



2024 Overview

Mission:

Building a fair and just Norfolk by improving access to free, impartial, and confidential legal and social welfare advice through collaboration and empowerment.

Strategic Priorities:

Maintain a strong and inclusive network of advice agencies

Improve the availability, resourcing and delivery of social welfare advice, information, casework, and representation to meet the needs of Norfolk Residents

Elevate the quality of social welfare advice, information and representation provided in Norfolk

Enhance the contribution made by the VCSE Sector to objectives both locally and nationally in the areas of poverty, inequality and discrimination

NCAN Steering Group



NCAN Core Workstreams

Referral System



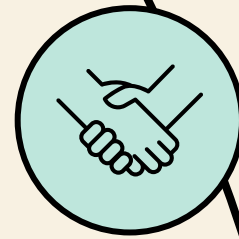
Network



Campaigning & Advocacy

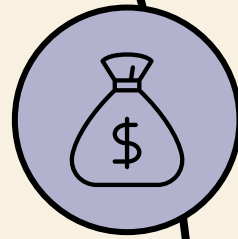


NCAN Timeline



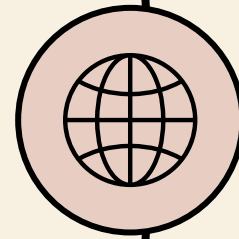
2005

Norfolk Community Legal Advice Partnerships formed NCAN



2008

Steering Group formed. NCAN given five years full funding (NL)



2012

NCAN referral system development completed



2014

Referral system expanded to include other key stakeholders



2022

Cost-of-living emergency declaration launched

NCAN Referral System

Norfolk Community Advice Network Referral System

Username

Password

Login

[Forgot Password?](#)

[Contact Us](#)

©2024 All Rights Reserved. [Privacy Notice](#)

ncan@ncls.co.uk



Moving away from signposting

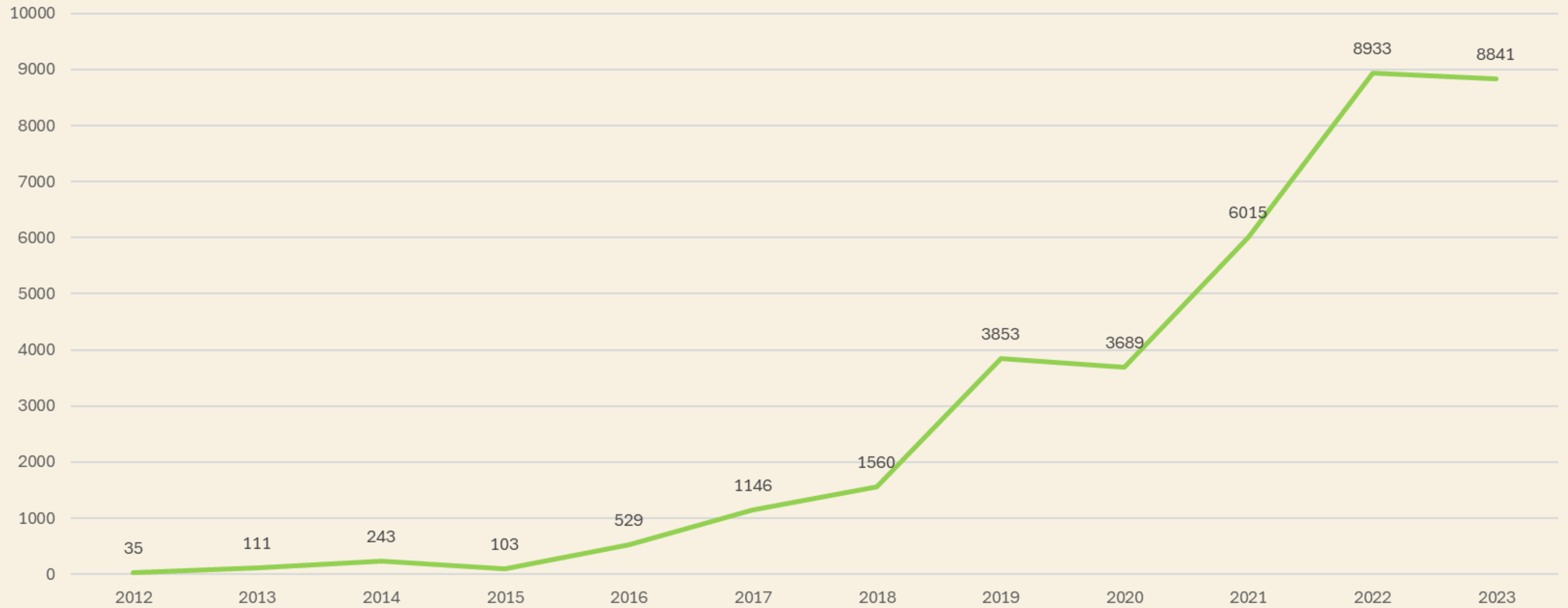
“Many of the people we see live chaotic lives so saying 'take a phone number/address and make an appointment' just won't work.”

Norwich Foodbank

“for vulnerable clients who struggle to engage with a service, the referral details enable us to encourage the client to engage in a way that signposting can never do.”

Norfolk Community Law Service

NCAN Referral System Traffic (Growth By Year)



Referral System Key Features

Easy to use, simple and intuitive web-based system underpinned by a 'no wrong door' approach

Supports accurate and appropriate referrals

Tracks progress and initial outcome, communication and updates between agencies

Data capture - demand, demographics

Automatic email alerts about referral status and updates

Referral System 2023 Headlines

Over 60% referral traffic sent by stat organisations

Top 5 issues for referrals: Welfare Benefits, Debt, Mental Health, Housing and Loneliness & Social Isolation

63% of referrals in 2023 relate to a financial issue (welfare benefits, debt, money matters & financial capabilities)

NCAN Directory

<https://ncan.co.uk/directory-of-advice-and-support-organisations/>

Directory of Advice and Support Organisations

These advice and community support providers accept referrals via the NCAN Referral System.

To make a referral, choose the organisation that would best support your clients' needs from the list below and create your referral by logging into the referral system.

If you have checked the directory below and you are not sure where to refer, call [Your Norfolk Advice Network](#) for help.

A-Z Categories ▾ Accredited Charities Submit Listing Manage Listings

Search listings...

Directory Listings



Age UK Norfolk

<https://www.ageuk.org.uk/norfolk/>

Please Note: Age UK Norfolk's Advice team are closing to NCAN referrals until Monday 19th February to enable us to catch up on outstanding referrals.

We are also having a planned closure of our 0300 500 1217 Advice Line on



0300 500 1217
advice@ageuknorfolk.org.uk
300 St Faith's Road, Norwich,
NR6 7BJ



Joining up Advice

A client who is a EU national had a new baby and lost her job during lockdown with no explanation given by her employer. The client has limited English and IT skills. The Bridge Plus+ worked with Shelter to address the clients' overcrowded living conditions, and worked with Norfolk Community Law Service to help the client access employment advice from an employment solicitor, using a professional interpreter. The Bridge Plus+ helped the client with form filling and applying for benefits which she is now receiving.

“We haven’t looked back – it is user friendly, we receive email alerts showing how the referral is making progress, we can make sure additional needs (such as a need for interpreting support) are clearly highlighted. Not having to repeat everything all over again saves a lot of time for staff and reduces the potential trauma for the client.

It’s been especially useful since Covid, as we have seen a 30% increase in the demand for our services. Being able to refer people to specialist advice in a secure and time efficient manner is vital.”

Béatrice Humarau, Executive Coordinator, The Bridge Plus +

NCAN Misconceptions

NCAN is a part of Norfolk Community Law Service (or alternative advice agency)

NCAN is just a referral system

NCAN is a network exclusively for advice sector charities in Norfolk



NCLS host the core NCAN team, but they are one of 9 organisations that make up the NCAN Steering Group

NCAN is a network of advice providers working together to ensure that everyone in Norfolk can access high quality advice

Advice is the core of what we do, but we work with plenty of statutory agencies and other parts of the VCSE sector

Your Norfolk Advice Network

Your Norfolk Advice Network (YNAN) is a triage service for clients and professionals who need information, advice or support but are unsure which organisation to turn to. Operated by staff at Age UK Norfolk, YNAN links clients and signposts professionals to the most appropriate organisation to deal with their query, utilising The Norfolk Community Advice Network (NCAN) to make referrals.

T 0333 996 8333

E helpline@ncan.co.uk

Opening hours 10am to 4pm Monday-Friday

If you are a professional seeking guidance for someone you support, you can contact us using the above details between the hours of 8am and 6pm to make a referral.

Looking for advice?

Your Norfolk Advice Network connects you with the right advice for you or your clients



Your Norfolk Advice Network

Lines open Monday - Friday 10am to 4pm



0333 996 8333



helpline@ncan.co.uk

Are you a professional? Call our line between 8am-6pm to make a referral

Your Norfolk Advice Network

In 22/23 the YNAN helpline dealt with 1,933 enquiry topics.

The top reasons for referral (or categories) were Finances (39%) and Welfare Benefits (31%). The line is largely telephone based but there are some email enquiries.

YNAN have seen a recent rise in enquiries relating to clients in the 50-65 age bracket who require support with PIP and representation requests as we've seen a recent spike in enquiries.

Age Specific Data

Top-5 issues for referrals for people aged 60 and over: Welfare Benefits, Loneliness & Social Isolation, Befriending, Money Matters and Mental Health

Clients aged over 60 have less issues per referral overall (1.33 v 1.44 overall referral issues per referral rate)

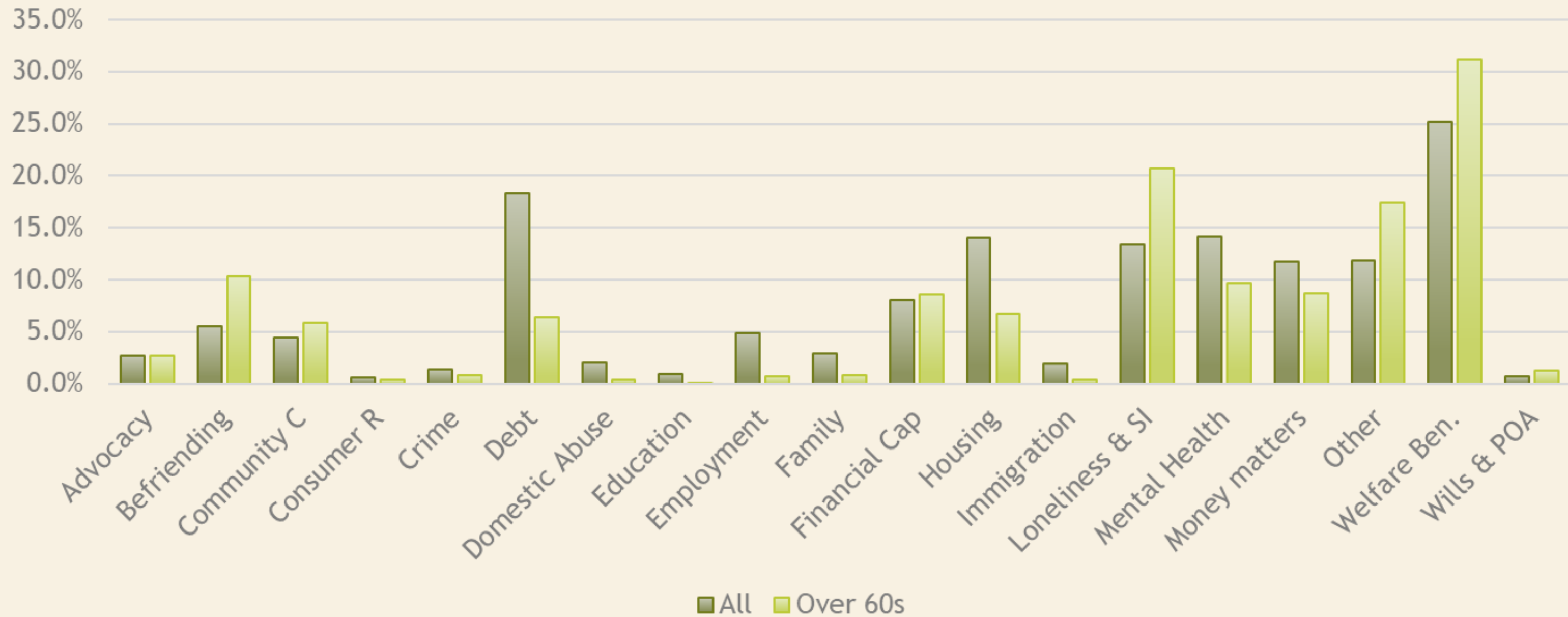
Top-5 receivers of referrals for over-60 clients: Age UK Norwich Advice Team, Social Prescribing Norwich & Broadland, Age UK Norwich Complex Community Support, Client Hardship Service, Age UK Norwich IAG, Norfolk Citizens Advice

Top-5 referrers for over-60 clients: Norwich Locality Team (Integrated Care), Carers Matter Norfolk, Age UK Norwich Advice Team, Client Hardship Service, Social Care Community Involvement (excluding YNAN)

530 referrals so far in 2024 relate to individuals aged 50 or over

Age Specific Data

Referrals by Issue: All v Over 60s (2023)



Partnership Meetings

Bi-monthly Strategic Partnership Meetings, attended by key stakeholders in the VCSE and statutory sector

Hosted by NCAN (online), with a focus on Steering Group members work, relevant themes emerging in advice and updates from new and existing projects

A space to communicate new trends and report on NCAN's wider data, influence and campaigning work and discuss collaborative approaches

Additional specific events, e.g. hosting Health Inequalities sessions (ICB), social prescribing conference and engaging with wider partners

Meetings recorded and made available for public viewing on the NCAN website

NCAN Comms & Engagement

Monthly newsletter, highlighting funding opportunities, sector jobs, relevant policy updates and more

Work with Voluntary Norfolk, Community Action Norfolk and FUSE as part of Empowering Communities, which looks to strengthen the infrastructure for VCSE orgs in Norfolk

Recent campaign work around the Cost-of-Living Emergency, Household Support fund and Voter Registration (recently launched)

Engage with ICB through the Health & Wellbeing Partnerships and hosted a recent Health Inequalities Session for Norfolk VCSE organisations in addition to supporting ongoing pilots in health



Norfolk Community Advice Network

Thank you!

NCAN Director: ben@ncan.co.uk

NCAN Co-Ordinator: jonathan@ncan.co.uk

For general NCAN enquiries:

info@ncan.co.uk