

Kensington & Chelsea Advice Conference 2021

Improving Access to Advice

Monday 15 February 2021

Hosted by Baljit Badesha of Nucleus

Supported by KCSC



Agenda - 1

10.00 Welcome **Alan Murdie Chair Nucleus**

10.05 **Cllr Anne Cyron Lead Member for Communities**

10.10 **Angela Spence KCSC CEO**



Agenda - 2

10.15 -10.45 Exercise Current and future access to advice

10.45 – 11.45 Breakout sessions

- A. What advice the people you support really need
- B. Your experience referring clients to Advice Centres
- C. Your experience referring clients to RBKC services

11.45 Group feedback, next steps to improving access

12.15 Closing remarks with an opportunity to chat and network until 1pm.



A little bit of work

Exercise: Current and future access to advice
30 minutes

Brief Outline 4 minutes each

Baljit - Nucleus

Adrian - NKLC

Tasio and Angela - Age UK

Aida - World's End N.A.C.

Marian - ADKC

Lorna – KC CAB

Other services – from the floor (shout out and capture)



Baljit - Nucleus

Level	Subjects	Access During Covid		
		Advice Line	Web form	E mail
		10-4pm M- F		
Specialist casework	Benefits, Housing, Debt, Employment	02073734005	www.nucleus.org.uk/contact-nucleus/	advice@nucleus.org.uk
Pro Bono appts	Family , Immigration, Debt, Housing	02073734005	www.nucleus.org.uk/contact-nucleus/	advice@nucleus.org.uk
Case work	Food vouchers, Consumer, Legal procedure	02073734005	n/a	n/a



Adrian NKLC Current Access – sheet one

		Access During Covid		
Level	Subjects	Advice Line	Web form	E mail
Specialist Legal Aid Casework	Housing, Immigration and Asylum, Welfare Benefits, Employment Crime	10-5pm M-F 020 8969 7473	https://nklc.org.uk/contact/	info@nklc.org.uk
Targeted Specialist Casework (Legal Aid and Pro Bono)	Grenfell Support	10-5pm M-F 020 8969 7473	https://nklc.org.uk/grenfell-support/	info@nklc.org.uk
	Covid Housing Response	10-1pm on Tuesdays 020 3289 8345	https://nklc.org.uk/contact/	info@nklc.org.uk
	Windrush Scheme	10-5pm M-F 020 8969 7473	https://nklc.org.uk/contact/	info@nklc.org.uk
Pro Bono Cases	Housing, Immigration and Asylum, Welfare Benefits, Employment Crime	10-5pm M-F 020 8969 7473	https://nklc.org.uk/contact/	info@nklc.org.uk



NKLC – sheet two

Pro Bono Advice Lines	Housing	10-1pm every Monday Online Housing Clinic in Partnership with BPP; 10-1pm every Tuesday on 020 8638 7429	https://nklc.org.uk/housing/	info@nklc.org.uk
	Employment	1-3pm every Monday 02086387429	https://nklc.org.uk/employment-advice/	info@nklc.org.uk
	Crime	1-2pm Tu,W,Th 07494127843	https://nklc.org.uk/criminal-defence/	crime@nklc.org.uk
	Welfare Benefits	1-3pm every Tuesday on 020 8638 7429	https://nklc.org.uk/welfare-benefits/	info@nklc.org.uk
	Immigration and Asylum	10-1pm every Monday on 020 8638 7429	https://nklc.org.uk/immigration-and-asylum/	info@nklc.org.uk
Private Specialist Casework	Employment	10-1pm every Monday on 020 8638 7429	https://nklc.org.uk/employment-advice/	info@nklc.org.uk
	Crime	10-1pm every Monday on 020 8638 7429	https://nklc.org.uk/criminal-defence/	crime@nklc.org.uk
	Immigration and Asylum	10-1pm every Monday on 020 8638 7429	https://nklc.org.uk/immigration-and-asylum/	info@nklc.org.uk



Angela Age Uk

Level	Subjects	Advice Line	Web form	E mail
		10-4pm M- F		
Specialist casework	Benefits, Housing, Small Grants Applications, Winter Warmth, Taxi Cards, Food vouchers	02089699105	www.aukc.org.uk	information@aukc.org.uk
Appts	Currently only phone appointments	02089699105	www.aukc.org.uk	information@aukc.org.uk
General information and signposting	Providing information about local services, internal referrals to shopping service including emergency access to food and foodbanks	02089699105	www.aukc.org.uk	information@aukc.org.uk



North Kensington Law Centre



Aida – World’s End N.A.C.

		Access During Covid		
Level	Subjects	Advice Line	Web form	E mail
		10-4pm M- F		
Specialist Casework	Immigration(OISC1) Benefits, Housing, Debt.	020 7351 5749. (Leave a message)	https://www.wenac.org.uk/contact.html	info@wenac.org.uk
Casework	Benefits, Housing, Debt, Immigration	020 7351 5749. (Leave a message)	https://www.wenac.org.uk/contact.html	info@wenac.org.uk
<u>Appointments</u>	Can be arranged for urgent cases.	020 7351 5749. (Leave a message)	https://www.wenac.org.uk/contact.html	info@wenac.org.uk



Action Disability Kensington and Chelsea

- Level: Information and Advice- Disability-related
- Subjects: Disability Benefits claims/review forms; accessible transport schemes; independent living services (signposting and referrals); disability discrimination; fundraising (independent living/non-statutory extras); hate crime advocacy.

- Disability Advice During COVID:
 - Advice Line 9.30am-5pm M-F: 0754 550 6114 or 020 8960 8888
 - Web Form: <https://www.adkc.org.uk/our-services> Email: information@adkc.org.uk
 - Level: Disability Legal Advice with casework
 - Subjects: Disability Benefits Appeals; disability discrimination; (please contact for more information)

- Legal Advice during COVID:
 - Advice Line 9.30am-5pm M-F: 020 8960 8888 (leave a message)
 - Web form: <https://www.adkc.org.uk/our-services> Email: legaladvice@adkc.org.uk



Lorna KC Citizen's Advice

		Access During Covid		
Level	Subjects	Advice Line	Web form	E mail
		10-4pm M- F		
Generalist Casework	Benefits, Housing, Debt, Employment, Immigration (level 1), Consumer, Family	0300 330 1174 or 0808 278 7982 (free from mobile & Landline) from 10am - 4pm Monday to Friday	https://www.citizensadvicekc.org.uk/getting-advice/online-enquiry/	advice@citizensadvicekc.org.uk
Specialist Casework	Benefits, Housing, Debt, Employment, Immigration (level 1), Consumer, Family	0300 330 1174 or 0808 278 7982 (free from mobile & Landline) from 10am - 4pm Monday to Friday	https://www.citizensadvicekc.org.uk/getting-advice/online-enquiry/	
Pro Bono appts	Family	0300 330 1174 or 0808 278 7982 (free from mobile & Landline) from 10am - 4pm Monday to Friday	https://www.citizensadvicekc.org.uk/getting-advice/online-enquiry/	



North Kensington Law Centre



Advice needs arising out of the Covid-19 Crisis

UC claims during pandemic

- UC caseloads (CW pre – Covid-19) DOUBLED
- 1/3 of claimants income REDUCED by 40%
- New UC claimants with Nil savings 33%

Debt during pandemic rate of increase

- Spending for lowest income percentile: UP by 36%
- Spending for highest income percentile: DOWN by 18%)
- UC who struggle to cover essentials 61%



Advice needs arising out of the Covid-19 Crisis

Housing

- No of possession claim last year 16,000
- Tenants > 3 months arrears (RSLs) Increased 100%
- Evictions Down by 97%

Projections of need

- 20/21 Unemployment projection UP by 900,000
- Income 10% on lowest income DOWN by 10%
- Relative poverty UP to 23% (1/3 of families)



The Big Bit of Work

10.45 – 11.45 Breakout sessions

Placed in A, B or C group the aim is to put your thoughts on post-its, circulating every 20 mins to build on the previous group's thoughts

A. What advice the people you support really need: <http://bit.ly/39L9ACa>

B. Your experience referring clients to Advice Centres <http://bit.ly/3rg3mjs>

C. Your experience referring clients to RBKC services : <http://bit.ly/2MLKGcq>



11.45 Group feedback, next steps to improving access

Feedback highlights

Next steps....

