

# Annual Report 2018/19

## Kirklees Citizens Advice and Law Centre

Delivering quality advice for  
the people of Kirklees



Kirklees  
Citizens Advice &  
Law Centre

citizens  
advice

# Foreword

## Complexity, Variety and Our Amazing Service

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**Welcome to our annual report. It has been has been a very busy, successful and innovative year for Kirklees Citizens Advice and Law Centre (KCALC).**

Recently we celebrated the 80th birthday of Citizens Advice which began on 4th September 1939 immediately after the start of the World War II and was set up by the Government to allay fears about the war. In the first month over 200 bureaux, staffed initially by volunteers, opened in libraries, offices, churches, houses, schools, converted mobile horse boxes and even, in one instance, a cave.

By 1942 over one thousand advice centres were set up all over the country. People came for advice about serving in the armed forces, searching for lost relatives, advice on husbands taken as prisoners, information about children being evacuated, how to replace a lost ration book, how to make clothes last, how to make certain recipes and even how to repair the radio. Debt also quickly became a key issue as incomes reduced when men went off to war.

Many of these concerns seem strange to us today but how vital was the service to those people 80 years ago. Things have certainly changed since then. Today we often hear the phrases "things used to be simpler" or "life is too complicated nowadays". Certainly we have many more pieces of legislation and new regulations, and bureaucracy has increased considerably. Our clients today still come to us with a variety of issues, many very complex, ranging from employment disputes, a welfare benefits system too complex to understand, multiple debts, family breakdowns, lack of social housing or consumer problems.

In addition we now see an increase in concerns over Social Care and The National Health Service, pensions, how to cope with new technology and online services, energy bills, immigration and asylum, and now issues around the European Union. As such we have had to expand our services, to specialise and adapt to changing needs. We now offer tailor made services including;

- A dedicated telephone advice line
- A specialised Money and Pension Wise Service
- A link to HealthWatch
- Energy advice
- Universal Credit team (since April 2019)
- Online advice guide
- A legal service with specialisms including housing and community care
- Asylum and Immigration service
- Windrush support (since 2019)
- EU settlement service (since 2019)
- Discrimination law specialist
- Website and online technology

On behalf of the Trustees I thank you for your support during the last year and I look forward to the service continuing to grow, develop and meet the changing needs of our community for the next 80 years.

I thank everyone staff and volunteers at KCALC for their professionalism, dedication and loyalty. I am proud of KCALC, the services and specialisms we provide today and will continue to do so.

I hope you find time to read our annual report and celebrate our successes for not just this past year but also for the work of Citizens Advice over the last 80 years.

## **Judith Priestley, Chair of Trustees**

### **Overall Vision**

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**To be part of a society where everyone has equal access to free support, advice and the means to enforce and defend 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.**

**We will work in and with our local communities to pursue our vision. As a leading advice organisation we will promote our vision more widely 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 local, regional and national reputation as an effective and innovative advice delivery organisation**
- **To provide training, experience and development opportunities to staff and volunteers as a proactive means of increasing internal legal/advice skills and capacity**

# Our Services



**57,116  
people**

received help from  
our services  
during 2018/19.



**14%  
increase**

in people using our  
service compared  
with 2017/18.

The fourth year in  
a row in which  
there has been  
an increase.



**27%**

received our  
service via  
telephone.



**37%**

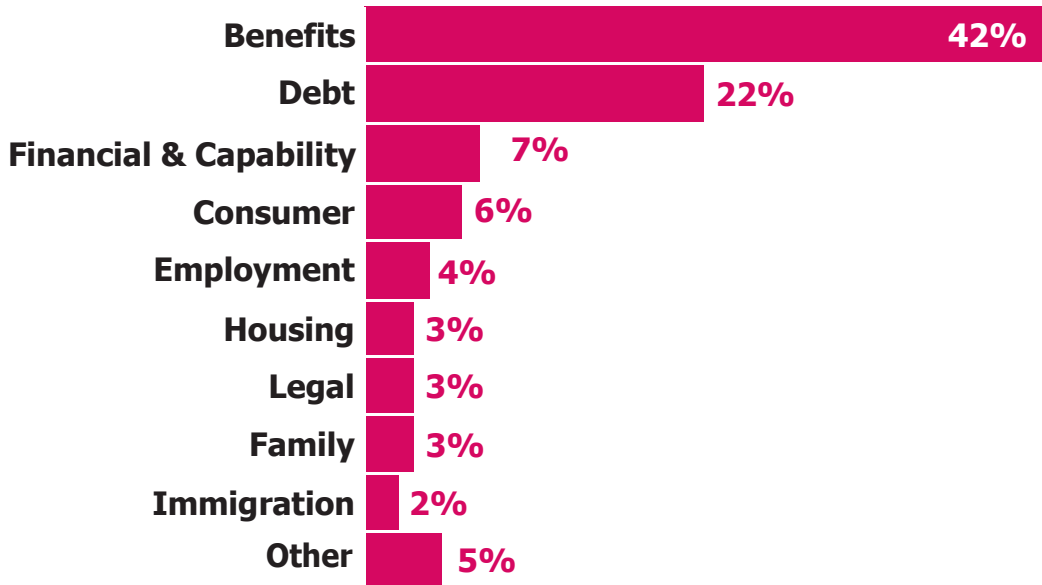
received our  
service face  
to face.



**36%**

received our  
service via our  
website.

## Issues dealt with in 2018/19 (by % of total):



## Client gender

55.5% female 

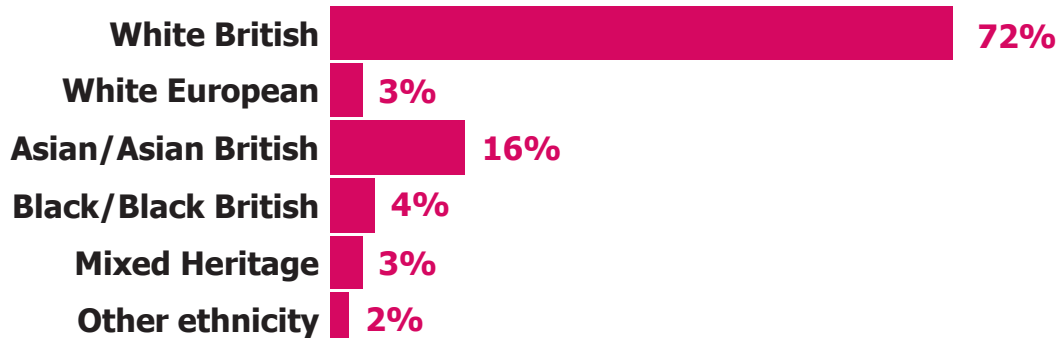
44.4% male 

0.1% other 



46%  
of our clients  
have a disability or  
a long term health  
condition

## Client ethnicity



**We provided advice  
in 23 languages:**

Albanian	Polish
Armenian	Punjabi
Amharic	Pushto
Arabic	Russian
British Sign Language	Somali
Dari	Spanish
English	Tigrinya
Farsi	Turkish
French	Urdu
Hungarian	Vietnamese
Kurdish Sorani	
Kurdish Badhini	
Kurdish Kumanji	



**62%**  
**of people**  
**found our**  
**website useful.**



**86% of people**  
**were happy or very happy with our service.**



**£8.5m**  
**of debt**  
**managed**



**£12m**  
**secured in**  
**benefits**

# Our Services

## Generalist Advice Services

### Contact Centres

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We have two Contact Centres – in Dewsbury and Huddersfield. During 2018/19 these were open from 9.30 to 3.00 on each weekday.

### Telephone Advice Line

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You can contact us by telephone from 9.00 to 4.30 every weekday on 0344 848 7970.

### Website

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Our website is available at [www.kcalc.org.uk](http://www.kcalc.org.uk)

This gives information about what services we offer and how to access them as well as links to other useful sites.

On our website you can also contact us for advice.

### Case Study

**A man came into our Contact Centre in Dewsbury to ask for help with his benefits situation.**

**We undertook a full benefits check for him and discovered that he had not been receiving Severe Disablement Premium, which is an extra payment for people already receiving some benefits who live on their own with no one receiving Carer's Allowance for them.**

**We contacted the DWP on his behalf and they sent a form which was completed and returned. He was awarded the benefit and a lump sum of over £16,000 in back payments.**

## **Case Study**

**Our client was unable to work and was receiving Employment Support Allowance (ESA) based on her contributions when she was working.**

**She came into our Contact Centre to see if she could receive additional benefits as this income was all that she had to live on and it was not sufficient for her.**

**Our client was a woman with a number of health conditions and very low confidence who found it difficult to live independently and was very dependent on her mother.**

**We undertook a benefits check and helped her claim income based ESA and several additional premiums because of her health conditions.**

**This substantially increased her regular income and she was awarded back payments of over £18,000.**

**"Our advisor really helped us to sort out what we thought was an unsolvable set of problems.**

**He patiently helped us to sort out our paperwork and explained what each letter meant.**

**He then gave us a fairly detailed 'map' of how we would go about seeking further help for each of the strands of the problem.**

**We were pointed to agencies I never knew existed and they have also helped tremendously.**

**I cannot express my gratitude enough to your advisor and your organisation."**

**"Put my mind at rest.  
Good information."**

**"Made me feel less anxious  
Very friendly staff.  
Very helpful."**



# Specialist Advice

## Immigration & Asylum

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**We have a Legal Aid contract which enables us to undertake some asylum casework for clients.**

Unfortunately we no longer have the funding to undertake specialist immigration cases.

## Pathways Project

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**This project, funded by the Big Lottery Fund, helps local people who are asylum seekers, refugees, have been given humanitarian protection, are an EEA citizen, been given Discretionary Leave, or who want to make a family/private life claim.**

We give advice and support for a number of issues and signpost clients who need support we cannot offer.

**"I better understand my situation and what I have to do. The staff were very friendly and helpful."**

## Case Study

**Our client had been granted Indefinite Leave to Remain last year under exceptional circumstances and wished to apply for citizenship.**

**He was concerned that he had been convicted for entering the UK without a travel document and that although this conviction had been quashed on appeal that he would fail the good character requirement.**

**We helped him obtain a police check showing that the guilty verdict had been changed to not guilty and contacted his solicitor to ask them to provide a separate letter of explanation about the circumstances.**

**We also helped him show how he was exempt from the English Language test and how he met the other requirements. We worked with him to complete and submit the application.**

## **Case Study**

**J had come to the UK from Gambia and was a dependent on her then partner's asylum claim.**

**Having split from her partner she was receiving asylum support and needed to make her own asylum claim.**

**She had submitted a claim but had received a letter from the Home Office asking for more information and evidence.**

**We assisted her to draft a letter to the Home Office explaining her situation in detail and why this meant that asylum should be granted.**

**We then helped her get evidence such as letters from her children's schools, health records for the families and copies of birth certificates.**

**J and her daughters were granted 30 months leave to remain.**

## **Case Study**

**K was married to a British citizen and had been granted family leave.**

**She and her husband had applied for indefinite leave to remain but her husband died before the leave was granted.**

**She came in with her adult son because she did not know what she should do and how to proceed.**

**We discussed the situation with the client and determined that because of her current status she was eligible to apply for Indefinite Leave to Remain in her own right.**

**We explained the process, the evidence that she would need to supply and the fee payable.**

**We provided a link to the online application and the client and her son were confident that they now had the information they needed to make a successful application.**

## Community Care

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**We help clients with specific needs to access appropriate care and support services provided by local or health authorities. We can help children and adults as well as any carers they may have. This service is funded by Legal Aid.**

We can help with obtaining an appropriate care assessment, securing appropriate care and support services, issues regarding direct payments/personal budgets/charges for care and support services, accessing appropriate aids and adaptations within a person's home, and disputes regarding whether a person should receive children or adult services, usually in an immigration context where a person's age is being disputed.

We can also deal with issues relating to a person's mental capacity under the Mental Capacity Act 2005, such as deprivation of liberty issues and best interest decisions.

**"The person who dealt with my query was lovely, very reassuring."**

**"I was helped to complete a claim form for Carer's Allowance and the Advisor was brilliant and very patient with me."**

### Case Study

**Charlotte suffered from complex mental health difficulties, which had resulted in her being moved to a care home on a permanent basis.**

**Whilst Charlotte was happy living there she did want an increased level of independence, she wanted to access the community with her husband, she wanted to visit her home (where her husband still resided) and she wanted more independence when she was partaking in social activities.**

**After Court of Protection proceedings we were successful in securing Charlotte increased contact with her husband, a package of care which allowed her to return home on a more regular basis and agreement from the local authority and care staff that she would be afforded much higher levels of independence with a view to the package being stepped down further in due course, if matters progressed well.**

## Debt

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**Our specialist debt team assists people to handle multiple debts by assessing the situation, negotiating with creditors, and advising on options such as bankruptcy and Debt Relief Orders.**

This work is funded by Money Advice and Pensions Service and Kirklees Council.

**"The person I saw was friendly and knowledgeable and helped us understand our situation and what we have to do."**

**"I was seen by the staff in a very short amount of time. They dealt with my problem very quickly and assured me that things are going in the right direction.**

**Also, staff have a brilliant attitude towards their customers."**

### Case Study

**Our client had been unexpectedly bereaved when her partner was killed in an accident. As a result of this she had become depressed.**

**She was struggling as a single mother with a mortgage and our budget calculations showed that each month she was only just bringing in enough to live on which left her unable to repay some debts.**

**We wrote to her creditors and explained the situation and asked that they consider writing off the debts.**

**The client was pleased that she no longer had to deal with creditors.**

**She told us that it had taken a lot of stress off her and reduced her worries.**

**She was grateful that she now had someone to talk to about her financial situation.**

**One creditor agreed to write off the full sum owing and we are still awaiting responses from the others.**

## Employment

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**We provide an Employment Helpline four days per week for people living in Kirklees which is funded by Kirklees Council.**

We give advice and support about people's employment related issues to enable them to resolve their problem.

People who contact our generalist service are directed to the Employment helpline where they need this help but it can be accessed directly on (01924) 868147.

**"I was listened to in a very professional manner. I felt at ease with the advisor."**

**"My adviser has been very efficient and I have the answer I needed."**

**"Very prompt, informative advice. Very helpful staff who made me feel comfortable."**

### Case Study

**L had worked for a care provider for two years. She suffered an accident in work and had been off for a considerable period of time.**

**She asked repeatedly for her employer to have an occupational Health (OH) report in order to ascertain what would need to be done to get her back to work. Predominantly that would mean she should not be engaged in heavy lifting or manual handling. Despite promises to do so the employer had failed to try and assist her with any changes.**

**We discussed the Equality Act with her and advised her about the definition of a disability and L felt she would be covered by such a definition so the employer has a duty to make reasonable adjustments.**

**We advised that she lodge a formal grievance with the employer and helped her to write the letter. We advised her about what she could expect at a grievance hearing and helped her to work out what she would say.**

**If the accident at work was not L's fault and could have been foreseen by the employer she may have a potential personal injury (PI) claim which would be dealt with by high street PI lawyers in the local region.**

## Housing

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**The housing service has experienced its first year as part of the specialist services offered.**

The immediate and heavy demand for the service demonstrates the level of local housing difficulties. The service is funded by Legal Aid.

**Over the past year we have:**

- represented clients in court proceedings to prevent their eviction from their home
- negotiated with landlords to withdraw possession notices or hold off further action
- taken enforcement action against landlords harassing their tenants
- assisted clients with their applications for rehousing by their local authorities, securing new settled homes and/or suitable temporary accommodation
- secured repairs to unsafe rented homes.

**"I just want to say a genuine thank you to both yourself and your assistant for yesterday.**

**You were both there when I really needed help. You both genuinely listened, showed empathy and professionalism.**

**I don't know how I'd have got through the day without you both."**

### Case Study

**A young man suffering with mental health problems and fleeing abuse from his previous address came to us for assistance in finding a new place to live.**

**He was unsure what he needed to do next, and felt the local council were not taking proper account of his needs.**

**We supported him in his homelessness approach to the authority.**

**We argued successfully that his particular needs and history were taken account of in the provision of temporary accommodation, and made sure that the council were aware of the support he needed.**

**He was therefore housed in suitable temporary accommodation with the proper support put in place.**

**This helped him continue to engage with the council to ultimately find a permanent property in his preferred part of Kirklees.**

## Pension Wise

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**Pension Wise is a free and impartial government service delivered by KCALC to help people understand their defined contribution pension options.**

We deliver this service in Kirklees, Wakefield and Calderdale. Clients are given an individual appointment with a trained adviser who will talk about pension options and possible next steps. After the appointment a summary of the details and next steps which need to be taken are sent to the client.

To arrange a Pension Wise appointment you can call direct on 01924 869835.

**"We went through all of my questions I had prepared and I was given appropriate guidance."**

**"I was dealt with quickly and effectively and the service was very helpful."**

**"We were given good advice on the options available to us."**

### Case Study

**Our client had a number of pension plans, some of which included special features, as well as a retirement annuity contract.**

**He was recommended to have a Pension Wise interview by someone who had already had one and found it useful.**

**The client's wife had recently been diagnosed with a condition which is probably life limiting so he wanted to increase his immediate income so that she could retire early.**

**We helped him consider all his options and showed him how he could maximise the money available to him in the short-term to make their lives easier at a difficult time.**

**"The staff were friendly and helpful and very good at explaining what I need to do."**

## Welfare Benefits

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**The majority of the work undertaken in our Contact Centres is to help people with Welfare Benefits matters.**

We host the Kirklees Council Welfare Benefits Advice Service which assisted over 6,000 local people with mandatory reconsiderations and appeals.

We provide a specialist service for clients wishing to appeal to the Upper Tribunal which is funded by Legal Aid. We can take matters to the Court of Appeal and European Court if required. We undertake approximately 10% of this Legal Aid work across England and Wales.

**"Found everyone and the advisor to be very supportive, understanding and approachable."**

**"Excellent Adviser. I felt safe and listened to."**

**"Arrived on the off chance of speaking to someone which I did and the person was very helpful. Gave a lot of help with my problem."**

### Case Study

**Our client is a child who has autism and a severe learning disability.**

**His parents wanted to claim the higher rate of the mobility component of Disability Living Allowance because of the supervision that he required.**

**They had had their claim rejected and their appeal had also failed.**

**We helped them to make a claim to the Upper Tribunal because we thought that there had been an error in law in that the tribunal had failed to take into account the supervision and support already given to the boy.**

**We contended that they had not applied the legal test correctly.**

**On submission of our application to the Upper Tribunal the DWP withdrew their defence and the case was referred back to the Lower Tribunal so that it could be reconsidered.**



# Research and Campaigns

**We undertake research and campaigns work on local issues and also contribute to national campaigns headed by Citizens Advice and the Law Centres Network.**

We have a research and campaigns team including trustees and volunteers who assist with gathering and analysing information. We also have a regular column in the Dewsbury Reporter and a Twitter account where we tweet about issues that affect our clients.

Our CEO Nick Whittingham gave evidence to the Women and Equalities Select Committee at the House of Commons. His contributions formed part of a recently published report "Enforcing the Equality Act: the law and the role of the Equality and Human Rights Commission".



**Follow us on Twitter:  
@KirkleesCALC**

**Issues which we publicised during the year included:**

- What we do at KCALC and how people can access our service
- Understanding employment rights in common situations
- Scams awareness and how to avoid problems
- A celebration of our volunteers and the work they do
- Help available for families where children are starting school or need childcare
- Information about options when a family member can no longer live at home
- Avoiding the loyalty payment when renewing services
- Common issues with Universal Credit
- Knowing your rights when buying goods at Christmas
- Saving money when switching energy supplier
- What options there are for people with multiple debts
- New rights for people renting houses.

# Our Volunteers

## **Gaby did some short term work experience with us as a volunteer and wrote this about her time as a volunteer with KCALC.**

My work experience at KCALC started over what I was soon to learn was the obligatory (and very important) cup of tea. Sat in a meeting room Liz (Community Care Solicitor) quickly made me feel at ease as we discussed how she had come to be at KCALC and why I wanted to do work experience there. I was welcomed into the office and went straight into the morning's tasks.

I started off by doing some general reading and note taking on community care and Court of Protection law. This was very useful as it allowed me to understand the types of challenges and clients I would be seeing over the next week. Once I had begun to get my head around the area of law I was able to sit in on a client interview. In hindsight this interview was a fantastic (and simple) opening into the world of community care issues and regarded questions over care payments while the client's father was in respite. I was soon to learn that such issues were very common. Following the interview I finished my day creating a summary document of a care home report on a client. This was certainly an eye-opening read. The concerns over the quality of our client's care were shocking. I finished my day with a real understanding of the work Liz did and why it was so important.

I started day two with some admin tasks, filing a Court of Protection case form and creating another summary document of a care home assessment. However, it was on day two that I was really able to understand the client base. I started with sitting in on an interview in regards to our client with learning difficulties and a dispute over back-payments for her respite care. This gave me a first real glimpse of how unexpected changes impact vulnerable members of the community. Following this interview I headed out in the car with Liz to attend a client home interview.

Despite having previous work experience placements this was the first time I had seen a home visit service being offered. Another thing that makes Liz's work so important. The home visit was a community care case and was all about getting the ball rolling in relation to effective at home care for a client with long term health issues. Despite such a serious and important issue being discussed I watched as Liz was able to put the client at ease and engage them in interesting and often amusing conversation.

Following a relaxing, but very quick weekend break I returned to the office excited for the week ahead. The morning involved creating an attendance report of the previous week's interview. It was really useful for me to be able to see a case progress and understand what information from an interview is deemed useful moving forward. With this in mind I attended another client interview. While the client was there primarily to discuss her brother's care Liz carefully broached the client's own disability needs and the possibility of a further care assessment. It was lovely to watch the trust the client had in Liz.

The afternoon saw me spend time in the Contact Centre. Here I was able to listen to all the different issues that came into the centre. These varied from help to fill out benefit claim forms to landlord disputes, the centre really did hear it all! While talking to the volunteers it surprised me as to the length of service some of them had given and the importance of the support they were giving to the community. A fantastic resource that should never be taken for granted!

After a day off I returned to shadow housing. I started the day off reading material on the areas covered under Legal Aid and having a look over some open files in order to get a taste for the work. I spent much of the day sifting through claims of antisocial behaviour made against our client and summarising them into a document. This made for a very interesting read and was a fantastic example of the complexity of some of the housing cases. I finished the day sitting in on an asylum interview. Having had no experience with working with interpreters I was blown away by their ability.

Just as I was really getting into it, it was time for my final day in the office. My day consisted of replying to emails, contacting clients and writing letters to arrange meetings. I also spent time researching the financial assessment the council use for care plans in order to advise an advocacy agency that had been working closely with Liz and her team. I then had chance to sit in on an interview updating a client on the progression of her case.

My week at KCALC has been fantastic. The work there is varied and there are certainly no two clients the same. The experience I have gained from just a week has been invaluable and I cannot thank the team enough!

### **At 31st March 2019 our volunteers were:**

**Hina Ali  
Shumaila Ali  
Ammarah Aslam  
Caroline Bath  
Nigel Baxter  
Aysha Bismillah  
Janette Canlin  
Anne Douglas  
Kenneth Farrington  
Susan Firth  
Isabel Fordham  
Josh Gott  
Rachel Grogan  
Idil Halane  
Lavin Hama-Saleh  
Leila Hanson  
Peter Hart  
Andrea Hartley  
Sue Hindle  
Katie Hitchcox**

**Shababa Hussain  
Philip Jay  
Mohamed Labidi  
Mohammed Latif  
David Lawrence  
Sarah Lockwood  
Vera Mackin  
Charlotte Marlor  
Faaizah Mayet  
Ella McCarthy  
Peter McKenzie  
Alastair Megahy  
Julie Moffatt  
Saima Mohammed  
Omara Mujahid  
Avis Nunn  
Laura Ogden  
Sula Pinnock  
Jackie Ramsay  
Saima Ramzan**

**Christine Richardson  
Holly Robinson  
Paul Sands  
Mohammed Shafiq  
Samaira Shaukat  
Aysha Sidat  
Marion Simmers  
Martha Southby  
Andrew Stock  
Ann Strain  
Ian Taylor  
Christine Thorburn  
Ashley Wadeson  
Tracy Walker  
Colin Weaver  
Sharon Weed  
Steve West  
Joy Wright  
Maryam Yaseen  
Hafsah Yaqub**

32 other people volunteered with us for some time during the year.

# Our Finances

**Recent years have seen significant (50%) cuts to core funding. As a result of this there has been considerable change 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 telecommunications and IT systems.**

Core funding has now stabilised and we are looking at a period of consolidation alongside exploration of new opportunities as they arise.

In particular, we have been successful in retaining and increasing contracts for Legal Aid work which started in September 2018 and have allowed for development of a specialist Housing advice service.

We have been funded for a refugee and asylum seeker support service which we will look to expand in 2019.

We have also maintained skills and profile in the area of discrimination law which we have obtained funding for in 2019-20.

We are mindful of development in digital technology and plan expansion of digital services, including further enhancements to our web site, advice using webchat, and potential development of apps to support advice provision.

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The organisation has a Risk Assessment and Contingency Planning policy. All risks are assessed on a quarterly basis. New or increased risks are assessed as they are identified. Actions are taken to mitigate any significant risks. This includes policies to ensure the health and safety of staff, volunteers and clients.

**A copy of our full accounts can be obtained, on request.**

The figures on the next page are a summary of information contained in those accounts.

# Financial Statement

## Income

Council and Community	£944,792
Kirklees Law Centre (Legal Aid)	£205,034
Transitions	£42,848
Money Advice Service	£286,055
Pension Wise	£80,225
Investment Income	£1,451
<b>Income TOTAL</b>	<b>£1,560,405</b>

## Expenditure

Council and Community	£896,575
Kirklees Law Centre (Legal Aid)	£244,928
Transitions	£43,601
Money Advice Service	£253,888
Pension Wise	£82,228
<b>Expenditure TOTAL</b>	<b>£1,521,220</b>

Our Unrestricted Reserves at 31st March 2019 were £294,957.

# Our Progress

**During 2018-19 we have continued to develop the organisation and its services while benefitting from core stability.**

We maintained our advice quality standards for our generalist, casework and telephone advice as well as our Lexcel quality mark for our specialist work. These are audited regularly both internally and externally to ensure that our governance, procedures and advice remain high quality.

We have continued to expand the range of services we offer. In particular, this year has seen the development of a specialist Housing service. This is vitally important as we are now one of only two Legal Aid Housing providers for clients not just in Kirklees but also across Wakefield and Calderdale.

There continues to be discussion of "Advice Deserts" given the near collapse of Legal Aid following the government's draconian cuts in 2013. We are one of a very few services left who can provide free legal help and assistance to clients with social welfare law. More than that, we are unique in the depth and breadth of our advice services, covering a wide range of legal issues and assisting from general information to cases in the European Court and everything in between.

I remain convinced that our combined Citizens Advice and Law Centre model is the best way to provide holistic advice to clients with increasingly complex and intertwined social welfare problems.

The government has finally reviewed the impact of the Legal Aid and Sentencing

and Punishment of Offenders Act 2012 which introduced the cuts to Legal Aid in 2013, and has accepted that in some areas it made mistakes.

In particular, it has accepted that the decision to restrict discrimination advice to a few telephone advice services has been a disaster. We are hoping that we can apply for a new face to face contract for Discrimination later in 2019. More widely, we are disappointed with the current lack of proposals to increase desperately needed specialist advice provision, or to fund it in a sustainable way.

Looking forward, we have secured funding for and developed a number of services with the linked theme of supporting vulnerable clients who are being forced to cope with government policies which either deliberately or unthinkingly make their lives more difficult – supporting clients with Universal Credit, assisting clients to apply for the EU Settlement Scheme, and helping clients from the Windrush generation and other victims of the 'hostile environment' policy.

Looking at statistics for the year, I am delighted to report that we have again helped over 50,000 people during the year across our different channels, and the feedback we receive from clients is overwhelmingly positive. That is very much down to all of our staff and volunteers, both individually and collectively, and I would like to thank them very much for all their efforts over the past year.

**Nick Whittingham, CEO**

## Trustees 2018/19

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**Chair:**

Judith Priestley

**Treasurer:**

Laurence James Campbell

Gulnaz Akhtar

Adrian Hugh Cruden

Joanna Gadsby

Mohammad Maqsood (appointed 02/09/19)

Mark Robinson

Linda Summers

## Staff 2018/19

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**During 2018/19 the following staff worked with KCALC:**

Karen Adleigh

Feddus Ali

Samera Ali

Karen Bentley

Sheereen Bhanabhai

Nicola Birch

Steve Collins

Raashida Daud

Ruth Davies

Kirsty Dickinson

Fatema Dudha

Craig Eastwood

Sarah Fatica

Graham Fearnley

Wendy Forrest

Steve Frain

Charlie Frielick

Sadie Goldsmith

Charles Greaves

Darren Grosvenor

Katie Hellowell

Sue Howard

Anne Hudson

Maxine Hunter

Alina Hussain

Samina Hussain

Suhra Kabalic

Lesley Kaye

Jennifer Lay

Asia Majid

Matthew Middleton

Ian Parkin

Amy Pearson

Liz Perry

Joe Power

Asma Rawat

Michael Rawnsley

Shereen Rebbila

Emma Rouse

Peter Sales

Emsuda Selman

Sharon Smith

Amanda Swallow

Richard Taylor

Hannah Thomas

Linnet Thornton

Anna Wagstaff

Stephanie Webb

Martin Whitaker

Nick Whittingham

Cheryl Williamson

## Partners and Funders 2018/19

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**Our partners during 2018/19:**

Fusion Housing

Kirklees Council

Looking Local

Healthwatch Kirklees

Cloverleaf Advocacy

The Mission Huddersfield

Money Advice and Pension Service

North East Regional Law Centre

St Augustine's Centre Halifax

Wakefield CAB

Calderdale CAB

National Lottery

Legal Aid Agency

Cuckoo's Nest

Crossroads Centre

Citizens Advice Manchester

Citizens Advice Wigan

Refugee Action

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

## Contact Us

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