

NCAN Members Policy

The Norfolk Community Advice Network is a broad network made up of Accredited and Affiliate members. All member organisations understand and agree to work to NCAN's four tier model of advice, which can be found on our website here:

<https://norfolkcan.org.uk/quality>

NCAN members could include:

- VCSE organisations involved in providing free advice in a social welfare law category.
- Local Authority departments/services that give free advice.
- Private solicitors' firms offering limited free advice e.g. an initial half hour and/or Legal Aid.
- Organisations that sub-contract free advice services.

Accredited Members

To become an Accredited Member your organisation must hold a recognised accreditation for the area(s) of advice you provide. The following accreditations are recognised by the NCAN Steering Group:

- Registration with the Financial Conduct Authority
- Office of the Immigration Services Commission (OISC)
- Advice Quality Standard (AQS)
- Specialist Quality Mark (SQM)
- Legal Practice Quality Mark (Lexcel)

Anyone working in levels 2-4 of the NCAN advice model must either be accredited or working towards accreditation. Please contact NCAN if you would like advice about this.

Affiliate Members

If your organisation does not have the necessary accreditation, or you do not directly provide advice, you welcome to become an Affiliate Member. Please note however that members agree to the principle that anyone working in levels 2-4 must either be accredited or working towards accreditation.

If working towards accreditation, you should aim to have the following in place:

- Equality and Diversity Policy.
- Strategy or Development Plan for your service.
- Complaints and Feedback Policy and Procedure.
- Policies that ensure advice given is impartial, independent and confidential.
- A procedure for recording the advice given and action taken.
- A procedure for checking the quality of the advice.
- A Training and Development policy.
- A procedure to ensure advisors have access to the information they need and this is kept up to date.
- Details of Professional Indemnity Insurance.

Responsibilities of all NCAN members

- To refer and signpost clients appropriately, making use of the NCAN Referral System where possible.
- Act on training and support provided.
- Input evidence to NCAN for campaigning and research purposes.
- Communicate experience of NCAN and the benefits of partnership working to other organisations.

Contact Us

For more information go to www.norfolkcan.org.uk or contact Emily Balsdon, NCAN Coordinator, on 01603 216481 or ncan@ncls.co.uk.