

HELPING HANDS: VALUING THE ADVICE WORKFORCE CONFERENCE



AFTERNOON BREAKOUT ROOMS

Staff Wellbeing

This workshop offers a space for open discussion around staff wellbeing in the advice sector. Participants will be invited to share their experiences, both the challenges and what has helped, while reflecting on what meaningful support looks like in practice. We will explore the root causes that impact staff wellbeing, and consider how organisations can create environments where staff feel valued and supported. Whether you're managing a team or working on the front line, your perspective is welcome. The session will focus on peer learning, practical ideas, and honest conversation.

Session leads: Raj Kapoor, CEO, Citizens Advice Brent, and Sofia Shakir, Citizens Advice Hounslow

Pay and Conditions – the state of the sector, recommendations, and what next?

Pay and conditions, have consistently been linked with our ability as a sector to attract, keep and progress staff. Last year the Advice Workforce Development Fund programme commissioned Ben Hickman and his team of researchers at Myriad Research to do a deeper dive into the state of pay on one hand, and benefits and working conditions on the other, across the gamut of the sector – and produce reports containing recommendations on each of these areas.

This session will represent the public launch of both reports, offering sector leaders and funders of advice the opportunity to comment on which recommendations could – and ought to – be taken forward; how we might go about this collaboratively; and who would like to be involved in driving this exciting next phase of the work forward.

Session leads: Liz Bayram, CEO, Advice UK

Deaf and Disabled People's Organisations

Some of the richest learning generated by the Propel-funded Advice Workforce programme to date has come from the led-by-and-for projects focussing on attracting and keeping deaf and disabled people to/in the sector. Organisational leads from across the sector have previously expressed an interest in learning how they too might go about diversifying their workforce by encouraging deaf and disabled people to join their teams; while funders of advice are keen to know what resources are needed to support organisations to do so. This session will therefore offer delegates the chance to hear reflections from Disability Law Service, Inclusion Barnet, and some of their respective partners, on the process of recruiting and supporting their trainees and supervisors; the challenges and successes they have experienced; and how their activities are helping to make a more strategic, collaborative and inclusive advice sector.

Session leads: Asma Bennani, Head of Legal Aid Practice/Senior Solicitor, Disability Law Service, with Inclusion Barnet.

MEET OUR AFTERNOON BREAKOUT ROOM SESSIONS SPEAKERS AND FACILITATORS



RAJ KAPOOR

Chief Executive of Citizens Advice Brent and active board member of London Citizens Advice.



LIZ BAYRAM

Chief Executive of AdviceUK, the UK's largest support network for independent advice services.



ASMA BENNANI

Senior Community Care Solicitor and Head of Legal Aid Services at Disability Law Service.

MEET OUR CLOSING REMARKS SPEAKER



Helen Mathie is the Director of Policy and Partnerships at London Funders.

Helen is Director of Policy & Practice at London Funders, the cross sector network of funders and investors in London's civil society. Helen started out her career in local community development, supporting collaborations with local partners to deliver adult learning. She since spent over fifteen years in the homelessness sector, in both frontline organisations and latterly at Homeless Link, the membership charity for the homelessness sector, where she led their policy, research and communications teams. At London Funders, Helen works to support our strategic partnerships at a local and pan-London level, and oversees our work to influence the wider policy and funding environment so it can better support change across the capital. This has recently included work on the funding of advice services in London.

