the trainer was **really good**, kept me informed & interested – the right balance of teaching & exercises …

really excellent trainer, kept discussions **lively** and made sure understanding was thorough …

I can apply the knowledge to **support** clients …

an **enjoyable** day – relaxed and informal yet **informative** …

tutor made a rather dry subject as **interesting** as possible …

makes all info **fun** even if it’s dense, the exercises are **fab** …

excellent trainer – clear – great **sense of humour** …

trainer possesses **excellent** inter-personal skills …

I thought this was one of the most **professional** training sessions I have been to …
<table>
<thead>
<tr>
<th>Course</th>
<th>Level</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>welfare benefits overview</td>
<td>introductory</td>
<td>6</td>
</tr>
<tr>
<td>practical solutions to common benefit problems</td>
<td>introductory</td>
<td>6</td>
</tr>
<tr>
<td>income support and income-based jobseeker’s allowance</td>
<td>introductory</td>
<td>7</td>
</tr>
<tr>
<td>pension credit and other benefits for older people</td>
<td>introductory</td>
<td>7</td>
</tr>
<tr>
<td>tax credits</td>
<td>introductory</td>
<td>8</td>
</tr>
<tr>
<td>housing benefit</td>
<td>introductory</td>
<td>8</td>
</tr>
<tr>
<td>the social fund – extra help for vulnerable people</td>
<td>introductory</td>
<td>9</td>
</tr>
<tr>
<td>claiming benefits as incapable of work</td>
<td>introductory</td>
<td>9</td>
</tr>
<tr>
<td>disability living allowance and attendance allowance</td>
<td>introductory</td>
<td>10</td>
</tr>
<tr>
<td>DLA/AA for people with mental health needs</td>
<td>introductory</td>
<td>10</td>
</tr>
<tr>
<td>DLA for children [new course]</td>
<td>introductory</td>
<td>11</td>
</tr>
<tr>
<td>benefits and young people</td>
<td>introductory</td>
<td>11</td>
</tr>
<tr>
<td>the Children Act and benefits</td>
<td>introductory</td>
<td>12</td>
</tr>
<tr>
<td>domestic violence and benefits</td>
<td>introductory</td>
<td>12</td>
</tr>
<tr>
<td>community care and benefits</td>
<td>introductory</td>
<td>13</td>
</tr>
<tr>
<td>benefits and offenders</td>
<td>introductory</td>
<td>13</td>
</tr>
<tr>
<td>maternity rights and benefits</td>
<td>introductory</td>
<td>14</td>
</tr>
<tr>
<td>introduction to debt advice</td>
<td>introductory</td>
<td>14</td>
</tr>
<tr>
<td>nhs funding and continuing care [new course]</td>
<td>introductory</td>
<td>15</td>
</tr>
<tr>
<td>in and out of work</td>
<td>intermediate</td>
<td>15</td>
</tr>
<tr>
<td>tax credits – the problem areas</td>
<td>intermediate</td>
<td>16</td>
</tr>
<tr>
<td>challenging benefit decisions</td>
<td>intermediate</td>
<td>16</td>
</tr>
<tr>
<td>preparing a case for an appeal</td>
<td>intermediate</td>
<td>17</td>
</tr>
<tr>
<td>backdating benefit awards</td>
<td>intermediate</td>
<td>17</td>
</tr>
<tr>
<td>employment and support allowance [new course]</td>
<td>intermediate</td>
<td>18</td>
</tr>
<tr>
<td>equality: the law – delivering services to diverse communities</td>
<td>intermediate</td>
<td>18</td>
</tr>
<tr>
<td>housing benefit overpayments</td>
<td>advanced</td>
<td>19</td>
</tr>
<tr>
<td>DLA caselaw: alcohol and mental health</td>
<td>advanced</td>
<td>19</td>
</tr>
<tr>
<td>benefits for people subject to immigration control</td>
<td>advanced</td>
<td>20</td>
</tr>
<tr>
<td>the right to reside and habitual residence tests</td>
<td>advanced</td>
<td>20</td>
</tr>
<tr>
<td>representation at appeal tribunals</td>
<td>advanced</td>
<td>21</td>
</tr>
<tr>
<td>Date</td>
<td>Oct</td>
<td>Nov</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>29th</td>
<td>19th</td>
<td>14th</td>
</tr>
<tr>
<td>4th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd</td>
<td></td>
<td>12th</td>
</tr>
<tr>
<td>1st</td>
<td></td>
<td>11th</td>
</tr>
<tr>
<td>31st</td>
<td>30th</td>
<td></td>
</tr>
<tr>
<td>16th</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19th</td>
<td>1st</td>
<td></td>
</tr>
<tr>
<td>17th</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12th</td>
<td></td>
</tr>
<tr>
<td>16th</td>
<td></td>
<td>6th</td>
</tr>
<tr>
<td>9th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28th</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9th</td>
<td></td>
<td>11th</td>
</tr>
<tr>
<td>8th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15th</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31st</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8th</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15th</td>
<td></td>
<td>3rd</td>
</tr>
<tr>
<td>23rd &amp; 24th</td>
<td>21st &amp; 22nd</td>
<td></td>
</tr>
</tbody>
</table>
about Lasa and rightsnet training

Lasa has provided expert advice and information services since 1984 (see www.lasa.org.uk). A recognised centre of excellence and innovation, our welfare benefits support services are considered to be some of the best in the UK.

Millions of pounds in benefits go unclaimed each year and the connection between poverty and ill health/educational underachievement is well documented. All our courses are designed to enable advisers to spot benefit entitlement and maximise clients’ income.

Autumn 2008 sees the introduction of Employment and Support Allowance (ESA), the local housing allowance in the private rented sector and a number of other changes to the benefit system. From January 2008 we will be training on ESA: in order to maximise clients’ incomes it is important to ensure that they are receiving the correct benefit – before any changes are introduced. We will continue to train on ‘claiming benefits as incapable for work’ as it will enable advisers to identify who should be claiming and provide clients with protection from the new system.

Advisers need a broad set of skills to deliver effective advice to their clients. For advisers whose clients face multiple debts and low income please see our introduction to debt advice course, devised in response to trainees who told us they find this area confusing and don’t always feel confident when advising clients on debt. The course will increase your confidence and demystify basic debt advice.

Check out the website – www.rightsnet.org.uk/training – for news, or to subscribe to our email updates list.

Our welfare benefits training is CPD accredited (law society reference BMKL/LASA), and our trainers have extensive experience in providing expert social security advice and support to individuals and organisations.

who we train

Rightsnet welfare benefits training courses are designed to meet the needs of staff working in a wide range of organisations, including housing associations, local government and the independent advice sector. Most of our courses have a maximum of twelve participants. This ensures that everyone receives individual attention and allows trainees to share ideas and establish links with others working in the field.

Our introductory level courses are aimed at staff (paid or voluntary) working in either a supportive or advisory role with people claiming benefits; whilst our intermediate and advanced courses are aimed at specialist advisers. Some courses do require prior knowledge of the benefit system. Please see the course outlines for further details or ring us on 020 7377 9981.

venue and access

Training courses take place at Lasa’s fully equipped training room. For details on the location and transport see the map on the back cover. Lasa training facilities include: access and toilets for disabled people, an induction loop and parking for disabled people. Parking must be arranged at least 2 days before the course.

We can also provide course materials and this programme in alternative formats. If you require parking, or have any other access requirements please let us know when you book.

free telephone helpline providing support on welfare benefit queries after the course

We don’t abandon you after your initial training. In addition to information and access to the rightsnet website discussion forums all trainees gain access to our welfare benefits advice line.

in-house training

Please see page 23.

“…extremely interesting, well structured and simple to follow…”

“…fantastic – moves quickly/smoothly …”

“…trainer was very clear and put me at ease…”

“…very motivating and empowering…”
equal opportunities statement
Lasa recognises that certain groups and individuals are disadvantaged and discriminated against because of the way that society is structured. Lasa is committed to equality of opportunity, taking positive steps to ensure that we do not perpetuate this discrimination.

how to book
Prices are on page 24.
For our booking form, please see page 25.

not sure what course is for you?

does your job involve...?

- providing basic advice and/or spotting entitlement
  - welfare benefits overview plus our other introductory courses

- helping people to complete forms and/or checking claims and maximising entitlement
  - other single subject introductory courses plus our intermediate courses

- appealing decisions and/or taking cases to tribunals/commissioners
  - tax credits – the problem areas plus our intermediate courses plus our advanced courses

If your job involves all three levels of advice:
we suggest that you start with the introductory courses and progress to the advanced courses.
welfare benefits overview

This is THE essential course for all new and returning staff working in an advisory or supportive capacity with benefit claimants.

who this course is for:
Anyone whose work requires them to have an understanding of how the benefit system works and/or practical skills for dealing with the DWP or local authority benefit offices. No prior knowledge of the benefit system is needed.

what this course is about:
Attending this course will increase your ability to maximise your client’s income by spotting entitlement to benefits and by demystifying the working of the benefits system.

We know that the benefits system is confusing – for advisers and clients. This essential one day course will enable you to know the basic conditions for benefits and which benefits can be paid together (and help to maximise your client’s income); how to check the relevant handbooks to find out more information and understand how benefits are administered. The aim is to increase your awareness of opportunities to maximise your client’s income and demystify the workings of the benefit system.

new to advice?
Check these courses – practical solutions to common benefit problems, income support and income-based jobseeker’s allowance, housing benefit, the social fund, introduction to debt advice and disability living allowance/attendance allowance.

---

practical solutions to common benefit problems

who this course is for:
If you are a more experienced adviser we recommend you attend the challenging benefit decisions course (see page 16).

what this course is about:
This course looks at some of the most common problems that advisers face: we look at the information, skills and knowledge needed to find practical ways of overcoming problems.

If your job involves helping people to make claims, chasing the DWP, the local authority or the Revenue when things go wrong (eg claims not being paid and missing payments) then this is the course for you.

At the end of the course you will be able to identify under-claiming of benefits, understand what evidence is needed to support a claim and know how to formally challenge a wrong decision and take forward a complaint and request for compensation.

providing basic advice?
Check these courses – introduction to debt advice, income support and income-based jobseeker’s allowance, housing benefit, the social fund and disability living allowance/attendance allowance.

---

dates

Monday 29th October
Monday 19th November
Friday 14th December
Wednesday 16th January
Wednesday 20th February
Tuesday 25th March

- Level: Introductory
- CPD Hours: 5

---

dates

Thursday 4th October
Tuesday 29th January

- Level: Introductory
- CPD Hours: 5
**income support and income-based jobseeker’s allowance**

**who this course is for:**

Workers who advise or support people claiming income support and/or income-based jobseeker’s allowance.

If you work primarily with either 16/17 years-olds or people over 60, we recommend that you attend our benefits and young people course (see page 11) or our pension credit and other benefits for older people course in addition to this course (see page 7).

**what this course is about:**

Are you confused about why different people are paid different amounts of benefit? Are you unsure about when people can claim income support and when they need to claim income-based jobseeker’s allowance? And while we’re talking about JSA what are those labour market conditions all about? What about child tax credit – when and how does that fit in?

On this course you will learn who is eligible and how to make a claim. We’ll make sense of applicable amounts and equip you with a framework to calculate entitlement and identify when people are being underpaid. You will also learn about the labour market conditions and what steps claimants need to take to avoid being sanctioned and lose money. By the end of the course you will feel confident when advising clients on whether they are entitled to income support/income-based jobseeker’s allowance, how they can claim and how much they should receive.

**maximising people’s income?**

Check these courses – pension credit, housing benefit, the social fund, tax credits and disability living allowance/attendance allowance.

---

**pension credit and other benefits for older people**

**dates**

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday 2nd October</td>
</tr>
<tr>
<td>Wednesday 12th December</td>
</tr>
<tr>
<td>Tuesday 5th February</td>
</tr>
</tbody>
</table>

**who this course is for:**

Staff advising older people on eligibility for benefits, particularly pension credit.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

**what this course is about:**

Do you work with or advise older people? Are you confident about advising them on their eligibility to claim pension credit? Do you understand how it interacts with other benefits people might be receiving such as carer’s allowance and housing benefit?

This course will give you the knowledge to answer all these questions positively. This course will enable you to successfully identify who is eligible to claim pension credit, advise on how to claim and correctly carry out pension credit calculations – both the guarantee and the savings credit. A third of eligible pensioners are still not in receipt of pension credit, leaving up to £2.1 billion unclaimed, according to a Commons Public Accounts Committee report published in May 2007. This course will enable you to maximise your clients’ incomes and reduce the huge amount in benefits under-claimed by older people each year.

**advising older people?**

Check these courses – housing benefit, the social fund, disability living allowance/attendance allowance and community care and benefits.

---

**Level:** Introductory  
**CPD Hours:** 5

---

PLEASE SEE PAGES 24 & 25 FOR COSTS AND BOOKING DETAILS  
www.rightsnet.org.uk/training
tax credits

who this course is for:
Staff working in an advisory or supportive capacity with families and/or people in low paid work.

what this course is about:
Working tax credit and child tax credit were introduced in April 2003 to provide support for most working people on a low income and families with responsibility for children and it forms part of the Government’s strategy to “make work pay”; yet take-up of tax credits remains stubbornly low.

This course will increase your confidence when advising on tax credits. The course covers who is eligible for tax credits, when and how to claim, what changes in circumstances need to be reported (and when) during the claim and how to calculate tax credits. We will also look at how to maximise entitlement, minimise overpayments and how tax credits interact with other benefits.

working with families and/or people who work?
Check these courses – housing benefit, income support and income-based jobseeker’s allowance, the social fund, domestic violence and benefits, maternity rights and benefits, the Children Act and benefits and disability living allowance/attendance allowance.

dates

Wednesday 31st October
Friday 30th November
Thursday 10th January
Monday 11th February
Tuesday 18th March

Level: Introductory
CPD Hours: 5

housing benefit

who this course is for:
Staff needing to advise clients/tenants on whether they can claim housing benefit and how much they are likely to receive.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Do you want to feel confident about advising clients on housing benefit entitlement and the amount they should receive? Then this course is for you, whether your role is income maximisation, rent arrears minimisation or a bit of both.

We ensure that, by the end of the day, you will know how to identify who is eligible for housing benefit and how to make an effective claim. This includes accurately checking the start date of a claim and how to claim backdated housing benefit. In addition you will learn how to carry out an accurate assessment of a client’s entitlement, using a step-by-step framework for calculating housing benefit. This will allow you to identify when clients are being underpaid or are not claiming the housing benefit they are entitled to.

maximising people’s income?
Check these courses – pension credit, income support and income-based jobseeker’s allowance, the social fund, benefits and offenders, claiming benefits as incapable of work and disability living allowance/attendance allowance.

dates

Friday 16th November
Thursday 24th January
Wednesday 19th March

Level: Introductory
CPD Hours: 5
who this course is for:
Staff working in an advisory, supportive or resettlement role with people claiming benefits.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
The Social Fund should be a vital source of help for vulnerable people on low incomes, but getting a successful decision can often appear to be based on luck and chance. A number of myths have grown up around the Social Fund which can put people off applying and some groups of clients may be less aware of the Social Fund and could miss out on large amounts of money.

Social Fund decisions must be made on certain criteria, so it’s important to show how your client meets the conditions. Attending this course will increase your chances of gaining positive decisions by learning what these criteria are, how to apply the rules to your clients and what information they need to give.

You will learn about the full range of payments available from the Social Fund, with a particular emphasis on understanding and improving applications for crisis loans and community care grants. You’ll learn more about challenging social fund decisions.

By the end of the course you will feel confident about advising clients on entitlement to Social Fund payments and helping them to make effective applications, plus exercise their rights to challenge Social Fund decisions.

providing basic advice?
Check these courses – welfare benefits overview, introduction to debt advice, income support and income-based jobseeker’s allowance, housing benefit and disability living allowance/attendance allowance.

claiming benefits as incapable of work

who this course is for:
Staff working in an advisory and/or supportive capacity with clients who are ill and/or disabled.

Staff attending will be expected to have a working knowledge of means tested benefits, including how to calculate applicable amounts. If not we recommend that you attend the income support and income-based jobseeker’s allowance course first (see page 7).

what this course is about:
Autumn 2008 will see the introduction of employment and support allowance (ESA) and radical changes to benefits for people claiming incapacity benefit or income support as incapable of work. This course will provide information about ESA – but it will not be covered in detail, please see page 18.

A successful claim for incapacity benefit or being treated as incapable of work for income support can protect benefit levels for people moving in and out of work and can increase a tax credit award. By getting clients into the current system you will be maximising their income and helping to protect them from the new system.

This course will enable you to identify what benefits people incapable of work can currently claim, who is eligible and how to identify underclaiming (for example single parents often miss out on being classed as being incapable of work), how to pass the relevant tests and how to advise people being “tested”.

advising ill/sick or disabled people?
Check these courses – income support and income-based jobseeker’s allowance, community care and benefits, disability living allowance/attendance allowance, challenging benefit decisions, preparing a case for appeal and DLA caselaw.
disability living allowance and attendance allowance

who this course is for:
Staff who work in an advisory or supportive role with people with disabilities/health problems that lead to care and/or mobility needs and who may be entitled to disability living allowance/attendance allowance. If you work with people with mental health problems – see below.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Disability living allowance and attendance allowance are important ways of maximising income but are often not claimed due to misconceptions by advisers and clients (for example many people think that they cannot claim these benefits if they are working).

A successful claim can increase a person’s income by between £17.10 and £150 per week and can be the “key” to claiming other benefits and/or increasing awards: but potential claims are often not identified or claims result in low awards or refusals.

This course will enable you to identify who is eligible for DLA/AA, how to complete the long and confusing application forms (and hopefully increase your success rate), how to ask clients the right questions to get information and what evidence is needed (and from whom).

advising ill/sick or disabled people?
Check these courses – income support and income-based jobseeker’s allowance, housing benefit, claiming benefits as incapable of work, community care and benefits and DLA caselaw.

Friday 19th October
Thursday 1st November
Friday 25th January
Tuesday 26th February
Friday 28th March

dla/aa for people with mental health needs

who this course is for:
Staff who work in an advisory or supportive role with people who have mental health needs, whose clients may be entitled to disability living allowance/attendance allowance. Please note that there is some cross-over material in both of the DLA courses.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details).

what this course is about:
Claiming DLA or AA is always problematic, but when it comes to people with mental health needs, there’s an added set of complications. Clients may fail to acknowledge there are any issues for them or perhaps do not have any insight into their needs.

This introductory level course explores how people with mental health needs (which may fluctuate), can satisfy the disability tests for DLA/AA. We think about ways to prepare clients for the often stressful task of completing the claim form. We look at techniques to encourage full disclosure of information, without making clients feel worse about their condition.

We also think about where to get supporting evidence from (particularly if your client is not in contact with mental health services), and which evidence may be the most useful.

We explore the knock on effects that a successful disability living allowance/attendance allowance claim has on other benefits.

advising ill or disabled people?
Check these courses – income support and income-based jobseeker’s allowance, housing benefit, claiming benefits as incapable of work, community care and benefits and DLA caselaw.

Wednesday 17th October
Friday 1st February

Level: Introductory
CPD Hours: 5
disability living allowance for children

who this course is for:
Staff working with children and families in an advisory or supportive role.

what this course is about:
A successful claim for disability living allowance improves a family’s financial situation – regardless of whether they are already claiming benefits or working.

The rules around claiming DLA for children are different than for adults and advisers need to be aware of the different types of additional care a child needs to be awarded DLA. This course will cover these rules: the basic milestones in childhood development and obtaining supporting evidence and information needed to support the claim.

working with children?
Check these courses – the social fund, the Children Act and benefits, income support and income-based jobseeker’s allowance, maternity rights and benefits, tax credits and housing benefit.

Wednesday 12th December
Thursday 27th March

Level: Introductory
CPD Hours: 5

benefits and young people

who this course is for:
Staff who work with young people (16/17 year olds) in an advisory or supportive role.

Experienced advisers who want to increase their benefit knowledge for this client group.

If you have very little knowledge of the benefit system we recommend that you attend our welfare benefits overview course first (see page 6 for details). As part of the course you will be asked to complete exercises that are based on your knowledge of the benefit system.

what this course is about:
The rules covering benefits for young people are often completely different from those for over 18s. Advisers confident about advising other client groups are often unsure of the rules for this group. Support workers specialising in working with young people are often not confident about advising on benefits. So young people, desperately in need of advice, often fall through the gaps in the system and in an adviser’s knowledge.

This course is a step towards correcting that. You will learn the eligibility conditions young people face when claiming income support and income-based jobseeker’s allowance and severe hardship payments, and how to advise them to make a valid claim, including the roles the different organisations (e.g. Connexions) play in making a claim. We look at the importance of accessing other money, including applications to the Social Fund. You will also learn about housing benefit restrictions for young people and how discretionary housing payments can sometimes help and how to apply for them.

working with young people?
Check these courses – housing benefit, the social fund, the Children Act and benefits, domestic violence and benefits and introduction to debt advice.

Wednesday 30th January

Level: Introductory
CPD Hours: 5

PLEASE SEE PAGES 24 & 25 FOR COSTS AND BOOKING DETAILS   www.rightsnet.org.uk/training
the Children Act and benefits

who this course is for:
Advisers, family placement workers, children and family social workers, support workers and anyone who wants to know more about how welfare benefits advice can contribute to meeting the Every Child Matters outcomes.

what this course is about:
This course will guide trainees through the relevant legislation and policies connected with the Children Act. It will enable advisers to identify relevant benefits and understand how financial support and good benefits advice can help support parents/carers, foster carers, potential adopters and care leavers.

The course includes:
- how to maximise income for children, including DLA for disabled children
- the effect on benefits when a child moves into local authority care
- how receiving payments made under the Children Act affect benefit and tax credit entitlements
- how to advise foster carers on benefits, tax credits and income tax allowances
- the effect on benefits for carers who apply for a special guardianship or residence order
- potential benefit entitlement for 16 and 17 year-olds leaving care.

working with families?
Check these courses – the social fund, tax credits, income support and income-based jobseeker’s allowance, housing benefit, maternity rights and benefits, disability living allowance for children and domestic violence and benefits.

domestic violence and benefits

who this course is for:
Benefit advisers, social services staff, housing officers, helpline workers, counsellors/therapists, medical professionals and anyone who works in a supportive or advisory role with members of the public affected by domestic violence. The course assumes a basic knowledge of the benefits system.

what this course is about:
It’s estimated that 1 in 4 women and 1 in 6 men will experience domestic violence in their lifetime. Even if your work doesn’t directly address domestic violence issues, the chances are that you already work with people who’ve experienced domestic violence, or will do in the future.

This course looks at some of the financial considerations of a domestic violence situation, and what benefit options may be available. Providing the correct benefit advice can be crucial in enabling people affected by domestic violence to make informed decisions about leaving violent relationships and what steps to take.

The course will cover financial help available in an emergency, and what help is available to pay rent, council tax and a mortgage – and what happens if as a result of temporary absence, payments need to be paid on more than one home.

We will look at what benefits are available when a person (and their children) has fled domestic violence and the impact on any existing claim. If it is a child or young person who has had to leave home, we will look at the potential problems and what support is available. The course also looks at the longer-term decisions that need to be taken.

working with families?
Check these courses – tax credits, the social fund, income support and income-based jobseeker’s allowance, housing benefit, young people and benefits, the Children Act and benefits, maternity rights and benefits.
## Community Care and Benefits

**Who this course is for:**
Benefit advisers, housing support workers, social services staff and anyone who works in a supportive or advisory role with people who need help to live independently in the community.

**What this course is about:**
There are many different ways in which care and support can be provided in the community. Some of these are free but some may be charged for.

This course helps you to identify what care is available, who can provide it and what can be charged for. It explains how to request community care assessments and, if necessary, how to challenge them.

Charging can vary enormously from one area to another. The course examines the guidance covering charging policies and some of the reasons for local variation. It looks at the different benefits available to help maximise a client’s income and how these may be taken into account when assessing charges. It also considers ways to effectively challenge charges.

**Working with ill/disabled people?**
Check these courses – disability living allowance/attendance allowance courses, housing benefit, the social fund, pension credit, claiming benefits as incapable of work, employment and support allowance, disability living allowance for children and income support and income-based jobseeker’s allowance.

---

## Benefits and Offenders

**Who this course is for:**
Advisers, housing support workers, drug and alcohol support workers, social services staff, probation services staff, youth offending team staff and anyone who works in a supportive or advisory role with offenders and their families.

**What this course is about:**
Going into prison has a major impact on prisoners and their families’ situations: imprisonment often affects a family’s financial situation and can impact on what welfare benefits people are claiming/can claim.

The interaction of the benefits system and sentencing has a wide variety of effects upon the money available to offenders and to their families.

This course will enable you to:
- identify what benefits are available to offenders and their households
- understand the different types of sentences
- understand the impact of different types of sentences on benefit entitlement
- maximise income for prisoners.

**Working with prisoners and their families?**
Check these courses – income support and income-based jobseeker’s allowance, housing benefit, tax credits and the social fund.

---

<table>
<thead>
<tr>
<th>dates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuesday 9th October</strong></td>
<td>Level: Introductory</td>
</tr>
<tr>
<td><strong>Thursday 14th February</strong></td>
<td>CPD Hours: 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>dates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday 10th December</strong></td>
<td>Level: Introductory</td>
</tr>
<tr>
<td></td>
<td>CPD Hours: 5</td>
</tr>
</tbody>
</table>
maternity rights and benefits

who this course is for:
Midwives, health visitors, Sure Start Children’s Centre staff, staff working in a supportive or advisory role with pregnant women or new families. The course does not assume any prior knowledge of benefits or employment rights.

what this course is about:
This course covers the basics of employment rights for pregnant women and new parents and provides an introduction to the benefits available before and after the birth of a child (eg Sure Start Maternity Grants). The course looks at employment rights during pregnancy (including rights to time off for ante-natal care), financial help in pregnancy, maternity leave and pay and paternity leave and pay.

The course also covers options for non-working parents (including the role of the CSA) and if someone is returning to work we look at what benefits are available and their employment rights regarding flexible working, parental leave and time off for dependants.

working with families?
Check these courses – tax credits, the social fund, income support and income-based jobseeker’s allowance, housing benefit, young people and benefits, domestic violence and benefits, disability living allowance for children and the Children Act and benefits.

introduction to debt advice

who this course is for:
Staff working in an advisory or supportive capacity with clients who need advice on dealing with debt.

what this course is about:
Do the people you work with need help to deal with their debts? Are you worried about whether the advice you are giving is correct? Do your clients often have multiple debts and low incomes? This course will give you the knowledge you need to help people out of the mess debt puts them in. The course will provide you with a money advice model to help get to grips with debt, including the knowledge to correctly identify priority and non-priority debts. You will learn what steps creditors can take when people don’t pay their debts and how clients can respond. You will also have the opportunity to draw up a financial statement and write a money advice letter to a creditor using real case studies.

providing basic advice?
Check these courses – welfare benefits overview, income support and income-based jobseeker’s allowance, housing benefit, tax credits and the social fund.
who this course is for:
Staff working in a supportive/advisory role with clients in a community care or residential setting whose personal care is currently funded by local authorities (or self-funded by the client) and where funding for personal care may or should be transferred to National Health Service funding.

what this course is about:
This course looks at recent developments in the provision and funding of community care services. We will look at how changes in funding affect state benefits and how to calculate any over or underpayments that may arise as a result of transfers in funding. For some clients these changes may mean that personal care should be fully funded by the NHS: attending the course will enable you to identify who should receive full NHS funding. However some clients may be financially disadvantaged by changes in funding and we will examine what to do in such cases and whether legal advice may be needed.

working with ill/disabled people in the community?
Check these courses – disability living allowance/attendance allowance, community care & benefits, the social fund – extra help for vulnerable people, claiming benefits as incapable of work and employment and support allowance.

who this course is for:
Experienced advisers working with clients who want to return to work or are being encouraged into work.

what this course is about:
The last few years have seen unemployment fall and a growing emphasis on the “benefits” of working. This course looks at all aspects of working and benefits – how working impacts on “out of work” benefits; how to use linking rules to protect benefit levels for people who move in and out of work; what schemes and help are available when starting work; what benefits people can claim while working and how to do a “better off calculation. We will provide you with a calculation sheet for doing better off calculations and consider the non-benefit issues that affect people’s decision to return to or start working.

working with families and/or people who work?
Check these courses – housing benefit, the social fund, tax credits, the Children Act and benefits, claiming benefits as incapable of work and introduction to debt advice.
tax credits – the problem areas

who this course is for:
Experienced advisers already familiar with the eligibility criteria and the tax credit calculation. We recommend that advisers who are not confident in either of the above attend the introductory tax credits course first.

what this course is about:
Tax credits are often problematic for claimants and despite changes that have been introduced they remain a problem (and often a mystery) for many advisers.

While this course will not give you all the answers to your problems it will allow you to identify ways of providing more pro-active advice, understand how and why problems arise and ways to maximise client’s income.

We look at doing the more complicated pro rata calculations, the choices and options that people have when leaving or starting work and how overpayments occur and how to ask for a write off.

taking on difficult cases?
Check these courses – challenging benefit decisions, preparing a case for an appeal, housing benefit overpayments, backdating benefit awards and representation at appeal tribunals.

challenging benefit decisions

who this course is for:
Staff working with people who claim benefits and who help them deal with problems and need to challenge benefit decisions.

A working knowledge of benefit rules is required.

what this course is about:
So you identified what your client can claim and helped complete the necessary forms, but it’s not gone according to plan. Your client has returned to you with a letter from the DWP/local authority that says something you disagree with. Your client could have been turned down on grounds you think are incorrect or the dates or amount of benefit seems wrong. We all know that the benefit system makes mistakes but how do you go about challenging them?

If you are sometimes unsure of what steps to take – for instance whether to ask for a revision or a supersession – then this course will help. You will learn how to deal effectively with poor decision-making by the DWP and local authorities by first knowing how to check whether a decision is correct and then selecting the most appropriate procedure to challenge the decision. We also cover what information will ensure the best possible outcome for your client.

By the end of the day you will be confident that you know the correct procedures for challenging decisions, how to get poor decisions changed and how to maximise clients’ incomes.

taking cases to appeal?
Check these courses – preparing a case for an appeal, housing benefit overpayments, backdating benefit awards and representation at appeal tribunals.
**who this course is for:**

This is an intermediate level practical course for advisers who are ready to prepare cases for appeal and have a good working knowledge of the benefit system.

*This course does not include representation skills (see course on page 21).*

**what this course is about:**

Do you feel daunted by the thought of preparing a case for appeal, sorting through all the information and then putting together a written submission? This course will increase your confidence and give you the necessary skills to identify the relevant legal questions to be answered and the facts to prove the case. This practical course uses a real case to develop the techniques for pulling together the facts and the law into a coherent written submission for the appeal. You will look at how to obtain and evaluate evidence and who to obtain it from. By the end of the course you will be able to plan and prepare a written submission for an appeal tribunal.

**taking cases to appeal?**

Check these courses – challenging benefit decisions, housing benefit overpayments, backdating benefit awards and representation at appeal tribunals.

---

**backdating benefit awards**

**who this course is for:**

This is a practical and participative course that aims to ensure that advisers know the rules on backdating for all benefits and can confidently argue for backdating of a range of benefits in a variety of situations.

**what this course is about:**

The course will look at both the legislation and relevant case law related to backdating and use a number of case studies to help participants gain experience in arguing for the maximum backdating possible in each case.

**taking cases to appeal?**

Check these courses – challenging benefit decisions, preparing a case for an appeal and representation at appeal tribunals.
employment and support allowance

who this course is for:
Staff working in an advisory and/or supportive capacity with clients who are incapable of work, ill and/or disabled.

what this course is about:
In autumn 2008 employment and support allowance will be introduced. It is an integrated contributory and means tested allowance and will replace incapacity benefit and income support paid on the grounds of incapacity and sickness.
The contents and criteria of the new benefit are fundamentally different to the current eligibility system.
This course will cover the structure of Employment and Support Allowance, the eligibility criteria, the assessment phase, sanctions, safeguards and work focused interviews, what happens to existing claimants and transitional protection, the personal capability assessment and appeals.

working with ill/disabled people?
Check these courses – claiming benefits as incapable of work, DLA/AA, tax credits and housing benefit.

equality: the law – delivering services to diverse communities

who this course is for:
Staff and managers who are involved in service delivery to diverse communities: who need to know their legal responsibilities in terms of equality legalisation.

what this course is about:
The course will cover how equalities legalisation impacts on and affects service delivery. We will look at the legislative framework and the responsibilities of organisations and workers. We will also look at the issues involved in delivering services to different communities and methods to improve cross cultural communication and understanding.
This course will not deal with welfare benefits, but will look at service delivery as a whole.
who this course is for:
This course is aimed at advisers who challenge housing benefit overpayment decisions.

what this course is about:
All of the current legislation and the most important case law in this subject area will be covered. The course will also look at how to identify the key facts and evidence in each case. Topics covered will include:
- the legal test
- establishing the facts and the onus of proof
- the correct calculation of the overpayment.
The course will be both participatory and practical.

taking cases to appeal?
Check these courses – challenging benefit decisions, preparing a case for an appeal and representation at appeal tribunals.

dla caselaw: alcohol and mental health

who this course is for:
This course is aimed at advisers who want to keep up to date with the changes in disability benefits caselaw in relation to alcohol and mental health.

what this course is about:
The course will cover all of the leading tribunal of commissioners decisions and the most important unreported decisions on these issues. Key issues that these decisions raise include:
- is communication a bodily function?
- the effects of alcohol consumption and entitlement to DLA/AA
- determining disability and the need for a diagnosis
- motivation and prompting in relation to attention.
We will be looking at these decision in the context of DLA/AA and mental health and DLA/AA and alcohol use. The course will be both participatory and practical.

taking on difficult cases?
Check these courses – housing benefit overpayments and backdating benefit awards.
benefits for people subject to immigration control

who this course is for:
More experienced advisers working with people who are “subject to immigration control” (including asylum seekers).
People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:
Immigration status and benefits can be (and often is) hugely complicated. This course addresses and answers many of the queries we hear from advisers on this subject. Who is “a person subject to immigration control” and what counts as “public funds”? What are the exceptions to the rules? And what happens when families have mixed immigration status?
By the end of the course you will understand who is subject to immigration control for benefits and feel confident advising people who have family members subject to restrictions, overstayers and others. For advising residents from the EU please see our *The right to reside and habitual residence tests* course (below).

the right to reside and habitual residence tests

who this course is for:
More experienced advisers working with clients from the European Union.
People attending this course will be expected to have a working knowledge of the benefits system.

what this course is about:
Your client’s EU status has allowed them to enter, work or study and live in the UK. Problems often arise when they fall sick, have children or only earn very low wages and need to claim benefits to survive.
This course covers:
- the right to reside and habitual residence test; how these tests operate for different benefits and who is exempt from them
- what restrictions apply to accession state nationals
- how changes in circumstances impact on residence rights and benefits
- application of relevant EC regulations
- domestic legislation.
We will look at current case law and the possible arguments that can be used to help your client establish a right to reside and habitual residence.
This course will ensure that you are able to correctly advise clients from the EU on their rights to benefits and identify and challenge incorrect decisions.
who this course is for:
This course is for experienced advisers who are ready to prepare and represent cases at appeals or for people who already represent but would like to increase their confidence, skills and success rate. A good working knowledge of the benefits system will be assumed as exercises are based on understanding conditions for benefits and the administrative system.
It is essential that participants are able to attend the full two days.

what this course is about:
Representing at appeal tribunals can make even experienced advisers feel nervous. This course will increase your confidence by providing you with a structure for preparing cases allowing you to practice the skills necessary for presenting a case at tribunal.

A practical course, it is highly participative and gives you the opportunity to develop your analytical abilities and practice your presentation and advocacy skills. You will spend the two days learning the skills needed to prepare and present a case from beginning to end. You will look at how the law is structured, how to use reference materials, weigh up evidence and the balance of probabilities, through to the appeal system procedures including adjournments. You will also have the opportunity to take part in a mock tribunal.

The course is both very demanding and hugely enjoyable. At the end of the two days you will feel confident when advising on the appeal system and procedures, you will know how to use the law and the necessary reference books, and how to prepare and present a submission including obtaining and using evidence.

taking cases to appeal?
Check these courses – challenging benefit decisions and preparing a case for an appeal.
still not sure what course is for you?

If you are new to benefits or returning to benefits after a break we recommend the welfare benefits overview course (page 6): this course is suitable for all advisers whether you specialise or provide general advice and will give you a good basic understanding of the benefit system. We have grouped our other courses to help you decide which are right for you.

General advice/ all client groups
Practical solutions to common benefit problems
Income support & income based jobseeker’s allowance
Pension credit
Housing benefit
Introduction to debt advice
Social fund
Tax credits
Disability living allowance/ attendance allowance
Equality; the law – delivering services to diverse communities

Working with clients with disabilities/ health problems
Income support & income based jobseeker’s allowance
Pension credit
Housing benefit and housing benefit overpayments
Social fund
Tax credits
Disability living allowance/ attendance allowance courses and the DLA caselaw update
Community care and benefits
Tax credits – both courses
Challenging benefit decisions
Preparing a case for an appeal
Representation at appeals tribunals

Working with families/young people
Income support & income based jobseeker’s allowance
Pension credit
Housing benefit and housing benefit overpayments
Social fund
Tax credits – both courses
Maternity rights and benefits
Domestic violence and benefits
Benefits and offenders
The Children Act and benefits
Introduction to debt advice
Challenging benefit decisions
Preparing a case for an appeal
Representation at appeals tribunals
Disability living allowance for children

Working with older people
Pension credit
Housing benefit and housing benefit overpayments
Social fund
Disability living allowance/ attendance allowance courses and the DLA caselaw update
Community care and benefits
Challenging benefit decisions
Preparing a case for an appeal
Representation at appeals tribunals

Working with people in low paid employment
Housing benefit and housing benefit overpayments
Social fund
Disability living allowance/ attendance allowance courses and the DLA caselaw update
Tax credits – both courses
Maternity rights and benefits
Challenging benefit decisions
Preparing a case for an appeal
Representation at appeals tribunals
Domestic violence and benefits
In and out of work

Working with people from abroad
Benefits for people subject to immigration control
The right to reside and habitual residence tests
let us come to you

All of our programmed courses can be delivered in-house. If you have a group of up to 15 people requiring the same training course we can provide in-house courses tailored to your organisations needs. We can deliver the course at your premises or alternatively you can come to us and use our training room.

If you require a course that is not in the programme please let us know as we may be able to develop it for you.

Prices for in-house courses start at just £1000 a day. Please ring us on 020 7377 9981 if you would like to discuss purchasing an in-house course.

In addition to the courses listed in the programme we can also provide in-house training on:

**effective form filling – how to get it right first time!**
This course looks at completing DLA/AA forms and IB50’s – the problems and pitfalls and how to complete them “properly”.

**dla/aa for people with drug and alcohol problems**
This can be a difficult area – advisers often feel uncomfortable about the idea of clients having more money to spend on drugs and alcohol. This introductory level course looks at the rules for claiming DLA – and about “risk reduction” from having more money not less!

**taking cases to the commissioners**
This advanced level course is for advisers who represent at appeals and are unsure about how to take a case to the commissioners or for people who already take cases but would like to increase their confidence.

**developing your interviewing skills**
Advising people is based on the information provided by clients: this information may (for a variety of reasons) be unclear and this course looks at how to ask questions, listen and be an effective interviewer (this does not look at the interviewing skills needed for recruitment)

**training for trainers**
This 3 day course looks at the skills needed to be an effective trainer. The course covers learning styles, how to plan a course, making your subject interesting, dealing with difficult people/situations, what aids to use and how to put it into practice!

**managing difficult people and situations**
This 3 day course aims to help you understand, address and work with difficult people and situations in a productive and objective way using a variety of techniques and approaches.

if you need training and it’s not listed: please ring (020 7377 9981) or email in your requirements (training@lasa.org.uk); we may well be able to provide it for you.

“…training materials and handouts excellent resources…”

“…excellent, enjoyed every minute of it …”

“…simplifies something I never thought I’d be able to do…”
how to book

Some courses fill quickly so if possible please give an alternative date in case your first choice is not available. You can check availability by calling the training team on 020 7377 9981.

Please note, we cannot take telephone or e-mail bookings.

Please use the booking form on page 25, photocopy the form and fill in one form for each person attending each course. You can return the completed form(s) to us by post, by fax to 020 7247 4725 or you can send your booking via the website www.rightsnet.org.uk/training.

We reserve the right to refuse bookings.

transfers and cancellations

Please carefully check the dates you wish to book – transfers are not possible once a place is booked.

If a participant cannot attend on the day a colleague from the same organisation can take their place. Otherwise transfers are not possible once a course is booked.

Cancellations must be made in writing; we are unable to refund course fees for cancellations received within 28 days of the course date. If cancellations are received within 28 days of the course the full fee remains payable.

Occasionally we are forced to postpone a course, for instance due to sickness. If so we will advise you as soon as possible and try our best to rearrange another date that suits you. If you are unable to attend an alternative date you are entitled to a refund. However we are not able to refund travel costs.

course costs per person attending

<table>
<thead>
<tr>
<th>Voluntary organisations with 1–10 full time members of staff (in the whole organisation)</th>
<th>Voluntary organisations with 11–50 full time members of staff (in the whole organisation)</th>
<th>Voluntary organisations with 51+ full time members of staff (in the whole organisation)</th>
<th>Other organisations e.g. statutory/ local authorities, lawyers etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>One day</td>
<td>£110</td>
<td>£150</td>
<td>£200</td>
</tr>
<tr>
<td>Two days (RAT course)</td>
<td>£190</td>
<td>£280</td>
<td>£370</td>
</tr>
</tbody>
</table>

Please do not send payment with your booking. We will invoice you.

how to pay

The course cost depends on the type and size of the organisation you work for. Tick the box that matches your organisation on the booking form, and enter the corresponding amount.

Please do not send payment with your booking. We will invoice your organisation as soon as we confirm availability and cost. If there is a problem with the course(s) or the cost, we will contact you. Otherwise we will send you an acknowledgement and invoice within a week.

Upon receiving our invoice we would appreciate payment as soon as possible.

Course confirmation and a map to the venue are sent to participants one week before each course – please ensure we have the best address for contacting participants.
rightshnet training booking form

Please photocopy this booking form for each participant, and for each course. Please complete in block capitals. Alternatively you can send your booking via our website at www.rightsnet.org.uk/training

Name of participant:  
Job title:  
Organisation:  
Address:  
Tel:  Fax:  Contact tel if different:  
E-mail:  
Invoice name & address:

course title

date (1st choice):  
date (2nd choice):  

Which London borough does your organisation serve?  

Do you have any access requirements?  Yes*  No  
*We will contact you to discuss.

your organisation  Please tick one
Voluntary:  1–10 staff  11–50 staff  51+ staff  
Others (e.g. statutory/local authorities, lawyers etc.):  

Do you intend to claim Law Society accreditation for attendance? (only applicable to lawyers)  Yes  No  
(Law Society ref: BMKL/LASA)

transfers and cancellations

If a participant cannot attend on the day a colleague from the same organisation can take their place. Otherwise transfers are not possible once a course is booked.

Cancellations must be made in writing; we are unable to refund course fees for cancellations received within 28 days of the course date. If cancellations are received within 28 days of the course the full fee remains payable.

Occasionally we are forced to postpone a course, for instance due to sickness. If so we will advise you as soon as possible and try our best to rearrange another date that suits you. If you are unable to attend an alternative date you are entitled to a refund.

Please invoice my organisation for the amount of:  

Envoi:  
Purchase order no:

Post or fax this form to:
Rightsnet Training  
Las, Universal House  
88–94 Wentworth Street  
London E1 7SA  
Fax: 020 7247 4725

If you do not want to receive future mailings from us, please tick.  

For office use only
Invoice no:  
Invoice date:  
Database ref:  
Date entered:  


With millions of visits every year from advisers across the UK, rightsnet – lasa’s welfare rights website – provides access to the most up-to-date welfare benefit and tax credit information on the web.

Updated daily, rightsnet offers –

- **News** – more than 800 news stories are published to the site each year, with links, within 24 hours of their issue, to new legislation, case law and court decisions, official guidance, and policy documents

- **Discussion** – dedicated forums where advisers across the country meet to share their experience and expertise, and access support with their cases

- **Resources** – hundreds of leaflets and factsheets, free benefit calculators, claim forms, summaries of the latest commissioners’ decisions, benefit rates, advice related job vacancies … and more!

  “By far the fastest, cheapest and most user-friendly way to keep right up to date … a brilliant way of sharing information, resources and solutions to problems”

  “As essential to the job as the Welfare Rights Handbook – I can’t imagine being without it”

  “Transforms welfare rights advice … It’s absolutely brilliant”

  “Seems to get better each week”
other Lasa services

**AIMS:**
AIMS Advice & Information Management System, client and enquiry recording software.

aims@lasa.org.uk
Tel: 020 7377 2806

**Circuit Riders in the UK:**
ICT development and support for the voluntary sector

Circuit Riders are technology development and support workers, each of whom supports a caseload of organisations the same way a development worker might. In the UK we have more than 360 subscribers to the ukriders list interested in Circuit Riding or are a Circuit Rider themselves.

Website: www.lasa.org.uk/circuitriders

**Lasas Appeals Team:**
Lasas appeals team represents claimants referred by advice agencies in London (including taking cases to the Commissioners). We also advise on whether grounds exist for appeal to the Commissioner on cases we have not represented.

Tel: 020 7426 4476

**Lasas Information Systems Team:**
Lasas Information Systems Team provides Information and Communication Technology (ICT) advice to voluntary organisations including:

- ICT Hub Knowledgebase – a free, comprehensive online source of independent information on ICT – www.icthubknowledgebase.org.uk
- ICT Hub Suppliers Directory – a free directory lists suppliers of ICT goods and services to the voluntary and community sector in England – www.directory.icthub.org.uk
- Publications including computanews and guides to using ICT
- ICT Health checks and consultancies
- Training – commissioned courses to help you use ICT to improve your services.

For further information see: www.lasa.org.uk/it

**Lasas Policy & Voice Development Team:**
The team provides:

- up-to-date information regarding developments relating to the advice sector via the rightsnet website
- a campaigning voice to promote the role of the advice sector
- a second-tier policy resource for advisers.

Tel: 020 7426 4484

**Multikulti:**
The Multikulti website aims to support citizenship through the delivery of culturally appropriate and accurately translated information in 12 community languages in the following areas of welfare law: debt, employment, health, housing, immigration, racism and discrimination.

Website: www.multikulti.org.uk
Tel: 020 7426 4470

**Review:**
Lasas bi-monthly welfare benefits & tax credit publication.

Website: www.lasa.org.uk/review

**Rightsnet:**
See page 26.

**Specialist Support Project:**
In addition to our welfare benefits advice line the Specialist Support Project provides casework support to English organisations with a CLS General Civil Law Contract or a Quality Mark.

You can send us copies of relevant documents so we can:

- advise you on the merits of your client’s case, based on law
- draft appeal submissions to tribunals and the Social Security Commissioners.

ssp@lasa.org.uk
Advice line: 020 7247 8935
(Wednesday 2.00–4.00, Thursday 10.30–1.00, Friday 2.00–4.00)

**Welfare Benefits Advice Line:**
For advice workers only (London based or people who have attended training courses).

020 7247 1735
Monday & Tuesday 10.30–12.30 and Thursday 2.00–4.00
where to find us

Our address is:

Rightsnet Training
3rd Floor
Universal House
88–94 Wentworth Street
London
E1 7SA
Tel: 020 7377 2748