



cerebral
palsy
scotland

Introducing

A new approach to legal support

Connecting individuals, families and professionals with the services and support that matter most.

June 2026



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Introduction

At Cerebral Palsy Scotland, our focus is always on the people who rely on our services.

Like many charities, we operate in an evolving environment that requires us to continually review how we work, how we allocate resources, and how we collaborate with others to deliver the greatest impact. Through this ongoing process, **we have strengthened our approach**, ensuring that our services remain person-centred, sustainable, and responsive to the needs of the people we support.

A key part of this work has been recognising the value of strong, purposeful partnerships. We identified an opportunity to **enhance the way we engage with legal firms**, creating a more consistent and transparent framework that supports long-term collaboration and shared objectives.

The model outlined in this introduction reflects that commitment. It is a structured, values-led approach designed to foster meaningful partnerships, provide clarity and fairness for all parties, and, most importantly, deliver tangible benefits for the people and families we exist to support.



Evidence & insights

What we've learnt

Our audience is one of the most niche in Scotland, and our data shows that they are highly engaged, value our content, and trust our recommendations.

How our audience engaged in 2025

When looking for **Other support** on our website, the most popular destination was the support directory, followed by:

- #1 Financial support
- #2 Online support groups
- #3 Advice from parents
- #4 Support for schools
- #5 Legal Support



Audience

90% in Scotland
80% women 35-55



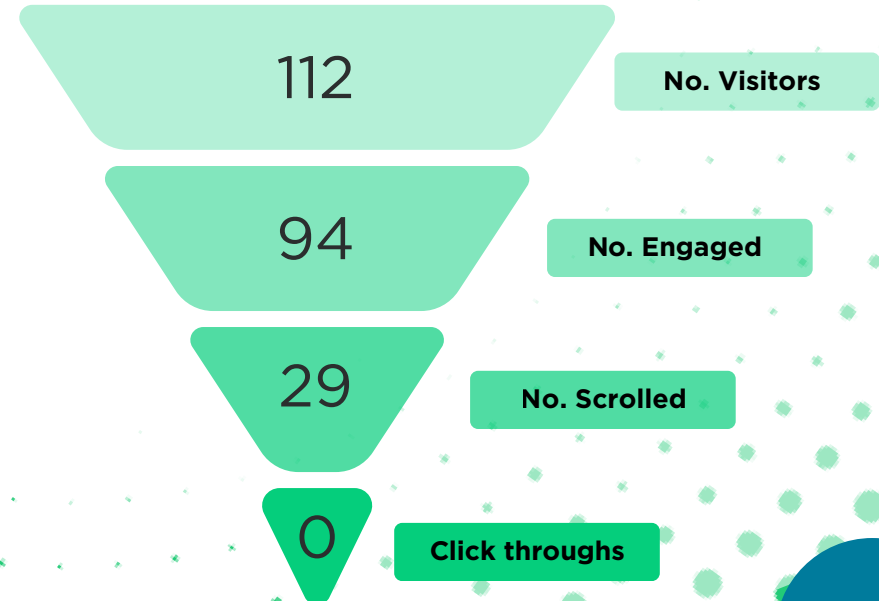
Email list

+3k subscribers
38% open rate

Evidence of unmet legal support needs

Cerebral palsy will affect an estimated **100** babies born every year in Scotland

112 people visited the legal support page, but visitor engagement tells us the content was not meeting their needs



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Improvement Roadmap

Priorities

Partnership model

Clarifying engagement & referral pathways

Website refresh

Improving information & user journeys

Code of practice

Strengthening standards & setting expectations

Actions

- Pilot the model for 12 months with selected partners
- Review outcomes and refine for full rollout

- Gather feedback from audience
- Redesign key pages and pathways to improve navigation
- Update content for clarity and relevance to users
- Improve analytics tracking to monitor engagement

- Consult with people with relevant lived experience
- Draft code of practice circulated for input & feedback
- Launch new code and embed into partnership agreements

Outcomes

- Increased transparency in partnership activities and reporting
- Higher partner satisfaction with clarity of roles and responsibilities
- Strengthened continuity of support for CPS and our beneficiaries
- More equitable distribution of partnership resources

- Users can quickly find and access clear, consistent guidance
- Users report improved understanding of available support
- Reduced bounce rates and increased return visits
- Increased click-through rates to referral pathways

- Standards informed by lived experience
- Increased alignment of expectations for all parties
- Higher partner satisfaction with clarity of guidance
- Systemic inequities are highlighted and addressed

Next steps

At **Cerebral Palsy Scotland**, our mission and values are focused on the needs and priorities of people affected by cerebral palsy, and our partnerships are shaped by what best serves our community, not by commercial interests.

As part of this commitment, we're establishing a **Legal Support Network** that will bring together professionals who can provide specialist advice from someone who understands the lifelong and highly individual nature of cerebral palsy, and the legal, practical and emotional complexities that can come with it.

We have invited two specialist legal firms to become our first network Partners as part of the initial pilot, and over the coming year, we will work together to listen to feedback from families and professionals and develop a code of practice for legal professionals engaging with clients with cerebral palsy.



**Slater
Gordon**
Lawyers

IM, irwinmitchell

Legal firms

We'd like to hear from legal firms with offices in Scotland, whether you have experience of engaging clients affected by cerebral palsy or would like to do so in the future.

We're especially keen to hear from professionals with experience in the following areas:

Clinical negligence and birth injury claims

Lifelong guardianship and decision-making

Coordinated Support Plans (CSP)

Disability benefits

Disability discrimination

Mental capacity law

Personal injury and future care damages

Share your feedback now

Survey for professionals

SCAN ME



Our values

We see the whole person: We listen to and work alongside the person with cerebral palsy, their family, and others around them. We understand that people with CP are unique individuals and we always adopt a personalised approach.

We are always ambitious: We enable people with cerebral palsy to pursue achievement at all levels and in whatever way they choose to define it. We aim to open people's eyes to the next opportunity.

We are kind: We are unapologetic about putting kindness and compassion at the heart of our work.

We stay practical: We use our knowledge and expertise to work in practical, direct ways. We create services that reflect what people with CP want and need. Our growth is guided by what's best for the CP community and not what's best for Cerebral Palsy Scotland.

We build relationships: We want to reduce the number of people who "know no one like me". We build relationships with people with CP, their families and professionals. We enable the CP community to network, share and collaborate. We work positively with health and education professionals, organisations and government to get the best outcomes for people with cerebral palsy.



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Get in touch today

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