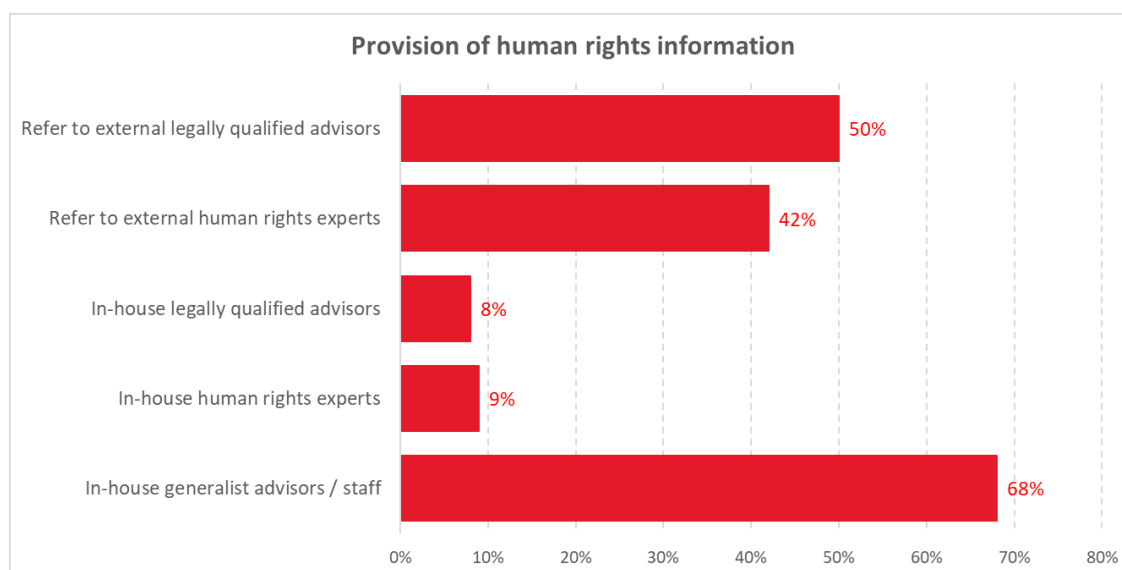
The survey provided useful insight on the human rights legislation covered by the advice and advocacy services in Scotland. It showed that approximately a fifth of the services provide advice on domestic law. It also showed approximately a quarter provide advice on the Human Rights Act 1998 and a similar proportion on human rights treaties such as the UNCRC or United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Human rights legislation	Services
Domestic law	21%
Human Rights Act 1998	27%
Human rights treaties	26%

The survey also found that 1 in 10 services provide advice on all three forms of legislation i.e. domestic law, the Human Rights Act 1998 and human rights treaties.

Provision

The survey asked services how they provide information on human rights issues. The most frequent way was through in-house generalist advisors/staff (68% of services). Relatively few services have in-house human rights experts (9%) or legally qualified advisors (8%). In contrast, half refer to external legally qualified advisors or external human rights experts (42%).



Funding

The survey provided an insight into the funding of human rights related advice and advocacy services in Scotland. It showed that almost three quarters of services received funding from charitable trusts or other sources (73%). It also showed that approximately half of services received funding from local authorities (52%) and a similar proportion received funding from the Scottish Government (50%).

Funding sources	Services
Charitable trusts & other funding	73%
Local authority funding	52%
Scottish Government funding	50%

The table below shows the mix of these three funding sources among human rights related advice and advocacy services in Scotland. It shows almost a quarter of services (24%) received funding from all three sources. A similar proportion (26%) are reliant on charitable trusts and other funds as they are not funded by the Scottish Government or local authorities. Some 6% of services received only Scottish Government funding.

Funding sources	Services
Charitable trusts & other funding	26%
Scottish Government, Local authority and Charitable trusts & other	24%
Scottish Government and Charitable trusts & other	13%
Local authority only	12%
Local authority and Charitable trusts & other	9%
Scottish Government and Local authority	6%
Scottish Government only	6%

Number of enquiries and those supported

Half of the organisations that responded to the survey provided information on the annual number of human rights related enquiries they received and how many of them were supported. Several of these organisations explained the numbers provided were estimates as they did not specifically record enquiries as human rights related. For example, one service reported 10,500 enquiries and explained “arguably all of our work focuses on human rights issues”, based on the fact that all service users “suffer from stigma and discrimination”. The information in this section should

therefore be interpreted with caution. The information is presented anonymously as several services requested this.

The number of human rights related enquiries ranged from the 10,500 to 2. The range reflects the diversity of human rights advocacy and advice services.

Services	Enquiries	Supported	Not supported
Service 1	10,500	10,500	0
Service 2	4,928	2,420	2,508
Service 3	2,000	1,900	100
Service 4	1,900	1,800	100
Service 5	1,587	1,046	541
Service 6	1,386	1,386	0
Service 7	1,284	1,284	0
Service 8	1,000	800	200
Service 9	1,000	900	100
Service 10	950	200	750
Service 11	878	860	18
Service 12	800	800	0
Service 13	800	800	0
Service 14	768	768	0
Service 15	600	600	0
Service 16	538	183	355
Service 17	440	440	0
Service 18	390	390	0
Service 19	327	227	100
Service 20	320	320	0
Service 21	300	300	0
Service 22	300	300	0
Service 23	300	300	0
Service 24	250	150	100
Service 25	150	150	0
Service 26	89	9	80
Service 27	85	18	67
Service 28	60	60	0
Service 29	50	50	0
Service 30	40	-	-
Service 31	20	20	0
Service 32	12	12	0
Service 33	2	1	1

As shown above, some services reported they did not support all human rights related enquiries they received. Their explanations of why showed the main reasons were restrictions on who they can support, limited capacity or not having the requisite expertise.

Service	Not Supported	Explanation
Service 2	2,508	We receive a high volume of calls, many are for people who either: do not meet our eligibility criteria (based on e.g. place of residence, age, care group); or, are looking for type(s) of support that we do not provide. We provide information and signposting to all who contact, whether this be a straightforward quick signpost to another service or a more lengthy discussion which may involve providing information, discussing options, in addition to signposting.
Service 5	541	541 enquiries which are recorded as "No Further Action". At the moment, we are unable to report on how many of these received one off support/advice without becoming a case and how many did not respond following their initial contact with us to request support.
Service 8	200	Reasons for not supporting all enquiries are: enquirer not in the right age range to fit our criteria, subject matter does not align to our casework priorities and capacity within our team to take on the case.
Service 19	100	Where we have not supported an enquiry it is because it was outwith our remit. In those cases we refer or signpost or refer to an appropriate service whenever possible.
Service 3	100	Some people call us about other issues. Where these are co-occurring with our focus, our advisers will explain the overlaps. Sometimes we have to explain that we are no experts in these other areas. We also receive queries asking for legal advice which we are not able to provide.
Service 24	100	Not all of the queries were progressed for representation and were either resolved or referred to another specialist organisation.
Service 4	100	Signposted to another service. Deceased, or moved to another area and so cannot support.
Service 9	100	Referred on or signposted on to more appropriate advice services.
Service 26	80	Lacked the necessary expertise or supervisors, it has aspects of an area of law we cannot assist with (criminal, family, or immigration) or the team was at full capacity.
Service 27	67	Many situations resolve without the need to progress to a Disability Discrimination Claim or Reference to ASN Tribunal.
Service 18	18	Did not meet our funding remit.
Service 33	1	Sometime due to the impact of the person's illness, they do not continue to work with us as it would impact their health.

6 Conclusions

This research has identified 262 human rights related advice and advocacy services in Scotland and gathered information on the support they provide. Based on extensive desk research and a survey of providers, the findings will help inform the work of the Scottish Human Rights Commission and the Children and Young People's Commissioner Scotland.

The research established that the majority of services provide advice (83%), undertake casework (71%), or provide advocacy (72%) on human rights issues. Relatively few services - 38 in total (15%) - provide legal representation on human rights issues. In addition, only 13% of services provide support across all four categories (advice, casework, advocacy and legal representation).

Overall, human rights related advice and advocacy services in Scotland are accessible to children and young people. Only 1 in 5 services have an age restriction that prevents some children and young people from accessing support. However, only 13 services (5%) focus exclusively on children and young people, professionals supporting children and young people or parents/carers. Approximately two thirds of services are open to anyone irrespective of their age.

The human rights issues covered by the advice and advocacy services in Scotland varied markedly. The most common human rights issue covered were mental health (178 services), housing (169), disability (167), health (165) and social security/benefits (160). However, far fewer services covered biometrics, AI & privacy (61), freedom of expression (73) and workers' rights (79). Sources of support on these issues, particularly, in-depth support will be even more limited than these numbers suggest. The 59 CABx cover all of the human rights issues as part of the holistic advice they provide however their support on biometrics, AI & privacy and freedom of expression is likely to be limited, compared for example to social security / benefits and poverty.

The research established that three quarters of services operate within a specific geographic area and a quarter operate Scotland-wide. However, there was some variation in geographic coverage by the type of advice and advocacy support provided. Legal representation had the highest proportion of Scotland-wide provision (39%), followed by advice (28%), casework (19%) and advocacy (18%). It was also noteworthy that two thirds of services focused exclusively on children and young people operate Scotland-wide compared to one third for the mixed services, a quarter for open services and only 1 in 10 for age restricted services. Area specific services are spread across Scotland with all local authority areas having at least three human rights related advice and advocacy services, although some have many more. Based purely on geography, the research did not identify any obvious gaps or under-represented areas. Additional challenges accessing services in rural areas were noted.

The survey provided additional information on the human rights legislation covered, how human rights information is provided, funding sources, and enquiries. However, the findings should be interpreted with caution as they are based on responses from 66 services. Nonetheless, the survey found that a fifth of services cover domestic law, a quarter cover the Human Rights Act 1998 and a similar proportion cover human rights treaties such as the UNCRC or UNCRPD. The most frequent way services provide support is through in-house generalist advisors/staff (68% of services), as well as by referring to external legally qualified advisors (50%) or external human rights experts

(42%). Relatively few services have in-house human rights experts (9%) or legally qualified advisors (8%). A limited number of services provided information on the number of enquiries they receive and the number of those supported, and when they did provide the information they tended to stress it was estimates as they did not specifically record enquiries as human rights related. Of the services that provided the information, the number of enquiries ranged from 10,500 to 2. Services that reported they did not support all human rights related enquiries explained this was due to restrictions on who they can support, limited capacity or not having the requisite expertise.

Appendix 1 – Information gathering pro-forma



Advice and advocacy services on human rights in Scotland

The Scottish Human Rights Commission (SHRC) and the Children and Young People's Commissioner Scotland (CYPCS) are undertaking research on advice and advocacy services in relation to key human rights issues. The purpose of the work is to research and map these services in Scotland. SHRC and CYPCS commissioned Iconic Consulting to carry out the research on their behalf. Iconic is an Edinburgh-based social research company that has undertaken work on advice and advocacy services, human rights, and children & young people.

SHRC and CYPCS are seeking information on advice and advocacy services in Scotland to inform their ongoing work. SHRC is exploring the Scottish human rights system to inform its new Strategic Plan and implementation of its Access to Justice project. CYPCS is considering how to respond most effectively to requests for advice on human rights issues in the future.

SHRC, CYPCS and Iconic have identified a number of advice and advocacy services in Scotland that, we believe, cover human rights issues. Your organisation is one of those identified. We would be very grateful if you could respond with the information requested in this survey which includes the advice and advocacy services provided, the human rights issues covered, geographical coverage, provision for children and young people, and sources of funding. SHRC and CYPCS are not seeking any personal or sensitive information on service users. With your permission, SHRC and CYPCS will publish information on advice and advocacy services in Scotland on their websites.

If you have any questions about this research please contact us:

Ian Clark, Director, Iconic Consulting, 0131 627 0070, ian@iconic-consulting.co.uk

Eleanor Deeming, Legal Officer, SHRC, 0131 297 5750, Eleanor.Deeming@scottishhumanrights.com

Nick Hobbs, Head of Advice and Investigations, CYPCS, 0131 346 5350, Nick.Hobbs@cypcs.org.uk

1. Organisation /service name:

2. Which of the following services does your organisation provide in Scotland? Please mark all boxes that apply.

- Advice**
General advice, providing information, signposting or referring to another organisation, and explaining technical terms or official documents (equivalent to Scottish National Standards for Information and Advice Providers Type I Accreditation).
- Casework**
Initial discussion with an individual about the issue and the possible options, followed by ongoing support for the individual to take action including help with letters or forms, referral to other sources of assistance and help negotiating with organisations (equivalent to Scottish National Standards for Information and Advice Providers Type II Accreditation).
- Advocacy**
Support for an individual to help them express their views and wishes to others, access their rights or services including supporting the individual or acting on their behalf at meetings about them.
- Legal representation**
A person who is an expert in law acting on behalf of an individual in a legal matter including representation of their case in court or tribunal.

Please feel free to elaborate on your answer, if appropriate.

3. Which of the following human rights issues does your organisation provide support for in Scotland? Please mark all boxes that apply.

- Education including Additional Support Needs (ASN) and bullying
- Housing
- Poverty
- Social security / Benefits
- Health
- Mental Health
- Disability
- Social care
- Care system including foster / kinship / continuing care
- Civil justice including family law - contact, residence, Children's Hearings System
- Criminal justice including victims
- Immigration / asylum
- Detention
- Equality / Discrimination
- Workers' rights
- Biometrics, Artificial Intelligence (AI) and privacy
- Freedom of expression

Please feel free to elaborate on your answer, if appropriate.

4. Does your organisation provide advice on the following in Scotland? Please mark all boxes that apply.

- Domestic law
- Human Rights Act 1998
- Human rights treaties e.g. United Nations Convention on the Rights of the Child (UNCRC), United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

Please feel free to elaborate on your answer, if appropriate.

5. How does your organisation provide advice on human rights issues in Scotland? Please mark all boxes that apply.

- In-house generalist advisors / staff
- In-house human rights experts
- In-house legally qualified advisors
- Refer to external human rights experts
- Refer to external legally qualified advisors
- Other, please specify:

Please feel free to elaborate on your answer, if appropriate.

6. Does your organisation provide advice / advocacy services for children and young people in Scotland?

- Yes, services specifically tailored to children and young people
- Yes, children and young people can access services on the same basis as adults
- No advice / advocacy services for children and young people

Please feel free to elaborate on your answer, if appropriate.

7. Does your organisation provide advice / advocacy services for people across Scotland or do you cover a specific geographic area?

- Scotland-wide
- Specific geographic area, please specify:

Please feel free to elaborate on your answer, if appropriate.



8. Approximately, how many enquiries on human rights issues did your organisation receive in the last 12 months in Scotland, and how many of the enquiries went on to receive support?

Enquiries:

Supported:

If your organisation did not support all the enquiries you received, what was the reason, or reasons, for this?

9. How is your organisation's advice / advocacy service in Scotland funded? Please mark all boxes that apply.

- Scottish Government
- Local authority
- Charitable or other funding

Please feel free to elaborate on your answer, if appropriate.

10. Do you have any other comments you would like to share about your organisation's or another's advice and advocacy services in relation to human rights issues in Scotland?

11. Do you consent to SHRC and CYPCS publishing the information provided in this survey on their websites?

- Yes
 - No
 - Yes with the specific exclusions outlined below
-

12. We would be grateful if you provided a name and contact details below which we would only use if we had any questions about the responses you have provided in this form. We will not use these details for any other purpose. They will not be part of the information published after the study.

Name:

Email:

Telephone number:

Thank you for taking the time to complete this survey please return it to ian@iconic-consulting.co.uk

Appendix 2 – Human rights related advice and advocacy services in Scotland

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Aberdeen Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Aberdeen
Aberdeen City Council – Financial Inclusion Team	Y	Y	Y	Y				Y														Restricted	Aberdeen
Aberdeen Law Project	Y	Y	Y	Y		Y												Y	Y			Open	Scotland-wide
Abertay Students' Association	Y	Y	Y		Y										Y							Open	Abertay University students
Action for ME*		Y	Y		Y	Y			Y		Y	Y										Mixed	Scotland-wide
Adoption UK Helpline	Y												Y									Open	Scotland-wide
Advocacy Highland*			Y						Y	Y		Y						Y				Restricted	Highland
Advocacy North East (Aberdeenshire)			Y						Y	Y	Y	Y										Restricted	Aberdeenshire
Advocacy Orkney			Y			Y	Y		Y	Y	Y	Y	Y									Mixed	Orkney
Advocacy Service Aberdeen			Y							Y	Y	Y	Y		Y							Mixed	Aberdeen
Advocacy Western Isles*	Y	Y	Y		Y				Y	Y	Y	Y	Y	Y	Y			Y			Y	Mixed	Western Isles
AdvoCard			Y					Y	Y	Y					Y							Restricted	Edinburgh
Advocating Together (Dundee)*			Y			Y	Y		Y	Y	Y	Y						Y				Open	Dundee
Age Scotland Helpline*	Y					Y	Y	Y	Y			Y										Open	Scotland-wide
Airdrie Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Airdrie
Amina - the Muslim Women's Resource Centre	Y	Y	Y					Y							Y	Y		Y				Restricted	Scotland-wide
Angus Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Angus
Angus Independent Advocacy			Y		Y				Y	Y	Y		Y									Mixed	Angus
Angus Women's Aid*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Angus
Argyll & Bute Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Argyll & Bute
Argyll & Bute Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Argyll & Bute
Autism Rights Group Highland (ARGH)			Y							Y												Restricted	Highland
Ayr Housing Aid Centre*	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y											Restricted	South Ayrshire

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Barnardo's Hear 4u Advocacy Service*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y			Y	CYP focused	Dumfries & Galloway, Renfrewshire, Inverclyde, North Ayrshire, South Ayrshire, Glasgow - Children's Hearing Advocacy, Fife Children's Rights Service
Bellshill & District Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Bellshill and District
Bethany Christian Trust*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Open	Includes Edinburgh, Glasgow, Fife, Dumfries, Inverness, Aberdeen, Perth, West Lothian and Stornoway
Birthlink*	Y	Y	Y											Y				Y				Open	Scotland-wide
Border Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Scottish Borders
Borders Independent Advocacy Service*			Y						Y	Y	Y	Y	Y				Y	Y				Mixed	Scottish Borders
Bute Advice Centre	Y					Y	Y	Y														Restricted	Argyll & Bute
Caithness and Sutherland Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Caithness and Sutherland
Caithness Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Caithness, North Sutherland, Tongue and District

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
CAPS Independent Advocacy			Y						Y	Y			Y					Y				Mixed	East Lothian and Midlothian
Castlemilk Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Glasgow South East
Castlemilk Law & Money Advice Centre	Y	Y	Y	Y		Y		Y			Y							Y	Y			Open	South East Glasgow
Ceartas*			Y				Y		Y	Y	Y	Y	Y	Y				Y				Restricted	East Dunbartonshire
Central Advocacy Partners*			Y								Y											Mixed	Falkirk, Stirling and Clacks
Central Borders Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Central Borders
Central Scotland Regional Equality Council*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y				Y		Y	Y		Y	Open	Central Scotland
Cerebral Palsy Scotland*	Y								Y	Y	Y							Y				Open	Scotland-wide
CHAI Advice Service*	Y	Y				Y	Y	Y														Open	Edinburgh and the Lothians
Child*	Y				Y				Y	Y	Y		Y					Y				CYP focused	Scotland-wide
Child Poverty Action Group in Scotland	Y						Y	Y														Restricted	Scotland-wide
Childline	Y				Y				Y	Y								Y				CYP focused	Scotland-wide
Children 1st Parentline	Y				Y		Y	Y		Y												Open	Scotland-wide
Circles Network - Moray*			Y			Y			Y	Y	Y	Y					Y					Restricted	Moray
Circles Network - South Ayrshire*			Y						Y	Y	Y	Y	Y	Y	Y							Restricted	South Ayrshire
Circles Network Advocacy - Glasgow Forensic Service			Y						Y								Y					Restricted	Glasgow
Circles Network Advocacy in Fife			Y						Y	Y	Y	Y	Y	Y	Y							Restricted	Fife
Circles Network Advocacy in Inverclyde			Y			Y			Y	Y	Y	Y					Y					Restricted	Inverclyde
Citizens Advice and Rights Fife (CARF)	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Fife
Citizens Advice Bureau Bridgeton	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Glasgow East End
Citizens Advice Bureau Clackmannanshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Clacks

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Citizens Advice Bureau Clydesdale	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Clydesdale
Citizens Advice Bureau Coatbridge	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	North Lanarkshire
Citizens Advice Bureau Cumbernauld & Kilsyth	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Cumbernauld, Kilsyth and surrounding villages
Citizens Advice Bureau Denny and Dunipace	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	West Falkirk
Citizens Advice Bureau Drumchapel	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	West Glasgow
Citizens Advice Bureau East & Central Sutherland	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East & Central Sutherland
Citizens Advice Bureau East Dunbartonshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Dunbartonshire
Citizens Advice Bureau Easterhouse	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Easterhouse
Citizens Advice Bureau Falkirk	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Falkirk
Citizens Advice Bureau Lochaber	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Lochaber
Citizens Advice Bureau Nairn	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Nairn and surrounding area
Citizens Advice Bureau North West Aberdeenshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	North West Aberdeenshire
Citizens Advice Bureau Perth	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Perth & Kinross
Citizens Advice Bureau Ross & Cromarty	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Ross & Cromarty
Citizens Advice Bureau Roxburgh & Berwickshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Roxburgh & Berwickshire
Citizens Advice Bureau Skye & Lochalsh	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Skye & Lochalsh
Citizens Advice Bureau West Dunbartonshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	West Dunbartonshire
Citizens Advice Edinburgh	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Edinburgh
Clackmannanshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Clacks

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Clan Childlaw*	Y			Y		Y							Y	Y		Y						CYP focused	Scotland-wide
Clydebank Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	West Dunbartonshire
Comann nam Pàrant*	Y				Y																	Open	Scotland-wide
Community Housing Advocacy Project (CHAP)	Y	Y	Y	Y		Y		Y														Restricted	Ayrshire
Community One Stop Shop*	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y										Restricted	Edinburgh
Contact a Family - Helpline	Y				Y			Y			Y											Open	Scotland-wide
Crisis*	Y	Y	Y			Y	Y									Y		Y				Restricted	Edinburgh and the Lothians
Dalkeith and District Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Midlothian
Down's Syndrome Scotland*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y						Y			Y	Open	Scotland-wide
Drumchapel Money Advice Centre	Y	Y	Y	Y	Y	Y		Y		Y			Y									Mixed	North West Glasgow
Dumbarton District Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	West Dunbartonshire
Dumfries & Galloway Citizens Advice Service (DAGCAS)	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Dumfries & Galloway
Dumfries and Galloway Advocacy Service			Y							Y	Y	Y										Mixed	Dumfries & Galloway
Dumfriesshire and Stewart Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Dumfriesshire and Stewart
Dundee Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Dundee
Dundee Independent Advocacy Support (DIAS)			Y							Y	Y											Open	Dundee
Dundee Law Centre	Y	Y	Y	Y		Y		Y			Y											Open	Scotland-wide
Dundee University Students Association*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y					Y		Y				Open	Dundee University students
Dundee Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Dundee

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Dunfermline Advocacy*			Y					Y	Y	Y	Y	Y										Restricted	West Fife
Dyslexia Scotland*	Y				Y						Y							Y	Y			Mixed	Scotland-wide
EARS Independent Advocacy Service*		Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y			Restricted	Edinburgh and the Lothians
East and Midlothian Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	East Lothian and Midlothian
East Ayrshire (Kilmarnock) Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	East Ayrshire
East Ayrshire Advocacy Services			Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y			Y	Mixed	East Ayrshire
East Ayrshire Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Ayrshire
East Dunbartonshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	East Dunbartonshire
East Kilbride Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Kilbride & Strathaven
East Renfrewshire Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Renfrewshire
Edinburgh and Lothian Regional Equality Council	Y														Y			Y				Open	Edinburgh and the Lothians
Edinburgh Carers' Council*			Y		Y					Y		Y	Y									Open	Edinburgh and the Lothians
Edinburgh Napier Law Clinic*	Y					Y												Y	Y			Open	Scotland-wide
Edinburgh Napier Students Association*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y							Y	Y			Open	Edinburgh Napier University students
Edinburgh University Students Association - The Advice Place*	Y	Y	Y		Y	Y	Y	Y										Y	Y			Open	Edinburgh University students
Edinburgh Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Edinburgh
Enable	Y	Y	Y			Y		Y		Y	Y	Y						Y	Y			Open	Scotland-wide
Enquire	Y				Y		Y		Y	Y	Y		Y					Y				Mixed	Scotland-wide
Environmental Rights Centre for Scotland*	Y	Y	Y	Y																		Open	Scotland-wide

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Equal Say*	Y	Y	Y			Y	Y		Y	Y	Y	Y		Y				Y				Restricted	North and South Lanarkshire
Equal Voice in Central Fife			Y						Y	Y	Y											Restricted	Central Fife
Equality Advisory and Support Service (EASS)	Y																	Y				Open	Scotland-wide
Equals Advocacy Ltd			Y						Y	Y												Restricted	North Lanarkshire
Ethnic Minorities Law Centre	Y	Y	Y	Y												Y		Y	Y			Open	Scotland-wide
FAIR Ltd (Family Advice and Information Resource)	Y	Y	Y	Y				Y	Y	Y	Y											Open	Edinburgh
Falkirk Council Community Advice Service	Y	Y	Y	Y				Y														Restricted	Falkirk
Families Outside*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y		Open	Scotland-wide
FASD Hub Scotland	Y								Y													Restricted	Scotland-wide
Fife Forum*	Y		Y				Y	Y	Y	Y	Y	Y	Y								Y	Restricted	Fife
Fife Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Fife
Forth Valley Advocacy Service*			Y						Y	Y												Restricted	Falkirk, Stirling and Clacks
Four Square*	Y	Y	Y			Y		Y				Y									Y	Open	Edinburgh
Frontline Fife	Y	Y	Y	Y		Y																Open	Fife
GEMAP	Y	Y	Y	Y				Y														Open	Glasgow
Glasgow Caledonian University Law Clinic	Y	Y	Y	Y		Y													Y			Open	Scotland-wide
Glasgow Caledonian University Students' Association	Y	Y	Y		Y	Y	Y			Y					Y							Open	Glasgow Caledonian University students
Glasgow Central Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Glasgow city-wide
Glasgow Centre for Inclusive Living	Y	Y	Y			Y					Y	Y										Open	Glasgow
Glasgow North West Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Glasgow North West

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Glasgow University Students' Representative Council Advice Centre*	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y							Y	Y		Y	Open	Glasgow University students
Glasgow Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Glasgow
Gordon Rural Action	Y	Y	Y	Y				Y														Open	Aberdeenshire
Govan Law Centre	Y	Y	Y	Y	Y	Y	Y	Y								Y		Y				Mixed	Scotland-wide
Govan Youth Information Project	Y	Y			Y		Y															CYP focused	Govan
Grampian Regional Equality Council	Y	Y	Y												Y			Y				Open	Aberdeen City, Aberdeenshire and Moray
Grampian Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Aberdeen City, Aberdeenshire and Moray
Grangemouth and Bo'ness Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Grangemouth and Bo'ness
Granton Information Centre	Y	Y	Y	Y			Y	Y														Open	North West and North East Edinburgh
Greater Pollok Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Greater Pollok
Guardianship Scotland	Y	Y	Y													Y						CYP focused	Scotland-wide
Haddington Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Lothian
Hamilton Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Hamilton
HELP	Y	Y				Y	Y	Y														CYP focused	Argyll & Bute
Hemat Gryffe Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Scotland-wide
Heriot-Watt University Student Union	Y	Y	Y		Y	Y	Y			Y												Open	Heriot-Watt University students
Highlands and Islands Students' Association - Advice Service	Y	Y	Y		Y					Y												Open	UHI students

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Hillhead Housing Association*	Y	Y		Y				Y														Restricted	Hillhead area of Kirkintilloch
HM Inspectorate of Prisons	Y	Y															Y					Restricted	Scotland-wide
Include Me			Y						Y	Y	Y											Restricted	North East Fife
Independent Advocacy Perth & Kinross*			Y		Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Mixed	Perth & Kinross
Inverclyde Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Inverclyde
Inverness Badenoch and Strathspey Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Inverness Badenoch and Strathspey
Inverness Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Inverness, Nairn, Badenoch & Strathspey
JustRight Scotland	Y	Y	Y	Y												Y		Y				Open	Scotland-wide
Kincardine and Mearns CAB	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	South East Aberdeenshire
Kindred Advocacy*	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y				Y				Open	Scotland-wide
Kingsway Community Connections*	Y	Y	Y			Y	Y	Y														Open	Scotstoun, Glasgow
Lead Scotland (Linking Education and Disability)	Y				Y						Y											Open	Scotland-wide
Legal Services Agency	Y	Y	Y	Y		Y		Y		Y	Y				Y							Open	Scotland-wide
LGBT Youth Scotland*	Y	Y	Y		Y	Y	Y		Y	Y	Y		Y			Y		Y			Y	CYP focused	Scotland-wide
Link Housing Advice Service	Y	Y	Y	Y				Y														Restricted	Scotland-wide
Lochaber Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Lochaber
Lomond & Argyll Advocacy Service			Y						Y	Y	Y											Restricted	West Dunbartonshire and Argyll & Bute
Lothian Centre for Inclusive Living*	Y	Y				Y	Y	Y	Y		Y	Y										Open	Edinburgh

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Melville Housing Association*	Y	Y	Y	Y		Y	Y	Y														Restricted	Mid Lothian, East Lothian, Edinburgh and North Lanarkshire
Mental Health Advocacy Project (West Lothian)*			Y			Y	Y	Y	Y	Y	Y	Y		Y	Y		Y	Y				Open	West Lothian
Money Matters Money Advice Centre	Y	Y	Y	Y				Y														Restricted	Glasgow and South Lanarkshire
Monklands Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	North Lanarkshire
Moray Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Moray
Moray Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Moray
Motherwell & Wishaw Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Motherwell, Wishaw, Shotts and the surrounding area
Motherwell District Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	North Lanarkshire
Musselburgh & District Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	East Lothian
Narcolepsy UK	Y								Y													Open	Scotland-wide
National Deaf Children's Society Scotland	Y				Y			Y	Y													Open	Scotland-wide
National Society for the Prevention of Cruelty to Children	Y														Y							Open	Scotland-wide
Networking Key Services (NKS)	Y		Y						Y			Y						Y				Open	Edinburgh
North and West Sutherland Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	North and West Sutherland
North Ayrshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	North Ayrshire
North East Aberdeenshire Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	North East Aberdeenshire

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
North Lanarkshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	North Lanarkshire
One Parent Families Scotland	Y						Y	Y		Y								Y	Y			Open	Scotland-wide
Orkney Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Orkney
Orkney Islands Council Housing Services	Y	Y	Y	Y				Y														Restricted	Orkney
Parkhead Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Glasgow East End
Partners in Advocacy			Y		Y				Y	Y	Y	Y	Y									Mixed	Scotland-wide
Patient Advice and Support Service	Y	Y							Y	Y												Open	Scotland-wide
Patients' Advocacy Service			Y							Y							Y					Restricted	The State Hospital, South Lanarkshire
Peebles and District Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Peebles and District
Penicuik Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Midlothian
People First (Scotland)			Y								Y											Open	Scotland-wide
Perth & Kinross Council – Welfare Rights Team	Y	Y	Y	Y				Y														Restricted	Perth & Kinross
Perthshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Perth & Kinross
Positive Action in Housing	Y	Y			Y	Y	Y		Y							Y		Y	Y			Open	Scotland-wide
Prospect Community Housing	Y	Y	Y	Y		Y		Y														Restricted	Edinburgh
Queen Margaret University (Student Union)	Y	Y			Y	Y				Y												Open	QMU students
Radical Visions*	Y	Y	Y			Y			Y	Y	Y	Y	Y					Y				Open	Scotland-wide
Rape Crisis Scotland*	Y	Y	Y												Y							Open	Scotland-wide
Renfrewshire Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Renfrewshire
Renfrewshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Renfrewshire
RGU: Union Advice & Support	Y	Y			Y	Y	Y			Y												Open	Aberdeen
Rock Trust	Y	Y				Y																CYP focused	Scotland-wide

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
Ross-Shire Skye and Lochalsh Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Ross-shire, Skye and Lochalsh
Royal Edinburgh Hospital Patients Council*			Y							Y	Y											Mixed	Edinburgh and the Lothians
Rutherglen & Cambuslang Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Rutherglen & Cambuslang
Salvesen Mindroom Centre*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y		Y			Y	Y		Y	Mixed	Scotland-wide
Scottish Child Law Centre	Y				Y	Y			Y				Y		Y							CYP focused	Scotland-wide
Scottish Families Affected by Drugs	Y								Y													Open	Scotland-wide
Scottish Huntington's Association*	Y	Y	Y					Y	Y		Y											Open	Scotland-wide
Scottish Refugee Council*	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y				Mixed	Scotland-wide
Scottish Spina Bifida Association	Y							Y	Y		Y											Open	Scotland-wide
Seascope	Y	Y				Y																Open	South Ayrshire
Sense Scotland	Y	Y	Y		Y			Y	Y	Y	Y	Y										Open	Scotland-wide
Shakti Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Scotland-wide
Shared Parenting Scotland*	Y	Y	Y	Y						Y			Y	Y								Open	Scotland-wide
Shelter Scotland	Y	Y	Y	Y		Y																Open	Scotland-wide
Shetland Islands Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Shetland Islands
Shetland Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Shetland Islands
Simon Community Scotland	Y	Y				Y																Open	Edinburgh, Glasgow, North Lanarkshire and Perth & Kinross
South Ayrshire Council – Housing Options and Support Team	Y					Y																Restricted	South Ayrshire
South Ayrshire Council Information and Advice Hub	Y	Y	Y	Y				Y														Restricted	South Ayrshire
South Ayrshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	South Ayrshire

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage	
South West Aberdeenshire Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	South West Aberdeenshire	
Speech and Language Communication Company (SLCo)	Y				Y				Y		Y											Open	Scotland-wide	
SPIRIT Advocacy (HUG and People First Highland)			Y							Y	Y											Open	Highland	
Stepping Stones for Families*	Y	Y	Y		Y	Y	Y	Y	Y	Y						Y		Y				Y	Mixed	Glasgow and South Ayrshire
Stirling Council Advice Services*	Y	Y	Y					Y															Restricted	Stirling
Stirling District Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Stirling and district
Stirling University Students' Union Advice & Help*	Y	Y			Y	Y	Y		Y	Y	Y					Y	Y	Y					Open	Stirling University students
Stirling Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y					Open	Stirling
Strathclyde Students' Union Advice Hub*	Y	Y	Y		Y	Y																	Open	University of Strathclyde students
The Action Group	Y	Y	Y	Y				Y	Y	Y	Y												Open	Edinburgh, Lothians and Falkirk
The Advocacy People			Y							Y	Y	Y											Restricted	Shetland Islands
The Advocacy Project*		Y	Y			Y			Y	Y	Y	Y		Y			Y	Y			Y		Restricted	Glasgow and East Renfrewshire.
The Corner - Young Peoples' Health & Information and Peer-Led Service	Y	Y							Y	Y													CYP focused	Dundee
The Fostering Network/Fosterline Scotland*	Y	Y	Y	Y									Y										Open	Scotland-wide
The Law Clinic at Robert Gordon University	Y																						Open	Scotland-wide
The University of Edinburgh Free Legal Advice Centre	Y					Y													Y				Open	Edinburgh

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
University of Aberdeen Students' Association - Advice	Y				Y	Y				Y									Y			Open	University of Aberdeen students
University of St Andrews Students Association	Y	Y			Y	Y				Y												Open	St Andrews University students
University of Strathclyde Law Clinic*	Y	Y		Y		Y					Y					Y		Y	Y			Open	Scotland-wide
User and Carer Involvement			Y							Y	Y	Y										Open	Dumfries & Galloway
UWS Students' Union	Y	Y	Y		Y	Y	Y			Y					Y							Open	UWS students
Victim Support Scotland	Y	Y													Y							Open	Scotland-wide
VoiceAbility - Independent Advocacy Service for Social Security Scotland			Y					Y			Y											Restricted	Scotland-wide
VoiceAbility - North Ayrshire and Arran			Y			Y			Y	Y	Y	Y	Y									Restricted	North Ayrshire and Arran
VoiceAbility - Unpaid Carers Edinburgh			Y							Y	Y	Y										Restricted	Edinburgh
West Dunbartonshire Council (Working 4 U)	Y	Y	Y	Y				Y														Restricted	West Dunbartonshire
West Lothian Citizens Advice Bureau	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	West Lothian
West Lothian Council Anti-Poverty Service – Advice Shop	Y	Y	Y	Y		Y	Y	Y														Restricted	West Lothian
West Lothian Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	West Lothian
West of Scotland Regional Equality Council*	Y	Y	Y			Y	Y	Y		Y					Y			Y				Restricted	West of Scotland
Western Isles Citizens Advice Bureau	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Open	Western Isles
Western Isles Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Western Isles
Who Cares? Scotland			Y										Y									CYP focused	Scotland-wide
Wigtownshire Women's Aid	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Wigtownshire
Wing Hong Elderly Centre	Y	Y				Y		Y										Y				Restricted	Glasgow
Women's Aid South Lanarkshire and East Renfrewshire	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	South Lanarkshire and

Services	Advice	Casework	Advocacy	Legal rep.	Education	Housing	Poverty	Social sec	Health	Mental Health	Disability	Social care	Care system	Civil justice	Criminal justice	Immigration / asylum	Detention	Equality / Discrimin	Workers' rights	Biometrics, AI & privacy	Freedom of expression	Children & young people's access	Geographic coverage
																							East Renfrewshire
Women's Aid Orkney	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Open	Orkney
You First Advocacy			Y						Y			Y										Restricted	Renfrewshire
YoungScot Law Line	Y				Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	CYP focused	Scotland-wide
* denotes survey response																							



Appendix 2 - Human rights relate