

NORFOLK COMMUNITY ADVICE NETWORK - NCAN

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PROJECT
COORDINATOR

NORFOLK
COMMUNITY
LAW SERVICE



The overall aim of NCAN

- To ensure that Norfolk residents can access good quality legal information, advice, assistance and representation at a time or place when they need them most

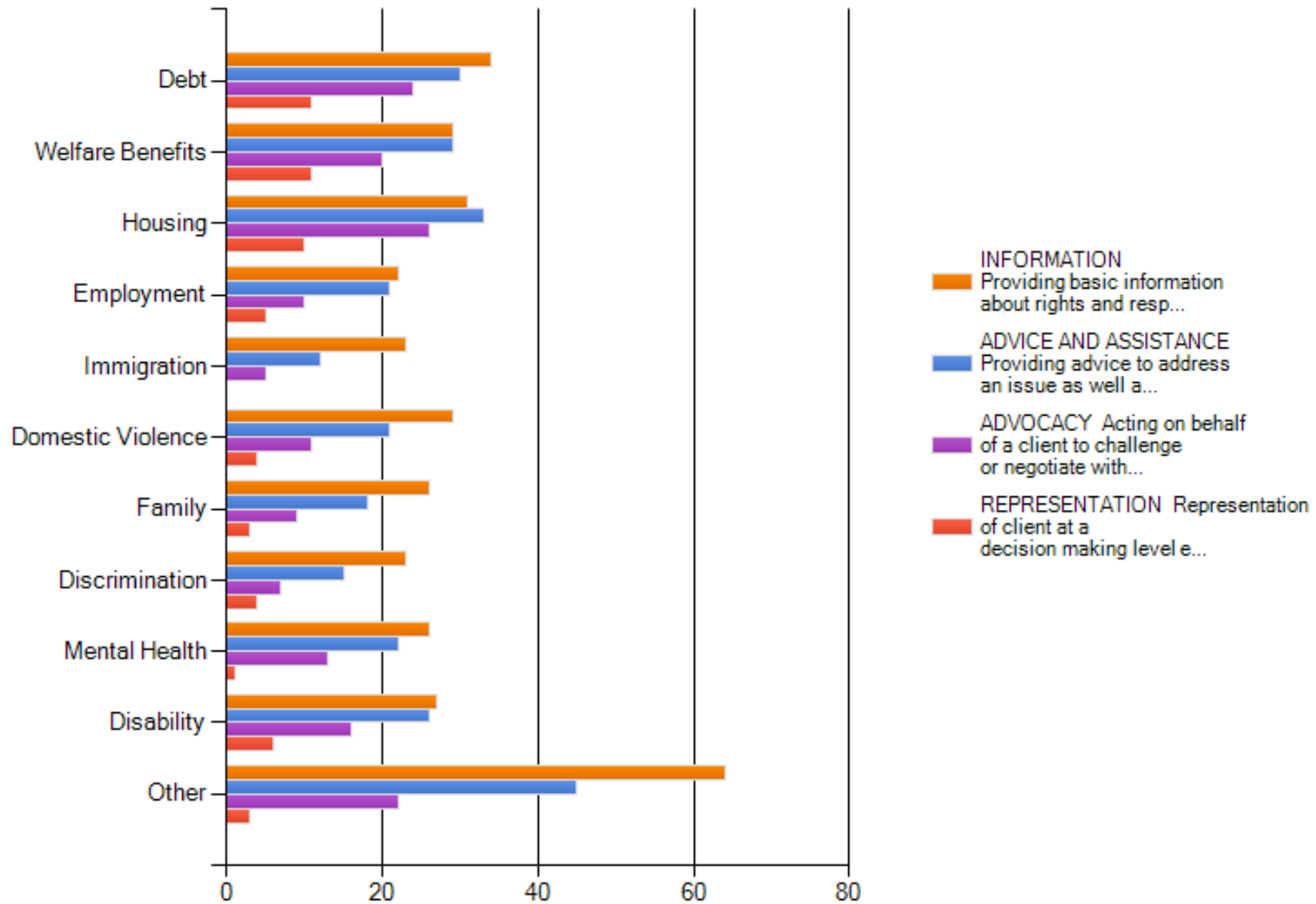
MAPPING EXERCISE

- Online survey
- Sent to advice agencies and ‘problem noticing’ organisations across Norfolk
- Who is providing what, where, when and how
- Gaps in provision

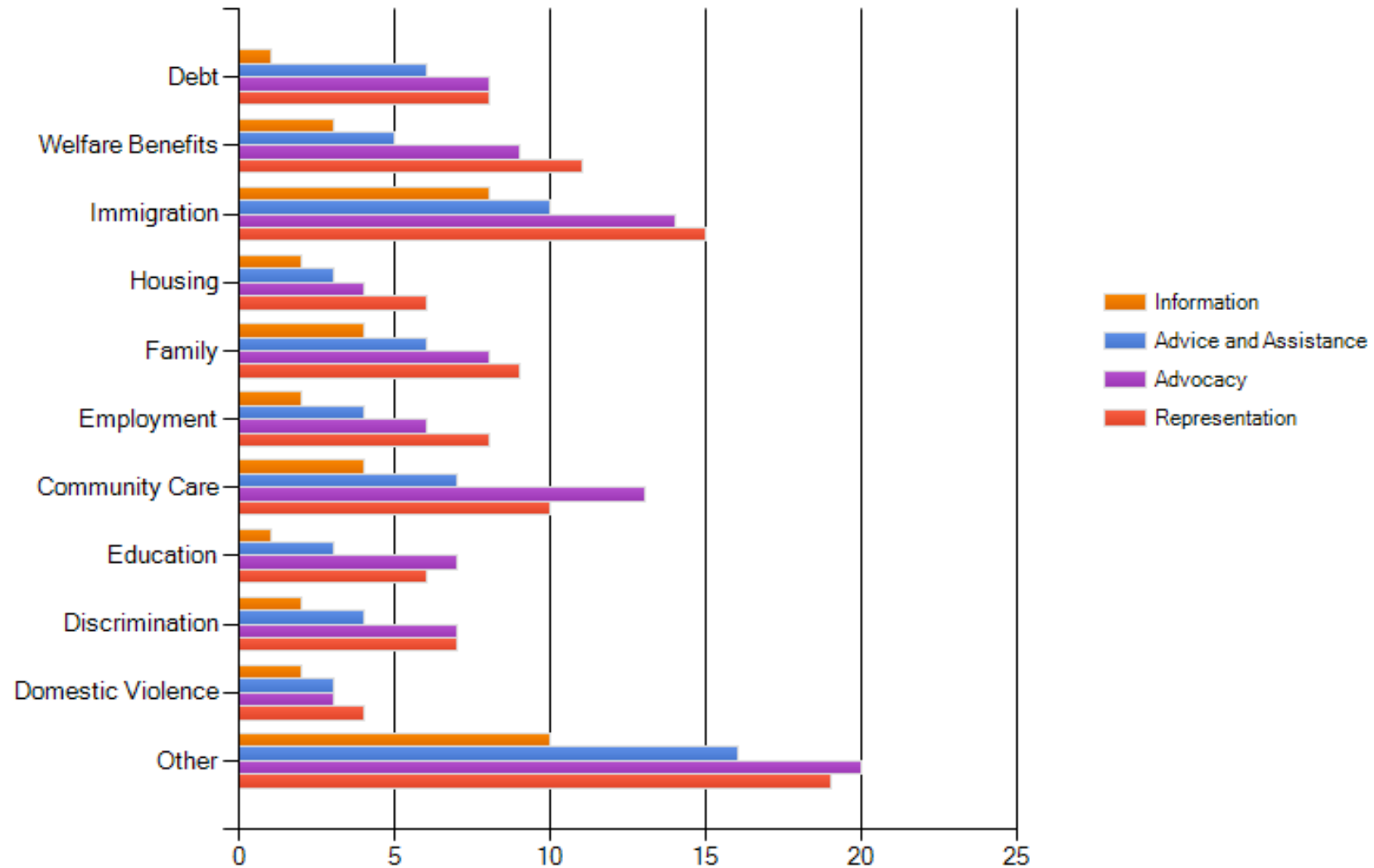
RESULTS

- 53 Responses
- 45.3% of respondents give legal advice directly to public
- 26.4% of respondents fund or support other agencies to give legal advice directly to the public
- 101,375 clients seen by respondents in Norfolk in year 2009/10

If your organisation offers legal advice, please tell us in which areas of law and to what level.



When advising or signposting clients, in which area (s) of law and to what level does your organisation most struggle to effectively refer clients when it is unable to help? (Please refer back to Page 2 for definitions of four tiers of advice)



GAPS

- Half of respondents that give legal advice do no representation
- Several organisations stated they did not offer legal advice to the public but later stated they offered advice and advocacy and in some cases representation
- Majority of respondents that give legal advice have some restriction on their services i.e. geographical or client group.
- Biggest gap across all tiers is immigration
- Discrimination is second biggest gap
- Debt and welfare benefits are categories represented the most across the tiers

Next Steps

- Information about organisations that provide legal advice to go onto NCAN website – www.norfolkcan.org.uk

For more information:

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