



Derbyshire Unemployed Workers' Centres Annual Report 2022

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Who are Derbyshire Unemployed Workers' Centres?

In 2023, DUWC celebrates 40 years of providing help, advice and representation regarding welfare benefits and credits in North East Derbyshire, Chesterfield and Amber Valley.

We aim to prevent or relieve poverty amongst the unemployed, underemployed, unwaged and those in receipt of, or entitled to, benefits and credits, as well as supporting other disadvantaged people.

DUWC has been providing these services in the area since 1983, when it opened at the instigation of the local Trade Union Council with the financial backing of Chesterfield Borough Council. Having begun life in a temporary Portakabin in Shepley's Yard, the organisation now boasts three main offices in Chesterfield, Shirebrook and Alfreton, as well as 13 outreach centres across the area. We have deep roots in the communities we serve, with the majority of our staff starting as volunteers

and some as service users, giving us added commitment to the aims and objectives set out by our founders nearly 40 years ago.

Our Staff and Volunteers

Once again our incredible staff and volunteers have delivered for the people of Derbyshire. We have bounced back from the disruption of the pandemic and have brought in £4,132,975 through our advice and advocacy work—money that goes directly into the local economy, boosting local businesses and saving and creating jobs, as well as improving the lives of hundreds of individuals and families.

2022 saw us recruit several new members of staff, including Brigit Shipman, who was able to return to the Centre after taking redundancy in 2021. Keran Gladders and Matt Hunt were also added to our wonderful team, and we look forward to working with them for many years to come.

We have continued to recruit new volunteers across the organisation, who we remain heavily reliant on to deliver our services. Stella Spencer, Brynon MacBeth, Bernardeta Stech,

Benjamin Glover, and Daniela Bucureasa have all joined DUWC this year and are already highly valued members of the team. Our volunteer Colin Bennett has been invaluable in Alfreton, and Allison Jarvis and Shirley Pierson remain indispensable in Shirebrook. David Eccles continues to volunteer his time to assist with funding proposals and his help has been much appreciated by Colin Hampton and Matt.

We want to take this opportunity to thank all of our volunteers for their contributions in keeping the work of DUWC going through these difficult times when we are needed more than ever.

If you are interested in volunteering with DUWC please contact Matt Hunt, our Volunteering Coordinator, via matthew.hunt@duwc.org.uk, or call the centre directly.



The Chairman writes

Next year sees the 40th anniversary of the Derbyshire Unemployed Workers' Centres. Although activity started in 1981 with volunteers using union premises in Chesterfield to offer support, it wasn't until April 1983 that the organisation had its first proper premises.

A Joint Advisory Committee had been set up to develop a Centre for unemployed people. This included representatives from the Trades Council, Chesterfield Borough Council and the Workers Education Association. Dr Ian Rutledge, who is both a trustee and treasurer of the DUWC, served on the original committee and has maintained his support throughout the decades. It is this commitment from key individuals which has meant that the DUWC has developed into the widely respected organisation that it is today.

Ian has helped navigate the DUWC through some difficult financial circumstances, as Local Authority grant aid has been withdrawn by some short-sighted councils and replaced by project funding. His accountancy skills have meant that a sound analysis of the Centre's finances are presented to the Trustees, giving them the information needed to always be

one step ahead and keeping the organisation in a position where it can plan for the future. Ian has no plans to give up his role and we hope he continues to make it a half-century of involvement.

As much as the long service of Ian is to be celebrated it is also our job to bring new people into the organisation. In July we appointed Matt Hunt to serve as Assistant Coordinator. Matt has already improved our social media presence and knowledge of our website and services, as well as helping to modernise DUWC's internal procedures. He is reaching out to people who may not be aware of the support they can receive from the Centres and as a result we are receiving more enquiries through non-traditional means.

The Centres' services are going to be needed now more than ever as prices skyrocket and people struggle to make ends meet. DUWC will be there to help as always and will crucially give people a voice in these difficult times.



**Graham Baxter MBE,
Chairman of DUWC's
Trustees**



The Co-ordinator writes

In 2022, the organisation has bounced back and thrived, following the turmoil created by the pandemic and the loss of financial support from Conservative led councils at Derbyshire County Council, North East Derbyshire District Council and Amber Valley Borough Council. Several other supportive Town and Parish councils, as well as Chesterfield Borough Council and Bolsover District Council, have stood by us while we have attracted funds from a range of grant giving bodies and charitable trusts. We are now in a position where we will be able to reopen the outreaches that we were previously unable to staff and we will be expanding our work to support people during this acute cost of living crisis.

Thanks to the Henry Smith Charity we have been able to appoint an Assistant Coordinator, Matt Hunt, who has been a tremendous addition to our team. For some time now we have needed to improve our social media presence and increase knowledge of our website. We have

been keen to make our services more accessible to younger people who may not respond to our more traditional ways of advertising our offer. Job Centres do not have the footfall they once had, and leaflets are seldom read. Matt's efforts have already been proved fruitful and we are already showing through analytical tools that we are reaching parts of the community that previously were not on our radar.

The staff and volunteers have pulled together in difficult times and given fantastic commitment to our cause, helping thousands of people across the County. This Annual Report is testament to their efforts.



**Colin Hampton,
Co-ordinator of the
Derbyshire Unemployed
Workers' Centres**

Your Voice Your Rights!

At Derbyshire Unemployed Workers' Centres, we pride ourselves on being more than simply an advice centre. For decades, as well as doing valuable work providing support and representation to benefit and credit claimants, DUWC has also worked to fundamentally change the situation that our service users face through campaigning and lobbying efforts. Now more than ever, DUWC is needed to ensure that the voices of the most vulnerable are heard, and we foresee an active 2023 fighting for the rights of the people who come through our doors. 2022 was a busy year for the organisation as we grappled with the ongoing impact of the pandemic, and the ever-worsening cost of living crisis.

Universal Credit Uplift Cancellation

2021 ended with the announcement that the £20 weekly uplift to Universal Credit was to be discontinued. The uplift had been a lifesaver to so many during the pandemic, and despite our best efforts to protect it, our lobbying and campaigning fell on deaf ears. True to DUWC's history, we didn't take this lying down as we knew that the low rate of Universal Credit was not an issue that was simply going to go away.

With this in mind, DUWC organised a Christmas choir that performed re-worked traditional Christmas Carols with a Universal Credit theme on Shirebrook Market and on the High Street in Worksop. The carols attracted a lot of local



Your Voice Your Rights!

attention and were very well-received – another example of DUWC’s innovative approach to campaigning.

Spring Budget Campaign – ‘We Can’t Afford to Live’



Our focus then turned to the Chancellor’s Spring Budget. Continuing to apply pressure regarding the reinstatement of the £20 uplift, we conducted a number of interviews with recipients of Universal Credit who had been

affected by the removal of the uplift. Using the content of these interviews, we developed several letters addressed to the Chancellor outlining the impossible challenges that confront Universal Credit recipients. We asked the Chancellor for his response to how people should balance their own budgets and hand-delivered the letters to Rishi Sunak’s surgery, accompanied by colleagues from Unite Community and a cardboard cut-out of the Chancellor himself.

Snakes And Ladders

In the Summer months, we continued to highlight the cost of living crisis, and worked with Unite Community to develop a life-sized board of Snakes and Ladders, demonstrating how the odds are too often stacked against those stuck in poverty and low-waged employment. The game took players through the relentless ups and downs confronting those who try to climb out of poverty.

Your Voice Your Rights!

The snakes on the board represented the setbacks faced by our service users such as sweeping government cuts and soaring energy and food prices. The ladders offered potential solutions to the cycle of poverty, such as joining a Union and fighting for better work and conditions. Unite Community created ten boards which were used at various galas and festivals all over the country, and DUWC visited Bolsover Market Place, Langer Park Festival, and Chesterfield Pride with the board. The board proved very popular, with children queuing to play. This gave our volunteers time



Assistant Coordinator Matt Hunt at Chesterfield Pride

to talk to parents about the meaning behind the game, making connections with our local community and reaching people in a different way.



Closer Connections

More broadly, the cost of living crisis has brought DUWC into even closer contact with our local foodbanks, in particular Gussie's Kitchen, which delivers its services on a former Council estate in



Your Voice Your Rights!

South Chesterfield. Since its inception, Gussie's has had a close relationship with DUWC, and after discussions we agreed to make an advisor present at widely advertised monthly sessions. These have proved very successful, with Cllr Lisa Blakemore, one of Gussie's organisers, telling us 'The new relationship that Gussie's now has with DUWC has been so valuable. It has allowed us to get the help to the customers that we have as quickly as possible. The drop-in sessions have allowed everyone who needs to access to the amazing service that DUWC provide Chesterfield and the surrounding areas'. DUWC have recently secured additional funding, which will enable us to increase our presence in Gussie's to two sessions a month.



Similarly, as the cost of living crisis has escalated, DUWC has developed its relationship with Pathways, a local homelessness charity to work more closely moving forwards. Sian Jones, the manager of Pathways, told us 'Many people we support initially access our service either not in receipt of benefits or not accessing what they are entitled to...through working in partnership with DUWC we have seen some fantastic outcomes for people we are supporting'.

Our close connections with local organisations mean that whoever accesses our services will find the help they need, even if it is not a benefits-related issue.

Power to the People!

Into the Autumn, and as the weather started to turn, it became clear that for our service users, affording their energy bills was going to be the dominant concern over the winter months. Our user feedback survey

Your Voice Your Rights!

conducted in September asked our service users what they thought was the biggest challenge facing them and their families over the coming months would be, and of 221 people surveyed, 92 specified that not being able to afford their energy bills was their biggest worry.



We wanted to demonstrate that our work helping people to maximise their incomes would never be enough as long as energy prices continued to skyrocket, while wages and benefits remained stagnant. Again partnering with Unite Community, DUWC helped coordinate a series of protests outside the

big six energy providers, calling for affordable prices, an end to disconnections, and public ownership of energy. We then produced a short video titled 'Power to the People', which has garnered over 4500 views online. You can view the video on our social media channels.

Looking Forwards - Uprating Benefits with Inflation

As we look towards the end of 2023, it is clear that this winter poses serious challenges to the people we support across Derbyshire. At the time of writing, no final decision has been made by the government to commit to increasing benefits in line with inflation, so we stand ready to fight for the rights of our service users if any attempt is made to row back on previously made promises. The cost of living crisis disproportionately hits those on lower incomes, and we will do everything in our power to ensure the voices of the vulnerable remain heard.

Help is here – Pomoc jest tutaj

Over the past two years, our migrant advice project has grown from strength to strength under the expert guidance of Joanna Zon and Marcin Proc, who have managed to establish a relationship between the Centres and the local migrant community based on trust and professionalism.

As the project continues to grow, we are increasingly seeing clients from further afield, not restricted to the Shirebrook area or to those affiliated with Sports Direct. Nor is the project confined to Shirebrook - the outreach established in Worksop remains in high demand, and Joanna has also begun a weekly session in Chesterfield on Fridays exclusively aimed at Eastern European migrants in the town.

News of the project's success is spreading through positive word of mouth, and Joanna and Marcin have helped 287 unique individuals this year, while dealing with 744 enquiries on a whole range of diverse issues. Joanna and Marcin have dealt with Settled Status issues, employment, benefits and credits, as well as pensions.

What's more, close links with local organisations mean that no-one is turned away without being signposted or referred for the help they need. Our close connections with Derbyshire Law Centre have also meant that our clients have been able to access legal advice and support with immigration, debt, housing and employment matters.

Since the outbreak of the war in Ukraine, Help is Here has been providing help and support to Ukrainian refugees under the 'Homes for Ukraine' scheme. Joanna and Marcin have helped several Ukrainian refugees and have also taken on a Ukrainian volunteer, Elina Whittington, who provides the project with translation support.

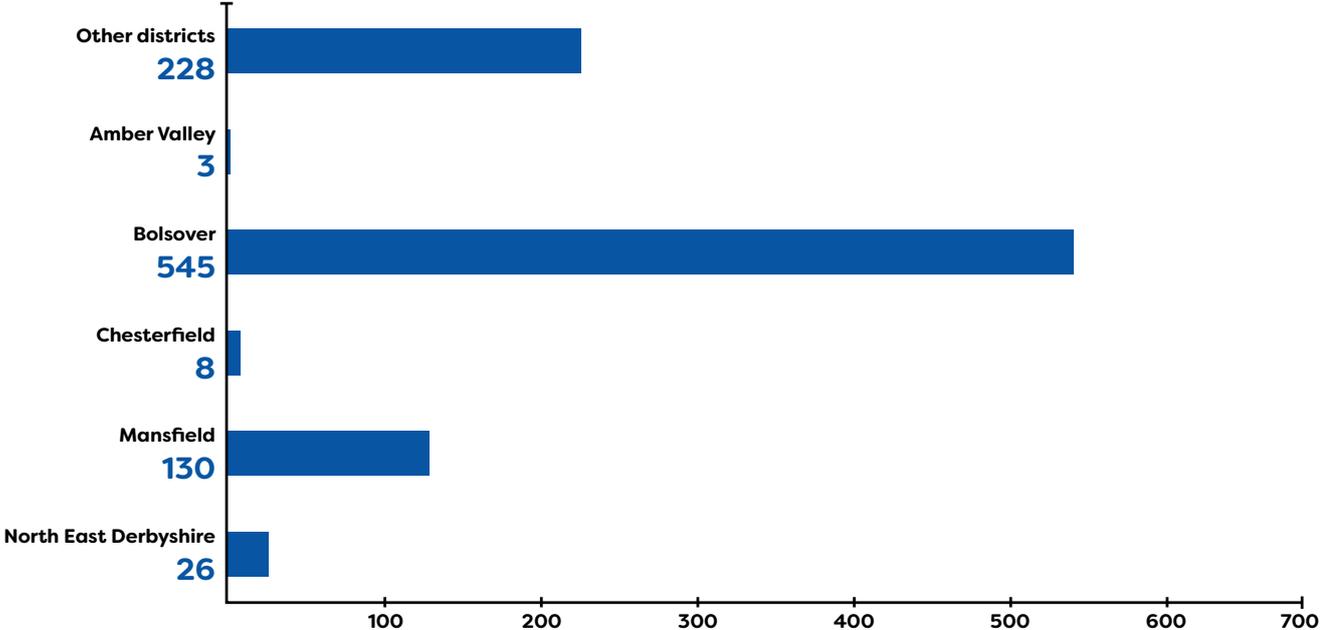
This year Joanna and Marcin have been supported by a brilliant team of volunteers. Anna Ligeza, Daniela Bucureasa, Bernardeta Stech, Alena Kupcova (pictured top) and Alicja Zon (pictured bottom). We thank them for their amazing work establishing connections with people of all nationalities.



Help is here – Pomoc jest tutaj

Issue Origins

September 30th - October 1st 2022



Help is here – Pomoc jest tutaj

Financial Awards September 30th 2021 – October 1st 2022

Lead Issue	Arrears paid	Benefit	Compensation	Debt written off	Grant	Other
Attendance Allowance	2150.4	179.2	0	0	0	0
Carers allowance	1045.5	69.7	0	0	0	0
Child benefit	5039.9	164.95	0	0	0	0
Council tax reduction	796.37	2404.9	0	0	0	0
Derbyshire Discretionary Fund	64	0	0	0	426	0
Disability Living Allowance	1853.5	151.45	0	0	0	0
Employment and Support Allowance	9054.88	421	0	0	0	0
Health benefits	741.68	92.71	0	0	0	0
Housing benefit	4470	0	0	15960	0	0
Job Seekers Allowance	0	740	0	0	0	0
Maternity	0	0	0	0	500	0
Other	4316.99	5868.62	59	114709.22	6722.33	10173.15
Pension credit	13177.34	785.26	0	0	0	0
Personal Independence Payment	53136.74	1872	1043.42	0	0	0
Social Fund	0	0	0	0	128	0
State Pension	6541.45	340.61	0	0	0	0
Statutory Adoption Pay	0	0	0	0	307	0
Statutory Maternity Pay	3664	0	0	0	0	0
Statutory Sick Pay	6239.66	0	0	0	0	0
Tax credits	0	0	0	545.19	0	0
Universal credit	26601.07	8236.63	0	0	0	0
TOTAL AWARDS	£138,893.48	£21,327.03	£1,102.42	£131,214.41	£8,083.33	£10,173.15

Money Sorted

Our 'Money Sorted in D2N2' project will conclude in March 2023 following a period of sustained success. The project has been funded by the European Social Fund and the National Lottery, through its Big Lottery Fund. 'Money Sorted' offers a bespoke programme of individual-centred support, as well as a range of bespoke interventions designed to enable people experiencing financial crisis and hardship to build their confidence and improve their long-term money management skills.

The route back into the job market is one that often requires a holistic approach, and our Personal Navigator John Power (pictured) has provided an excellent level of support to 26 individuals this year, and 175 people through the Money Sorted programme since its inception in 2017.

"John Power was very kind and helpful. I can't thank him enough" - Money Sorted client



Our Funders 2022

Local Authorities

- Chesterfield Borough Council
- Bolsover District Council

Parish And Town Councils

- Alfreton Town
- Ault Hucknall Parish
- Belper Town
- Brimington Parish
- Clay Cross Parish
- Clowne Parish
- Grassmoor Parish
- Heanor and Loscoe Town
- Heath and Holmewood Parish
- North Wingfield Parish
- Pinxton Parish

- Pleasley Parish
- Shirebrook Town
- Somercotes Parish
- Sutton cm Duckmanton Parish
- Tibshelf Parish
- Warsop Parish

Grants And Donations

- Community Lottery Fund
- Alex Ferry Foundation
- Garfield Weston Foundation
- Coalfields Regeneration Trust
- Henry Smith
- Money Sorted in D2N2 – European Social Fund – Big Lottery Fund

- Tudor Trust
- Derbyshire One Fund For All
- Unite East Midlands Region
- Unite De58 Branch
- Numerous Unite Industrial Branches
- GMB Chesterfield Holding Branch
- Thompsons Solicitors
- Graysons Solicitors
- Grassland Hasmoor Futures
- Anonymous Charitable Donations



Fundraising Heroes!



We remain humbled and grateful by all of the donations we receive, many of which are from previous service users to thank us for the support we have provided them during a time of great difficulty and uncertainty. We also receive monthly contributions from many people through One Fund for All, which are vital in keeping the organisation going.

We want to pay special thanks to Elisa McDonagh, the mayor of Wirksworth and a former volunteer with DUWC, who raised

over £4400 for the Centres through her epic 'Everest' cycling challenge in July. Elisa cycled the height of Everest over the course of over 18 hours in Hollymoorside, cheered on by dozens of supporters who set up 'base camp' in a local pub! It was an incredible effort, matched by those who generously donated to Elisa's fundraising pot.

In October, Councillors Anne-Frances Hayes and Amanda Serjeant joined Assistant Coordinator Matt in running the Chesterfield 10k to raise funds for DUWC. Between the three of them, we raised just shy of £700, another amazing effort.

If you have any ideas for future fundraising efforts, or if you would be interested in raising money for DUWC, please contact Matt via matthew.hunt@duwc.org.uk



User Feedback Survey 2022

In September we held our annual user feedback month to ensure that the high standards we have set for ourselves over the years were being maintained. We were delighted with the feedback we received from the 221 people who completed the survey for us.

Details of how long individuals waited to see an advisor:

Waiting time	Number of people
0-5 mins	114
5-15 mins	38
15-30 mins	36
30-60 mins	22
Over 1 hour	11

Each individual was asked if they would use our service again. **221 responded that they would – a 100% response rate.**

Each individual was asked if they would recommend our service to family or friends. **221 responded that they would – a 100% response rate.**

Each individual was asked how they had heard of DUWC:

Way of hearing about the DUWC	Number of people
Family/friends	111
Referral from Another Service	41
Social Media	18
Job Centre	29
Leaflet	4
Signage	14
Other	2

Each individual was asked how they felt about the service we provided them:

How users felt about the service	Number of people
Very Happy	215
Satisfied	10
Dissatisfied	0
Very Unhappy	0

Selected Comments from Clients:

“Excellent service, would recommend to anyone struggling with benefit claims”

“Great staff, very helpful. Gave me peace of mind at difficult times. A life saver for my family”

“I feel it is very important for the services to be available, especially in these times. I am very grateful”

“I’d refer these people to anyone as they offer a brilliant service”

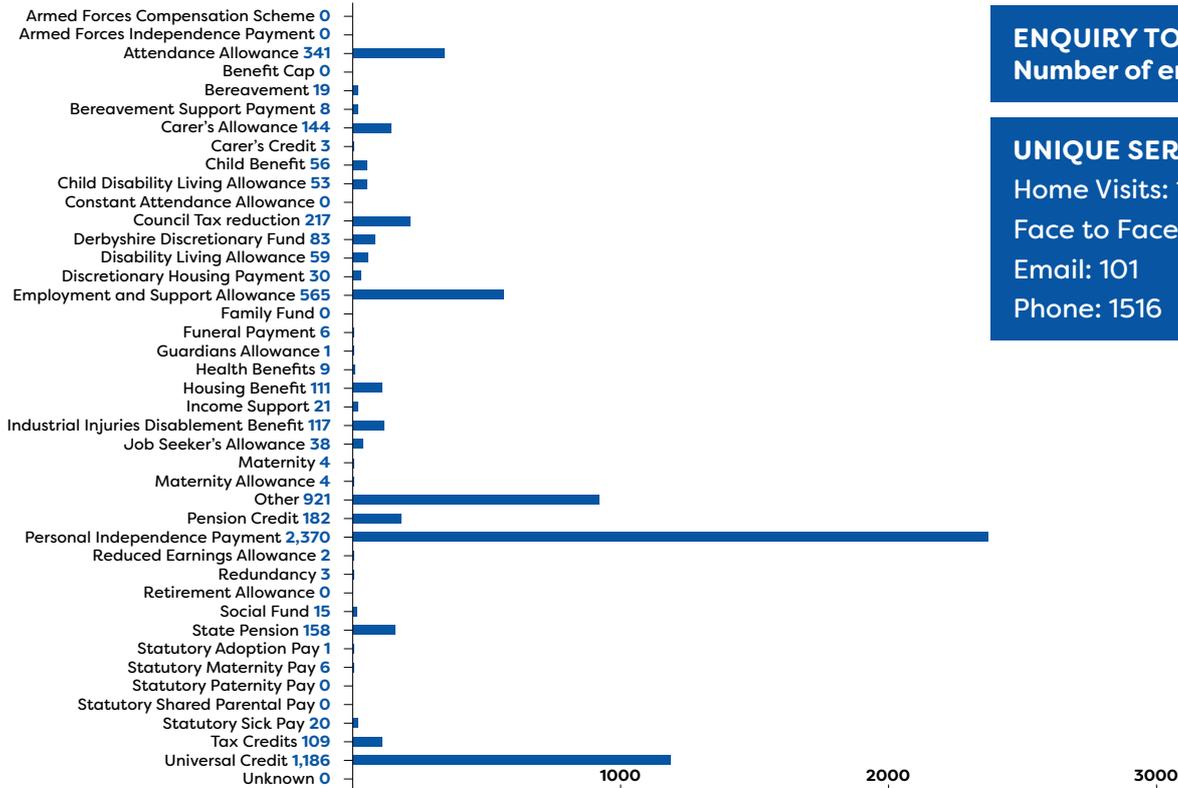
Statistics

Appeal Totals

Lead Issue	Abandoned	Pending	Completed	Arrears amount	Weekly amount
Attendance Allowance	1	3	4	£2,897.90	£187.45
Bereavement Support Payment	1	1	0	£0.00	£0.00
Carers allowance	0	3	0	£0.00	£0.00
Child Disability Living Allowance	0	5	1	£0.00	£0.00
Disability Living Allowance	0	2	1	£1,630.80	£67.95
Employment and Support Allowance	1	18	7	£11,299.40	£389.45
Income support	0	1	1	£746.65	£0.00
Industrial Injuries Disablement Benefit	0	5	0	£0.00	£0.00
Job Seekers Allowance	0	1	0	£0.00	£0.00
Pension credit	0	2	0	£0.00	£0.00
Personal Independence Payment	14	233	147	£564,563.03	£11,963.41
Tax credits	0	5	0	£0.00	£0.00
Universal credit	0	39	9	£24,352.91	£553.06
TOTALS	17	318	170	£605,490.69	£13,161.32

As a result of these tribunals the following amounts were awarded: lump sum arrears £605,491. Ongoing weekly benefits £13,161 (over a year this equals £684,372. In 2022, general enquiries and take-up work resulted in payments of £2,843,112 for Derbyshire residents. **During this year this has meant a total of £4,132,975 has been won through our advice and representation services.**

Statistics - Enquiry Issues (enquiries and case work)



ENQUIRY TOTALS 2021/2022
Number of enquiries: 6,862

UNIQUE SERVICE REQUESTS

Home Visits: 11

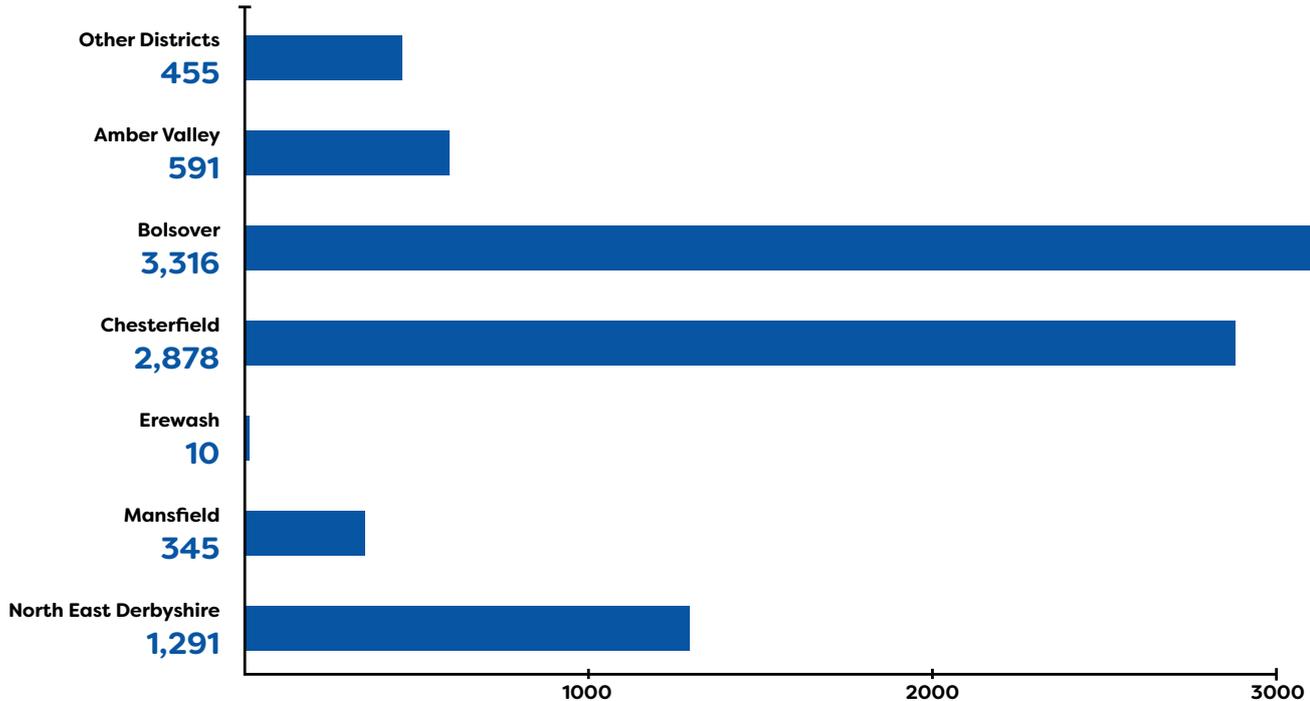
Face to Face: 5241

Email: 101

Phone: 1516

Statistics

ORIGIN OF ENQUIRIES



Around the area – Chesterfield



Our Chesterfield HQ remains as busy as ever, and we are also seeing high numbers of service users at our outreach centres at Brimington, Hasland and Staveley, which we successfully reopened in late 2021 after the pandemic. We have launched a dedicated advice session for Eastern European migrants on Friday mornings in our Chesterfield HQ, and are continuing to have a monthly presence in Gussie's Kitchen to ensure everyone in the Chesterfield area has the opportunity to access our services.

Pictured, left to right: Brigit Shipman and Katrina Hudson, welfare rights advisors



Case study – Newbold

A couple who live in Newbold came into our Chesterfield office. They had made a Universal credit (UC) claim. This claim was not in payment as the claimant had not been able to access help from the DWP to submit the man's pay slips. This meant that no UC or housing costs had been paid for four months.

Our advisor called the UC team four times and was told that pay slips could not be submitted over the telephone. Knowing this to be incorrect, the advisor tried again and eventually found someone at DWP who was willing to help. We were able to resolve the issue and submit the pay slips over the phone. This resulted in an immediate payment of £1900 being made to the couple, and housing costs of £900 were also made.



Around the area – Chesterfield

Case study – Grangewood

In December 2021, a Grangewood man came into our Chesterfield office and it was quickly established he was currently positive for COVID, and that he should have been self-isolating. However, he had no food, gas or electric and would not be paid anything for another ten days in the run up to Christmas. He also had no mobile phone or anyone else to help him.

We took him outside the building to reduce any risk to our staff, fully dressed in our PPE. We then telephoned the Derbyshire Discretionary Fund (DDF) on a mobile to explore an emergency payment for the man – however, we were told the process took three working days before a decision could be made. We explained

the seriousness of the situation, and were told to call back the next day for a decision. Again we held firm and explained this would not be possible as it would mean the man leaving his isolation once again. Finally, we were able to get him an emergency payment of £64, getting him through the isolation period ahead of Christmas.

“Great staff, very helpful. Gave me peace of mind at difficult times. A life saver for me and my family”

Chesterfield service user

“Really appreciate all of the help and support and advice. Really great, friendly, helpful advisors. Thank you”

Chesterfield service user

Around the area – Bolsover



Our Shirebrook office, home to welfare rights advisors, the Help Is Here project, and Money Sorted, remains very busy and the extended opening hours have improved accessibility for local people.

We were delighted to re-open our outreach in Bolsover on Tuesday afternoons in November 2021, following the closure of the library due to the pandemic. In the same month, we opened a new outreach office in New Houghton, open on Thursdays, which has been well attended. Our offices at Clowne and Pinxton also remain in demand.



Case study - Creswell

A woman came into our Creswell outreach very distressed due to the stoppage of her Personal Independence Payment (PIP) and reduction in Employment and Support Allowance (ESA) due to the stoppage of Severe Disability Premium (SDP).

She had been sent a letter from PIP stating that they had not received back her PIP review form. As she had not been sent one she called the DWP and they advised they would send a new copy. She completed this form and posted it back to DWP but 2 days after this she received another letter from PIP advising that as she had failed to return the original form her payments would end. This had the additional impact of stopping the SDP on her ESA award.

She had all the letters and the time and date when she called PIP. Our advisor called PIP and asked why they had stopped the award, and were advised that as she had failed to return the form the payments had stopped and we would need to complete a mandatory

Around the area – Bolsover

reconsideration to challenge this decision. Our advisor requested that a case manager look into this and call the service user back. However, the woman returned the following week with no phone call from PIP.

Our advisor called PIP again and explained if it was not resolved then we would have to raise a complaint and escalate the issue to the relevant MP. A case manager eventually spoke to our advisor, and having looked at the case, could not explain why the award had been ended. They agreed to restart the claim and would await her second form which our advisor had helped her complete. The case manager advised that we then ring ESA in a couple of weeks and get SDP reinstated. We did this and she received backdating of SDP (£474.20) and PIP (£585.90) to the date of the original award's stoppage.

Case study - Clowne

A man accessed our outreach at Clowne as he was struggling to pay rent after a change in his benefits 7 months ago. He had applied for Universal Credit (UC) after seeing an advert on TV. Previously he had been on Employment and Support Allowance (ESA) and Housing Benefit (HB) and he did not realise that claiming UC would end these claims. He had heart failure and had suffered 2 strokes in last 12 months. Due to his HB award ending, he had been sent a letter from his landlord threatening eviction.

Our advisor looked at his UC payments and could see that he had not been awarded any Housing Element, Limited Capability for Work Related Activity (LCWRA) element or Transitional Protection. He had provided a copy of his tenancy agreement at the start of the claim. Our advisor contacted UC and provided the tenancy agreement to get housing costs backdated. They were informed by the UC advisor that they could not backdate housing

Around the area – Bolsover

costs as it was the claimants fault he had not provided them. Our advisor highlighted that UC had accepted his tenancy agreement at the start of the claim but despite this they were insistent it could not be backdated. Our advisor therefore accessed the UC regulations relating to housing costs entitlement and provided these to UC, and asked for a case manager to explain why they were failing to apply the correct regulations in this case. The following day we received confirmation that the housing costs would be added and backdated. This allowed us to contact his landlord who agreed not to proceed with the eviction process.

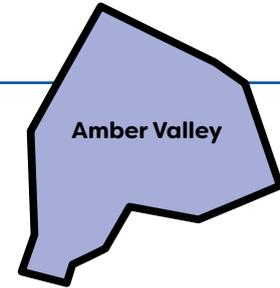
We then had to contact UC again as they had not added the LCWRA element or Transitional Protection onto his claim. He was entitled to this as he had been on ESA at the point of claiming UC. We were advised that he would need to provide fit notes and go through the assessment process again which could take 12 months due

to the backlog because of COVID. Again, this advice was incorrect and for the second time our advisor had to provide the UC regulations to the UC Department. After receiving no response after 2 weeks our advisor raised a complaint with the DWP. Within a month we received an email letter of apology from the DWP advising that the LCWRA element would be added on and backdated to the start of the claim. They also confirmed he would get Transitional Protection backdated, and by way of apology for the way they had handled this case they additionally awarded compensation of £50. The gentleman was very happy that we had managed to resolve his issues but was very confused as to why UC did not seem to understand its own regulations and why it had taken almost 7 months.



Around the area – Amber Valley

Our office at Alfreton House remains busy, staffed predominantly by our volunteer Colin Bennett (pictured). We're pleased to be opening an outreach in Belper at a new location, the Strutts Centre, in November 2022, which, along with our existing outreach in Somercotes, means we are well placed to serve the people of Amber Valley.



Case study - Somercotes

A man from Somercotes came into our Alfreton office with a letter from the DWP stating that he had been given a 13-week sanction. This meant that he would not receive any Employment and Support Allowance (ESA) for the next 13 weeks.

Our advisor soon discovered that instead of the whole amount of his ESA being sanctioned, it should have been only 40 per cent of the standard allowance of ESA. As the sanction stood, One hundred per cent of the man's ESA was being withdrawn, which equated to £198.60 per week, a total reduction of £2581.80 over the 13 weeks. Our advisor assisted the man in putting in a Mandatory Reconsideration against the decision,

citing the correct legislation that should have been applied in this case.

The DWP changed the decision as a consequence of the Mandatory Reconsideration, and the deduction was amended to £29.88 per week, resulting in a total loss of benefit of £388.44 over the 13 week period - a difference of £2193.36.



Around the area – Amber Valley

Case study - Alfreton

An older teenager from the Alfreton area was struggling with many of the daily tasks necessary to look after himself due to the effects of autism. Following a visit to our Alfreton Office, Derbyshire Unemployed Workers' Centres helped his appointee make a claim for Personal Independence Payment (PIP) on his behalf.

Following a telephone assessment, which failed to adequately explore the true extent of his difficulties, the Department for Work & Pensions refused his claim – largely on the grounds that he had no diagnosed physical health conditions which prevented him from looking after himself or making a journey. The next stage in an appeal process was to ask the DWP to reconsider their decision through a Mandatory Reconsideration, but this also failed.

DUTC then completed an application to an independent tribunal and represented him at the hearing. After considering the evidence presented, the judge awarded him the daily living component

of PIP at the highest rate and the mobility component at the standard rate. He will now receive £116.85 per week going forwards. Arrears of over £12,000 were also awarded, backdated to the date his claim was made.

This has helped the client, and the family member who cares for him, to have some financial stability. This case illustrates that those with mental health conditions that effect their ability to look after themselves, or make a journey, may be entitled to Personal Independence Payment.

“I was very impressed with all aspects of the service”

“Brilliant service – they have helped so many people I know”

“Thank you so much. I was made to feel very at ease by Colin”

Around the area – North East Derbyshire



We would like to thank Grassmoor, North Wingfield and Clay Cross Parish Councils for their ongoing support, particularly as our outreaches in those locations have been closed following the

decision taken by the District Council to withdraw our grant funding. However, we are delighted that outreaches in all three areas will be reopening in early 2023, so please check our website for details then.

We remain able to assist people from North-East Derbyshire from the nearest available office, as well as providing advice, support and representation over the phone and online, so that no-one goes without our support in the area.

Case study - Clay Cross

A man from Clay Cross came to our Chesterfield Office. Our adviser helped with the completion of a Personal Independence Payment (PIP) renewal form. The person was already in receipt of standard daily living PIP. Our advisor asked him about how much Employment and Support Allowance (ESA) he received. When he gave the figure, it was identified that he was not in receipt of the Severe Disability Premium (SDP), something that he should have been receiving due to his PIP award.

Our advisor contacted Employment and Support Allowance (ESA) via conference call and they confirmed that the SDP was not in payment. An IS10 form was completed over the phone. The Department then rang the claimant up and said that the premium would be backdated to when his PIP was awarded. He received arrears of £5,740 and an extra weekly amount of £69.50 going forwards.

Testimonials

Thankyou So much

It's much appreciated!

APPLIED FOR PIP
LAST NOVEMBER WITH
THE GREAT HELP FROM A
YOUNG MAN - LADY AT FILLING
THE FORMS IN -
HAVE JUST HEARD
I HAVE BEEN SUCCESSFUL
& AWARDED HIGHEST RATE
THANKS AGAIN!



To Everyone At
DUWC
Just to say a big thankyou
for all your help and support
It's been Much Appreciated
over the years
Love From
+ family



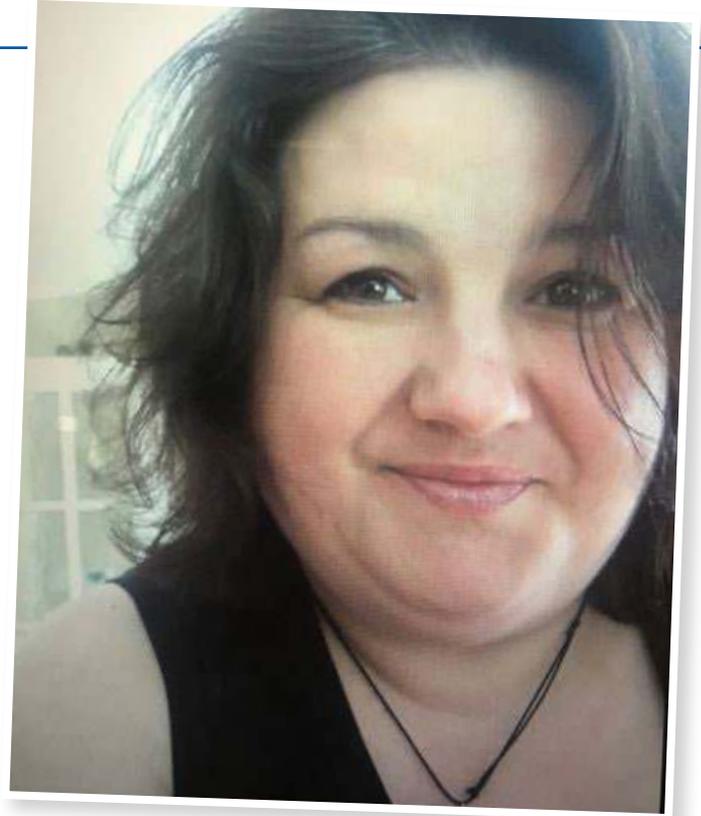
I am
Thank you so much
for helpy us fill in
the attendance allowance
form, in my case it
was successful
Best wishes

Obituaries

Caroline Randall

In January of this year, we were greatly saddened to hear of the death of Caroline Randall, a former volunteer and trustee of Derbyshire Unemployed Workers' Centres.

Caroline volunteered, trained as an adviser and gave her time at both our Shirebrook and Chesterfield Offices. She served on the Management Committee and kept in touch with our work and her colleagues from the time she was volunteering. She was a wonderful, kind and giving person who will be greatly missed. Our thoughts remain with Caroline's friends and family.



Where to get advice

Chesterfield & North East Derbyshire

1 Rose Hill East,
Chesterfield S40 1NU
Tel:01246 231441

Email: info@duwc.org.uk

Monday – Friday 9.30am – 1.00pm

Bolsover District

44 Patchwork Row, Shirebrook
NG20 8AL Tel: 01623 748161

Monday, Tues, Weds

9am – 11.30am and 1pm – 4pm

Thursday, Friday

9am – 11.30am

Brimington

Community Centre, High Street
Monday 9.00am – 12noon

Hasland

Hasland Hub, The Working Men's Club,
Hampton St

Wednesday 1.00pm – 3.30pm

Staveley

Staveley Library, Hall Lane

Tuesday and Thursday

9.30am – 12noon

Bolsover

Bolsover Library, Church Street
Tuesday 9.30am – 12.00am

Clowne

Community Centre,
Recreation Close,

Wednesday 1.00pm – 3.30pm

Creswell

Limestone House, Elmton Road

Thursday 1.00pm – 3.30pm

New Houghton

Community Hub, Rotherham Rd

Thursday 10.00am – 12noon

Pinxton

Village Hall, Kirkstead Road

Monday 9.00am – 11.30am

Amber Valley

Suite 4, Alfretton House,
High Street

Tel: 01773 832237

Tuesday and Wednesday

9.00am–12noon

1.00pm–4.00pm

Heanor

Heanor Town Hall, Buxton Room
Thursday 9.00am – 11:30am

Somercotes

Parish Hall, Nottingham Road

Monday 1.30pm – 4.00pm

Belper

Strutts Centre, Derby Road

Opening November 2022

North Wingfield

Community Resource Centre,
Whiteleas Ave

Opening early 2023

Grassmoor

Community Centre, New Street

Opening early 2023

Clay Cross

Clay Cross Social Centre, Market
Street

Opening early 2023

CHECK OUR WEBSITE FOR UPDATES!



Trustees 2021/2022

The Trustees would like to thank all those who have given freely their time and talents throughout the year in pursuit of the aims and objectives of the Derbyshire Unemployed Workers' Centres.

- Graham Baxter
- Ian Rutledge
- Hilary Cave
- Cllr. Mary Kenny
- Nicolo Ferrera
- Elaine Tidd
- Cllr. Amanda Sarjeant
- Christine Smith
- Sarah Roy
- Angela Webster
- Cllr. Mary Dooley
- Bethany Holt
- Joe Knight

Centre Staff 2022

Colin Hampton	Co-ordinator
Matt Hunt	Assistant Co-ordinator
Andy Parkes	Welfare Rights Advisor
Katrina Hudson	Welfare Rights Advisor
Tim Wilkinson	Welfare Rights Advisor
John Power	Money Sorted Advisor
Karen Seymour	Welfare Rights Advisor
Brigit Shipman	Welfare Rights Advisor
Jon Jarvis	Welfare Rights Advisor
Keran Gladders	Welfare Rights Advisor
Joanna Zon	Co-ordinator, 'Help is Here' Project
Marcin Proc	Advisor, 'Help is Here' Project

Thanks to all our funders, our Trustees, our OFFA Contributors, and all our supporters.

Derbyshire Unemployed Workers' Centres are funded by Chesterfield Borough Council, Bolsover District Council, Brimington Parish Council, Alfreton Town Council, Pinxton Parish Council, Somercotes Parish Council, North Wingfield Parish Council, Grassmoor Parish Council, Clay Cross Parish Council and many town and parish councils across Derbyshire, as well as contributions raised through the One Fund For All.

