



London



HELPING HANDS: VALUING THE ADVICE WORKFORCE CONFERENCE



WELCOME EVERYONE!

We are delighted to have you join us!

Organised by the Advising Londoners Partnership and AWDF, this sector-wide event brings together professionals from across the advice sector to explore key workforce challenges and solutions. With a focus on culture, wellbeing, and inclusion, the conference is a space to share best practices and strategies for recruitment, retention, and creating fulfilling careers. Open to advisers, leaders, funders, and partners across the sector.

AGENDA

■ 10 – 10:35 MORNING PLENARY SESSION

■ 10:40 – 11:30 BREAKOUT SESSIONS

■ 11:35– 12:25 PANEL DISCUSSION ON STRATEGY & CULTURE CHANGE

■ 12:30 – 13:30 LUNCH

■ 13:30– 13:55 AFTERNOON PLENARY SESSION

■ 14–14:50 BREAKOUT SESSIONS

■ 14:50 – 15:10 TEA BREAK

■ 15:10 – 16:00 PANEL DISCUSSION

■ 16 – 16:30 CLOSING REMARKS

OPENING REMARKS

Join Nezahat Cihan, CEO of London Legal Support Trust, and James Sandbach, Development Manager of London Citizens Advice, for opening remarks.

Hear from our keynote speaker, Dr Debbie Weekes-Bernard is London's Deputy Mayor for Communities and Social Justice.



BREAKOUT ROOM SESSION 1

ORGANISATIONAL CULTURE

This breakout room features Jo Hickman presenting early findings from action-oriented research that combines coaching sessions with senior leaders and advice staff to explore how cultural and practical changes can improve staff retention.



GROW YOUR OWN ADVICE

This session will spotlight Propel-funded projects exploring “grow your own advice” models to recruit, retain, and develop staff through community-led approaches. Led by Bruna Boscaini of IRMO, the session will feature partnerships showcasing how collaborative, non-extractive structures and shared infrastructure can shift power dynamics and better support workforce development in the advice sector.



DEVELOPING A LONDON WIDE STRATEGY

This session will explore progress toward a collaboratively developed, London-wide Advice Strategy, with insights from stakeholder focus groups shared by Helen Lang of Innovation Unboxed. Led by Natalie King of the GLA, the session also invites participants to help shape the process of developing the strategy, ensuring its legitimacy through inclusive, cross-sector engagement.



PANEL DISCUSSION: STRATEGY & CULTURE CHANGE



JAMES SANDBACH
LONDON CITIZENS
ADVICE



LUCIA PALMA
WANDSWORTH
CITIZENS ADVICE



JO HICKMAN
COACHING,
CONSULTANCY AND
ETHICAL LEADERSHIP
EXPERT



LIZ BAYRAM
ADVICEUK



London



LUNCH BREAK

AFTERNOON PLENARY SESSION WITH PHIL & JO

BREAKOUT ROOM SESSION 2

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.



PAY AND CONDITIONS

This session marks the public launch of two reports on pay, benefits, and working conditions in the advice sector, commissioned to better understand challenges in staff recruitment, retention, and progression. Led by Liz Bayram of Advice UK, the session invites sector leaders and funders to discuss key recommendations, explore collaborative implementation, and identify those interested in shaping the next phase of this work.



DEAF AND DISABLED PEOPLE'S ORGANISATIONS (DDPOS)

This session will share key insights from led-by-and-for projects focused on recruiting and retaining deaf and disabled people in the advice sector, highlighting both challenges and successes. Led by Asma Bennani of Disability Law Service and Inclusion Barnet, the session will offer practical reflections for organisations aiming to diversify their workforce and inform funders on the resources needed to support inclusive recruitment and progression.





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TEA BREAK

PANEL DISCUSSION: RECRUITMENT, RETENTION, AND ADVICE WORKFORCE DEVELOPMENT



EDDIE COPPINGER
UNIVERSITY
HOUSE LEGAL
ADVICE CENTRE



EMMA TRIGGS
MONEY A+E



TRACEY LAZARD
INCLUSION
LONDON



JULIE BISHOP
LAW CENTRES
NETWORK

CLOSING REMARKS

Join Nezahat Cihan, CEO of London Legal Support Trust, and James Sandbach, Development Manager of London Citizens Advice, for closing remarks.

Hear from our specialist speaker, Helen Mathie, Director of Policy & Practice at London Funders, the cross sector network of funders and investors in London's civil society.





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THANK YOU