

# Cumbria Advice Network

Winter 2017

Issue 25

**“You must be the change you wish to see in the world”**

MAHATMA GHANDI

## Happy New Year to all our Members

Places still available on the CPAG “Getting Decisions Changed” course on 7th February. Further details on page 7. Need to know more to be able to help clients with the new state pension and related issues? We are running 3 sessions around the County. Turn to pages 8 and 9 for more information. We are also running 3 short sessions on Hate Crime. See page 10 for details.

Don't forget to let us know if your services have changed so that we can update your information on our website. If you would like to write a piece for our newsletter, please email it to:

[cumbriaadvicenetwork@outlook.com](mailto:cumbriaadvicenetwork@outlook.com)

Find out what services are offered by GamCare and The Bridgeway on pages 2 and 3

Find out about CAP Debt help on page 5 and AA Global Language Services on Page 6



# FOCUS ON



## **DID YOU KNOW ?**

An estimated 4000 adults in Cumbria have a problem with GAMBLING

There is a range of free help available to this group AS WELL AS their family members

The help comes from the charity GamCare and includes a national telephone helpline, on-line support, as well as one-to-one counselling locally here in Cumbria.

## **How can someone get help?**

Just phone 0808 8020 133 for the National help line

Just phone 01946 820230 for local counselling in Cumbria and N. Lancashire (we normally make a first appointment in 4 – 5 days)

## **Go on-line:**

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

[www.thecumbriacounsellinggroup.co.uk](http://www.thecumbriacounsellinggroup.co.uk)

We have extended our service to include N. Lancashire and now have a centre in Lancaster, for those in South-east Cumbria. Currently we treat about 150 people each year. We also see those affected by gambling such as family members or partners. All individuals are offered up to 12 confidential one to one sessions with experienced counsellors. This service is free of charge through the GamCare scheme.

Richard Mottram

GamCare Cumbria

The Cumbria Counselling Group

# FOCUS ON



Under The Bridgeway umbrella are a number of services: crisis workers (including a 24/7 helpline), Independent Sexual Violence Advisors, counselling and therapy interventions and forensic-medical examinations. Independent Sexual Violence Advisors can provide practical support (such as with accessing sexual health care, help with housing or personal safety), emotional support and independent support if someone's case is going through the police and court system. All these services make up The Bridgeway as a whole, which is available for anyone in Cumbria, male and female, child or adult. Most services are available in local areas across the county and the forensic- medical service is available at the specialist Penrith centre.

We have a dedicated website [www.thebridgeway.org.uk](http://www.thebridgeway.org.uk)  
This is where our referral form is and the email address to send it to is [info@thebridgeway.org.uk](mailto:info@thebridgeway.org.uk)

Our 24 hour dedicated victim line is a free phone number: 0808 118 6432

There is always someone who will answer this and will direct any calls to our Crisis workers who cover 24 hours a day.  
They can provide advice, refer to other services, book an examination (if appropriate) and most importantly offer support to help victims make decisions that set them on the road to recovery.

We also offer a self-referral service to adults who feel that they do not want to involve the police at the time they are referred to us. We have been surprised by how many people have made use of this service in the past year.

Victims can have an examination (if they are within forensic timescales) and have forensic samples taken, be referred to the ISVA team and /or therapeutic services without any police involvement.  
The forensic samples can be stored at The Bridgeway for up to 3 years. This gives victims time in which they can decide if they do want police involvement and have also had support from other services in The Bridgeway to make an informed choice.

If staff from your agency want any advice on any part of The Bridgeway they can ring and can either be put through to our Penrith Office between the hours of 09:00 – 17:00 Monday to Friday or put through to a staff member on-call 24 hours on the 0808 118 6432 number.

We have The Bridgeway leaflets and information cards so if any of you want some please contact:

Carrie Atkinson or Donna Cardell on 01768 800670 and they will be sent out to you.

**Do you have clients affected by the Benefit Cap ? If so they may be interested in sharing their experiences. Details below:**

**B | B | C PANORAMA**

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**ARE YOU AFFECTED BY THE BENEFIT CAP?**

**Share your experiences for a BBC documentary**

BBC Panorama is making a current affairs documentary about how the benefit cap is affecting people across the UK.

If you're being affected by the cap, we'd like to talk to you about the impact it's going to have on your life.

If you're happy to talk to us in confidence about your experience or opinion of the benefit cap, please text or call Richard on 07712 465703. We'll call you straight back.

christians  
against  
poverty

**CAP**  
debt help

## CAP Debt Help

Every 20 minutes and 15 seconds, a property is repossessed<sup>1</sup>. Debt devastates lives; it means parents struggle to feed their children, people feel suicidal, depressed and alone.

CAP's debt service is one of the most in-depth and holistic debt help services available in the UK, and it is completely free! We are uniquely placed to help vulnerable clients, in particular, low income financially and socially disadvantaged people, out of debt.

In Cumbria we have centres in Carlisle, Kendal, Whitehaven and Penrith offering home visits and one to one support for people weighed down by the crippling effect of debt. Our service is available to anyone who lives in the catchment area of one of our local CAP Debt Centres. You can use the online postcode checking service by visiting [www.capdebthelp.org](http://www.capdebthelp.org)



Our local CAP Debt Coaches visit clients in their own home, meaning our service is accessible for all regardless of faith, age, gender, race disability or sexual orientation. There are no minimum repayment requirements or limits on the amount of debt or income.

Each of our centres operate in partnership with a local church and are supported by a team of volunteers who role is to provide a befriending service for clients, often isolated by the effect of debt. In addition, our professionally trained debt counsellors at our Bradford head office are available by phone, email and text, Monday to Friday.

We help nearly 16,000 people work their way out of debt every year with 94% of our clients saying our help was either life transforming or a great help.

CAP has been recognised for excellence in numerous awards including *Credit Today's Debt Advice Provider of the Year 2015*, and *The Martin Williams for Contribution to the Industry 2014*. We also won *Insolvency Team of the Year 2013*.

**Referrals can be made by calling our New Enquires Team on 0800 328 0006 (or 01274 760839 from a mobile)**

1. The Money Charity Debt Statistics, July 2014

Please Note: CAP deal with debt advice only



AA Global Language Services are providers to Cumbria County Council of Face to Face Interpreting and Written Translation requirements, including TIS (Telephone Interpreting), BSL (British Sign Language), Audio, Video, Transcription, Large Print, Makaton, Braille and all Deaf -Blind interpreting formats, to provide safe, user-centred and high quality services.

Working with more than 500 languages/dialects including many rare languages, we offer a one-stop service for translation work that ranges from simple translation of documentation across a wide range of subject areas and specialisms, to proof-reading, typesetting and printing of documentation, including all types of scripts used in all languages throughout the world.

We accept and deliver content in any format. As part of our ISO9001:2008 International Quality Standard and ISO17100:2015 International Translation & Interpreting Standard we have quality management systems in place to ensure we 100% verify all translations to guarantee accuracy, and have comprehensive systems of internal and external quality checks such as Independent Translator Reviews and Translator Certification.

We also offer employment and training opportunities and are continuously recruiting - our Interpreter Academy offers free training and coaching for local interpreters for the languages most in demand or urgently required.

If you speak another language and are fluent in English, please contact us for more information.

AA Global Language Services Ltd

Global House

5 Humber Place

Hull Marina

Hull

HU1 1UD

Tel: 01482 308777

Email: [interpreting@aaglobal.co.uk](mailto:interpreting@aaglobal.co.uk)

This is a commercial service and charges apply

## CAN TRAINING PROGRAMME

funded by



**Course Title: Getting Decisions Changed**

**Trainer: Steve Johnson, Child Poverty Action Group (CPAG)**

**Date: Tuesday 7<sup>th</sup> February 2017**

**Time: 10:00am – 4.30pm (registration from 9.45am)**

**Venue: Penrith Methodist Church**

**Places Available: 20 - A FEW PLACES STILL AVAILABLE**

This course is focused on equipping advisers to deal with the legal and practical issues that apply in getting initial decisions on benefits and tax credits changed. Covering basic rules and practical problems, it deals with challenges up to (but not beyond) getting an appeal lodged with the First-tier Tribunal.

Aimed at advisers with a working knowledge of benefits and tax credits, it will also include an outline on making an initial challenge in other cases, such as council tax reduction and overpayment recovery in the tax credit and universal credit schemes.

The course includes:

- Revision and supersession
- Mandatory reconsideration – problems in practice
- Lodging an appeal with the First-tier Tribunal (including direct lodgement procedures)
- Initial challenges where there is no right of appeal

**Note:** this course does not deal with preparing for and representing at appeals at the First-tier Tribunal or beyond, or with the detail of making a challenge by judicial review.

### **Course level**

Standard – for people with a working knowledge of the benefits system, or the subject covered by the course. These courses are suitable for people wanting a refresher, or to update skills or information.

## **CAN TRAINING PROGRAMME**

**Course Title: The New State Pension and related issues**

**Trainer: Steve Troake, Pension Wise**

**Dates, venue and times:**

**Thursday 16<sup>th</sup> February 2017 at Penrith Fire Station, 1pm – 3.30pm**

**Thursday 23<sup>rd</sup> February 2017 at Workington Library Community Learning Classroom, 10am – 12.30pm**

**Thursday 9<sup>th</sup> March 2017 at Barrow Fire Station, 1pm – 3.30pm**

**Places Available: 15 per session**

**Course aim**

To provide an overview of changes to the State Pension system from 6th April 2016, and related issues

**Who is the course aimed at?**

Voluntary sector advice workers/volunteers who need an overview of changes to State Pension arrangements to help their clients.

**Pre-course work**

Attendees (under State Pension Age) may want to get a State Pension statement or access the online system to get an estimate of their own State Pension.

## CAN TRAINING PROGRAMME

### Topics to be covered

State Pension Age (SPA)

how to find it out

what is SPA and how will SPA increase in the future?

What is a Qualifying Year?

Old State Pension (before 6th April 2016)

who comes under this?

how is it calculated?

New State Pension (after 6th April 2016)

who comes under this?

how is it calculated?

Transitional arrangements for those with 'Qualifying Years' both before and after 6th April 2016

Getting an estimate of your State Pension

State Pension statements and the online system

Voluntary Contributions (class 3 and class 2 contributions)

State Pension Deferral

State death benefits (quick overview)

Credited contributions (including credits for carers)

State Pension and means tested benefits (including removal of savings pension credit)

Pension Freedoms and Pension Wise

Further help

## **CAN TRAINING PROGRAMME**

**Course Title: Hate Crime**

**Trainer: Julie Dodd and Sarah Dimmock, Cumbria Police**

**Dates, venue and times:**

**Thursday 6<sup>th</sup> April 2017, 1pm at Penrith Fire Station Community Room**

**Wednesday 3<sup>rd</sup> May 2017, 1pm at Workington Fire Station Community Room**

**Tuesday 23<sup>rd</sup> May 2017, 10am at Barrow Fire Station Community Room**

**\*each session will last approximately 1 hour**

**Places Available: 15 per session**

**Course will cover:**

- What hate crime is
- The difference between a hate incident and a crime
- The impact of hate crime on the victim
- The wider impacts of hate crime
- How to report it
- What happens when you do report a hate crime.

**Who is the session aimed at?**

The session is suitable for staff and volunteers of CAN organisations who come into contact with members of the public.

## CAN TRAINING PROGRAMME

### How do I book a place?

By completing the [booking form](#) under the training section on our website and returning it to **cumbriaadvicenetwork@outlook.com** Places on our courses are limited so please book early to avoid disappointment.

### How are places allocated?

Places will be allocated on a first come first served basis and a maximum of two places per organisation can be booked (unless otherwise stated). If you have more than two people wanting to attend please let us know and we will contact you if places become available.

### Is the course suitable for me ?

We are keen to ensure that CAN members get the maximum benefit from our courses. We include details of the level of experience required for all our courses. If you would like further information, please contact Maria via the email address above.

### What is the cost?

Places on our courses are **FREE** to network members. When completing the booking form please remember to state your training number (available from your Network Champion). A £50.00 charge will be made for non attendance or cancellation without 48 hours notice.

Whilst CAN training events will remain free for delegates to attend, we are a charity and it costs £1,500 per day for us to put on a course. Donations towards attendance and refreshments will be welcome – our suggested donation amount is £20 to £25 but this is not mandatory. Any income will go back into the training budget to provide more courses. Cheques made payable to Cumbria Advice Network. A donation box will be available on the day.

If you have a training requirement, or offer training which you think will be valuable to CAN members, please email Maria, [maria.hewitt@hotmail.co.uk](mailto:maria.hewitt@hotmail.co.uk)

## A BIT MORE DETAIL ON RUNNING OUR TRAINING PROGRAMME and HOW YOU CAN HELP

### **Donations**

For a long time CAN has been able to offer quality free training for our members, something which has been greatly valued by delegates. Since our original Big Lottery funding ended in May 2014 we have delivered 17 specialist courses offering 340 places and saving our members over £100,000 in course and travel fees. CAN now seeks continuation funding on an annual basis and the training programme is worked out on a tight budget in order to get the most out of our grant funding. In an attempt to make our training budget go a little further, organisations are now asked to consider making a voluntary contribution which goes back into providing more courses.

Over the last few courses a total of £328 has been donated. Thank you.

### **Non attendance**

On average a training courses costs £1,500 to run, coupled with CAN staff time to arrange and support on the day. Sometimes courses are oversubscribed and a waiting list is operated.

Whilst the courses are free to attend, they do come with a cost to the project and we would ask members to respect this. If you are unable to attend, the place could be used by someone else to the benefit of clients in Cumbria. You will be charged £50 if you do not give us at least 48 hours notice of cancellation or for non-attendance.

### **Self selection**

Our members choose which courses to attend. We have a very high level of excellent feedback. However, we have recently had the following comments:

*“Not relevant to my role”*

*“The majority of this course doesn’t relate to the work I do”*

*“Well organised but I didn’t feel this course was particularly relevant to me”*

*“Be more specific about who CAN wants to target “*

We appreciate honest feedback and relay particular issues to the trainer or training providers. We must however point out that CAN is not responsible for selecting who should take part in a course. We rely on advice and support workers to self select courses they feel are appropriate to them based on the course outlines provided, which state whether they are basic, standard or specialist courses.

We appreciate that when a course is free it can be tempting to book a place ‘just in case’ there is some useful to be gained on the day. We would however remind members that sometimes courses are in high demand and over subscribed, so please select carefully.

# Keep in Touch

If you would like to know more about any aspect of CAN just let us know by contacting your local champion

- Allerdale:** Maria Hewitt 01900 604735 maria.hewitt@hotmail.co.uk
- Barrow:** Helen Robinson 01229 830367 rumelon1@yahoo.co.uk
- Carlisle:** Margie Cooper 01228 633909 highrowresearch@aol.com
- Copeland:** Maria Hewitt 01900 604735 maria.hewitt@hotmail.co.uk
- Eden:** Margie Cooper 01228 633909 highrowresearch@aol.com
- South Lakes:** Helen Robinson 01229 830367 rumelon1@yahoo.co.uk
- County:** Mandy Beinder 01900 604735 mandybeinder@hotmail.com



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

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