

Hello - we're back!!! No longer funded by Tower Hamlets but for the next year we have been funded by Northeast London NHS. So, the Welfare Rights information email will be sent to you monthly, the referrals portal has been saved (and will be improved/expanded) and the forums will be back.

**Please note we are having a THCAN network event on 18<sup>th</sup> April at Bromley by Bow Centre from 10.30am to 1pm**

please email [sarah.sauvat@island-advice.org.uk](mailto:sarah.sauvat@island-advice.org.uk) to confirm your attendance.

**Tower Hamlets Community Advice Network (THCAN) is a partnership of local advice centres that work together to ensure Tower Hamlets residents have access to free, high-quality advice and representation in social welfare law (welfare benefits, debt, housing, employment, immigration, etc) [www.thcan.org.uk](http://www.thcan.org.uk) website has information on advice providers services, factsheets, contact details and a referrals portal.**

**[sarah.sauvat@island-advice.org.uk](mailto:sarah.sauvat@island-advice.org.uk) register to use the portal [jo.ellis@island-advice.org.uk](mailto:jo.ellis@island-advice.org.uk) book training/send info for the mailout**

1. Welfare Rights Advisors Forum – email me to request zoom link
2. Training Information – Learning to Advise and Advice First Aid
3. Benefit Updates – UC Migration
4. New Projects, Services and Resources Information
5. Vacancies: Law Centre and First Love Foundation
6. Advice Services Contacts (specialist advisors)

## **1. Welfare Rights Advisors Forum**

This network is for advice workers or anyone dealing with clients on benefit issues in Tower Hamlets. We meet quarterly and discuss services, benefits updates, have presentations from DWP/Housing benefit and other providers.

Provisional date for next meeting will be 25<sup>th</sup> April (TBC) – we will have a speaker from Housing Benefit (Darron McDermott), and have invited guests from DWP and Tackling Poverty Team to provide information and updates

The meeting will be on zoom and if you want to attend you should email me to be added to the list

## **2. Free Training**

We are no longer funded to deliver our previous one-off training sessions; however we are delivering Advice First Aid and Learning to Advise. I will also share information about any other free training that other organisations deliver, such as DWP who are delivering free benefit advice sessions

### ✓ **Learn to Advise and NVQ Level 3 in Advice and guidance.**

LtA will start very soon, its a 15 session basic advice course which will run Tuesdays from April to October 2024 - if you have a current volunteer giving advice that might be interested in attending this please get them to email me immediately there are only a couple of spaces left.

### ✓ **Advice First Aid**

To book your place on the Advice First Aid training: [Training - THCAN](#)



# Advice First Aid training

## Developing advice knowledge in local communities to better support our clients

### Advice First Aid is:

- **Free training** to help you support people with **benefits, housing, debt and cost of living problems**
- **Introductory level** training for front line staff and volunteers in **community organisations and faith groups**
- Delivered by Island Advice Centre

### By the end of the training you will know how to:

- Spot advice issues and ask the right questions
- Find trusted sources of information and support
- Take steps to help people experiencing hardship and signpost or refer for advice

After the one day training, you will be able to access **free online short courses** on benefits, housing, employment rights and other issues and have access to the THCAN referral system [www.thcan.org.uk](http://www.thcan.org.uk) and newsletter.

People who have attended Advice First Aid training told us:

*"Advice First Aid expanded my knowledge and made me more confident in helping people"*

*"I learnt where to find a lot of useful information"*





*"It was great to meet people from other organisations"*

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**To book your place on the Advice First Aid training,**

[www.thcan.org.uk/training](http://www.thcan.org.uk/training)

If you have any queries about the course, please contact [thcan@island-advice.org.uk](mailto:thcan@island-advice.org.uk)

<p style="text-align: center;"><b>E1 South West</b></p>  <p>South West Whitechapel - Limehouse - Shadwell - St Dunstons - St Katherine's &amp; Wapping - Stepney Green</p>	<p><b>Day 1</b> Tuesday 21<sup>st</sup> of May 10am till 4pm (lunch provided)</p> <p><b>Day 2 (half day)</b> Tuesday 18<sup>th</sup> of June 10am till 1pm</p>	<p style="text-align: center;"><b>Toynbee Hall</b>  28 Commercial Street,  London E1 6LS</p>
<p style="text-align: center;"><b>E2 North West</b></p>  <p>North West Bethnal Green - Spitalfields - Banglatown - St Peters - Weavers</p>	<p><b>Day 1</b> Tuesday 7<sup>th</sup> of May 10am till 4pm (lunch provided)</p> <p><b>Day 2 (half day)</b> Tuesday 11<sup>th</sup> of June 10am till 1pm</p>	<p style="text-align: center;"><b>St. Hilda's East Community Centre</b>  18 Club Row Shoreditch, London E2 7EY</p>
<p style="text-align: center;"><b>E3 North East</b></p>  <p>North East Bow West - Bow East - Bromley By Bow - Mile End</p>	<p><b>Day 1</b> Tuesday 14<sup>th</sup> of May 10am till 4pm (lunch provided)</p> <p><b>Day 2 (half day)</b> Tuesday 25<sup>th</sup> of June 10am till 1pm</p>	<p style="text-align: center;"><b>Bromley by Bow Centre</b> St Leonard's St, London E3 3BS</p>
<p style="text-align: center;"><b>E14 South East</b></p>  <p>South East Blackwall &amp; Cubitt Town - Canary Wharf - Island Gardens - Lansbury - Poplar</p>	<p><b>Day 1</b> Wednesday 24<sup>th</sup> of April 10am till 4pm (lunch provided)</p> <p><b>Day 2 (half day)</b> Wednesday 5<sup>th</sup> of June 10am till 1pm</p>	<p style="text-align: center;"><b>Island House Community Centre</b> Roserton Street London E14 3PG</p>

## ✓ DWP Training Sessions

### **Carer's Allowance – 5<sup>th</sup> April 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 388 487 554 23

Passcode: La9KcP

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,415589923#](#) United Kingdom, London

Phone Conference ID: 415 589 923#

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### **Industrial Injuries Benefit – 8<sup>th</sup> April 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 342 917 261 768

Passcode: zPZpUi

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,441650141#](#) United Kingdom, London

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### **PIP & ESA – 9<sup>th</sup> April 11:00am (1hr30)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 352 301 050 178

Passcode: DYHtcr

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

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### **Child Benefit & DLA Child – 12<sup>th</sup> April 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 383 132 665 489

Passcode: eFXsD3

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,596276564#](#) United Kingdom, London

Phone Conference ID: 596 276 564#

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### **UC & JSA – 15<sup>th</sup> April 11:00am (1hr30)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 324 010 913 760

Passcode: N7AXBr

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,942901027#](#) United Kingdom, London

Phone Conference ID: 942 901 027#

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### **UC & Housing – 16<sup>th</sup> April 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 329 420 938 555

Passcode: hPTtwS

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,485087056#](#) United Kingdom, London

Phone Conference ID: 485 087 056#

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### **Access to Work – 19<sup>th</sup> April 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 395 585 864 555

Passcode: yNUcKb

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+44 20 3787 4277,,139534015#](#) United Kingdom, London

Phone Conference ID: 139 534 015#

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### **Pension Credit, New State Pension & AA – Monday 29<sup>th</sup> 11:00am (1hr)**

Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: 394 219 942 149

Passcode: zzqVmR

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

+44 20 3787 4277,636003998# United Kingdom, London

Phone Conference ID: 636 003 998#

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### **3. Benefit Updates (Information from articles produced by Citizens Advice / CPAG /LASA / Benefits and Work**

✓ **Universal Credit**

UC migration letters will start to go out on 9/4/24, telling those in receipt of the legacy benefits to claim UC, they have 3 months to claim UC before all their benefits/tax credits and HB will end. Around 8,000 HB claimants to be affected in Tower Hamlets.

[Move to Universal Credit - Move to Universal Credit \(ucmove.campaign.gov.uk\)](https://ucmove.campaign.gov.uk)

✓ **Debt Relief Order**

From 6 April, the £90 administration fee will be permanently removed. From 28 June, the maximum amount of debt that an individual entering a DRO can hold will be increased from £30,000 to £50,000. In addition, the value of single motor vehicle that can be disregarded from the total value of assets an individual seeking a DRO is permitted to own, will also be increased from £2,000 to £4,000.

✓ **Information / factsheets attached**

- UC Migration
- Tax Credit Overpayments after migration.
- Help available from Department for Work and Pensions for people who are victims of domestic violence and abuse.
- Benefit Rates 2024/25 LASA

✓ **Personal Independence Payment (PIP) statistics to 31 January 2024**

The latest quarterly PIP statistics show a 3% increase in claimants entitled to PIP since 31 October 2023. This continues an upward trend in PIP claims in recent quarters. Just over 1 in 3 claimants receive the highest level of the award. The statistics also show the success rates for reviews and supersessions and outline the conditions that PIP is most commonly payable for. You can [view the Personal Independence Payment statistics to January 2024 on GOV.UK](#)

### **4. New Projects /services, information, and resources in Tower Hamlets**

- ✓ Caxton Hall is a LinkAge Plus Hub offering a broad range of activities and services for older people in the Bow area – schedule attached
- ✓ Please find attached an updated Safeguarding Adults Referral Form template to use when raising a safeguarding concern with the Local Authority. It now includes two questions about who to contact and feed back to when the referrer is not available.
- ✓ **[Consultation on London Borough of Tower Hamlets priorities for new Homelessness and Rough Sleeping Strategy 2024-2029](#)**

The council's Housing Options Service has launched a six-week consultation on its priorities for the council's new Homelessness and Rough Sleeping Strategy **which runs until 12 April 2024**. To participate in the survey and provide feedback from your organisation, please follow this link to register and complete the survey: [Homelessness and Rough Sleeping Strategy consultation | Let's Talk Tower Hamlets](#)

## 5. **Vacancies**

- ✓ First Love Foundation Welfare Rights Caseworker – information attached.
- ✓ Tower Hamlets Law Centre welfare benefits caseworker - information attached.

## 6. **Advice Services**

Tower Hamlets Advice benefit advice services details [Advice Centres - THCAN](#)

Specialist advice providers All the advice providers listed on [www.thcan.org.uk](http://www.thcan.org.uk) provide benefit advice and help with form filling.

Complex/appeal/specialist advice is available at the following organisations Legal Advice Centre - have capacity to take on any type of First Tier Tribunal welfare benefit cases, please refer by emailing [benefits@legaladvicecentre.london](mailto:benefits@legaladvicecentre.london) or completing the form: <https://legaladvicecentre.london/benefit-appeal-representation/>

Organisation	E-mail	Tel Advice
Citizens Advice Bureau	<a href="mailto:advice@eastendcab.org.uk">advice@eastendcab.org.uk</a>	0203 855 4472
Island Advice Centre	<a href="mailto:admin@island-advice.org.uk">admin@island-advice.org.uk</a>	0207 987 9379 Tues & Wed 10am to 12
Legal Advice Centre	<a href="mailto:admin@legaladvicecentre.london">admin@legaladvicecentre.london</a>	0203 606 0372
Tower Hamlets Law Centre	<a href="mailto:info@thlc.co.uk">info@thlc.co.uk</a>	0207 538 4909 9.30am-5pm Mon-Fri