



LawWorks InfoExchange: Norfolk Community Advice Network (NCAN)

NCAN Referral System

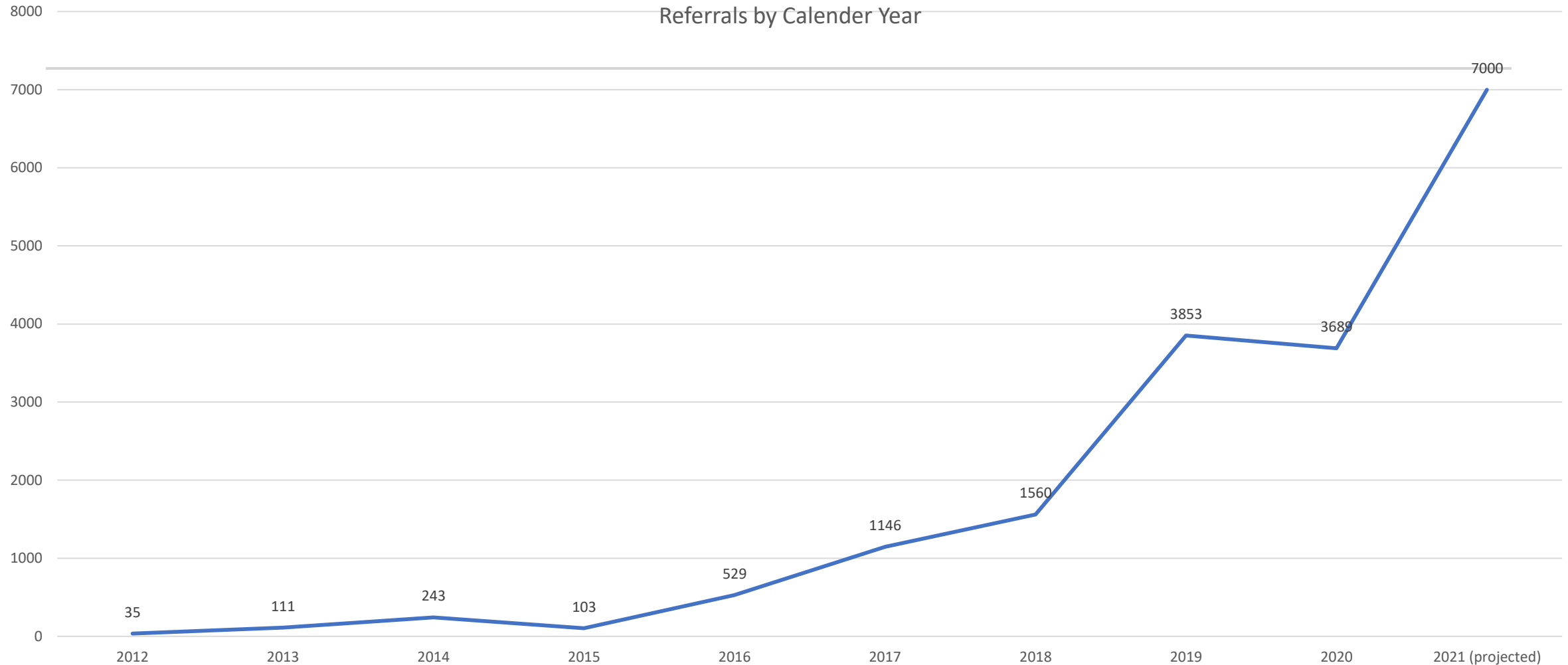
Emily Balsdon, NCAN Director



NCAN referral system Timeline

- 2008: NCAN partnership formed – Big Lottery Advice Plus funding (5 years) – Strategy Manager and Co-Ordinator
- 2012: 1st version of referral system built – used by small number of social welfare and legal advice charities
- 2010 onwards: – slow expansion to include other key stakeholders e.g. other charities, local authority teams
- 2018: major upgrade to the system but always with ongoing development and improvements
- 2021: referral system is free to use for any VCSE provider in Norfolk and non-VCSE agencies pay a fee.
- Negotiating universal access and agreements with Health and Local Authority

Referral Stats





Organisations Involved

- There are over 100 organisations in Norfolk using the System including areas of social welfare advice, legal advice, drug and alcohol support, social isolation and loneliness, young people, mental health.
- With nearly 1500 individual users.
- Statutory agencies include services within Norfolk County Council, District Councils, Health, Mental Health, Schools.

Main Features

- Automatic emails alerting of activity.
- Users are part of a team(s) and can view all referrals within a team.
- Secure document and sensitive data transfer.
- A search and filtering facility so that users are given relevant referring choices ensuring that they find the right organisation for a service user's particular needs.
- Communicate with referring organisation securely in one place.
- Enabling referrers to track/monitor referrals in one place and in one system. Data capture, monitoring and export facility open to all users. Enables detailed analysis by user, agency, issues and referral outcome.
- Provides a record of the warm handover actions and conversation, ensuring accountability and transparency.

Feedback

“It is easy to use, confidential and with a wide range of agencies using it helps create a ‘no wrong door’ approach to assisting clients, ultimately improving their experience by reducing stressful or emotionally triggering experiences.”

Jane Basham, CEO, Norfolk Community Law Service

“We haven’t looked back. NCAN has been especially useful since Covid, as we have seen a 30% increase in demand. Being able to refer clients in a secure and time efficient manner is vital. NCAN is helping people to get a wide range of free advice.”

Béatrice Humarau, Executive Coordinator, The Bridge Plus +.

Feedback

“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.”

Andy, debt advisor

“I have the satisfaction to know that other organisations are aware of that particular individual’s needs, rather than me just signposting and leaving it there.”

Di Solomon, Norfolk & Waveney MIND.

Alerts

Age UK Norfolk Lasting Power of Attorney form completion service has now resumed

Age UK Norfolk are pleased to announce that the Lasting Power of Attorney form completion service has now resumed. This free service is county wide and for anyone over the age of 50 who wishes to set up a Lasting Power of Attorney with 2 attorneys. Forms will be completed via home visit or an office location can also be considered. To join the wait list for the service please ring our Advice Line on 0300 500 1217 Lines are open Mon- Fri 10-4, please leave a message if the lines are busy and we will call you back. You can also contact us by emailing advice@ageuknorfolk.org.uk or via our website Age UK Norfolk – Making Norfolk A Great Place To Grow Older”

Close

Acknowledge

The Refugee Support Team at the British Red Cross has joined NCAN

They are not accepting referrals but you may get a referral from them

Close

Acknowledge

Simple referral form

Personal Details	Title	Personal Details	Reasons for referral, including any particular goals identified by client and background information
Contact Details	<input type="text"/>	Contact Details	<input type="text"/>
Referral Questionnaire	First Name Required	Referral Questionnaire	Urgent matters and key dates, e.g. court hearings and appeal deadlines
Referral Details	<input type="text"/>	Referral Details	<input type="text"/>
Files	Last Name Required	Files	Has client received advice on this matter before from another service?
	<input type="text"/>		<input type="text"/>
	Date of Birth		What action has already been taken, if any?
	<input type="text" value="DD/MM/YYYY"/>		<input type="text"/>
	NHS Number		Any risks or special needs the advisor should be aware of?
	<input type="text"/>		<input type="text"/>
	GP Surgery		<input type="text"/>
	<input type="text"/>		

Search and Export

Date Range:

Export to Excel

Referred To:

Referred By:

Created By:

Status:

Reason for
Closure:

Issues:

Search:

Referral Number or Last Name...

ID	Full Name	Created At	Created By Organisation	Referred To	Status
5501	Mr Edward Reed	18/08/2021	Norfolk Community Law Service	Shelter	Referral Open (Not Yet Acknowledged)
5500	Ben Efts	18/08/2021	DWP - Great Yarmouth Job Centre Plus	Citizens Advice Bureau - Norwich	Referral Open (Not Yet Acknowledged)

Referrer Details

Sending Organisation	Norfolk Community Law Service
Receiving Organisation	Shelter
Case was also referred to	Shelter
Created By	Manu Abram
Telephone Number	None
Email Address	manuella@ncls.co.uk
Date referral made	18/08/2021
Referral Status	Referral Open (Not Yet Acknowledged)
Case Number	5501

Communicate Progress & record of warm handover



[Dashboard](#) [Search & Export](#) [Manage Organisations](#) [Manage Users](#)



Did the creator subscribe to system email notifications?

Yes

Date consent granted

18/08/2021

Referral Notes

Manu Abram - Norfolk Library and Information Service - Norfolk & Norwich Millennium Library 18/08/2021 10:37

Seen referral. Currently triaging to one of our internal teams

Manu Abram - Norfolk Library and Information Service - Norfolk & Norwich Millennium Library 18/08/2021 10:38

Spoke wit Paul and will be supporting him with his digital skills

Referral Files



Advice...


Start small!

It will not work JUST having the system – it will not work without the people behind it and the network is only as good as the capacity to coordinate it. This takes time and resource.

Develop a partnership (doesn't have to be 'formal') first of agencies who collaborate, work together, build trust.

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

For more
information....

- www.norfolkcan.org.uk (will be changing to www.ncan.co.uk in a few weeks though)
 - Our website shows case studies and youtube clips of our referral system
 - Emily Balsdon, Emily@ncls.co.uk or 01603216481
- 
- A yellow dashed line is located in the bottom right corner of the slide, consisting of several short, curved segments.