



## NAWRA conference

Hosted by Welfare Benefits Unit

Friday 5 December 2025

Priory Street Centre

15 Priory St, York YO1 6ET

Sponsored by:



### AGENDA

- 09.30      **Registration and refreshments**
- 10.00      **Welcome**  
Alan Markey, Coventry Independent Advice Service & NAWRA Chair &  
Laura Mumford, Chief Executive, Welfare Benefits Unit
- 10.15      **Overview of the new Crisis & Resilience Fund**  
Corin Hammersley, Head of Advice & Benefits at Greenwich Council
- The government has recently announced the new Crisis & Resilience Fund, which replaces the current Household Support Fund. This session will give an overview of how the new grant will be different, what the emphasis on resilience building could mean, and what opportunities this might have for advice services.

- 10.45      **UC system and complex needs**  
Daphne Hall, Editor at Rightsnet and NAWRA vice chair
- Making the most of DWP systems to reduce claimant anxiety and minimise problems. Outline of the government’s safeguarding review and potential improvements.
- 11.15      **Break and refreshments**
- 11.30      **Workshops:** session one (See ‘workshop options’ on the following page)
- 12.30      **Lunch** (not provided, many options locally)
- 13.30      **Workshops:** session two (See ‘workshop options’ on the following page)
- 14.30      **EU Rights and Brexit Hub**  
Charlotte O’Brien and Alice Welsh, University of York
- [The EU Rights and Brexit Hub](#), based at the University of York, works first hand with advisers in the UK, providing advice and advocacy, and giving ethnographic insight into the process of navigating EU and UK immigration/welfare law.
- 15.00      **Information exchange & NAWRA updates**
- 15.20      **Rachael Maskell MP**  
Member of Parliament for York Central
- 15.50      **Closing remarks**  
Alan Markey, Coventry Independent Advice Service & NAWRA Chair & Laura Mumford, Chief Executive, Welfare Benefits Unit
- 16.00      **Close**

## WORKSHOP OPTIONS

*If you'd like to run a workshop at a future NAWRA conference, please contact [kelly@nawra.org.uk](mailto:kelly@nawra.org.uk)*

Workshops all run twice (once at 11.30am and again at 1.30pm) so please choose **two** of the following:

### **A. Benefits of file reviews for staff development**

Staff from the Welfare Benefits Unit and Disability Advice Service Lambeth (dasl)

*Workshop level: Introductory and Practical*

*Location: Clementhorpe Room*

Team members from both organisations will share their learnings and tips for successful working relationships when working with supervision or file reviews, as well their insights on the benefits of providing supervision and file review support for your staff.

### **B. Sharing learnings on Targeted Case Reviews – Legal Education Foundation**

Jed Meers and Mark Bennett, Administration Fairness Lab at University of York

*Workshop level: Intermediate / Practical*

*Location: Denham Room*

Mark and Jed lead the Administrative Fairness Lab's two-year research project examining the rollout and claimant experiences of the DWP's Targeted Case Review initiative. They will introduce the project, discuss key themes emerging from interviews with Universal Credit claimants who have experienced a Targeted Case Review and share information about how you can support your clients if they are selected for review.

### **C. Advice and Health – measuring the impacts**

Eastre Leedham, Derbyshire Council

*Workshop level: Intermediate / Strategic*

*Location: Main Hall*

This workshop will consider current research and evaluation of the impact of welfare rights advice on health outcomes. We will look at examples of different models of advice delivery in health and social care settings and what the evidence says about them. There will be an opportunity to share examples from your organisations and the different ways we evaluate (and promote) our work.

## 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 putting practical knowledge, and/or theory into practice

## EXHIBITORS



For 60 years, [Child Poverty Action Group](#) (CPAG) has been at the forefront of the fight to prevent and end child poverty in the UK. Our experience in welfare rights and social security advice is unrivalled - our rights handbooks are recognised as the definitive guides for advisers, support workers, and advocates nationwide.

CPAG's trusted information, training, and advice services help frontline workers secure the financial help that families need. Our expert welfare rights team supports advisers across local authorities, housing providers, and charities, equipping them to navigate the complexities of the benefits system with confidence and accuracy.

Our extensive range of publications - from our annual Welfare Benefits Handbook to specialist titles and in-depth research reports - offers practical, reliable guidance informed by decades of policy expertise. These resources are relied upon daily by advisers, campaigners, academics, and policymakers committed to building a fairer society.

Each year, CPAG delivers over 220 training courses, both online and in person, designed and taught by leading welfare rights experts. These cover everything from introductory sessions on the benefits system, to advanced topics such as benefits for migrants, judicial review, and appealing to the Upper Tribunal. Every course is designed to give participants immediately applicable knowledge and skills.

In addition to our training and publications, CPAG Welfare Rights provides a comprehensive digital platform for frontline advisers. Subscribers gain access to online handbooks, regularly updated articles and bulletins, and an expanding library of practical tools, including test case summaries, template letters, and appeal resources. Authoritative, accessible, and always up

to date, it is the essential resource for anyone working to support families and individuals through the welfare system.

For six decades, CPAG has combined frontline support with evidence-based policy and campaigning work to tackle the root causes of poverty. Whether through training, advice, publications, or advocacy, our vision remains constant: of a society free from child poverty, where all children can enjoy a childhood without financial hardship and have a fair chance in life to reach their full potential.



[Housing Systems](#) is one of the leading second tier benefits advice services - developing the tools advisers need to give the best advice to customers so that they make a successful move onto UC and resolve benefit issues quickly.

Used by over 350 local authorities, charities and social housing providers, the extensive ucnotes website is packed full of information, commentary and tips. It also hosts various resources – whether it's a calculator, standard letter, mapping tool, flowchart or leaflet to support customers.

The respected email query service answers over 3,000 benefit queries a year, giving a full and detailed response usually within one working day.

The monthly newsletters and articles keep advisers up to date with benefits news and hot topics. And the monthly online Friday Fun Quizzes raises awareness of key topics and increases knowledge and skills.

They deliver more than 150 training courses a year - both online and face-to-face and have developed a unique suite of 20 welfare benefit related e-learning courses. They also host regular webinars and conferences.

## **SOCIAL EVENING**

NAWRA members will be meeting up for food and drinks from 6pm on Thursday 4 December 2025 at The Windmill Inn, 14-16 Blossom St, York YO24 1AJ

We will have a NAWRA sign on the tabletop, the venue is accessible, and everyone is welcome to join us.

## LOCATION AND TRANSPORT

The conference will take place at Priory Street Centre, 15 Priory St, York YO1 6ET. The what3words address is [///eagles.range.hurt](https://www.what3words.com/address/:///eagles.range.hurt)

### By train:

- York train station is a ten minute walk from the Priory Street Centre.

### By bus:

- The closest bus stops are Blossom Street and York train station. For full local timetable information see [iTravelYork](https://www.travelyork.co.uk/) and to plan a journey by bus use [Traveline](https://www.traveline.co.uk/).

### By car:

- There is limited Blue Badge on-street parking around Priory Street. Nunnery Lane car park is a five minute walk away. There are six [Park and Ride](#) sites.

### By taxi:

- There is taxi rank located at York train station.

## ACCESSIBILITY

The venue is [accessible to people with disabilities](#).

**Venue access:** If you are a wheelchair user, please note that as you approach the venue, there is a drop down curb at corner of the street as you turn left to the venue. Wheelchair users will need to leave the pavement here and approach the venue along the road. All rooms are on the ground floor level, with full access for all.



**Prayer Room:** A prayer room will be made available in the Clementhorpe Room 12.30-1.30pm

## ACCOMMODATION

The following hotels offer budget options within a few minutes walk of the conference venue and railway station:

- Premier Inn York City [Blossom St North](#) and [Blossom St South](#)
- [Travelodge York Central Micklegate](#)

The conference 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](mailto:kelly@nawra.org.uk)

[www.nawra.org.uk](http://www.nawra.org.uk)