

# Annual Report 2016/17

**Kirklees Citizens Advice  
and Law Centre**

**Delivering quality advice for  
the people of Kirklees**



# Foreword

## Opportunities for All

I have been appointed Chair of Trustees following the sad and unexpected death of our long standing Chair Theresa McDonagh who worked tirelessly for KCALC. Theresa will be greatly missed; her contribution has been immense.

As a previous long term volunteer advisor with the service I know how vital the work we do is for the people in our community . This year we have consolidated and further improved our service providing quality advice in a personal yet professional way, adapting to the needs of people in challenging times.

However, we also provide wonderful volunteering opportunities for people in the area and indeed without our volunteers giving their time and energies we would be unable to offer such a wide range of advice and services. Speaking personally, I know how worthwhile volunteering is.

Our highly trained volunteers include students often studying law, retired people from all walks of life, those seeking work, and those who spend time at home caring for families as well as those with a little time to spare. We provide volunteers with training, so developing their knowledge and skills as well as building on existing talents needed to work with us. Many of our volunteers go onto further education and training as well as employment, whilst many stay becoming highly skilled professionals. The range of opportunities is varied, telephone advice, contact centre and IT support, providing in depth advice, admin work, campaigning ...the list is endless. Opportunities are there.

On behalf of all the Trustees I thank you for your support and I look forward to the future continuing to support the people of Kirklees. Lastly, I want to say a special thank you to all staff and volunteers for your wonderful work.

We are proud of KCALC and the opportunities we provide. I hope you will find time to read our annual report and celebrate our successes with us.

**Judith Priestley**  
**Chair of Trustees**

## Trustees 2016/17

**Chair:** Theresa McDonagh - deceased 08/09/17

**Vice-Chair:** Anne Pendlebury - resigned 21/12/16

**Treasurer:** Laurence Campbell

**Trustees:** Gulnaz Akhtar, Adrian Cruden, Linda Summers, Judith Priestley, Joanna Gadsby (appointed 17/05/16) and Martyn Prichard (appointed 24/01/17).

# Our Vision

## Overall Vision

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**To be part of a society where everyone has equal access to justice and the ability to enforce their rights.**

## Mission Statement

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**To provide access to justice for people in Kirklees and surrounding areas by providing a high quality social welfare advice service, covering all levels of information, advice and litigation, delivered by skilled and experienced staff and volunteers.**

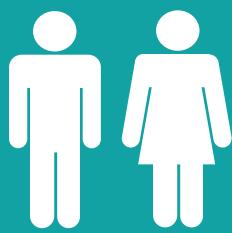
**As a leading advice organisation we will support our wider vision by working with, supporting and inspiring others in our networks and by campaigning for social rights and justice.**

## Strategic Objectives

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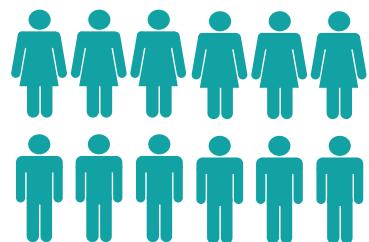
- **To maintain a viable and sustainable organisation in a difficult funding environment**
- **To maintain and, where possible increase, service delivery levels including the provision of specialist advice**
- **To develop a regional and national reputation as an effective and innovative advice delivery organisation**

# Our Services



**39,152  
people**

**in the Kirklees area  
received our help  
during 2016/17.**



**35%  
increase**  
**in the number of  
people seen  
compared with  
2015/16.**



**39%**

**received our  
service via  
telephone.**



**52%**

**received our  
service face  
to face.**



**13%**

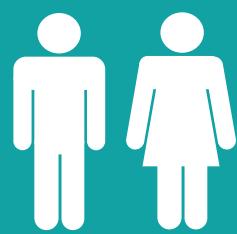
**received our  
service via our  
website.**



**£7.9m  
of debt  
managed**

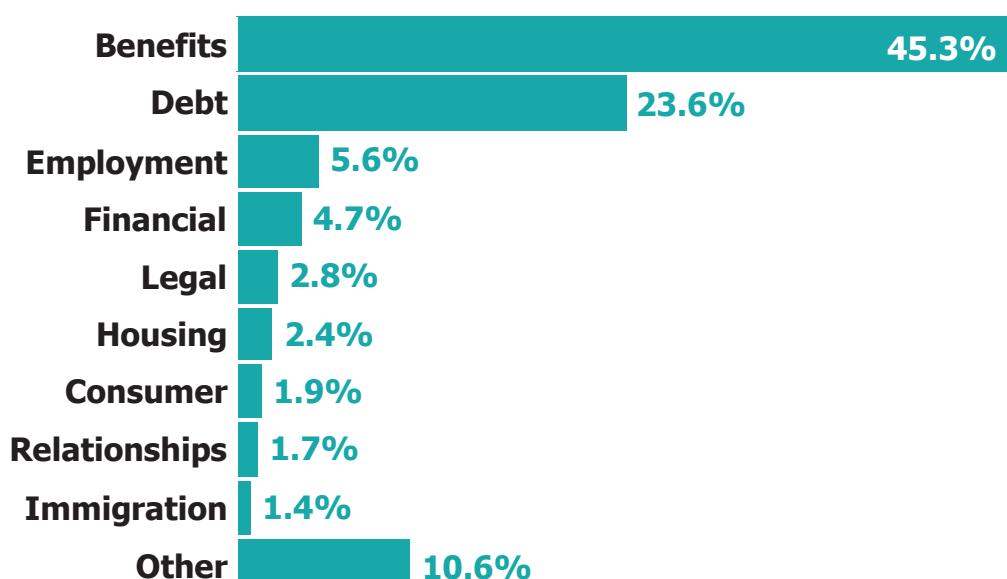


**£12.7m  
secured in  
benefits**



**26 clients  
represented  
at tribunal**

### **Issues dealt with in 2016/17 (by % of total):**

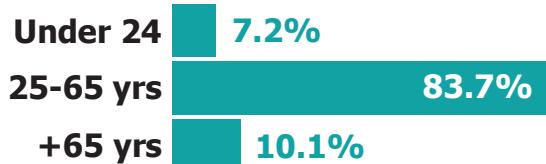


**49%** of our clients have a  
disability or long term  
health condition

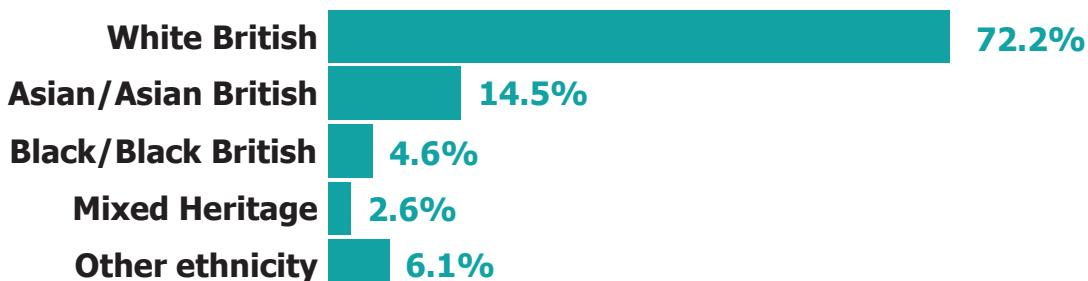
## Client gender



## Client age



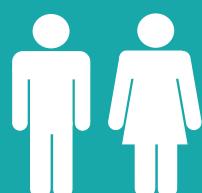
## Client ethnicity



## We provided advice in 25 languages:

Albanian	Lingala
Armenian	Oromo
Amharic	Portuguese
Arabic	Punjabi
British Sign Language	Pushto
English	Russian
Dari	Somali
Farsi	Spanish
French	Swahili
Kurdish Sorani	Tigrinya
Kurdish Badhini	Urdu
Kurdish Kumanji	Vietnamese
	Zaghawa

## Survey of clients who used our telephone service:

  
**100%**  
were happy or very  
happy with the service  
**100%**  
would recommend it  
to a friend

# Our Volunteers

**Volunteers play a vital part in delivering our services and are involved at all levels of our organisation.**

They act as advice guiders in our contact centres helping people find information to resolve their issues, telephone advisers working on our telephone advice line, generalist advisers seeing clients face to face and helping them, specialist advisers in specific areas of law, researchers with our campaigns work and help with other tasks such as administration.

Our Board of Trustees which governs the organisation and is legally responsible for its direction is also made up of people who volunteer their time.

KCALC would not be able to help as many clients and offer so many different services without our volunteers, some of whom have been with us for many years. We offer them training and experience in the advice field and help them to develop skills that many can use in future employment.

Our volunteers come from many different backgrounds and bring a wealth of life experience to KCALC. We have also worked with the Law Clinic at Huddersfield University to provide placements for law students over the summer.

Following feedback from our volunteers we have changed our application process

to make it easier and quicker to start volunteering with us and to eliminate some of the unnecessary paperwork.

We are always looking for new volunteers and information about how to apply and a contact form can be found on our website.

We have been pleased during the last year to work with our colleagues at Fusion Housing to train their volunteers who work in local community groups and venues giving information to their users.

During 2016/17 volunteer support was provided by Julie Ashton.

## Case Study

**"Volunteering has allowed me to use my skills to benefit others; in turn this has provided me with a sense of purpose.**

**My time at KCALC alongside studying enabled me to progress my career, taught me valuable skills needed in the working life.**

**I have increased my self esteem and gained confidence by assisting people both over the phone and in person."**

# Volunteers

## **Current Volunteers (list correct at 1 October 2017):**

Aleksandra Bartoszelwska	Rachel Grogan	Avis Nunn
Nigel Baxter	Leila Hanson	Hasan Patel
Zenab Bibi	Rod Harris	Asma Rawat
Emily Bosworth	Samina Hussain	Christine Richardson
Julie Burgin	Peter Hart	Paul Sands
Arabella Chimpondah	Isobelle Ingham	Marion Simmers
Paula Clapham	Mariam Iqbal	Monjoot Singh
Sandra Cooke	Philip Jay	Elizabeth Stevens
Ruth Davies	Rhys Jones	Andrew Stock
Anne Douglas	Diana Kucko	Ann Strain
Abbie Dowd	David Lawrence	Tracy Sugden
Patricia England	Peter McKenzie	Nada Tariq
Michael Evans	Vera Mackin	Christine Thorburn
Kenneth Farrington	Alastair Megahy	Jan Walters
James Graham	Natalie Milner	Kate Ward
Julie Griffin	Muhammad Naqash	Sharon Weed

KCALC is pleased to acknowledge the work and contribution of students from Huddersfield and other Universities who volunteer for short periods during holidays.

## **People who also volunteered during 2016/17 include:**

Rachel Ackroyd	Sam Heaton (and Tango)	Peter Millen
Azra Ali	Diane Hornsey	Simon Oakley
Terri Bell	Alina Hussain	Kulsum Pandor
Abia Bibi	Sohaib Hussain	Rumanah Patel
Parveen Bibi	Zonia Iqbal	Shanaz Patel
Naseem Butt	Clare James	Shabana Pathan
Leon Chu	Saima Kauser	Brenda Robson
Lydia Furman	Samina Kauser	Faizan Saeed
Kierraleigh Gardner-Robson	Aysha Kayat	Maaria Shakoor
Sue Guppy	Stacey Knight	Laiba Tanvir
Frank Hajat	Jolene Lee	
	Thomas Martin	

# Our Services

**Advice and information for all**

## Contact Centres

**KCALC staff and volunteers offer assistance to members of the public at our contact centres in Dewsbury and Huddersfield.**

These are open from 9.30 to 3.00 every weekday and operate on a drop-in basis. Everyone calling in has the opportunity to access information to help them to resolve their issue. Advice Guiders are available to help find appropriate information and to guide people through their options.

If more advice is needed then a range of options are available including a face to face appointment with an adviser, a telephone call back, or a referral to another service which can assist further.

The number of people coming into our centres has increased by 22% over the past year which builds on an increase of 65% in 2015/16. Efficient ways of working mean that we have been able to handle the increasing demand and rarely have a queue.

Volunteers are vital to the delivery of this service and we are very grateful for their contribution.

We worked closely with our partners in Kirklees Council and Looking Local on the development of the website, 'Better Off Kirklees'. This is designed to help clients do more to help themselves when they need to understand their entitlement to benefits, apply for benefits and look for work.

It is helping to take some pressure off advice services and we support clients to use it either in our contact centres or through web-chat.

## Outreach Centres

**We also offer a service in a number of outreach venues located in the premises of other organisations.**

Staff employed at those locations will help to connect potential clients to our service and an adviser can arrange a call back and/or face to face advice at the outreach. We are pleased to work in partnership with other local agencies to deliver this service.

## Telephone Advice Line

**The demand for our telephone advice line has grown significantly and the number of calls we answered in the last year was 22% higher than the year before.**

The advice line is answered from 9.00 to 4.30 every weekday and is part of a national network of Citizens Advice telephone advice lines, which means that callers also have the opportunity to listen to pre-recorded information about some issues.

Our staff and volunteers assist callers in finding information to help with their queries and can also offer face to face appointments, telephone call backs and referrals to specialist advice.

The staff working at our contact centres, telephone advice line and our outreach locations are (at 1 October 2017): Fatema Dudha, Maxine Hunter, Suhra Kalabic, Asia Majid, Emsuda Selman, Sharon Smith and Linnet Thornton. During 2016/17 these services were also provided by Ferhat Bano, Janet Jowitt and Angela Metcalfe. Other Frontline Advisers are employed by Kirklees Council.

## Website

**This year we have developed a new website at [www.kcalc.org.uk](http://www.kcalc.org.uk) which is designed to give information about our services, and to link viewers to self-help material and services which might be more appropriate for them.**

We have been very pleased by the number of people using the site and the feedback we have received from them. There is also provision for clients to contact us and ask

for advice. We usually respond to these calls by telephone but where the client has a disability that requires it an e-mail response may be made.

### Case Study

**A client came in to our Contact Centre because they had a tribunal hearing about their claim for Personal Independence Payment. They had a rare severe muscular disease which left them with care and mobility needs.**

**Our volunteer assessor on the Advice Line established that specialist help was needed and the client was seen the next day to prepare papers with an adviser for the tribunal.**

**The client was represented at Tribunal by our Welfare Benefits advisor and was successful, being awarded the enhanced rate of both components back paid to the date of their original claim.**

**The client was also entitled to severe disability premium on his Employment Support Allowance.**

**He has now increased his weekly income by £201.55 and he received arrears of £9,770.40.**

# Specialist Advice

## NHS Complaints Advocacy Service

**We deliver the NHS Complaints Advocacy service in Kirklees where we assist clients who wish to make a complaint about their medical services or care.**

We help them to put their case so that the NHS addresses issues of concerns to their service users.

We aim to get an acknowledgement from NHS services that there has been an issue, an apology for patients and a change in practice so that problems do not recur.

## Community Care

**Clients who have an issue with their community care services can receive Legal Aid to resolve this if they meet eligibility criteria.**

We can handle their case up to and including representation in court proceedings.

Clients using this service are usually among the most vulnerable that we assist and we have built up considerable expertise over many years in dealing with their specific needs.

Community Care and NHS Complaints casework is undertaken by Alina Hussain. During 2016/17 this service was also delivered by Nina Stansfield and Ginny Woolfenden.

### Case Study

**A client approached us following the death of their partner because they wanted a fuller examination of the circumstances than had been undertaken by the Mental Health Trust.**

**They wanted an evaluation of the medical treatment he received and to identify missed opportunities to prevent his death.**

**We worked with them so that the Health Ombudsman Service would undertake this work.**

**The client feels that “the outcome of all this will be that more comprehensive and effective person-centred support will be available to patients and their families and friends in the future” .**

**They said “I feel very proud of all that you and I have done to date and all the greater good that will follow on from here.”**

## Pension Wise

**KCALC is one of the local Citizens Advice offices delivering the government's face to face Pension Wise service. Launched in April 2015, the service provides guidance on pension freedoms across the UK.**

By February 2017 the service had delivered 119,000 face to face and phone appointments.

We deliver face to face Pension Wise appointments to people aged 50 and over with a defined contribution pension in a number of locations including Halifax, Wakefield, Huddersfield and Dewsbury.

The service is growing in popularity, with February 2017 a record-breaking month for appointments with 7,767 appointments in total across the country.

Customer satisfaction is 91% and we regularly receive positive user feedback. Following a successful bid process, we are now covering a wider area in partnership with Citizens Advice organisations in Wigan and Manchester to provide Pension Wise across a larger region.

## Financial Capability

**Our Financial Capability team works with clients to help them use their income more efficiently and manage their finances.**

We have obtained funding to work with people who have issues around their utilities including switching suppliers and dealing with problems with bills and supplies.

We are working with clients to help them develop their budgeting skills because of the introduction of Universal Credit.

We also coordinate the Financial Capability Forum for advisers in the Yorkshire and Humber region.

Our Pension Wise and Financial Capability Team are: Craig Eastwood, Sue Howard and Peter Sales.

### Case Study

**The client suffers from osteoarthritis which resulted in a knee replacement operation that went badly, a locked shoulder, problems with his right hand and Crohns Disease.**

**He is married and has a 15 year old daughter and young grand-daughter living with him. He is off work long term with depression and anxiety.**

**He wanted to explore his pension options so he could leave work as soon as possible and before his state pension is available in 5 years time.**

**We discovered three plans and a considerable total pension pot. Based on his current earnings, the client was delighted to learn that some of the pension options could afford him an income of at least what he is earning now, and when his state pension is available, he would still be in a similar (if not better) income position in retirement than he currently is in work.**

## Asylum

**Clients who wish to claim asylum in the UK can be helped by our Legal Aid contract.**

We deliver this service across Kirklees and also have a base in Wakefield. We can prepare the case and represent at tribunal on behalf of our clients. Our Asylum Team is Feddus Ali, Raashida Daud and Matthew Middleton.

### Case Study

**A client from Iran had fled the country as she feared persecution on the basis of religion (she had converted to Christianity). She had to leave her family including her son who she looked after.**

**We were able to represent her and she was granted leave to remain as a refugee. Soon after she received information that her son, a minor, had also been forced to leave the country and had made his way to the UK.**

**She wanted us to represent her son. Our only option was to do a family re-union application, but the usual process would involve the son returning to Iran, and secondly there was no Legal Aid available.**

**We agreed to assist them on a pro-bono basis. We took steps to make an in country family re-union application and give reason why he should be granted leave in line with his mum. The application was successful.**

### Case Study

**Our client was a doctor from South America. He had been part of an organisation investigating war crimes and killings orchestrated by the government in the 1970s. The government had denied all of this.**

**Our client's organisation discovered evidence that the government were complicit in the killings of its civilians. As a result our client was threatened and so were his colleagues. Several branches of secret services were involved.**

**The client had a genuine case and produced a significant number of documents to support this. The Home Office refused his case and failed to engage with the evidence.**

**We took the matter to appeal and collated evidence to challenge every point of the refusal.**

**The Immigration Judge was very critical of how the Home Office had handled a case of this nature and allowed the appeal.**

**The client is now doing his medical qualifications to start work as a doctor in the UK.**

## Welfare Benefits

Clients who have problems with their benefits constitute the largest proportion of the people we see (over 45% in 2016/17).

We give information and advice in our Contact Centres and via our telephone advice line and have a team of volunteers who assist with benefit application forms.

Staff employed by Kirklees Council deliver specialist advice in welfare benefits in partnership with KCALC and from our premises.

For clients whose case has been refused at tribunal we provide a specialist service for appeals to the Upper Tribunal funded by Legal Aid.

The Upper Tribunal Appeal service is delivered by Joe Power.

**Our volunteers at Dewsbury have secured confirmed income gains of over £100k for our clients after helping them complete PIP/DLA/AA forms.**

**Our Huddersfield team successfully helped a client receive over £1000 in backdated Universal Credit payments due to a misunderstanding.**



### Case Study

We were referred a case from Leeds for a client who suffered from depression and was claiming benefits.

**She was living in a high rise flat away from her family and the isolation was making her condition worse. Her family wanted her to live near them so they bought a property and then rented it back to her.**

**She claimed housing benefit to pay the rent. Housing benefit was refused on the grounds that this was not a true tenancy but an arrangement created solely to claim benefits. Without Housing Benefit the property would have had to be sold and the woman would have had to find somewhere else to live.**

**After the first appeal was refused we took the case to the Upper Tribunal arguing that all the circumstances of the woman's situation had not been properly considered.**

**We were successful with our claim and the matter was reviewed again and Housing Benefit was granted. The client was delighted with the result and contacted us to tell us that her move nearer her family had significantly improved her health and wellbeing.**

## Debt

**The Money Advice Service funds our debt advice work with clients who have financial issues. Staff work with debt clients to help them manage their affairs and deal with their creditors.**

On occasion we are successful in having debts written off but we can often get payments reduced or suspended. We assist clients with Debt Management Plans, Individual Voluntary Arrangements, Debt Relief Orders and Bankruptcy.

Kirklees Council also fund us to deliver debt advice to those who have tenancies with them.

A recent survey of our debt clients showed us that 93% were very satisfied with our level of service and 100% are confident or fairly confident that they will be able to manage their finances better in the future.

For 86% of clients their situation was improved because of our help and 100% said that we had treated them fairly at all times.

Our Debt Team are: Karen Bentley, Graham Fearnley, Wendy Forrest, Steve Frain, Charlie Frielick, Charles Greaves, Katie Hellawell, Shereen Rebbla, Richard Taylor, Martin Whitaker and Cheryl Williamson.

**Well done debt team - £1612.49 credited to a client's arrears account from United Utilities meaning that she is now debt free.**



### Comments from our clients

**"Your service was very good. The adviser was very nice and explained everything to me."**



**"I honestly felt lost and didn't know what to do until speaking with the adviser who was wonderful."**

**I feel I have another chance now. He never once made me feel ashamed or judged by my situation. He is a great asset."**



**"The adviser is very good and makes me feel good about myself."**



**"The adviser seems to go out of his way to help and reassure you."**

# Employment

**We are able to provide a telephone advice service for people in Kirklees with employment issues. This is a well used service with over 1,000 clients in 2016/17.**

The issues with the most enquiries were unlawful deduction of wages and unfair dismissal but a variety of other employment issues were also dealt with.

Unfortunately, because of lack of funding we cannot do more work for clients but our advice can assist them to prepare their own cases or to make the decision that it is not appropriate to proceed further.

We have been grateful for the work of volunteers within this team who have learned more about employment law and practice whilst helping clients via our telephone line.

Our employment helpline is staffed by Steve Collins.

**Client just called thanking our employment team for the advice we gave her. She was off sick and had been given notice but the employer was only going to pay her Statutory Sick Pay during the notice period. After our advice she was paid in full during the notice period.**



## Case Study

**The client has worked for a nursing home for 17 years.**

**She was off work with cancer when she received a letter stating that the home was closing immediately. She had a contract that stated her only workplace was at the home. The client was not paid any termination payments.**

**Having been off due to her illness for just over 1 year she had outstanding holiday pay.**

**We tried early conciliation but that failed to settle the matter and we have lodged claims for her in the employment tribunal for redundancy pay, pay in lieu of notice and holiday pay.**

**As the workplace has ceased trading but is not insolvent, ultimately, she will probably only get the redundancy payment from the insolvency service.**

# Research and Campaigns

**Although we usually work with individual clients, on occasion our staff become aware of problems which are affecting more than one person and causing a detriment.**

**Often these are as a result of national policy decisions but they can also be more local issues.**

Where it is possible we contribute statistics and information to national campaigns which are coordinated by organisations such as Citizens Advice or Law Centres' Federation.

They use this to build up a picture of how situations affect individuals and of the severity of the problem which is evidence to challenge national decision makers.

Where local issues arise that affect many people we hope to be able to challenge the decision makers ourselves. We find that it is often as a result of how local public bodies interpret and implement guidance or local systems that are created. Sometimes they involve access issues.

Our research and campaigns work is headed up by Kirsty Dickinson assisted by volunteers.

## Case Study

**We worked with Citizens Advice nationally on a campaign to make people aware of their entitlement to paid holiday, even when they have a zero hours or temporary contract.**

**Our local data confirmed the national picture and we had a number of examples via our employment helpline.**

**We contacted the Huddersfield Examiner who published an article alerting local people to this issue and calling for the establishment of a Fair Work Authority to tackle employers who break the rules.**

**Tracy Brabin, MP for Batley and Spen, raised the issue in Parliament saying that Kirklees Citizens Advice were aware of the problem and were concerned that employers were deliberately misleading staff over the issue.**

**In the Commons, the MP asked ministers what steps were being taken to ensure workers knew their right to a fair holiday and what action would be taken against companies that misled staff.**

## **Case Study**

**A client contacted us alleging a lack of transparency over the website booking fees on the Viagogo website.**

**Research was carried out and information distributed to all staff and volunteers.**

**It was immediately obvious that a number of our staff (including some Trustee Board members) were aware of this company, had concerns about the fees, and in some cases had been stung by the exorbitant fees.**

**A test purchase was carried out and found that booking fees were only verified on the payment screen and only visible by scrolling down the page.**

**We contacted our local MP, who was on the Culture, Media and Sport Select Committee holding an enquiry about ticketing abuse, and we were able to submit our research and case studies for them to use.**

**We also contacted our local paper who picked up this story and published 2 articles about Viagogo and our concerns. More recently we were contacted by BBC Watchdog who were made aware of our research and wanted to find out more.**

**We have seen that the website has now been changed so that the fees are more obvious to shoppers, but we will continue to provide evidence to the select committee where appropriate.**

# Our Finances

**The organisation has faced significant cuts (50%) to core funding implemented in 2 equal stages over the period 2015-17.**

This financial year has seen the further impact of that and we have planned for further savings during 2017-18. There is also a need to secure additional sources of funding in order to maintain the viability of the organisation in the longer term.

We have a Development Manager in post and we have specifically planned to expend management and staff resources in order to identify and tender for new funding.

There has been considerable change during 2015-17, including the introduction of a new service delivery model which succeeded in maintaining support for the same number of clients despite the reduction in funding, a move in premises in Huddersfield, and an overhaul of IT and telecommunications systems.

As part of our collaborative work with Kirklees Council, we have integrated staff from Kirklees Benefits Advice Service into our Advice Kirklees model. Some consolidation will be required during 2017-18 as these dramatic changes settle.

# Financial Statement

## Income

Council and Community	£950,700
Money Advice Service	£256,285
Kirklees Law Centre (Legal Aid)	£231,911
Investment income	£2,454
<b>Income TOTAL</b>	<b>£1,440,676</b>

## Expenditure

Staffing (Salaries, NI & pensions)	£1,066,258
Premises	£122,787
Office overheads	£60,500
Training & travel	£20,274
IT	£21,136
Information Subscriptions	£10,377
Interpretation	£1,691
Support Costs	£10,885
Lead body payments (Fusion Housing)	£156,129
Depreciation	£96,394
Loss on sale of tangible fixed assets	£2,160
<b>Expenditure TOTAL.</b>	<b>£1,579,591</b>

Our Unrestricted Reserves at 31st March 2017 were £362,341.

A full copy of our audited Accounts for 2016/17 is available on request.

# Overview

**During the year 2016-17, Kirklees Citizens Advice & Law Centre has had a focus on consolidating services following significant reductions in funding and in a climate of ongoing austerity.**

If this sounds a trifle gloomy, I think we can be proud that, in spite of the difficult circumstances, we have maintained our key principles of providing access to a high quality and comprehensive social welfare advice service, and of campaigning on social welfare issues affecting our clients.

In terms of access, we have significantly increased the number of people assisted by our services.

We accept that we have fewer resources and therefore less time to spend with each client, so we must both operate with greater efficiency and support clients to do more for themselves.

We hope that the latter will benefit clients, but appreciate that many struggle with reduced support and we need to be able to adapt our approach to give necessary assistance to the most vulnerable.

Our analysis is that with a prominent town centre site in Dewsbury and a more visible site in a good location in Huddersfield, we are accessible for face to face services and have seen an increase in numbers partly

due to improved accessibility, partly due to more efficient ways of working allowing us to see more people, and partly because already high demand for services continues to increase.

Telephone services are also seeing increased numbers, and increased resource has allowed more to get through, but we are conscious that adviser resources are currently below the level required for an acceptable response rate and we have plans to enhance this over the coming year.

Our online resource, including the national Citizens Advice website and the Better Off Kirklees website developed by Kirklees Council, are good but we can see need and have plans for enhancement.

Volunteering is a key aspect of our service and we are immensely grateful to all those who give their time to support the work of our generalist and specialist services, our research and campaigns work, and to our trustees who support the management and governance of the organisation.

We are conscious of the changing nature of volunteering and strive to provide flexible and rewarding opportunities to a range of volunteers.

Following the end of the year of this report, it was with great sadness that we learnt of the death of our Chair, Theresa McDonagh following a serious illness.

Theresa had been a trustee and a driving force within the Trustee Board for over a decade.

She was a passionate advocate for advice services and for social justice, and in recent years has inspired and supported a resurgence in campaigns work within the service which we commit to continue.

Many staff, myself included, have benefitted from both personal and professional inspiration and support.

We thank her for her invaluable contribution and will miss her hugely.

**Nick Whittingham**  
**Chief Executive**

## Our Executive Management Team

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**Chief Executive**  
Nick Whittingham

**Compliance Manager**  
Darren Grosvenor

**Operations Manager**  
Lesley Kaye

**Finance Manager**  
Ian Parkin

**HR, Data and Campaigns Manager**  
Kirsty Dickinson

**Development Manager**  
Anne Hudson

# Our Thanks

**We are supported by Citizens Advice and Law Centres' Network.**

**We wish to thank all our funders:**

Big Lottery Fund	Department of Energy and Climate Change
Citizens Advice	Legal Education Foundation
Money Advice Services	Legal Aid Agency
Pension Wise	Yorkshire Legal Support Trust
Community Spirit	4GoodFund
Crossroads Centre	
Cuckoos Nest	
Kirklees Council	

**Our partners during 2016/17:**

Fusion Housing	Money Advice Services
Kirklees Council	North East Regional Law Centre
Looking Local	St Augustine's Centre Halifax
Healthwatch Kirklees	Wakefield CAB
Cloverleaf Advocacy	Calderdale CAB
The Mission Huddersfield	

## Contact Us

**Tel :** 0344 848 7970

**Email:** manager@kcalc.org.uk

**Registered address:**

Units 11/12, Empire House, Wakefield Old Road, Dewsbury WF12 8DJ

**Also at:**

1 & 3 Brook Street, Huddersfield, West Yorkshire HD1 1EB

**[www.kcalc.org.uk](http://www.kcalc.org.uk)**