

**Hosted by Glasgow City Council
Welfare Rights & Money Advice**

Friday 7 September 2018

Renfield Centre
260 Bath Street, Glasgow G2 4JP

AGENDA

- 9.30 **Registration and refreshments**
- 10.00 **Welcome:** Richard Gass, Manager of Welfare Rights & Money Advice at Glasgow City Council
- 10.15 **Guest speaker:** Shirley-Anne Somerville, Cabinet Secretary for Social Security and Older People
Devolved benefits and the new Scottish Social Security Agency
- 10.45 **Guest speaker:** David Wallace, Chief Executive, Scottish Social Security Agency
- 11.05 **Break**
- 11.20 **Guest speaker:** Dr Sharon Wright, Senior Lecturer in Public Policy (Urban Studies), University of Glasgow
Universal credit: sanctions, support and the future of work and welfare
- 11.50 **Guest speaker:** Jo Chimes, Project Lead / Legal Adviser, Equality and Diversity Forum
In the small places close to home - making equality rights practical and relevant in welfare benefits advice
- 12.05 **Lunch** (not provided at the venue)
- 1.15 **Workshops:** session one (see 'workshop options' on following page)
- 2.15 **Break**
- 2.30 **Workshops:** session two (see 'workshop options' on following page)
- 3.30 **Information exchange and NAWRA updates**
- 4.00 **Close**

WORKSHOP OPTIONS

If you'd like to run a workshop at a future NAWRA meeting please contact kelly@nawra.org.uk

Workshops all run twice (once at 1.15pm and again at 2.30pm) so please choose **two** of the following:

A. Deductions from universal credit - Daphne Hall (Rightsnet) with thanks to Will Hadwen
Workshop level: Intermediate/Practical

Many universal credit claimants struggle because of the high level of deductions. This workshop will look at:

- the current rules for the different deductions;
- maximum rates;
- how or if we can negotiate with the DWP to reduce them;
- and what to do when this isn't successful.

We'll also discuss Esther McVey's commitment to look at this problem.

B. Practical equality rights in welfare benefits advice - Jo Chimes (Equality and Diversity Forum)
Workshop level: Introductory/Practical

The Equality and Diversity Forum launched an online handbook, [Practical Equality Rights in Welfare Benefits Advice](#), in May 2018. This workshop will show how the handbook can help everyone working in welfare benefits advice to make practical use of the Equality Act 2010 to solve everyday discrimination problems and fill the 'discrimination advice gap'.

C. Reg 35 limbo - Scott McNally and Kathryn Gaines (Durham County Council Welfare Rights Service)
Workshop level: Advanced/Practical

Are tribunals lowering the bar for work-related activities making it all but impossible to satisfy regulation 35? Durham Welfare Rights share their experience of Reg 35 appeals and invite you to share yours.

D. Pitfalls and processes with universal credit - Zoey Corker (Sanctuary Housing)
Workshop level: Introductory/Strategic

As it finally rolls out to most of Scotland, Zoey Corker provides us with an insight into processes and pitfalls for claiming universal credit, including Scottish protections.

NAWRA workshop levels:

Introductory	Assumes little or no prior knowledge of the topic or a refresher session
Intermediate	Assumes a reasonable working knowledge of welfare benefits work or some knowledge of the specific topic under discussion
Advanced	Assumes a good working knowledge of welfare benefits work or detailed knowledge of the topic under discussion

Practical	Focusing on developing good practice or offering some 'hints and tips'
Theoretical	Focusing on policy debates or discussion of emerging theory
Strategic	Focusing on planning and putting practical knowledge, and/or theory in to practice

SPEAKERS

[Shirley-Anne Somerville](#) was appointed Cabinet Secretary for Social Security and Older People in June 2018. She is responsible for welfare policy, social security, measures against poverty and devolved benefits in Scotland. Shirley-Anne was an MSP for the Lothians region from 2007 to 2011, and returned to the Scottish Parliament in 2016 as MSP for Dunfermline.

David Wallace is Chief Executive of the Scottish Government's new social security agency. David had previously been the Executive Director: Agency Implementation and Performance.

[Dr Sharon Wright](#) is a Senior Lecturer in Public Policy (Urban Studies) at the University of Glasgow. Sharon's research specialism is in analysing British welfare reforms in international and comparative perspective. Sharon's work also contributes to understandings of what poverty means to people in the context of social divisions and inequalities of income and wealth, particularly in post-devolution Scotland. She recently co-authored [A hand up or a slap down? Criminalising benefit claimants in Britain via strategies of surveillance, sanctions and deterrence](#)

Jo Chimes is a non-practising solicitor who has worked in the not-for-profit sector on discrimination rights and social welfare law for many years: as a trainer, peer reviewer and adviser. Most recently she was the Project Lead for the Everyday Equality project at the [Equality and Diversity Forum](#), a network of UK organisations committed to equal opportunities, social justice, good community relations and respect for human rights.

EXHIBITORS

[Advice Pro](#) is a fully-managed, secure web-based case management system developed specifically for advice organisations and being used in a variety of other settings including by housing associations, local authorities, universities and public and commercial services. It captures client personal and socio-economic details and casework information over a wide range of matter types.

[Welfare Advice and Health Partnerships](#) embed or integrate welfare advisers in general practice and NHS health & social care settings. These partnerships are proven to be effective in tackling health inequalities, maximising income and reducing pressure on general practice and health & social care staff. Crucially, welfare advisers in the partnerships report an increase in job satisfaction as they are able to:

- Access medical records, with appropriate consent, therefore see an increase in successful applications and appeals for ill health and sickness related benefits
- Be part of a team providing person-centred health and social care for individuals
- Provide advice and information on all aspects of income maximisation, using a case management approach, in a non-stigmatising and familiar setting.

For more information contact Kate Burton, Public Health Practitioner at Scottish Public Health Network at Kate.Burton@nhslothian.scot.nhs.uk or Roddy Samson, Welfare Advice Service Facilitator with the Improvement Service at Roddy.Samson@improvementservice.org.uk

LOCATION AND TRANSPORT

[The Renfield Centre](#), 260 Bath Street, Glasgow G2 4JP is part of St Stephen's parish church in Glasgow city centre.

By train:

- Charing Cross and Anderston stations are within walking distance
- Glasgow Central station is a 15 minute walk (alternatively, catch a 4 or 4A bus from Hope St outside Central station)
- Queen Street station is a 20 minute walk (alternatively, catch a train one stop from the lower level to Charing Cross)

By [underground](#):

Cowcaddens, St Georges Cross and Buchanan St stations are within walking distance.

By car:

There is street parking (parking meters and disabled bays) outside the centre. There is a multi-storey car park in Elmbank Crescent (at the back of the Kings theatre).

By bus:

- Intercity to Buchanan bus station. The bus station is a 15 minute walk from the Renfield Centre.
- The 3, 4, 4a and 77 operated by First Bus stop in Bath St (westbound) and dental hospital on Sauchiehall St (eastbound).
- The number 18 terminates in Holland St adjacent to the Renfield Centre.
- The number 2 stops in St Vincent St.
- For full local timetable information see [Traveline](#).

By taxi:

There are taxi ranks located at Buchanan bus station, Glasgow Queen Street rail station, Glasgow Central rail station and on Holland Street adjacent to the Centre.

By bicycle:

The venue is close to national route [75](#) and [756](#). The nearest [cycle hire docking stations](#) are at Charing Cross station and Waterloo Street.

ACCOMMODATION

Ibis Glasgow City Centre, Travelodge Glasgow Central and Queen Street, Premier Inn Glasgow City Charing Cross and Easy Hotel are budget options close to the venue.

SOCIAL EVENING

NAWRA members will be meeting up for food and drinks from 7pm on Thurs 6 Sept at [The Raven](#), 81-85 Renfield St, Glasgow G2 1LP.

The meeting is free to attend but open to NAWRA members only. Find out more about [joining](#).

If you have any queries about the meeting please contact

Kelly Smith, NAWRA secretary
kelly@nawra.org.uk

www.nawra.org.uk