



national association of  
welfare rights advisers

**Friday 7 December 2018**

**Town Hall, Market Place, Durham DH1 3NJ**

Hosted by Durham Welfare Rights Service

**AGENDA**

- 9.30        **Registration** - tea & coffee served in the main hall
- 10.00       **Introductions**
- 10.05       **Civic welcome - Councillor Jane Brown** Durham County Council  
Portfolio Holder for Social Inclusion and HR
- 10.15       **The Phil Hanns Memorial Lecture:**  
**Laura Pidcock MP** Member of Parliament for North West Durham  
and Shadow Minister (Business, Energy and Industrial Strategy) for  
Labour
- 11.00       **Break**
- 11.15       **Workshop session one** (see 'workshop options' on following page)
- 12.15       **Lunch** (not provided at the venue)
- 1.30        **Kelly-Marie Jones** – Child Poverty Action Group  
*CPAG's Early Warning System*
- 2:00        **Workshop session two** (see 'workshop options' on following  
page)
- 3.00        **Break**
- 3.15        **Information exchange/workshop feedback/NAWRA updates**
- 3.45        **Plenary**
- 4.00        **Close**

## WORKSHOP OPTIONS

Each workshop lasts an hour and will be run twice. Please chose **two** from the following options:

- A. Getting the best out of mandatory reconsideration** Jennifer Cowen and John Cook – Durham County Council Welfare Rights Service  
Workshop level: Introductory and practical

Discussing practical ways of assisting clients and improving outcomes at Mandatory Reconsideration stage.

- B. The challenges of campaigning in the digital era** James Colwell, Alex Steadward and John Laidler – Durham County Council Welfare Rights Service  
Workshop level: Intermediate and practical

Have traditional campaigns had their day? A workshop to explore how welfare rights advisers can reinvigorate take-up campaigns in the digital era.

- C. Falling, jumping or pushed? Different ways into the universal credit lobster pot...** Daphne Hall – Rightsnet  
Workshop level: Introductory and practical

This workshop looks in detail at the managed migration regulations for universal credit (which will hopefully be laid by now!), how they will operate in practice, and possible pitfalls to avoid.

It will also look at natural migration: who can or may be able to avoid it, who could benefit from it (yes it's true – some may!), and jobcentre practice in pushing claimants towards it.

- D. Tribunal Procedure and Practice: How to make the rules work for you?** Scott McNally and Jane Ford – Durham County Council Welfare Rights Service  
Workshop level: Intermediate and practical

This workshop looks at The Tribunal Procedure (First-tier Tribunal) (Social Entitlement Chamber) Rules 2008 and suggests ways in which they can be used to your client's advantage. It also discusses the duties of the representative to the Tribunal, and some of the potential pitfalls within the rules for representatives and Decision Makers.

### NAWRA workshop levels:

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

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

### SPEAKERS

#### Laura Pidcock MP

Laura Pidcock was elected as Member of Parliament for North West Durham on the 8th of June 2017. She was brought up in Northumberland and went to Manchester Metropolitan University, where she studied politics. She went on to do a Masters in Disaster Management and Sustainable Development at Northumbria University. Prior to becoming an MP, she worked as a mental health support worker and for anti-racism charity Show Racism the Red Card for 8 years. In January of this year, was made Labour's Shadow Minister for Business, Energy and Industrial Strategy, with responsibility for employment rights, minimum and living wage legislation, trade unions, employment practices and the gig economy.

#### Kelly-Marie Jones – Child Poverty Action Group

The [Early Warning System](#) gathers case studies about the impact of welfare reform on children and families across the UK.

CPAG set up the Early Warning System to get a better understanding of how changes to the benefit system such as the introduction of universal credit, the benefit cap and the two child limit will affect the lives of children and their families.

Anonymous case studies are collected from welfare rights advisers via the [reporting form](#). They are quickly analysed and disseminated to inform decision makers, service planners and third sector partners about the impacts of the benefit changes. This will ensure that the government, MPs, local authorities and other public bodies are well informed and can take action to mitigate some of the impacts.

## LOCATION AND TRANSPORT

**Joining Information: Getting to Durham, where to stay, food and drink and getting to the NAWRA conference.**

**How to get here:**

**Road:** Durham is easily accessible by road and the city centre is situated just 2 miles from junction 62 of the A1(M).

**Air:** Durham is approximately 30 minutes from both Newcastle International Airport and Durham Tees Valley Airport.

**Rail:** Trains from many UK towns and cities travel direct to Durham. The station lies on the UK East Coast main line, one stop south of Newcastle. It is just over 3 hours by train from Birmingham, 2½ hours from Manchester, 2 hours from Edinburgh and just 45 minutes from York.

**Cycle:** National Cycle Routes [14](#) and [70](#) go through Durham City.

**Accommodation in Durham:**

The most central hotels are:

- Bridge Hotel (next to the railway station)
- Premier Inn Durham City Centre or Broomside Park (the latter is not within walking distance of the city centre)
- Travelodge Durham (Station Lane, Durham)
- Raddison Blu Hotel
- Durham Marriott Royal County Hotel
- Three Tuns Hotel

See [www.thisisdurham.com](http://www.thisisdurham.com)

**Eve of the conference – Thurs 6 Dec from 7pm**

We will meet in The Bridge Hotel, 40 North Road, Durham DH1 4SE. The Bridge serves a variety of food until 10pm. [www.bridgehoteldurham.com](http://www.bridgehoteldurham.com)

**After the conference – Fri 7 Dec from 4pm**

In the usual spirit of NAWRA meetings we will be retiring to the pub for a post-meeting drink or two.

**NAWRA Christmas Party – Fri 7 Dec from 7pm**

TBC

# The day of the meeting



## Getting to the Town Hall

**By car:** If you are driving to the Town Hall you will need to head towards the city centre. The Town Hall does not have its own car park but parking is available in the city centre car parks.

Your best option may be parking at one of the three [park and ride stations](#) that serve the city centre and are based on major routes.

**On foot:** The Town Hall is situated in the Market Place, about a 10 to 15 minute walk from the railway station. The venue is signposted.

**By bus:** Many buses serve the city centre from all across the region. The only bus that travels into the market place is the [Cathedral bus](#). Otherwise, the buses stop at either Claypath or Milburngate Bridge and the Town Hall is a short walk away. The [Traveline website](#) is a good way to plan your journey to Durham.

## Inside the Town Hall

The oldest section of the Town Hall is the Guildhall and it dates from 1356. It was originally a timber formed building which was rebuilt in stone in 1535.

Today's conference will be held in the Main Hall with workshops being run in various rooms throughout the Town Hall. The Town Hall is not fully modernised and the Mayor's Chamber has no lift access. Please contact [kelly@nawra.org.uk](mailto:kelly@nawra.org.uk) if you have any accessibility needs.

Audio guides are available at reception at lunch time for those interested in finding out more about the history of the Town Hall.

### **Refreshments**

Tea and coffee will be available on arrival, and then during both the morning and afternoon breaks. These will be available in the Main Hall.

### **Lunch**

Lunch is not provided. Options include:

- Local pubs and restaurants
- There are a selection of cafés and sandwich shops around the market place and you could always bring your lunch back into the Lantern Room if you choose.

### **Eating and drinking in Durham**

Durham is packed with various pubs, wine bars and restaurants.

We look forward to seeing you either at The Bridge Hotel the night before or at the Town Hall on the day.

**The meeting is open to NAWRA members only.  
See [www.nawra.org.uk](http://www.nawra.org.uk) for information on joining us.**

If you have any queries about the meeting, please contact

Kelly Smith, NAWRA Secretary [kelly@nawra.org.uk](mailto:kelly@nawra.org.uk) or

Julie Henry, Durham Welfare Rights Service [Julie.Henry@durham.gov.uk](mailto:Julie.Henry@durham.gov.uk)

**We hope you enjoy your visit to Durham**

**HAPPY CHRISTMAS**