

Annual Report 2019/20

Kirklees Citizens Advice and Law Centre

Delivering quality advice for
the people of Kirklees



Foreword

Still here for you

In my report for 2018/19 I focussed on celebrating the 80th anniversary of Citizens' Advice which was set up in a time of crisis. At the time of writing this report yet again a crisis has hit not just Kirklees but the world and is continuing to affect us all. The year started with our objectives in place along with our detailed exciting plans and targets and all continued on track until March 2020 when we physically closed our doors. But despite this we have continued to support the people of Kirklees and will continue to do so.

"We give people the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem" Chief Executive of the national Citizens' Advice. In Kirklees we have and still do succeed in achieving this.

We are one of the very few combined Citizens Advice and Law Centres able to enhance our generalist service with specialist high level advice from our team of solicitors and caseworkers. Law Centres have been in existence since 1970, another anniversary, this time 50 years of offering specialist advice and representation rooted in the community. Our team of specialists offer support on issues ranging from asylum and immigration, community care, discrimination, housing, welfare benefits, employment to human rights.

This year we have continued to work with clients through a host of issues.

- Our staff numbers have increased and our team of highly trained volunteers offer quality advice.
- We introduced the Help To Claim Service – supporting clients with claims for Universal Credit.
- We received funds for Help To Claim Best Practice Lead in West Yorkshire to look at wider issues around Universal Credit.
- We received funds to help EU citizens to apply under the EU Settlement Scheme which maintains their rights in the UK after June 2021.
- Our Research and Campaign Section continues to publicise through local papers and via our local Members of Parliament issues such as Scams, Energy Awareness, Child Care and Consumer Rights.
- We continued to offer advice through face to face appointments, our growing telephone advice line based in Huddersfield, our website where free information and guidance is easily accessible, and our drop in contact centres with experienced advisors.
- Our continued programme of professional development for staff, volunteers and trustees ensures that the highest level of expertise is accessible.

On behalf of Trustees I thank you for your support during the past year and I look forward to our service continuing to grow and develop to meet the challenges of the future.

I thank staff and volunteers at KCALC for their professionalism and dedication. May I take this opportunity to especially recognise the work of Laurence Campbell, Treasurer and Trustee, for his years of service.

I hope you find time to read our annual report and celebrate our successes.

Judith Priestley, Chair of Trustees

Overall Vision

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

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

- **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



56,359
people

received help from
our services
during 2019/20.



£11.8m
benefits secured.



£7.6m
of debt managed.



19%

received our
service via
telephone.



47%

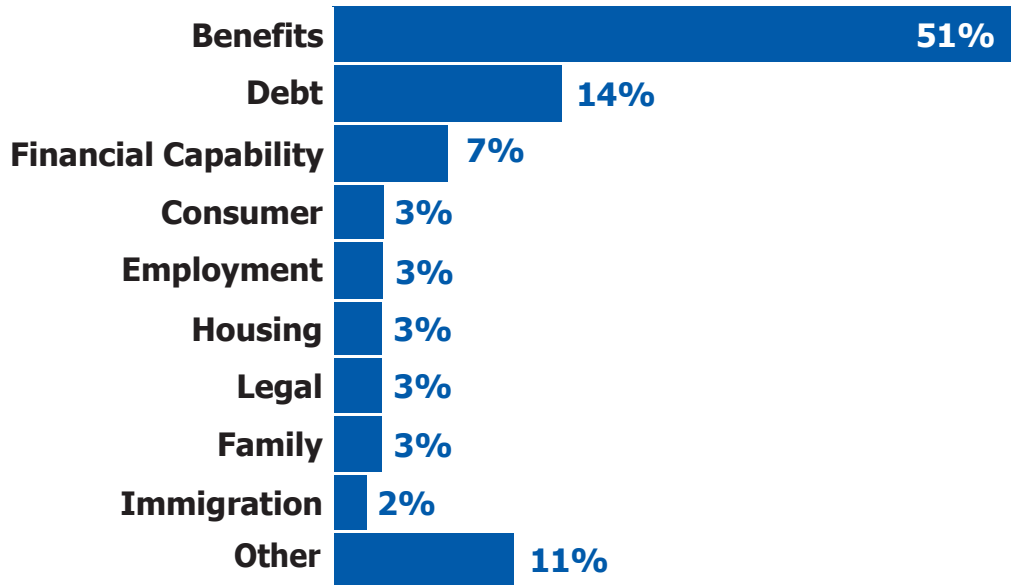
received our
service face
to face.



34%

received our
service via our
website.

Issues dealt with in 2019/20 (by % of total):



Client gender

53.5% female 

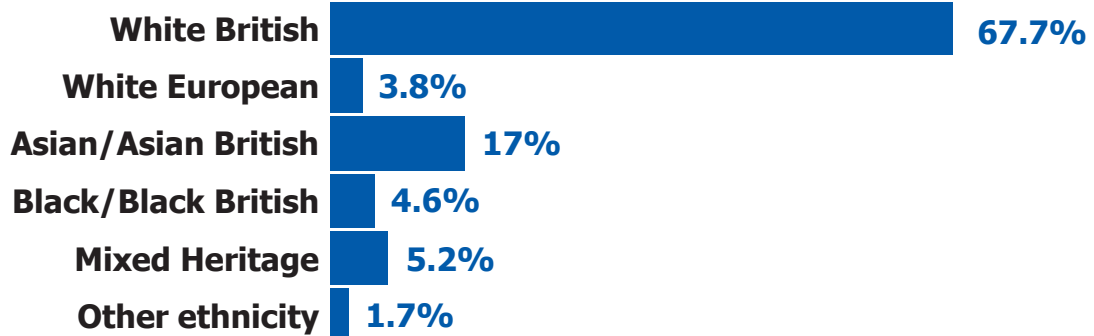
46.5% male 

0.02% other



45%
of our clients
have a disability or
a long term health
condition

Client ethnicity



Our Services

Generalist Advice Services

Contact Centres

We have two Contact Centres – in Dewsbury and Huddersfield. During 2019/20 these were open from 9.30 to 3.00 from Monday to Thursday, and 9.30 to 12.00 on Friday.

Telephone Advice Line

You can contact us 9.00 to 4.30 every weekday by calling 0808 278 7896 (Freephone).

Website

Our website is available at 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

Our client had mental health issues and was abusing alcohol. She was difficult to get hold of and often incoherent.

She had lost her job, had no income and was behind on mortgage payments. She was unable to attend our contact centre because she had broken her foot.

Client asked us to deal with her sister and we assisted with a benefits claim. We obtained a food bank voucher for her and helped her contact her mortgage provider.

We advised on how her sister could become her appointee to deal with financial issues.

Case Study

Our client wished to leave her marriage with her children.

The family lived in a home rented by the husband's family. The client now had no home, no household goods and no income - children's benefits were in her husband's name.

We undertook a benefits check and assisted the client to apply for Universal Credit – children's benefits were transferred to her name.

We helped her apply to local housing associations although, as she was not a priority, she eventually rented a private property.

We advised about an advance payment of UC and contacted a local charity on her behalf who provided a kettle, cleaning products, some basic home equipment and a regular food parcel delivery until her first UC payment.

"I was very happy with the help I/we received today as it was a complicated case. The help and support was brilliant with filling out the relevant forms."

Case Study

Our client was informed by the police that her husband had been sharing inappropriate pictures of her two children on-line.

Client is pregnant with husband's child. Social Services warned that she could not continue to have contact with her husband because of safeguarding of the children.

We helped her to understand her legal rights with regard to the property and checked what benefits she could obtain.

We advised her to contact a solicitor for divorce and separation.

We informed her about making a claim for disability benefits for her autistic son.

We referred her to the pre-natal mental health department for help with her anxiety.

"I feel like I can start dealing with these issues now."

Specialist Advice

Welfare Benefits

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.

Help to Claim

In 2019/20 we started our Help to Claim service. This helps clients to make their first application for Universal Credit.

This service is offered in person at Huddersfield and Dewsbury and also by telephone and webchat.

Case Study

Our client had been in receipt of Disability Living Allowance for many years which included the higher rate of mobility component which allowed him to purchase a car through the Motability scheme.

When he transferred to Personal Independent Payments he was reassessed and the mobility component refused. The client lost his car, his blue badge and his ability to travel outside the home.

An appeal was unsuccessful so we made an application on his behalf to the Upper Tribunal arguing that the law had not been applied correctly when assessing his condition.

The Upper Tribunal agreed and cancelled the previous decision, the case was heard afresh by a new tribunal and the client's benefit was restored and backdated to when it was lost.

Case Study

The client came to us because her Income Support had ceased as her youngest child had now reached 5 years of age and she needed to make an application for Universal Credit

She is a single parent with 3 children and a council property.

She suffered a stroke last year leaving her with limited movement on one side and has a blocked valve in her heart.

We advised how much money the client should expect, helped her make the claim online and showed her how to manage the claim in the future.

We discussed how she must submit her fit note and what to do when it runs out.

We arranged an appointment for her with DWP to prove her ID and made sure that they had an interpreter available. We discussed what documents she needed to take.

We also arranged for the client to see an adviser to help her to apply for Personal Independence Payments as this would provide additional income.

Case Study

Our client had received a benefits check at our contact centre and was informed that she was eligible for Universal Credit.

We made an appointment to help her with this claim but when she arrived she told us that her daughter had already completed it for her.

She agreed that we could check the claim and we discovered that her housing costs had been omitted which would have reduced the amount she received and possibly left her unable to pay rent.

We corrected the mistake and helped the client and her daughter to understand how to manage the claim and what next steps to take.

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

Community Care

We are able to assist clients who have various care and support needs, perhaps by way of a disability, mental health problem or other condition which means they require care and support services from social services and sometimes health authorities.

We are able to assist children and adults as well as any carers they may have (carers too can have their own support needs).

Case Study

Patrick was 8 years old; he had significant physical disabilities and lived with his family.

He needed to use a wheelchair inside but the house wasn't appropriately adapted for his use. This meant his family often had to lift him and move him around which really impacted upon his independence as well as his confidence.

The family had looked for alternative properties but found none.

We became involved and after liaising with the council, adaptations were made to the family home, which resulted in a downstairs bedroom and level access bathroom being built for Patrick's use.

This then meant the family home was accessible to Patrick and the family could remain living there.

Court of Protection

When a person is unable to make decisions for themselves there are lots of issues which can arise including where they live and who they have contact with.

There is a strict legal framework determined by the Mental Capacity Act 2005 which has to be followed by everyone involved in their care and all those making decisions. Those involved in their care must only do things which are in that persons "best interests".

Where there are disputes an application to the Court of Protection might need to be made for a judge to make the decision. The Court of Protection is a specialist court and we can assist with Court of Protection proceedings relating to a person's welfare.

Case Study

Edie was in her eighties with dementia and lived at home with her daughter. Her daughter felt that Edie was happiest at home, in familiar surroundings, in line with wishes and feelings she had expressed prior to being diagnosed with dementia.

However, Edie's son wanted her to move to live in a care home.

The council were involved, carrying out assessments and ascertaining what options for Edie were, but because of this significant dispute, the Court of Protection became involved.

After considering the position and all care options carefully, we were successful and Edie was allowed to remain at home, with a robust care and support package put in place which met her needs.

Debt

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.

"My advisor was extremely helpful and put me at ease."

"I was very anxious about the situation, initially. I feel more relaxed knowing I'm not alone now."

"Good efficient service with good advice."

This is the first time I have felt as if anybody has listened to what I am trying to say."

Case Study

Our client was a 39 year old single mother with two dependent children under 16 receiving benefits, local authority housing allowance and child maintenance.

She was working part time but on initial contact was unable to work due to mental health situation brought on by serious domestic violence which she eventually fled.

The client had debts in total of £60,000. Much of the debt had arisen because the client had been forced to take the debts in her name by the abusive partner.

Our initial advice was to reduce debts by applying for write offs but if this was not a positive result then possible bankruptcy application as the client did not qualify for a Debt Relief Order due to amount of debts.

Many creditors agreed to write off the full balances due to the client's circumstances and mental health evidence. Over £40,000 was written off which brought the balance outstanding to under £20,000. This resulted in a change of advice for the client as the client now qualified for a DRO instead of full bankruptcy.

The client agreed to a DRO application, the fee was paid and the DRO approved, resulting in the client going from £60,000 debts with no idea where to turn and how to repay debts, to having a completely clean slate.

Employment

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 never expected the superb and extremely helpful help given to me today.

The lady I first spoke to was really patient and listened to everything I had to say, she didn't rush me at all and I felt she genuinely wanted to help me and was very sympathetic.

She passed me through to an employment expert - she had already explained my situation to him so I didn't have to repeat myself.

The gentleman that helped me was very knowledgeable and gave me all the information I needed to sort out my problem, verbally and by email. He told me I could get back in touch with him if I needed any further advice and gave me a direct line number and his working days.

I feel so confident and informed after the help I received. What a superb organisation, available to all at no cost. Thank you so much."

Case Study

Our client, who worked in a café, felt that she had been bullied by her manager for several years and that other members of the team were favoured above her when it came to shift allocation.

In the end she had had enough and walked out. The manager said that because she had not given notice he would not pay her final month's salary or her outstanding holiday pay.

We advised that the bullying did not appear to be discrimination from the facts that she gave but that leaving without notice was not one of the reasons where an employer can lawfully withhold wages.

We gave advice on what to write to the employer and how the unpaid wages could be claimed in an Employment Tribunal.

We also advised that the unpaid wages meant that the client had been paid less than the minimum wage for her work and that she could contact the National Minimum Wage Enforcement Team.

We advised that a claim for constructive dismissal was unlikely to succeed and that it would, in any case, be unlikely to pay much as she was now employed elsewhere at a higher wage.

Housing

The demand for advice and legal help with housing issues has remained high during the second year since establishing our specialist housing team.

We continue to grow the service to help meet this clear local need. The service is funded by Legal Aid.

Over the past year we have:

- represented clients in court to prevent their eviction;
- negotiated with landlords to cancel or hold off possession action;
- taken enforcement action to stop landlords harassing their tenants and threatening illegal eviction;
- helped clients apply for rehousing by their local council and successfully challenged local authorities to secure new settled homes and/or suitable temporary accommodation;
- and taken action against landlords to require works to unsafe rented homes.

“(My solicitor) was very helpful...”

She explained to me what I needed to do in detail...and she updated me every time she heard from the council...

I am very thankful to her for all this service and assistance.”

Case Study

A vulnerable client in rented accommodation had no hot water or working heating system.

The unfit living conditions were causing her health to worsen.

We took swift action to warn their landlord of potential court action for breach of repairing obligations.

The gas supply was quickly re-connected and our client’s living conditions improved.

Case Study

Our client was suffering domestic abuse and sought rehousing by her local council.

She was refused assistance.

We successfully challenged the Council to accept that they owed a legal duty to rehouse her and her children.

She has since updated us that she feels happy and safe in her new home.

Immigration & Asylum

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.

EUSS

We have been funded by the Home Office to give legal advice and assistance to clients wishing to make an application to the EU Settlement Scheme.

Our project concentrates on vulnerable clients and those who have complex cases.

Pathways Project

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.

Case Study

We represented M, a woman who had been trafficked into the UK under false pretences and made to work, unpaid, as a domestic servant.

She escaped from that and then lived in very difficult circumstances before claiming asylum with her young child. She had been living in London but was moved into asylum accommodation in Huddersfield.

The application was only partly successful as she was granted permission to stay in the UK, but only on a temporary and limited basis which meant that she would have to keep re-applying to the Home Office to extend her permission, with application fees of thousands of pounds each time and a wait of ten years before she could apply to settle.

We appealed this decision. We prepared detailed evidence and legal arguments as to why the Home Office decision was wrong in law.

These were served on the Home Office and, prior to the hearing, they conceded the case and granted M and her daughter asylum.

They now have the certainty of knowing that they have a five year period of asylum in the UK, after which they can apply to settle permanently and build their lives here.

Case Study

Client A was a single mother with 3 dependent children who were all Czech Republic nationals except for the youngest child, who was born in the UK and had a British birth certificate.

A had no valid ID and the two children had expired Czech Republic passports. The youngest child born in the UK only had a birth certificate for identity purposes.

We assisted her in requesting paper applications from the Home Office and completed all 4 applications, attached the identity documents A had, as well as an accommodation support letter from her housing agency and letters from the council in support of her homelessness.

The client also had some letters from school that the older two children had attended and also a GP letter stating she was registered with the practice for over 9 years.

The H.O. subsequently granted A and all 3 children Settled Status a few months later.

Case Study

Our client was a failed asylum seeker from Iraq who was living rough.

We discussed with him what evidence he would need to provide for a fresh asylum claim to be considered and agreed that when he was more settled we would make a referral for him to an organisation that would be able to do this.

His most pressing need was associated with his destitution as he had no accommodation and no food to eat at the time of the interview.

An immediate appointment was made with the Welcome Centre for food.

We also agreed that we would apply to the Home Office for support because of his destitution on Human Rights grounds.

"You were kind and compassionate."

Pension Wise

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.

"I was confused about my retirement age but your advisor helped me."

"Very happy with both our first point of contact by telephone and the help received at our subsequent appointment."

In 2019/20



97%
of clients
were happy
or very happy
with the
service.

In 2019/20 our services were delivered in 32 languages:

Albanian	Oromo
Armenian	Polish
Amharic	Portuguese
Arabic	Punjabi
British Sign Language	Pushto
Bulgarian	Romanian
Dari	Russian
English	Somali
Farsi	Spanish
French	Swahili
Kurdish Sorani	Tigre
Kurdish Badhini	Tigrinya
Kurdish Kumanji	Turkish
Lingala	Urdu
Mandarin	Vietnamese
Mandingo	Wolof

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.

Where Citizens Advice or Law Centres Network wish to campaign on an issue we keep staff members informed and often ask them for comments and case studies which can be used in the wider policy work. We contribute to calls for evidence and government consultations wherever possible.

We have a research and campaigns team including trustees and volunteers who assist with gathering and analysing information.

We keep staff informed about what campaigning work is being undertaken. We also have a regular column in the Dewsbury Reporter and a Twitter account where we tweet about issues that affect our clients. We also have a Facebook page where we share items that may be of interest to our readers.

We worked on research projects related to Universal Credit during the year including how the process affects people with disabilities. This involved speaking to advisers and clients and a report was prepared for Citizens Advice nationally to use in campaigning and policy work.

Issues which we publicised locally during the year included:

- Accessing housing advice and what KCALC can do to help
- How to apply for Universal Credit and our new Help to Claim service
- Watching out for scams and what to do if you think you have been scammed
- Local organisations and schemes that can help as children go back to school after the summer
- Top tips to save on your energy bills
- What to do if you have a problem with something you buy
- Frequently asked questions about employment issues
- How to stop your debt getting out of control.



**Follow us:
@KirkleesCALC**



**Like us:
KirkleesCALC**

Our Volunteers

During the year KCALC had willing and skilled assistance from many volunteers working in different capacities across the organisation.

The list below gives those who were actively volunteering at 31/03/2020 but 59 others were part of the delivering our service during the year.

At 31st March 2020 our volunteers were:

**Aisha Khan
Alastair Megahy
Andrew Hall
Andrew Stock
Anne Durkin
Ann Strain
Asiya Asaf
Avis Nunn
Aysha Sidat
Carole Tattersfield
Caroline Bath
Carol Williams
Charlotte Gilbert
Charlotte Roe
Christine Thorburn
Colin Weaver
Craig Fox
David Lawrence
Fazeela Arshad
Gina Braithwaite
Hamzah Mulla**

**Ian Taylor
Isha Shahid
Jackie Ramsay
Julie Moffatt
June Graham
Kawal Batool
Kenneth Farrington
Lee Seacombe
Leila Hanson
Marion Simmers
Mariya Anees
Maryam Yaseen
Michael Spinoza
Miriam Thomas
Mohamed Labidi
Nabila Yaqoob
Nashiba Saquib
Nayaab Shahid
Nicola Atkin
Paul Sands
Paul Stark**

**Peter Hart
Peter McKenzie
Philip Jay
Rachel Grogan
Rajinder Chauhan
Ramzan Albakov
Rebecca Brooks
Rosemary (Joy) Wright
Sabina Kauser
Safina Bi
Samaira Shaukat
Shams Ali
Stephane Osbourne
Sue Hindle
Tracy Walker
Usma Javaid
Vera Mackin
Wiktorija Myslicka**

Here's what our volunteers had to say:

"I volunteer at KCALC to use interpersonal and administrative skills developed during my professional career, from which I am now retired, to benefit people in need in my local community.

I enjoy witnessing people being helped and experiencing for myself a sense of being valued."

I felt really supported and encouraged by the professionalism and just the way the centre is run and how friendly the staff are.

All the staff are amazing and whilst I've worked with so many lovely people in the past, this has by far been the kindest and warmest people I have worked with right from management to staff and the volunteers."

"I absolutely loved volunteering in that capacity and would love to one day come back and help out if that opportunity came up.

I learnt so many new skills and I honestly benefited so much from it even though my time there was cut short due to Covid.

I'll carry what I learnt with me throughout my life.

I know KCALC's main priority is the clients but I think maybe sometimes it's not appreciated as to how much volunteering can mean to the volunteers themselves and the positive impact to our lives."

Our Finances

Recent years have seen significant (50%) cuts to core funding and as a result there was 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 IT and tele-communications 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 were retendered 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 maintain in 2021. We have also maintained skills and profile in the area of discrimination law and obtained a Legal Aid contract for this work in 2019.

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 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

	31/03/19	31/03/20
Council and Community	£944,792	£1,047,544
Legal Aid (previously Kirklees Law Centre)	£205,034	£206,555
Transitions Project (via National Lottery)	£42,848	£40,062
Money Advice Service	£286,055	£280,148
Pension Wise	£80,225	£125,798
Investment Income	£1,451	£1,761
Income TOTAL	£1,560,405	£1,701,868

Expenditure

	31/03/19	31/03/20
Council and Community	£896,575	£972,947
Legal Aid (previously Kirklees Law Centre)	£244,928	£225,769
Transitions Project (via National Lottery)	£43,601	£34,959
Money Advice Service	£253,888	£284,089
Pension Wise	£82,228	£130,939
Expenditure TOTAL.	£1,521,220	£1,648,703

Our Unrestricted Reserves at 31st March 2020 were £338,396.

Our Progress

During 2019-20 we have maintained existing services and expanded our specialist work as planned. However, events at the year end will provide considerable uncertainty going forward.

In such rapidly changing times it is often strange reviewing a year which can already seem so distant. With the Covid crisis arising at the very end of the reporting year that is much more so this time round.

In 2019-20 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 maintained our generalist face to face and telephone advice services and client numbers are fairly constant. We have also maintained our Pathways service providing support to refugees and asylum seekers. Our generalist work has been enhanced this year by the addition of a Help to Claim service supporting people who need to apply for Universal Credit for the first time and this has been delivered face to face, by telephone and by webchat. Linked to this, we have also acted as Best Practice Lead for the West Yorkshire area – developing links between Help to Claim teams and with DWP and other local partners and using that network to establish and share best practice which can benefit our clients.

We have continued to expand our specialist services. As predicted, there is a large unmet need for specialist Housing advice and representation and the team has grown as much as we can sustainably manage. The nature of Legal Aid contracts with payment in arrears means that any

expansion puts a strain on our cashflow and limits how far and how quickly new services can grow. We have a new Legal Aid contract for Discrimination work which builds on our long held determination to support people's rights under the Equality Act and on the funding provided previously by the Access to Justice Foundation. We have also developed services to support clients from the Windrush generation and other victims of the 'hostile environment' policy, and to assist EU citizens in our region who need to make applications under the new Settlement Scheme as we leave the EU.

Over recent years there has been a slow realisation in political circles that free legal advice, support and representation is an important pillar of society, underpinning the rule of law, and that it is under severe strain – indeed at, or beyond, the point of collapse in many areas. While the pace of addressing this is disappointingly slow, it is encouraging that MoJ are starting to have conversations with the sector and ministers are talking positively about advice provision and particularly about Law Centres.

Looking forward, the impact of the Coronavirus crisis appears to dominate our thinking as we adapt to new ways of delivering advice services and new issues and problems that confront our clients and our communities. In March 2020 we went through a massive upheaval and I would like to say a huge thank you to all staff and volunteers who reacted so positively and allowed us to keep at least a remote advice service in place. We can be assured that our service is financially and structurally secure – our challenge is to build positively on the many things we have learned from the crisis as we restore and enhance the services we know are so important to the communities we serve.

Nick Whittingham, CEO

Trustees 2019/20

Chair:

Judith Priestley

Treasurer:

Mark Robinson

Gulnaz Akhtar

Laurence James Campbell (resigned 31/12/19)

Adrian Hugh Cruden

Joanna Gadsby (resigned 31/1/20)

Mohammad Maqsood (appointed 02/09/19)

Linda Summers

Staff 2019/20

During 2019/20 the following staff worked with KCALC:

Karen Adleigh

Samera Ali

Karen Bentley

Sheereen Bhanabhai

Nicola Birch

Janette Canlin

Sarah Caton

Emily Charlesworth

Steve Collins

Andrew Cummings

Raashida Daud

Kirsty Dickinson

Fatema Dudha

Craig Eastwood

Sarah Fatica

Charles Greaves

Darren Grosvenor

Sue Howard

Anne Hudson

Maxine Hunter

Alina Hussain

Samina Hussain

Karol Jedrzejczak

Suhra Kabalic

Lesley Kaye

Asia Majid

Kate Mawer

Joseph Mayanja

Matthew Middleton

Heather Miljevic

Saima Mohammed

Alex Oldham

Amy Pearson

Liz Perry

Joe Power

Michael Rawnsley

Emma Rouse

Peter Sales

Matt Smethurst

Sharon Smith

Fraser Stronach

Roman Suchyj

Katie Taylor

Richard Taylor

Hannah Thomas

Anna Wagstaff

Nina Whitston

Nick Whittingham

Cheryl Williamson

Chelsey Wood

Partners and Funders 2019/20

Our partners during 2019/20:

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

Citizens Advice Manchester

Citizens Advice Wigan

Refugee Action

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

Contact Us

Tel: 0808 278 7896 (Freephone)

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