



NCLS DURING THE PANDEMIC - A MESSAGE FROM OUR CEO

It is such a privilege to have been appointed as CEO of NCLS. After the luxury of a month's handover with the legend that is Ros Brown I was officially passed the baton on the 7th October 2019. I had developed a list of things I wished to achieve in my first 6 months. This including fundraising to address the deficit; building trust with Trustees, Staff and Volunteers; to have fully understood each service area; and looked at our accommodation challenges.

At the end of February 2020, the Board held a Strategy Day. We walked along a virtual 'Yellow Brick Road' looking at priorities and tried to look into the future. We were all set to develop ideas further with staff and volunteers and **BOOM**, in March 2020 the country finally locked down.

I have run charities in the past and I have to say this has been the most challenging experience of my career. We had decided a week or so before the country locked down that all our staff in the 'at risk' categories should work from home. Our volunteers who were in this same category, were 'stood down' Although this was difficult for them and our clients at the time, hindsight shows that this was absolutely the right decision.

Our landlords Voluntary Norfolk had the unenviable but important task of shutting the offices at very short notice. In a few short days, we went from being a wholly office based, face to face, paper-based service to working totally remotely.

I still remember the frenetic activity in those last few days. The constant calling clients to rearrange appointments; the calls in from worried clients; liaising with insurers regarding home working; diverting phones; calling funders; speaking with our team of Pro Bono solicitors to keep the clinics going; developing a robust Covid risk assessment; urgent lap top purchases; emptying filing cabinets; trips to and from staff homes taking away computers, office chairs, keyboards, boxes of paperwork; emptying and cleaning the fridge; creating signs for the front door; dusting- yes really! and of course grabbing the last packet of biscuits as we shut the door just so they wouldn't go to waste.

We knew clients would still turn up at our offices, so we launched the Justice Bus and parked it outside the office for as long as we were allowed before more stringent Lockdown measures were introduced.

It has felt like being on a runaway train for most of the time and it has been tough for everyone. It is not just the challenges of technology and being separated from work colleagues that really like and respect each other. It is so much more than that.

It is the oppressive cloak of Covid-19 that lingers in the background. The human impact of being unable to see friends and families; of having a baby during lockdown; having family members and friends in the 'at risk' category; living with the fear that someone you love will contract Covid-19; having family members that work in high risk jobs; being unable to be comforted and grieve in the usual way. Members of our team have experienced the awful loss of close loved ones due to Covid-19.

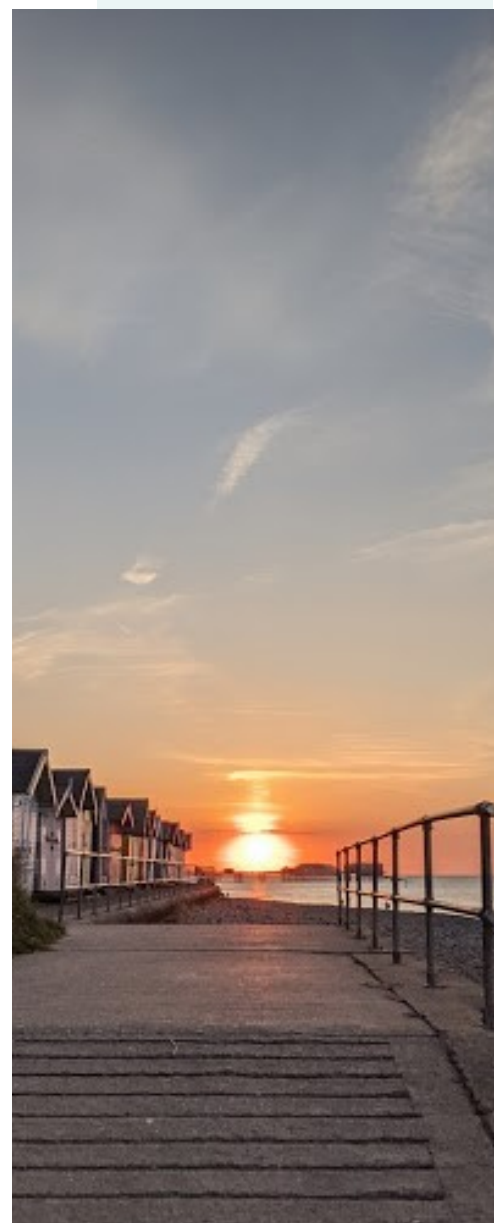
We have really tried to prioritise the Health and Wellbeing of our staff and volunteers, but as the CEO I think I will always worry if it has been enough. Meeting on a lap top screen on Microsoft Teams is no replacement for being physically together.

As someone who is totally self-taught with technology, I can say I am probably down towards the bottom of the imaginary 'IT league table' I believe Sarah Clack, our awesome Operations Manager, has developed. A problem that took me hours to solve alone at home, Sarah would have sorted in a flash if we had been in the office!

Our server, that was overdue a makeover, literally groaned under the weight of so many remote users, including volunteers. Our fantastic IT providers ONYX did their best. They described some of the repairs they carried out to keep it going as 'Frankenstein's Monster'. Eventually it crashed and caused more stress for all of us.

Despite all the challenges, we did not cancel any of our services. New protocols; online forms; investment in technology and an enhanced case management system are just some of the ways we kept things going.

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FREE LEGAL ADVICE SERVICE: CLIENT FEEDBACK

Since the beginning of the pandemic demand for our Free Legal Advice (FLA) service has grown significantly. Feedback from clients shows just how grateful they are that we are here. Some of the comments we received are below.

‘I am delighted that such a service exists, as this is already such a traumatic experience, and without employment it is impossible to pay privately for legal advice. The most important point is that the free advice provided is great, and the solicitors have all been helpful and very knowledgeable. Truly appreciate their help.’

‘As both myself and my daughter have been dealing with very separate employment law matters, I have wondered how we would have progressed without NCLS? A truly professional, caring and supportive set up that really exudes respect, warmth and commitment to the caller. I feel very lucky indeed privileged to have access to this fantastic service here in Norfolk. Great job each and everyone of you and grateful thanks for all you do.’

‘The advice NCLS gave me was invaluable - thank you so much for your kind help and expertise. Law is a minefield, especially when you are obliged to self-represent because you can't afford a solicitor. Society was more equitable when there was Legal Aid - NCLS fills a very-much needed gap and defends the rights of people like me - a single mum on low income. It means the world.’

‘This service is invaluable. It enabled me to feel empowered to deal with my situation and took away a lot of stress. The information and advice I was given was extremely helpful.’

‘I am extremely grateful for this free service.’

NCLS DURING THE PANDEMIC (continued from front page)

Our creative Advice and Volunteer Manager Judi Lincoln developed new ways of making our FLA clinics happen and how to keep volunteers involved. The Norfolk Community Advice Network electronic referral system, under the skilled leadership of its Director Emily Balsdon came into its own and continues to grow.

We also developed new projects such as the Home Office Funded EU Settled Status programme and a new Mobile Legal Adviser- both projects delivered in partnership with our friends at Suffolk Law Centre. Oh, and we decided to move offices too!

There is so much more I could write about the ups and the downs of being a CEO and the custodian of one of Norfolk's most important charities during this pandemic. Our work is needed now perhaps more than ever, and we worry hugely about the clients who still cannot reach us. Of the long-term negative impacts of Covid in so many different ways on people's lives.

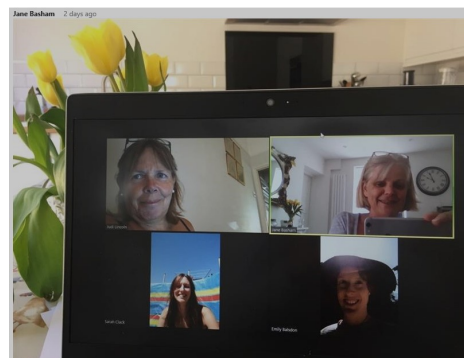
I am so very lucky to have the opportunity to work alongside the most dedicated, hard-working, flexible, compassionate team at NCLS.

My friends asked me a few months after I had started, what my new job was like. I replied, ‘It's like walking into a hug every day’ Although it has been more of a remote hug for the last 14 months, it still feels just like a hug.

Thank you to our amazing supporters.

Stay safe

Jane Basham (CEO)



Members of our Senior Management Team on one of their weekly meetings: Judi Lincoln, Jane Basham, Sarah Clack, Emily Balsdon

OUR BOARD IN LOCKDOWN

Like most organisations, committees and boards, the NCLS Board of Trustees has had to meet remotely for the last fourteen months.

Like everyone else, we have had to become familiar with the technical niceties and glitches of Zoom and Teams meetings. We have had to adjust to odd problems like individuals being heard but not seen, or vice versa, to strange echoes and feedback, or participants being frozen in mid spiel. We have had to learn ‘remote etiquette’ - when to mute, how to signal you want to contribute, not interrupting. And we have all been fascinated and distracted by others' bookshelves, kitchens, and bedroom walls!

Inevitably, remote meetings have probably made key discussions more tricky. It's difficult to discuss complex issues like office accommodation, staff wellbeing or service delivery in lockdown when we can't properly register the mood of the group or dive in to pursue an important point. How refreshing it felt for members of one sub-committee to meet face to face, though only once, when the relaxation of regulations last summer allowed.

And just as our staff have told us they have missed face to face team-working, so we have missed being able to meet them in the office. We pride ourselves on being quite a hands-on board as well as a strategic one, and despite the excellent reports to the Board from our CEO and managers and our best endeavors, we worry that we have become a bit removed from our services. We've also been somewhat cut off from our supporters and stakeholders, as our usual public AGM had to be replaced by an internal one, and our Supporters events cancelled.

But we could not have carried out our role in any other way. To provide support to the CEO, we put in place a small temporary General Purposes Committee to meet (remotely, of course!) between formal board meetings. That had its downside perhaps in seeming to be a bit undemocratic - some dubbed it the ‘Poliburo’! - but hopefully it has helped to keep things moving during this horrendous time.

So, we trustees have done the best we could to fulfil our obligations, making best use of technology. We have learned to adapt, and that things can be done in a different way. Through the leadership of our CEO, NCLS has attracted funds to keep us going through this difficult time and even added value to existing services.

It will take time, and small steps, to embark on a better future. But hopefully it won't be too long before NCLS can begin to provide services face to face as well as by telephone and video, when we trustees can call in to our brand-new office, meet in person, and even go for that well-earned post-meeting drink!



Members of the NCLS Board in the last meeting before Lockdown

NCLS IS ON THE MOVE!

At the end of 2020 we decided the time was right to leave our current office at St Clements House and move to a more prominent high street position. After much searching, we finally found the perfect building for us on Prince of Wales Road. It was previously part of the Prince of Wales pub and has been separated off with the ground floor having been converted into an open planned area – ideal for us to create a welcoming environment and interview rooms for clients. It also has rooms upstairs for offices and a large basement for storage.

We signed the lease on the building at the end of March and since then it has been full steam ahead with the renovations. We have been working with an Architect and Roberts Building Services to make a space accessible to all clients and a great working environment for staff and volunteers, who have all missed being together in the office so much over the past 15 months. Downstairs we have created a light and airy reception area, two confidential interview rooms and a pleasant working space. It also has a small kitchen area and disabled access toilet. The first floor is being given a lick of paint and new carpets to freshen it up. The electrics have been redone and cabling installed for the internet, as well as a new alarm system. It has not been without some challenges (who would have thought it would be a struggle to get Broadband in the center of Norwich?!) but we are well on our way to opening again in the second half of this year, and we hope to have an official opening event when the rules allow.



Roberts Building Services along with Jane Basham (CEO) and Sarah Clack (Operations Manager) outside the new office on the day the works began

VOLUNTEER MCKENZIE FRIENDS CONTINUE TO SUPPORT CLIENTS REMOTELY

What is a McKenzie Friend?

The name comes from a 1970 Court of Appeal case which established that any unrepresented litigant may be accompanied in court by an individual who does not need a legal qualification. The role is limited. Guidance provides that the McKenzie Friend - MKF - may sit with the litigant in court, giving quiet advice, help with case papers and note taking. A MKF may not address the court or examine witnesses – this is the hardest part for litigants in person (LIPs)

Since 2013, when [the availability of] legal aid for the majority of litigants in private law family proceedings was removed, professional representation is only available to those who can afford to pay - except for some victims of domestic abuse. Unsurprisingly, this has led to a huge increase in unrepresented litigants in person for whom the legal process is often confusing. A court appearance is a daunting prospect, particularly so when the case results from separated parents' inability to reach agreement regarding their children.

These are the types of proceedings for which NCLS has developed the Family Court Support Service, which provides invaluable free legal advice, and has a team of volunteers like me who act as McKenzie Friends for clients.

The impact of Covid-19 restrictions

Court hearings have continued remotely throughout the lockdown, but the way in which McKenzie Friends can function has been very considerably affected.

Until March 2020 when the first lockdown was declared, as well as supporting existing NCLS clients, the MKFs approached litigants in person waiting at court for their first hearing. If support was accepted, it continued until a final order. Now, with remote first hearings, only those who approach NCLS themselves can be helped. This leaves half as many as previously without support, though with the number of adjourned hearings the team is as busy as ever..

Remote hearings take place using a secure phone line or an official video link. As courts reopen, parties in some hearings have to attend in person and McKenzie Friends can be joined to the hearing by video link.

From the perspective of MKFs and their clients there are two main problems with both remote and 'hybrid' hearings. The first is, crucially, not having the physical proximity which allows meaningful communication with the client, both verbal and non-verbal. Although most courts will allow brief adjournments for a private conversation, if requested by client or McKenzie Friend, nothing can replace an actual supportive presence, including, when needed, a gesture to deter an ill-advised outburst or interruption. Secondly, technological failures are a constant source of frustration. However, despite all the deficits, understandably, some clients appreciate not having to face their former partner in person.

In future it is likely that some remote hearings will continue. NCLS McKenzie Friends hope that whenever needed they will be able to provide a supportive presence for clients, and that both the Courts and the NCLS Family Support Service will look to ways to solve some of the problems that have arisen.

Caroline Ball, volunteer MKF

TRUSTEE GOODBYES

This spring, the NCLS Board said goodbye to two long-serving trustees.

John Ceybird, a chartered accountant by profession, joined the Board in 2007 as its Treasurer which he remained until 2019. He also filled the role of Company Secretary until this year, bringing wise and always pertinent advice to the business of governance

Over the years he has been heavily involved in the vital business of financial management, ensuring not only the survival of NCLS in difficult years, but its strong growth. He has sat on most if not all the organisation's various committees and working parties at some time, particularly the Personnel Committee.

Margaret Sparrow, an experienced local solicitor, has been a trustee since 2003, having watched the growth of NCLS since its very beginnings. She has brought diverse and wide knowledge of the local legal sector and justice system to bear in the development of the organisation, playing a particularly important role in the monitoring and operation of the Free Legal Advice service.

Both John and Margaret comment on how much NCLS has grown and developed over the years under the leadership of Ros Brown and now Jane Basham, adapting its services and ways of delivery to meet new legal needs - something which Margaret notes is such a real strength of our the organisation, though it is saddening that our support is still so badly needed,

Chair of the Board, Ben Keane, paid warm tribute to both retiring trustees, thanking them for their years of committed service, and describing them as "terrific servants of our organisation."

TRUSTEE RECRUITMENT

Would you be interested in joining NCLS as Trustee? We are looking to broaden both the diversity and experience of our Board and will be advertising over the summer for new Trustees. However, if you have a commitment to equality and access to justice or have lived through challenges that many of the people who use our services have experienced please send us an expression of interest, outlining your skills and experience to sarah@ncls.co.uk



Norfolk Community Law Service is moving!

...and we need your help

From June our free legal advice services will be based at 14 Prince of Wales Road, right in the heart of Norwich. Our new office has excellent public transport links and will have better access and facilities for disabled people, as well as space for social distancing. We will have a true high-street presence, which will increase awareness of our services for the many people who need them.



We've been awarded grant funding to adapt the property to suit our needs, and work is already under way. Now it's time to think about the finer details, and this is where you can help. We're looking for sponsorship to help us equip our new office and make it practical and welcoming for our staff, volunteers and clients.

£10 buys a plant to create a relaxed atmosphere for clients

£20 buys a pot of paint to decorate the frontage in our new NCLS colours

£30 buys a toy box for our waiting area so that mums and dads can focus on their legal advice in peace

£40 buys a box of eco loo roll – good for our bums and good for the planet

£50 buys an intercom for the front door

£75 pays for a year's supply of free sanitary products in our customer toilets – aiming to end period poverty

£100 buys a vacuum cleaner (a clean office is a happy office)

£150 buys a leaflet rack – information is power

£200 buys a digital display screen for our reception area

£250 buys bespoke window film – giving clients and staff the privacy they need

£350 buys everyone a desk fan – keeping us cool under pressure

£500 buys a fully equipped hot-desking station, enabling another volunteer to increase our capacity

£750 buys 300 square foot of flooring – we have 1357 sq ft to cover – no mean feat (see what we did there?!)

£1,000 pays for inaugural Prince of Wales Road pub crawl (only joking!)

Could you or your firm help us by sponsoring one of these items? In return we will add your name or logo to our sponsors' wall panel in our new reception area (there's plenty of space to fill!), and also to a Digital Plaque Wall on our website.



Legal problems can happen to anyone, but two thirds of the UK population don't know how to get legal advice, and there are 14 million people who live in poverty and can't afford it. Demand has increased during the pandemic, especially for domestic abuse and debt advice.

Can you support our appeal? You will be helping NCLS to help over 3,000 people per year in Norfolk gain access to justice – you can't say fairer than that.



If you would like to sponsor us, you can make a credit card donation on our Virgin Money Giving page <https://uk.virginmoneygiving.com/NCLS>. Alternatively, to arrange corporate sponsorship please contact our finance manager Bev Marshall (bev@ncls.co.uk) who would be delighted to hear from you.

We hope to be open for business in June, and we look forward to showing you around as soon as we're settled in.

Warmest regards,

Jane Basham
Chief Executive

Norfolk Community Law Service 14 Prince of Wales Road, Norwich, NR1 1LB
Tel: 01603 496623 Text or WhatsApp: 07900 153753 E-mail: info@ncls.co.uk Web: www.ncls.co.uk

DEBT SERVICE UPDATE

At the end of 2020 we said a sad good-bye to Andy Cobb as he left us to start a new chapter. Andy had been our debt service manager for over 11 years. During his time with us he had helped over 1000 clients to address their debts, advocating on their behalf to get payments renegotiated, or assisting them through Bankruptcies and Debt Relief Orders. He gave a fresh start to many clients, relieving the stress and pressure that debt can bring and vastly improving their wellbeing. As one client said 'I cannot thank Andy enough for all of his help and advice. At a time when no-one else could help me, Andy was my financial lifesaver! Your service is invaluable.'

Moving on to 2021 and at a time when there is a shortage of debt advisers, we have been very lucky to have recruited Mariusz Zaborowski as our new Trainee Debt Service Manager. Mariusz is an experienced debt adviser who has worked for GYROS and DIAL, his last position was Senior Debt Adviser with Citizens Advice in Ipswich. He has a degree in Accounting and Finance and has been a Council Member of the Institute of Money Advisers since 2017 where he acts as the representative for the East of Anglia Money Advice Group. Mariusz has already brought a great deal of enthusiasm and new ideas to the team, and we look forward to working with him to become our full Debt Service Manager.

We have also welcomed Helen Morsia to our debt service under the Money and Pensions Service (MaPS) Increasing Capacity initiative. Helen joined us in December as a Trainee Debt Adviser, and after 12 weeks of intensive training is now seeing clients. Part of the conditions of funding of the increasing capacity initiative was to bring people with no prior experiences into the advice sector. Helen has a 1st Class degree in Theology from Canterbury Christ Church University and has previously worked as a waitress and sales assistant. She has a real drive to help people and make a difference to their lives and we have no doubt that she will do this as part of her role at NCLS.

Welcome to NCLS Mariusz and Helen!



REACHING OUT ACROSS NORFOLK

With the aim of making our services more accessible across the whole of Norfolk we have recently recruited a Mobile Legal Adviser (MLA). The role is funded by the Access to Justice Foundation and is part of a partnership with Suffolk Law Centre.

Cara Walker took up the post of MLA in March and has a good deal of experience in the advice sector. She has previously volunteered for NCLS on our Free Legal Advice Reception and in our Family Court Support Services where she attended Family Court with clients as a McKenzie Friend, providing support and assistance in relation to child arrangement applications. She has obtained a Bachelor of Law Degree with The Open University and has worked as a Legal Assistant with a local law firm.

Initially working remotely Cara has been reaching out to organisations and clients. The focus of the work is providing early intervention and advice. Cara is assisting vulnerable people to understand when their issues may have a legal remedy; helping them to identify the best route to that remedy; supporting them through the process and, where possible, avoiding the need for court action. When necessary, she will support them to link in with our other services to ensure that all their issues are addressed.

As the current restrictions are lifted Cara's role will become truly mobile. Travelling around Norfolk to be the first point of contact with clients. The aim is to reach out to rural communities via Foodbanks, community centres, other advice agencies and even cafes, ensuring people can access the services they need, when they need them.



The NCLS 'Justice Bus'

VOLUNTEERS WEEK

This June NCLS is celebrating the huge contribution our volunteers make to the running of all our services.

NCLS uniquely use a volunteer led model for the delivery of services including Trustees. They have 65 solicitors who provide Pro Bono advice. Additionally, 50 Law students from the University of East Anglia and 20 Community volunteers, drawn from a range of specialist backgrounds.

Judi Lincoln- Advice and Volunteer Manager says:

'Without the valuable work and contribution of our volunteers we would not have been able to help the 3000 plus clients advised in 20/21. They have enabled us to continue providing all our services throughout lockdown using telephone and video conferencing. Given the recent Office for Students survey that found over a quarter of law graduates are unemployed more than a year after leaving University, we know how important it can be to develop practical work skills for future employment opportunities too'

Charlie Cornford, a UEA Law Student volunteer says:

'I thoroughly enjoyed my time as a volunteer in the admin team at NCLS. I couldn't speak highly enough of the organisation, the staff and the work they do. As a volunteer, I was impressed by how many opportunities I was given to involve myself in communicating directly with clients and the way in which I was included and supported from the beginning. The skills and confidence I developed from my experience as a volunteer were invaluable to my personal and professional development, and were significant factors in going on to obtain employment in the legal sector.'

During the last year NCLS was able to offer Norfolk people an extra 1,000 hours of free legal advice valued at £150,000+, thanks to legal professionals giving their time and expertise voluntarily (called "pro bono" work).

A client spoke about their experience with one of our volunteer solicitors and said:

'My experience was excellent. The legal advice was insightful, succinct with empathy, too. The lawyer was authoritative, highly credible and razor sharp, as one would hope! Pleasantly surprised by a free service that I knew nothing of prior to my encounter. Just what I required at the time and I would not hesitate to recommend unreservedly. Thank you NCLS. Keep up the good work.'

Another client said of the volunteer who assisted:

'Without your help I don't think I could have got through last year's numerous court hearings and my McKenzie Friend volunteer was an absolute star. Her advice was invaluable and more than that she gave me the courage to stand up and take on a system I was intimidated by and she helped me win the day. Bless you all. NCLS is such a valuable resource and I am forever grateful you were there in my time of need. Thank you so very, very much.'



A NEW LOOK FOR NCLS

You may have noticed a change in logo for NCLS! With the move to the new office and our increased high street presence we thought the time was right to update our look.

Our previous yellow logo was introduced in 2005, which was the year we formally changed our name from Norfolk and District Legal Services to Norfolk Community Law Service. In bright yellow it was eye catching and people seen associated it with our growing services and reputation for providing legal advice.



NORFOLK
COMMUNITY
LAW SERVICE

Our new logo has been designed pro bono by Geoff Clack. Geoff is a retired graphic designer, born in Middlesex he moved to Norfolk as a child and has been living here every since. He studied at the Norwich Art School and has worked for companies known for there links to Norwich including Colman's for who he designed their first mustard jar! He went on to start his own successful graphic design business, Adapt Design, which he worked at until his retirement. He has been a supporter of NCLS for a number of years having previously designed our leaflet giving details of our services.

NORFOLK'S POLICE AND CRIME COMMISSIONER HUSTING

Voluntary Norfolk, Norfolk Community Advice Network (NCAN) and Norfolk Community Law Service hosted an 'In conversation' event with Norfolk's Police and Crime Commissioner candidates on Friday 30th April. The event was designed to give Norfolk's Voluntary and Community Sector an opportunity to meet the candidates. 43 guests attended from across the VCS and were able to ask a range of questions. All but one of the candidate were present. Polls taken at the end of the event showed that 84% of those attending felt the event had helped them decide how to vote, with 85% stating they felt the candidates demonstrated an understanding of the importance of the role of the VCS. We look forward to holding a follow up conversation with the newly elected PCC, Giles Orpen-Smellie.



Cash4
Charities

EDP & Evening News Cash4charities Appeal

Our local papers are donating £20,000 to local charities and NCLS has registered to be one of them! Tokens will be printed in the participating papers every day from 26th April to 3rd July. If you read any of the following papers, we'd be delighted if you could save the tokens for us, please:

Eastern Daily Press
Norwich Evening News
Dereham Times
Fakenham and Wells Times
North Norfolk News
Beccles and Bungay Journal
Great Yarmouth Mercury
The Lowestoft Journal

Any tokens donated to NCLS through this promotion will support our vital work, helping local people to receive free legal advice and gain access to justice. Thank you!

SUPPORTERS EVENTS

A grand official opening is planned for our new offices at 14 Prince of Wales Road, with building works nearing completion and our staff hopefully soon able to move in.

We hope to welcome supporters to a big event probably late September/early October, to show off our new home, and welcome everyone back to NCLS. We'll be keeping you posted.

We hope, too, to make our autumn AGM another opportunity to meet, celebrate NCLS' survival through lockdown, and review the new needs that have grown during this crisis.

These will almost certainly be the first events for NCLS in 18 months, following the cancellation of our entire programme for 2020/21 due to Covid. The relaxation of restrictions has been too uncertain for us to plan any events this summer, unfortunately. But we hope to bring back one or two of our popular events, such as the pub quiz, during the autumn and winter months.

Oh, and one date for your diaries: the Eastern Region Legal Support Trust is running the **Norwich Legal Walk on Thursday, 16th September, starting at 5.30 pm from the Forum, Norwich.** We'll be sending out details of how you can sponsor or join our team. But if you are joining your own group, you may be able to persuade colleagues to donate some of the funds you raise towards NCLS' much needed services. If so, it will be much appreciated!



Photo from a previous Norwich Legal Walk

A big THANK YOU!

To the Supporters of NCLS
for all their work, to our
volunteers and partners, and
to our funders who in
2020/21 included:

A B Charitable Trust
Allen and Overy Trust
Aviva (crowdfunding)
Access to Justice Foundation
Age UK Norfolk
Broadland District Council
Children's Society
Cromer Town Council
East of England Co-op
Geoffrey Watling Trust
Good Things Foundation
Henry Smith Foundation
Home Office
Lady Hind Trust
Legal Education Foundation
Lilian Armitage Foundation
Money and Pension Service
Mid-Norfolk Citizens Advice
Norfolk and Norwich Law
Society
Norfolk County Council
Norfolk Community
Foundation
Norwich City Council
Norwich Consolidated
Charities
Office of the Police and Crime
Commissioner
Paul Bassham Trust
Peoples Postcode Lottery
Septagon Trust
Shaw Trust
Shelroy Trust
The UEA
Tudor Trust
Victory Housing Trust

OUR SERVICES

FREE LEGAL ADVICE DROP-IN

15 Minutes free legal advice with a solicitor

Specialist sessions for Employment, Family & General advice

All appointments currently carried out over the telephone

FREE DEBT ADVICE

For those at risk or with complex needs, including offenders, ex-offenders and people with mental health difficulties.

FREE WELFARE BENEFITS ADVICE

Advice and representation for welfare benefit appeals.

FREE LEGAL ADVICE FOR VICTIMS OF DOMESTIC ABUSE

Telephone appointments with a solicitor on Wednesday mornings.

FREE DISCRIMINATION ADVICE

Provided by Suffolk Discrimination Law Service. For appointments call 01473 408111.

FREE IMMIGRATION ADVICE

Advice on residency, status and entitlement for EEA nationals.

Advice and representation for welfare benefit appeals.

FREE FAMILY COURT SUPPORT SERVICE

Support for parents seeking child contact through the Courts.

FREE RENT ARREARS MEDIATION SERVICE

For Norwich City Council (NCC) tenants. This service is accessed by referral from NCC only.



Norfolk Community Law Service
14 Prince of Wales Road, Norwich, NR1 1LB
Phone: 01603 496623
E-mail: info@ncls.co.uk

Donations to support NCLS can be made via:

<https://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?uniqueVmgCharityUrl=ncls>