

Annual Report

2016 - 2017



Our Mission

Our mission is to increase access to justice for disadvantaged communities through the provision of quality assured, accessible free and low cost legal advice, information and representation to individuals and groups across Derbyshire.

We do this through:

- Provision of free quality assured specialist legal advice and representation in social welfare law;
- Undertaking project work;
- Provision of an accessible initial diagnostic and signposting service to all callers, both by telephone and in person;
- Increasing and diversifying funding coming into the Law Centre to secure its longevity;
- Raising awareness of the Law Centre's work and providing information to groups and individuals on the law and its effects.

- Ensuring that the Law Centre is well governed by the community and has appropriate and well trained staff to deliver its services.

"I would like to thank all staff, my life is back on track"

"Big thanks to all. Would recommend to anybody."



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Offices throughout Derbyshire: Bolsover, Buxton, Chesterfield, Eckington, Ilkeston, Matlock and Ripley.



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Big Changes! - Chair's Report

What a year it has been! I am very proud to present this annual report to you, which I hope will give plenty of examples of how we work hard to protect Derbyshire residents' legal rights.



*Councillor Michael Gordon,
Chair, Derbyshire Law Centre's
Management Committee.*

I would like to thank our volunteers including the Management Committee, for giving their time and their wisdom in supporting the Law Centre. I would also like to thank our staff who have worked hard all year round, in the provision of specialist legal services, securing funding and setting up new services.

We have seen an expansion in the staff team and we are now delivering 16 projects and services across Derbyshire, from our main and six outreach branch offices. With funding from local Councils, the Legal Aid Agency and others, for which we are grateful, we have been able to help more people ensuring they are supported in the prevention of homelessness, having food on the table, bills being paid, getting and staying in employment.

Finally, I would like to pay a personal tribute to Cameron Philpot, who sadly passed away earlier this year. We are immensely grateful for his commitment to the Law Centre since 1994 and he will be sadly missed.

I hope you enjoy reading about our achievements this year and commend this report to you.

*Councillor Michael Gordon,
Chair of Derbyshire Law Centre's
Management Committee*



Thank you to all the organisations that have given the Law Centre, an independent agency, financial assistance during the period 1.4.2016 – 31.3.2017:

Chesterfield Borough Council, Derbyshire County Council, North East Derbyshire District Council, Bolsover District Council, Amber Valley Borough Council, Legal Aid Agency, A B Charitable Trust, Big Lottery Fund, National Lottery through the Heritage Lottery Fund, East Midlands Money Advice Partnership via Money Advice Service, Law Centres Network, Access to Justice Foundation, Big Lottery Fund and the European Social Fund.



Why Derbyshire needs its Law Centre

There are many reasons. We think we are fairly unique. We enable residents of Derbyshire to access free specialist legal advice.



Tony McIlveen

We employ solicitors, legal executives, and experienced caseworkers who are specialists in their fields. We can't cover all areas of law, but we offer free advice in areas of law that affect ordinary people in their everyday lives, and is not available elsewhere. A legal remedy is only a true remedy if people can actually access it. We can give detailed advice, take a case on, negotiate on behalf of people, draft and file claims and defences. Most importantly, we can continue with their case and represent them in court or tribunal.

We have legal aid contracts to secure public funding for some cases, have financial support from our local Councils to fight cases at no cost to the client and secure project funding to use innovative ways to improve lives and improve access to justice for those most in need.

We have always prided ourselves on being free, but financial constraints and the reduction in the areas covered by legal aid have meant we have started to charge for some of our work that cannot be covered by other funding. Where we do charge, we try to keep our charges as low as possible as a not for profit agency.

This last year we have run 16 projects and core services and taken on additional staff to resource them. Some services are new and provide different solutions for people in need. For example, we have three new projects providing one to one ongoing support for people who may have disabilities, language difficulties or in complete crisis where they have become overwhelmed with the issues they face, be it debt,

threat of homelessness or unmet care needs. Call the adviser a 'navigator' or 'buddy', the approach on these projects is the same - holistic – looking at the person and not just the single issue, to try and help them turn

their lives around and manage their lives and finances better. Some services have been re-invigorated, such as our immigration service, where we have supported families with precarious immigration status, worried EU nationals and, I should add, worried British spouses of EU nationals.

This past year we have worked on many joint initiatives such as working closely with local Councils to prevent homelessness and looking at how we can best support people in Chesterfield Borough and North East Derbyshire as they migrate onto Universal Credit. This is already rolled out in Erewash and soon to cover the rest of Derbyshire.

We are working in partnership with 50+ voluntary sector agencies across Derbyshire and Derby city facilitated by the Opportunity and Change and Money Sorted in D2N2 projects. These projects are funded by the Big Lottery Fund and the European Social Fund. Our vital work is helping people and their families through difficult times, thus making a huge difference in their lives. We have also taken on our own in-house social worker and advocate who supports Opportunity and Change's participants to gain access to social care and mental health services if they need them.

Our services improve clients' health and well-being, keep a roof over their heads, reduce their debts and help people feed families and pay the bills. These are the reasons why we need a Law Centre in Derbyshire. We are similar to a solicitor's firm, but here solely for the benefit of our community. We think this is what makes us unique and an essential service for Derbyshire residents. We hope you can support us in many ways – as volunteers, members, advocates, representatives and partners and we, in turn, will continue to do our best to support the people of Derbyshire.

Tony McIlveen,
Senior Solicitor



We listen and get the right support

The Community Care team has been advising disabled and older people and their carers on getting the support they need. As well as preventing withdrawal of care packages, we have been able to prevent reductions or unfair changes in support.

We've helped people to get the support that they need such as assistance with personal care, meal preparation and help to access the community. We have also helped people access education and social facilities.

The core of our Community Care work is advising on the availability of services and the duties of the Adults Social Care Department to assess someone's needs and to arrange for those needs to be met. This can be done by providing information and advice or by providing services or via a 'personal budget' whereby the person is given the money to purchase services themselves.

The difference our service has made:

The Community Care Legal Advice Team have:

- Improved the health and well-being of disabled and older people and their carers.
- Reduced the stress and anxiety for our clients faced with the prospect of losing or having their care packages reduced.

FACT:

We are the only advice agency to have a community care legal aid contract in Derbyshire.

How the Law Centre helped me - Mrs Atkin

"I have always enjoyed visiting my local day centre three days a week, as it gave me an opportunity to get out of my house and socialise with other people. I have mobility difficulties and mental health issues which mean that I struggle to do this on my own.

Someone from Adult Social Care came to see me and told me that they planned to remove all support, including my cleaning call that I have on days when I visit the day centre. I was upset and alarmed at the same time. The Law Centre helped me to communicate with Adult Social Care to explain how vital these services were to me. The Law Centre also explained the significant risks of removing them and eventually we came to a compromise. I kept my home cleaning service and attend the day centre one day per week. My social worker and I are exploring other appropriate services to help me to access the community other than through the day centre."

Without the Law Centre's involvement Mrs Atkin would have stopped attending the day centre altogether; would have lost friendships; and would have returned to being socially isolated. This would have impacted on her overall health and wellbeing and would likely have caused her to need more social care support in the future.

We helped to find creative new ways of meeting Mrs Atkin's eligible social care needs in a cost effective way. Mrs Atkin is now happy to be able to attend the day centre and enjoy other activities in the community as well."

"I now feel stronger by being able to assert myself."



We prevent homelessness

The last year has seen the Housing team continue to provide specialist advice and representation to a high volume of clients; the majority of whom are facing eviction as a result of rent arrears.

We see tenants and mortgagees by appointments at our main office in Chesterfield and at branch offices across the county in Bolsover, Buxton, Eckington, Ripley and Staveley. Our team has given specialist advice on a range of problems faced by tenants, including possession proceedings, eviction and homelessness.

Some local Councils in Derbyshire support our early prevention work to avoid possession claims being issued if possible and this work is proving successful. We are grateful to Amber Valley Borough, Chesterfield Borough, North East Derbyshire District and Bolsover District Councils who fund this work through their homelessness funds.

The difference our service has made:

The Housing Legal Advice Team have:

- Advised and assisted nearly 1500 families and individuals with housing and homelessness problems
- Increased Councils' rental income
- Saved on Councils' legal fees
- Improved tenants' health and well-being and reduces stress on families.

"Knowing how close I have come to us all being on the street, I asked my family for help and they took me to the Law Centre.

I'm so grateful to you for keeping a roof over my childrens' heads."

FACT:
We have prevented homelessness for 238 families in Derbyshire during the year.

How the Law Centre helped Ms Bow

"Ms Bow is a single parent with two dependent children aged 10 and 6 years old. Her only income was Child Benefit and Tax Credits totalling £149.55 a week.

Ms Bow used to be on Employment Support Allowance and Housing Benefit, but that came to an end and she was not sure when or why. Her health has been very poor recently. She believed that she was paying the rent after a November court hearing. However, her 17 year relationship with the father of her children then ended and two further blows were the death of two close friends.

Ms Bow has a history of anxiety and depression but this deteriorated. She found it difficult to leave the house and did not open her mail. Her family took turns taking her children to school and other trips that needed to be made."

With the Law Centre advice and support she has:

- Re-claimed ESA
- Reapplied and claimed Housing Benefit
- Prioritised paying the rent and reduced the arrears.
- Signed up to Opportunity and Change programme to support her to take practical steps in dealing with her finances, become confident and work ready. With the Personal Navigator's support she has seen her GP and obtained support she needed.

We represent tenants who cannot afford a solicitor at Chesterfield County Court

Our specialist housing and debt team operates a duty scheme at Chesterfield County Court providing a free representation service to people facing eviction from their rented or mortgaged homes.

This is important, not only in terms of the provision of legal representation at Court, but also in providing the emotional support for clients at a very stressful time. Our legal experts work until the very last minute in exploring ways to prevent eviction.

The difference our service has made:

The Housing Legal Advice Team has:

- Represented tenants who cannot afford a solicitor at court by attending twice a week for the past year
- Prevented at least 93 families being evicted by providing legal advice and representation to keep them in their own homes, thus providing stability
- Through one-to-one support we encourage them in get their lives back on track
- Improved tenants and their families' health and well-being by reducing stress

Why Law Centres are different to other advice agencies?

The Law Centre employs solicitors which means that they can run legal cases on behalf of clients. Under the Legal Services Act 2007, only solicitors or authorised litigators can take court proceedings. This means the Law Centre can pursue cases in court.

For example, our solicitors often pursue cases in court against private landlords. Where there was an unlawful eviction, our solicitors can issue injunction proceedings. Similarly, in disrepair cases, because the Law Centre employs qualified legal staff, Derbyshire Law Centre can commence court proceedings to get a landlord to carry out repairs.

The services that Derbyshire Law Centre and other advice agencies deliver are complementary and we continue to work in partnership in the joint effort of achieving the best outcomes for the residents of Derbyshire, thus protecting their legal rights.

"I cannot speak of Derbyshire Law Centre highly enough. Absolutely fantastic people who do a fantastic job. People like me would have nowhere to go."

FACT:
We have represented 93 families through Chesterfield County Court - Duty Scheme.

We achieve results for our clients through partnership working

The Law Centre has achieved fantastic results over the year for our clients often with little need for court and tribunal action.


We find that creditors, landlords, councils, employers and businesses often want to resolve issues quickly as possible. The fact that our caseworkers are extremely knowledgeable in their fields and can discuss issues with authority can make all the difference when seeking a speedy resolution to a dispute.

We have developed and maintained good relationships with local councils, social landlords and many other agencies that we have regular dealings with on behalf of clients, which mean that we are often able to resolve disputes without the need for prolonged and costly litigation.

The difference our service has made:

Our legal advice teams have

- Resolved issues quickly for the benefit of our mutual clients
- Worked in partnership with third parties to reach resolutions quickly to minimise need for court action, thus save taxpayers' money
- Promoted stability for our mutual clients and their families
- Promoted awareness of the law through hosting Law Practitioners groups and training sessions for those working in the advice and public sector.



"I could be homeless. I was really scared. I didn't know the consequences. Very grateful."

How the Law Centre helped me – Mrs Gaitskill

"Mrs Gaitskill first came to the Law Centre when she was facing court proceedings from her local authority landlord. Mrs Gaitskill had become estranged from her children and recently suffered the loss of her mother who had given her considerable support. In addition her long term partner had left the family home. These events only isolated her further. It became clear that Mrs Gaitskill was struggling with depression and other mental health issues, and she also suffered from agoraphobia, which prevented her from dealing with the most basic of tasks.

Unable to deal with benefit claims for her rent and not realising she was subject to bedroom tax (she lived in a 3-bedroomed house), her arrears became substantial. The Law Centre worked together with Rethink and the local Council. We successfully arranged for Mrs Gaitskill to claim a Discretionary Housing Payment which reduced the rent arrears, along with an agreement from Mrs Gaitskill to pay a minimum payment every week for the remaining arrears. This enabled the local Council to find a more suitable, smaller, property for her thus making her home affordable and freeing up a family home for the Council to re-house another family."

Since moving, Mrs Gaitskill has made substantial changes to her lifestyle and has re-established her relationship with her children. In addition, through support from various agencies like Rethink and the Money Sorted in D2N2 project run by the Law Centre, Mrs Gaitskill has taken control of her budget and, with support, feels able to manage her financial matters much more effectively.

The success of this case is an example of everyone working together to provide the best outcome for the tenant and the landlord, and evidences how, when working in partnership with each other, positive outcomes for all parties are achievable.

We prevent mortgage repossession

Alongside our legal aid service, we continue to provide legal advice and assistance to home owners facing repossession, either through direct contact from clients, identified at County Court, or through referrals from the Local Authority.

This can involve us requesting an adjournment and working with clients to look for a long term solution to enable them to stay living in their homes. We sometimes make a referral to our partner benefit specialist agencies where benefits are either being under claimed, or not claimed at all, which can make the crucial difference in saving clients from eviction.

The difference our service has made:

The Debt and Housing Legal Advice team in their mortgage repossession work have:

- Prevented families being evicted,
- Saved local authorities thousands of pounds – in resources and the prevention of homelessness,
- Enabled stability for the families while getting further legal advice on debt and employment issues,
- Reduced stress on families.

"I'm so glad I came to the Law Centre, I've been given another chance in life. Thank you so much."

How the Law Centre helped Ruth and Simon

"Ruth and Simon came to the Law Centre assuming that they would lose their house. They had been told by their mortgage company that their offer towards the arrears they had made was not enough. Court proceedings had been started and a court date was looming. The arrears had built up after Ruth was made redundant, but she now had a new full time job and the income, combined with the additional family income of child benefit and some tax credits was enough to cover the normal monthly mortgage payments, plus an affordable contribution towards the arrears. We were able to reassure Ruth and Simon that the mortgage company were being unreasonable in what they were asking them to pay, and we were confident the court would agree to accept a much lower sum.

We went through Ruth and Simon's finances with them, and prepared a detailed financial statement for the court to support an offer of £20 per month towards the arrears, rather than the £100 per month that the mortgage company had been demanding. At court, Ruth and Simon were able to show from the financial statement what their household income was, and had, on our advice, taken all necessary paperwork to court such as wage slips, and tax credit award letters. The court was happy to accept the amount they had offered, and made an order allowing them to stay. Ruth said if they hadn't known to come to the Law Centre, they may have just taken the mortgage company's word for it, and not turned up at court, which could have resulted in their eviction."



We support clients to manage their debt

Through funding from the Money Advice Service, managed regionally by the East Midlands Money Advice project, we have helped over 880 individuals and families this year with their debt problems.


We provide a free specialist debt advice service and help with all debt related problems. Our advice has ranged from providing emergency advice on bailiff visits, to negotiations with local councils about repayment of council tax arrears, to general financial management. Our expertise helps us to be able to react quickly, working alongside the housing team in cases involving rent and mortgage arrears, and we have had an excellent track record of preventing clients facing eviction over the year.

We have a good working relationship with our local councils which is vital when contacting them about clients in debt with rent arrears and council tax. We also see a large number of people who, through pressure, pay the 'wrong' debts first, often putting themselves and their families at risk of eviction. We work closely with our clients to help them re-organise what to pay first.

The difference our service has made:

The Debt legal team has:

- Advised and assisted 880 clients and their families to help them to manage or write off debt.
- Prevented disconnection from gas and electricity.



"The people at the Law Centre couldn't have helped more. They were excellent."

How the Law Centre helped Anna

"Anna came to see us about her debts, which had built up after she had to give up her job when she was diagnosed with a long term illness. Anna accepted she was not likely to be able to go back to work or increase her income, and was going to be relying on benefits for the foreseeable future. Anna knew she would never be able to pay off her debts, and felt under a lot of stress from constant hassle from her creditors, who would call, and text all the time. When she tried to block the calls, they would just phone again from a different number, and Anna felt worn down by this.

As soon as Anna came in to see us, we contacted everyone she owed money to, and asked them to put chasing action on hold, which they all agreed to do for 28 days, following accepted guidance within the credit industry. This gave Anna a bit of breathing space, and we discussed all of the debt options open to her, such as offering creditors small payments each month, or writing her debts off. Anna's debts were under £20,000 in total, she lived in a rented flat, and did not own anything of value or have a car worth more than £1000. This meant that Anna could use a process called a Debt Relief Order (DRO), to freeze her debts initially for a year, and then write them off altogether to give herself

a fresh start. She met all the conditions for that procedure, and was able to save up for the £90 fee, a lot less than the fee payable on a bankruptcy application.

On behalf of Anna, we made sure that there were no other debts that she was not aware of, and then prepared the application for her, which was submitted on-line from our office. Anna did not have to go to court. Now, legally, Anna's creditors cannot chase her for the debts, and after a year, assuming her finances have not changed for the better, all of the debts will be written off. Anna felt very relieved about this, as she felt it would enable her to concentrate on paying for essentials such as the contribution towards rent and council tax that she was liable for plus gas, electricity and water charges. Without doing the DRO, Anna admitted she would have ended up falling behind on these essentials, which could have ended up with her losing her flat and being made homeless. Anna also said that her anxiety improved after the Debt Relief Order went through, as she could see light at the end of the tunnel."



We protect people's rights in work

Providing a free service in employment law continues to be challenging due to the lack of government funding in this area of law (legal aid has been withdrawn nationally) and demand easily outstrips resources.

In recent years, a major barrier to pursuing a case at the Employment Tribunal has been the cost of Tribunal fees. For example, the fees to have an unfair dismissal claim heard at Tribunal were £1,200. However, on the 26 July 2017, the Supreme Court handed down a landmark judgment in the case of *R (Unison) v Lord Chancellor*. Unison's appeal was a challenge to the lawfulness of Employment Tribunal fees. The Court found that the fees unlawfully hinder access to justice.

The effect of this judgment is that the fees have been found to be unlawful from the time they were introduced: not only are they no longer payable, but any applicants who paid fees in the past should ultimately be reimbursed. The government will be issuing guidelines on recovery of fees in due course.

This is fantastic news for our clients, many of whom have been dissuaded from taking action in the past by the fees regime.

References to the 'gig' economy have been a major topic in the press recently. We have seen an upturn in enquiries in which employers have sought to avoid employment legislation designed to protect individuals on the basis that workers are classed as self-employed, or employed under a zero hours contract. It is often the case that individuals have many more

"Ellen was extremely helpful, informative and easy to deal with."

employment rights than their employers are prepared to acknowledge and if in doubt, Derbyshire Law Centre's specialist advice should be sought.

The following case study demonstrates a type of work we have been dealing with in this area:

How the Law Centre helped Mr Grant

"Mr Grant was recruited through an agency to work as a delivery driver from a regional depot for a large national company. He was told he was 'self-employed'. He was provided with a van, but had to pay for its insurance and also any mileage that was not accountable to delivery routes. He was paid by 'invoices', which were prepared by a separate company, who also charged him for dealing with his tax deductions. He had to work when required but was paid a fixed daily rate. In fact he often worked 12 hours or more in a day. He was not paid for holidays and when he gave his notice in to leave, he was not given any shifts to work during his notice period. The company then refused to pay his final wages, claiming damage to the vehicle."

The case with our help eventually went to tribunal, where it was found that M was a 'worker' and so entitled to be paid the national minimum wage, holiday pay and had suffered unlawful deduction from wages."

This is not an untypical case. Workers from the European Union are particularly vulnerable to this type of exploitation. We have advised a client who was from the EU and worked on an assembly line, but had been told that he had to become 'self-employed', freeing the employer from paying National Insurance Contributions, sick pay and holiday pay. Sadly employees in this situation are often fearful of challenging this clear breach of employment law in case they lose their job, but unless challenged, this practice will continue."

***"Tony was fantastic.
Went above and beyond."***



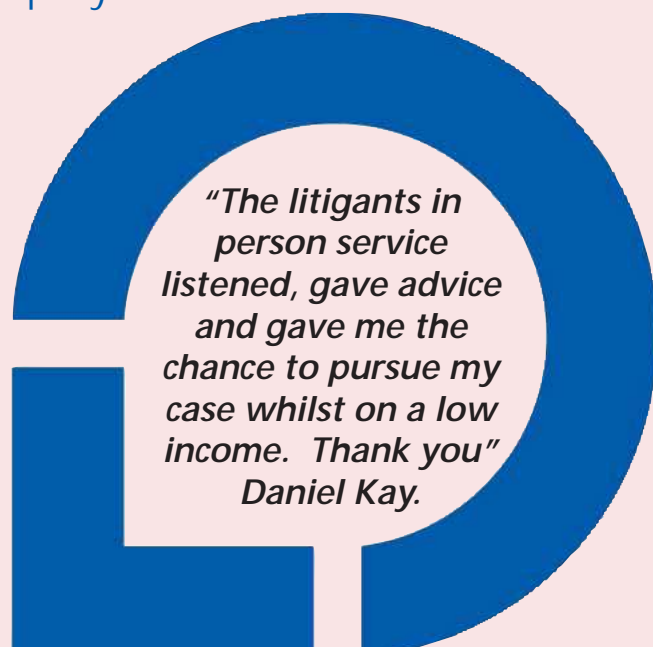
We empower litigants - Litigants in Person (Lip) Service

Earlier this year, Derbyshire Law Centre was awarded funding by the Ministry of Justice through its Litigant in Person Support Strategy which supports people taking court action without legal representation. We applied for funding to support litigants in person with employment claims because:

- There's great demand for our Employment service, and we're the only voluntary agency with a comprehensive specialist employment service in the D2N2 area.
- Our research showed that there was a gap in provision for litigants in person taking claims to the Employment Tribunal.

How the Law Centre LiP Service will help Litigants?

- We are developing dedicated pages on Derbyshire Law Centre's website to guide clients through the Employment Tribunal process, including links to further sources of advice and information.
- When we identify gaps in coverage we will develop our own materials to add to the web pages, and we hope that eventually we'll be able to include video guides as well as written information.



- We have expanded our existing employment telephone helpline and can now provide telephone support for litigants in person throughout the D2N2 region, with face-to-face appointments for those who can't access support by other means.
- Since the project started in April, we've advised clients at various stages of their claim, including:
 - starting a claim, including time limits and early conciliation through ACAS
 - drafting an Employment Tribunal claim
 - calculating the value of a claim
 - attending a hearing



The difference that this service has made:

- The Employment Legal Advice Team enforced employment rights which is crucial in helping clients in low-income households.
- Helped people to stay in work, or helped them recover money they were owed when a job ended. This can make a huge difference to a household's finances.
- Supported people in taking a claim to the Employment Tribunal, reducing stress and increasing self-confidence.

We help people to overcome barriers

A Deaf client experienced difficulties in accessing public services due to her first language being in British Sign Language. We challenge discrimination within the legal aided work we do via our housing and community care legal aid contracts.

The case we assisted on resulted in a huge, positive impact, not just for Sherry and her partner, but for others who have a hearing impairment.

***"She is brilliant!
My solicitor is very
good and helpful.
With her help I
have stopped
worrying."***

How the Law Centre helped me

"My name is Sherry Glover. My solicitor has asked me if I would be willing to share my story with you. I said yes, as I am so grateful for what she has done for me and with her support she has resolved problems for me.

I am signing to one of the Law Centre's staff who can also sign which is great! She is writing this for me as I do not have good English skills due to my first language being British Sign Language, I also have a poor reading ability.

I have been having ongoing difficulties lasting over a period of two years in trying to resolve rent arrears due to communication barriers between myself and the Housing Office. Rent arrears have built up over a period of time due to my partner having cancer and he had to leave work for treatment.

I have supplied all the information required by the Housing Office but found that they have not applied the changes to my housing benefit. I then found that my rent arrears were a lot higher than it should have been. There were significant communication barriers which resulted me being taken to court unnecessarily by my landlord which caused me and my partner unnecessary stress and worry. With my solicitor support she has had my rent arrears written off, made sure I was on the correct level of housing benefit and saved my partner and I from being evicted – all caused by a signer not being provided. Since then my solicitor and I have voiced our concerns to the council to put in place appropriate communication support.



We help people who want to access services

Derbyshire Law Centre provides a specialist service on consumer discrimination. Funding is obtained on a case by case basis. This is a case that was funded by Equality and Human Rights Commission (EHRC).

On this case we assisted a disabled boy and his family who would like to be able to use Alfreton Railway station but could not due to lack of disabled access.

We have sent a letter to the Railway Company to start a claim and have obtained a Barrister's opinion which said the changes should be made. We have applied for legal aid and when we have confirmation of that we will start court proceedings which if successful will change the station for all users.



"Lisa is very helpful, she makes me feel at ease and I can chat comfortably to her."



Lisa Haythorne, Solicitor with Tara Porter mother of disabled son, Owen.



Disabled boy to take train firm to court

By DAN HAYES
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An 11-year-old wheelchair user is taking Network Rail to court because he cannot use his nearest station.

Owen Porter - who has cerebral palsy - is unable to get trains from Alfreton station because it does not have wheelchair access.

His legal team has now been awarded funding from the Equality and Human Rights Commission to demand Network Rail changes the station.

His solicitor, Lisa Haythorne, from the Derbyshire Law Centre, said: "Owen is 11 years of age and has had many health issues since birth.

"His parents have been told on more than one occasion to expect the worst and he is not expected to live into adulthood."

As a result of his condition, Owen is under the constant care of the Queen's Medical Centre in Nottingham.



Eleven-year-old Owen Porter who is taking Network Rail to court.

His mum Tara does not drive which means Owen has to use public transport to get from the family's South Nottmanton home to his doctors in Nottingham every six weeks.

"The family would like to go to these appointments by train," explained Lisa.

"There is no disabled access for anyone travelling south to Alfreton - only a two-hour bus journey."

However, as well as appointments at the hospital, Owen has found taking part in social activities difficult.

Last summer he wanted to go to the Nottingham city centre 'beach' but because of the situation with the train station he was left in tears waving his brother off.

"Owen has limited time left to enjoy family trips and the family are very aware of this," says his solicitor, Lisa.

"Due to his long term prognosis, the family are keen that he gets to enjoy everything possible."

"And having no disabled access at their local train station causes the family a lot of upset."

The Derbyshire Law Centre say the funding it has received is 'limited' but that it hopes to start the court case within a month.

A Network Rail spokesman said: "There are a number of stations across the country, such as Alfreton, which were built many years ago with little consideration of accessibility.

"We are committed to improving access at stations and work closely with our funders, including the Department for Transport (DfT) to deliver improvements."

Works to provide step-free access to both platforms had been due to start at Alfreton Station earlier this year, but the improvements were postponed whilst all the schemes under the Access for All programme were reviewed.

Following this review by Network Rail and the Department for Transport, the Minister has confirmed that the funding and the project have been deferred until after 2019.

As a result of the current impasse, the family now see legal action as their last resort.

With courtesy from Derbyshire Times 9.3.2017

We help people to enter and stay in the UK

Derbyshire Law Centre continues to give specialist immigration advice over the telephone and by email. Tony McIlveen, our immigration solicitor, is accredited at Level 2 senior caseworker and supervisor level under the Law Society Accreditation Scheme.

A lot of enquiries are from people wanting to bring their spouses to the UK, or renewing their leave as a spouse and struggle to deal with the application forms and how to prove that they meet the requirements. The main problem is that they must have a minimum income of £18,600 per year to qualify for Leave to Enter or Remain, which continues to be a huge barrier for ordinary families. In July 2017, the Home Office have reviewed this requirement, possibly making it easier for some families who do not meet this threshold. We will have to wait and see if it makes a difference in practice.

The effect of BREXIT has led to more clients from EU countries contacting us about their status and that of their families in the UK. Some have been here for many years, but again, proving that they have been exercising their treaty rights through work or being self-sufficient has led to them encountering difficulties with the Home Office. Many people, if not all, who have been here for many years as self-sufficient (not relying on public funds) have been completely unaware of the additional requirement that they must also have had comprehensive sickness insurance to cover them during the required 5 year period. This has led to applications for recognition of the right of Permanent Residence being rejected.

"Tony was exceptional and extremely helpful."

The Home Secretary has indicated that the Home Office will not insist on this requirement if it is the only reason that an application fails, but this has not been our experience.

We have also expanded our charged for service, offering clients a service to prepare and submit applications to the Home Office or Embassies and an application checking service. In the absence of other funding, and the lack of private practice firms offering specialist immigration advice in Derbyshire, we have decided that this is the only way to provide a service to local people. We have tried to price the service competitively at not for profit rates.

How the Law Centre helped me

"Mrs P came to the UK in 2004. Having separated from her husband due to violence, she relocated to Derbyshire. She worked and brought up her son as a single parent. Unfortunately, in 2016, Mrs P lost her job and soon fell into rent arrears and built up other debts. She hit crisis point in December 2016, when her private landlord obtained a possession order against her and she was due to be evicted. At the time that she was facing eviction, her leave to remain was also due for renewal. She could not afford the fee of over £800 to pay for the application and was overwhelmed by her situation. Her leave lapsed, which meant that she could not get homelessness assistance. She was separated from her son, who had to go and stay with his father as Mrs P was having to sofa surf, until she was found lodgings through the Salvation Army. We saw her initially to help with her homelessness application and try and assist her scheduling her debts. When we saw that her leave to remain in the UK had expired, we immediately submitted a late application to the Home Office that she should be allowed to remain in the UK as the parent of a British citizen child and also applied for a waiver of the fee as she was destitute. Happily that application was granted after a couple of months and we are continuing to help Mrs P secure a home for herself and her son so she can get her life back on track."



We inform migrants of their rights

At the end of 2015, we were awarded funding as part of a National Law Centres Network project - Living Rights. The project is part funded by the Rights, Equality and Citizenship (REC) Programme of the European Union. The work educates EU citizens of their rights whilst living in the UK, as well as informing agencies working with EU citizens of their rights.



The original intention was to help EU citizens integrate into British society, informing them on how to vote, accessing education, rights at work and the like. Following the decision to hold a referendum and then leave the EU, this work has focussed almost entirely on addressing the concerns that EU citizens have about their status in the UK post BREXIT. We have delivered presentations, workshops and advice drop-ins for several groups and organisations working with EU citizens across Derbyshire and Nottinghamshire and its two cities.

We enable people to build work skills

University placement volunteers

This year the Law Centre has worked with Derby and Sheffield Hallam University to achieve a dual outcome of increased resources for us to help clients and deliver our services and placements for university students to enable them to get practical experience and increase their skills in areas of social welfare law.

During the year we interviewed five law students and one social work student. Three law students started their placements with us, two of whom went on to become Paralegals at the Law Centre. We have also agreed to offer a social work student a placement to work within our Community Care Unit for 5 months to start in October 2017.

This year, we were also successful in our application to the Legal Education Foundation to become a Host organisation for the prestigious Justice First Fellowship. This will enable us to have a fully funded trainee solicitor for 2 years. The applicant will have a demonstrable interest in social justice and welfare law and will be a huge asset to the organisation. We are delighted and look forward to appointing the

Fellow later in the year to start in January 2018.

Not only this, but one of our paralegals, who originally came to us on a university law degree placement has been awarded Diversity Access Scheme funding by the Law Society, which will enable us to provide him with a fully funded Trainee Solicitor post for 2 years, from 2019.

We have also worked closely with Nottingham Trent University and their Law Clinic, in exploring pro bono advice opportunities and making suitable referrals of Employment Tribunal cases to them for their experienced law students to represent at hearings.

The difference this initiative has made:

- More residents can access our free legal service,
- Improved relationships between Universities' Law Schools and Derbyshire Law Centre,
- Accessed financial assistance to place Law and Social Work students with us,
- Increased Law and Social Work students' understanding of social welfare law and how these apply in practice,
- More support for the legal casework team.
- Increased the number of skilled social welfare law advisers in Derbyshire.



How the Law Centre helped me as a volunteer - Matthew Brown

"I have loved being here since the end of September 2016 when I initially started on a university work placement. I have developed new skills which I would not have been able to do in my studies. A very small minority of my friends/course colleagues will have had any experience of being on placement within the profession, let alone being a paralegal for as long as I have. Thank you for the last 12 months, don't think I can really show how grateful I am!"



Matthew Brown - Former Law Student from Derby University and Paralegal

We help people to integrate within the community

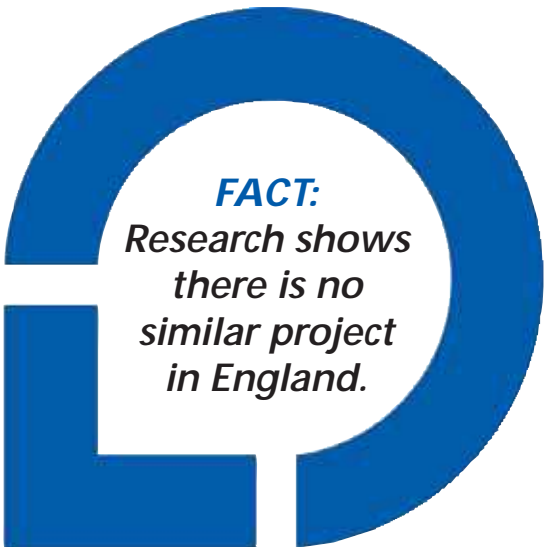
Derbyshire Bilingual Crisis Buddy Service is a one-to-one personal navigation service for people whose first language is not English and are in crisis, such facing homelessness, debts or having no essential household appliances.

They often struggle more than most in overcoming crises such as requiring them to engage with courts, statutory agencies and creditors. This is due to the communication barriers. The services primary purpose is to recruit and train representatives from Black, Asian and Minority Ethnic (BAME) organisations to become bilingual buddies who operate in Derbyshire and Derby City. Due to the nature of the project, buddies must have a good understanding and knowledge of spoken and written English, as well as their first language.

Long term, the project hopes to encourage beneficiaries to integrate into their local community and society in general by helping them to improve their understanding of the English language by attending ESOL classes and by developing their awareness of mainstream advice services/ organisations and networks available locally and nationally.

This is a 5-year partnership project funded by the Big Lottery Fund and delivered by six partner organisations; Derbyshire Law Centre, Derbyshire Unemployed Workers' Centre, LINKs Council for Voluntary Service, Direct Help and Advice (lead agency), St James Centre and Community Action Derby from Derby City. The service operates county wide including Derby City and started in May 2016.

Supported by



How the Law Centre helped us:

"A woman approached one of the partners as she was pregnant and bleeding. Both she and her husband spoke no English at all. Her buddy took her to hospital and provided translation services for the emergency and subsequent treatment. She is now attending ESOL classes and volunteering at a local group."

"A man approached one of the partners after giving up his accommodation due to ill health and going on long term sick from his place of work. He took this action as he believed he could not afford the rent and did not want to be evicted. He was subsequently admitted to hospital, was diagnosed and received treatment. When ready for discharge, he essentially became a 'bed blocker' as he had no home to return to. The buddy assisted in helping him to get housing and employment advice from Derbyshire Law Centre and benefits advice from Derbyshire Unemployed Workers Centre. With help, appropriate alternative accommodation secured, he was discharged from hospital. He will return to his employment when fit to do so."



We help people to develop Money Management skills

The Money Sorted in D2N2 programme is funded by the Big Lottery Fund and European Social Fund via their Building Better Opportunities programme. With support from our funders and our Lead Agency, Advice Nottingham, our Personal Navigation Service has been able to assist the housing and debt team to support their clients to gain confidence to learn and gain skills on money management.

The difference that our service has made:

Money Sorted in D2N2 has already made a difference to the people we have supported by:

- Improving their financial capability and planning finances better



- Teaching them to budget well
- Helping them to increase their incomes
- Improving their financial awareness on how to make good decisions involving managing money better
- Reducing family stress related to financial problems
- Encouraging them to save money in a bank account

How the Law Centre helped Brendan

Brendan came to us as he was having trouble with his energy bills and needed some support getting back on top of his finances.

I have been working with Brendan since March 2017. In that time, we have successfully secured a Discretionary Housing Payment which has helped Brendan to clear a small amount of rent arrears before the arrears got out of control. We have also successfully applied to Severn Trent Trust Fund to reduce Brendan's water bills in the short term, which has given him some breathing space to review his budget.

Brendan has changed energy supplier to a much cheaper tariff, separating the energy debt which allows him to make a minimum offer of repayment to his previous supplier without risk to his current energy supply. This allows him to stay on a cheaper direct debit tariff rather than having a compulsory pre-payment meter. Brendan and I are now pursuing a complaint to the Energy Ombudsman regarding his previous supplier, as we have not been able to reach a suitable resolution to settle the arrears on the old account.

Brendan has also accessed advice from Derbyshire Unemployed Workers Centre, who have managed to appeal an incorrect ESA decision and ensure that Brendan is now receiving the correct benefit entitlement.

We are continuing to work towards increasing his household income, decreasing his outgoings, and allowing Brendan to feel more confident about his financial future moving forward.

**"Thank you Sally.
I appreciate all
you've done
so much!"**



Pictured right: Sally Preece - Money Sorted in D2N2 Personal Navigator

We help people to become work ready

This service is supported by the Opportunity and Change project. Our Personal Navigation service supports those who require intensive one to one support to turn their lives around through learning how to manage their tenancies and mortgages, as well as gaining confidence to become work ready,

This project is funded by the Building Better Opportunities programme via the Big Lottery Fund and The European Social Fund.

The difference our service has made:

We have enabled and supported unemployed and economically inactive people with multiple and complex needs to learn how to:

- Maintain bicycles and decorating, be more confident and assertive,
- Improve their move into education or training,
- Undertake job search and move into employment or self-employment.

We also identified the barriers that participants have that prevent them from accessing the programme. We make arrangements to overcome these barriers such as:

- Reducing/writing off debts,
- Increasing their incomes,
- Gaining better housing,
- Keeping them safe from exploitation and trafficking.



How the Law Centre helped me - Mr Pell

Mr Pell is in his fifties and was referred to the Opportunity and Change programme by Adults Social Care department. He currently is a witness in a modern day slavery case.

Mr Pell had been abducted by a group of people and was forced to work and live under horrendous conditions for many years. He was rescued by the Police and with their assistance Mr Pell moved into the Derbyshire area and rented a house from a local landlord. Obviously

Mr Pell's past experiences had a significant effect on both his physical and mental health. He is very vulnerable and an easy target for local bullies.

After visiting Mr Pell at his home it became apparent that it was not fit for habitation and Environmental Health were called in. We liaised with the council and managed to get Mr Pell moved into temporary accommodation and then into a one bedroom flat. We have successfully applied for Employment Support Allowance, Personal Independence Payment and Housing benefit. Throughout this time we were in constant contact with the Police who are dealing with Mr Pell's case. He has now settled into his new accommodation and in his words is feeling much better and ready to start a new chapter in his life.

"Lorraine who is my Personal Navigator (my brick) asked me if it was okay to share my story with you. Obviously I agreed. I am told my case is quite an unusual one. Lorraine has been so supportive as she has urged me to do things to help me to get my life back on track. I am really proud of my new home and have been decorating it throughout to show my appreciation for all the work that Lorraine and her colleagues have done for me. The Police have been brilliant too and so supportive that two of them actually helped me to move house."



We enable people to gain work experience and skills - Volunteers Assessment Team

Derbyshire Law Centre's Assessment service continues to be provided by a committed team of volunteers, operating from our main office in Chesterfield. This year we have been supported by a small team of eleven volunteers and due to their commitment, dedication and belief in the Law Centre - we continue to have two volunteers with support from the session supervisor providing the assessment service each day.

This year we also provided unpaid work placements for three law students from Derby University and one placement for a student from Chesterfield College needing business administration experience. The placement of the law students highlighted the benefit to the Law Centre of having a paralegal in

Derbyshire Law Centre, we were able to offer short term employment to two of the law students as Paralegals.

We take this opportunity to say thank you to all the volunteers who have volunteered with us over the last year and in particularly the assessment team who have coped admirably with the temporary relocation.

Volunteers (Past and present 2016-2017)

Vanessa Edwards	Katie France
Nancy Fox	Tim Mak
Jewels Orton	Nadine Trythall
Isabel Wade	

Students

Hazel Ford-Lewis	Matthew Brown
Amber Sutton	Oliver Challands

How the Law Centre helped me as a volunteer? - Hazel Ford-Lewis

"I had always wanted to study law and go to university, but as a single parent it was not something I could ever do. However, as my daughter left home to follow her own pathway, I was given the opportunity to study Law. I sold my home and moved to Derby to start studying at the University in Sept 2014. I was the first of the Law Student placed by Derby University. I started one day a week work placement at the Law Centre, in June 2016."

I immediately felt welcome and included in the housing and debt team. I really enjoyed the experience as it reinforced my learning and enabled me to meet and engage with real people, not just scenarios. Previous to my work placement I had not considered specialising in Social Welfare law. However, after seeing the impact it has on individuals and families it is something I now feel very passionate about. I therefore volunteered to do an extra day, even before my work placement came to an end. My volunteering day continued after my placement had finished and a new student from my course was in place.

I feel I have made a contribution to the Law Centre by helping to meet our disadvantaged clients' basic needs and also helping to prepare legal documents, undertaking research, interviewing clients and witnesses and assisting in civil billing preparation. I was over the moon when the Law Centre offered me a temporary Paralegal contract in October 2016.

**I now hold a
Bachelor of Law
Degree with
2:1!"**



Hazel Ford-Lewis

About Derbyshire Law Centre - Meet the Staff

The team that helps the residents in Derbyshire



Sue Allard
Solicitor
(Housing & Debt)



Wendy Bell
Administrator
(Reception)



Matthew Brown
Paralegal



Sharon Challands
Co-ordinator
(Offices & Resources)



FC
Administrator
(Finance)



Jane Crossland
Administrator
(Caseworker Support)



AF
Advocate for
Opportunity & Change



Hazel Ford-Lewis
Paralegal



Lisa Haythorne
Solicitor
(Housing, Debt & Community Care)



Wyllie Hume
Advice worker (Care Act) for Opportunity & Change



Tony McIlveen
Senior Solicitor
(Immigration & Employment)



Lorraine Mellors
Administrator
(Caseworker Support) /
Personal Navigator –
Opportunity & Change



Andrew Montgomery
Advice Worker
(Housing & Employment)



Sally Preece
Personal Navigator
for Money Sorted in
D2N2



Ellen Taylor
Advice Worker (Employment
& Litigants in Person project)



Steve Taylor
Advice Worker (Housing
and Community Care)



Nikki Tugby
Coordinator (Reception
and Assessment
Services)



Teresa Waldron
Coordinator
(Partnerships, Projects
and Social Policy)

About Derbyshire Law Centre

Who do we help?

The Law Centre is open 35 hours a week. Most people's first contact is by telephone, although an increasing number of people contact us by email via our website as well as by text and in person.

How many people have we assisted during the year?

During 2016/17, we have:

- Advised 4075 callers
- Assisted 969 clients on complex cases

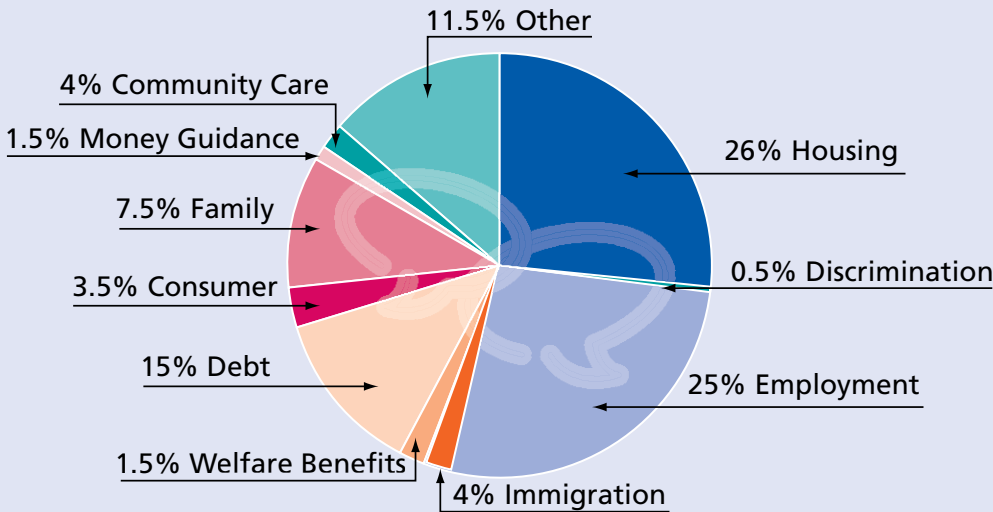
About our clients' economic status:

- 57% of clients are out of work.
- 3% are carers.
- 23% of clients are insecure employment
- 14% not answered.
- 3% are retired.

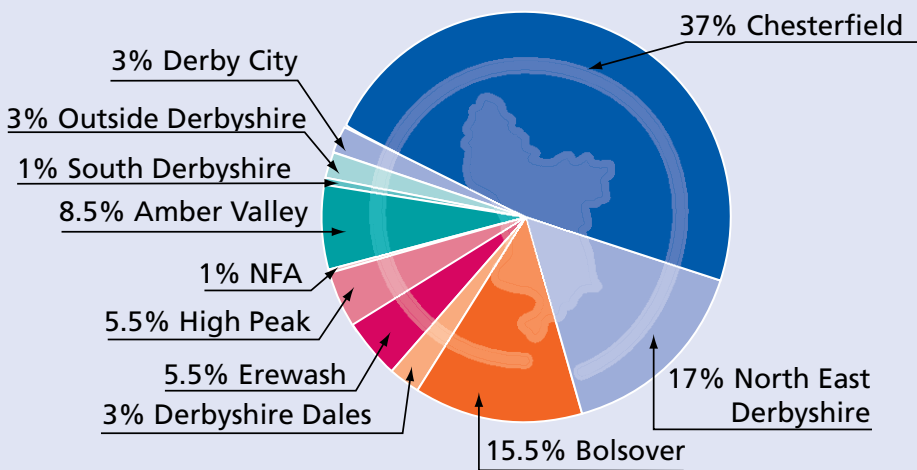
The Specialist Casework Service

969 complex cases assisted on during this period.

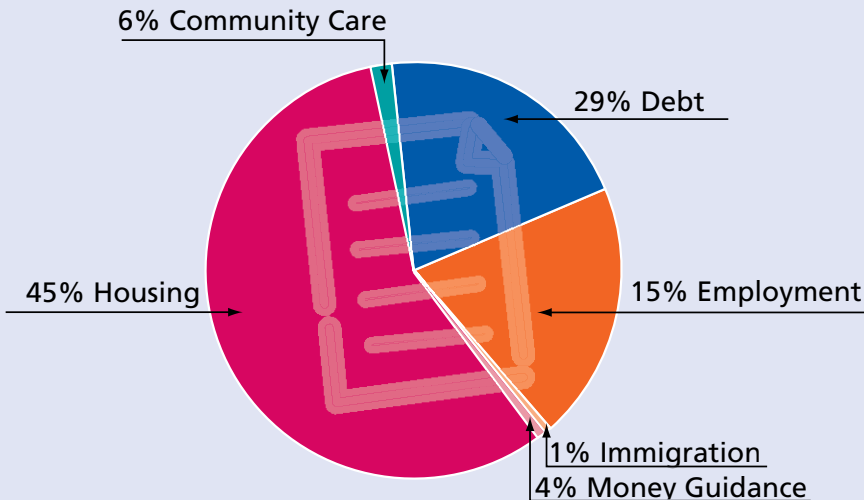
Initial legal advice relates to:



Where do our enquiries come from?



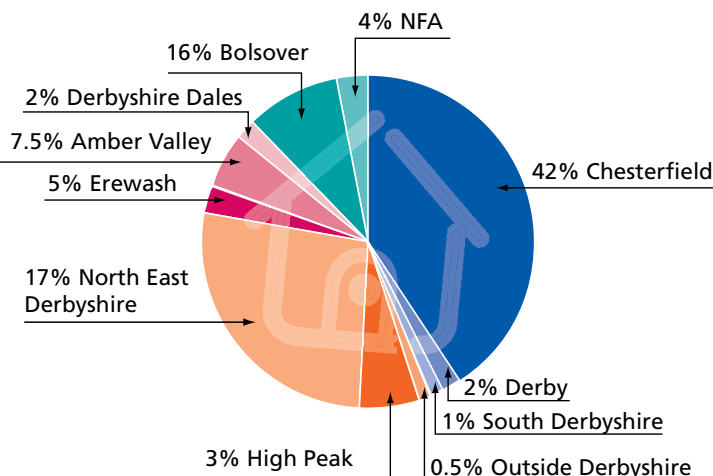
Type of cases:



About Derbyshire Law Centre

Who do we help?

Where do our casework clients live?



Profile of casework clients

19% of clients identified themselves having a disability or long term health condition.

6% defined themselves as BME - Black or from another Ethnic Minority group.

63.5% of our clients are female.

Age of our clients

8% are under 24 years of age

66% are between the ages of 25 and 50

26% are older people (Age UK's definition)

Outcomes achieved for clients

For our clients we have:

- Concluded 94% of all cases successfully
- Secured award/compensation for 68% of our employment clients.
- Prevented eviction for 91.5% of all clients that we have represented at county court duty scheme.
- Prevented eviction for 89.5% for all housing clients.

- Prevented homelessness for nearly 96% of tenants and mortgagees represented at court by Derbyshire Law Centre.
- 100% of the families with mortgages who received representation and after-court work were not made homeless.
- Secured accommodation for 48 homeless clients with no fixed abode.

Feedback from clients

Of the 913 cases closed, only 86 (9%) feedback questionnaire were returned. The questionnaires confirmed that Derbyshire Law Centre had helped and that:

- 59% had increased their knowledge of their rights
- 41% had increased their confidence, self-esteem, and /or well-being
- 63% had reduced their stress / anxiety levels
- 31% had reduced their depression
- 30% the advice received had helped them to settle/stay in their accommodation
- 13% said the advice received helped them to stay in work or seek a new job
- 59% are more confident about seeking advice when required 21% are more confident in dealing with their own affairs

Complaints

It is with pleasure we can report that during this reporting period we had no complaints from clients who have received advice from a caseworker, legal executive or support worker. However, we did receive an expression of dissatisfaction from someone trying to access the service whose claim was out of time. Although a copy of our complaints leaflet was sent, no written complaint was received.

Financial Review

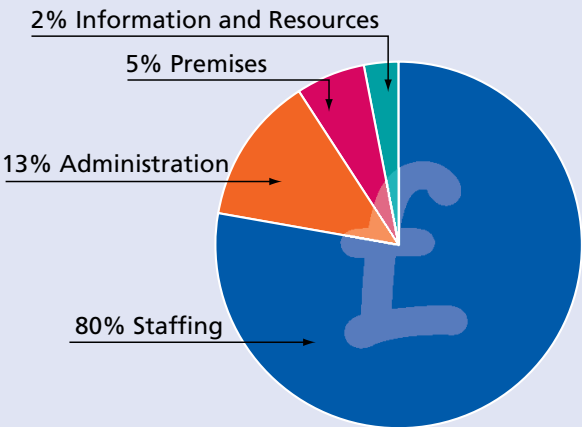
2016/17 proved to be a successful year in terms of funding. The financial year ended with an overall surplus of £17,663. Of this, £10,754 increased our unrestricted funds to £129,900.

We have increased income and funding from some existing sources and were successful in obtaining new European funds through partnership working with Advice Nottingham, Framework and Law Centres Network. This has given rise to four new projects, three of which required additional staff members. These started in late 2016 and early 2017.

In January 2017, as part of the Chesterfield Borough Council’s asbestos removal programme at the Town Hall, Derbyshire Law Centre moved offices from the lower ground floor to the ground floor. This has resulted in a rent free period for 2 months of the financial year 2016/17 (and continues into 17/18). This underspend is extremely beneficial financially for our organisation, despite the disruption caused by the move.

Employment advice remains the most difficult area of law to fund. We have been successful in obtaining new Access to Justice funding for the Litigants in Person Service (LiPS) which will guide

How we spend our money



people bringing claims to Employment Tribunal. .

A new fund from North East Derbyshire District Council has allowed Derbyshire Law Centre to employ its first Paralegal staff to provide additional service for the clients we advise and assist by increasing the number of Discretionary Housing Payment applications.

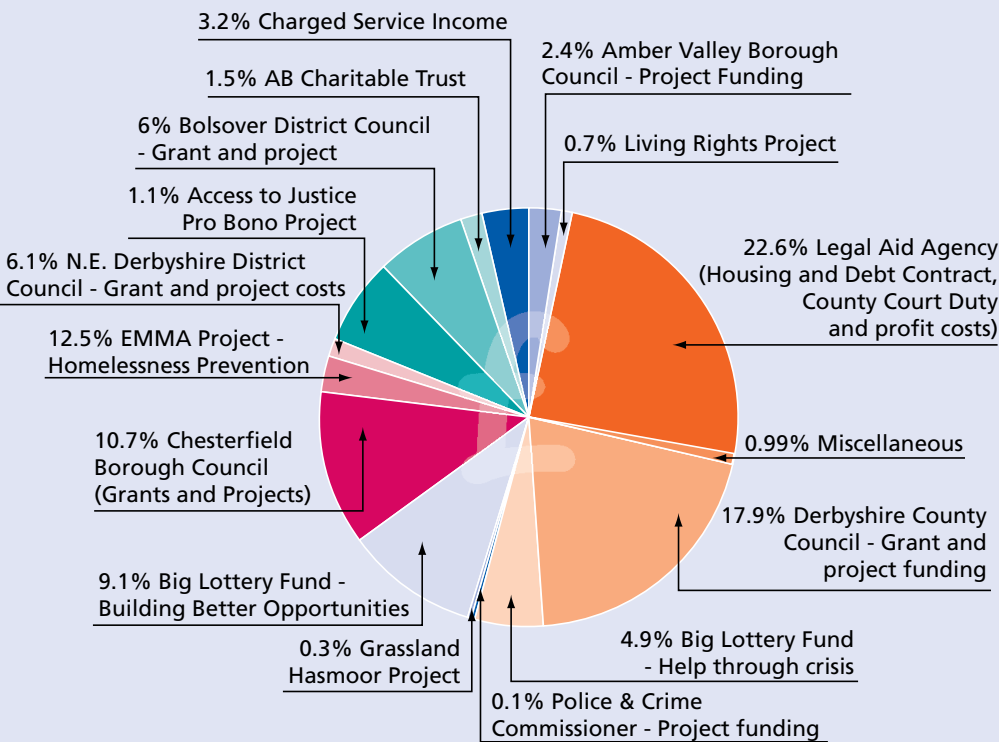
Our Legal Aid contract continues to perform well. The office at Staveley was not meeting the needs of our clients and so, early in 2017, we moved our office to Eckington Library. We regularly review the needs of clients and assess which offices are best for them.

As always, we are grateful to all the organisations that fund our services, both directly and indirectly.

The continued support from Chesterfield Borough Council, Derbyshire County Council, Bolsover District Council and North East Derbyshire District Council, despite austerity measures, is essential for the survival of our organisation as they provide core grants. This then enables the Law Centre to retain the excellent specialist legal advice service to Derbyshire’s residents and helps to lever in additional funding. Thanks also to: Legal Aid Agency, National Big Lottery, Access to Justice Foundation, Money Advice Service, The AB Charitable Trust, Big Local, Derby University, European Union and Amber Valley Borough Council.

Income and expenditure

Total Income 2016/2017



About Derbyshire Law Centre

List of Directors 2016 - 2017

Sharon Blank	Derbyshire County Council - until May 2017	David Shaw	Citizens Advice Chesterfield
Howard Borrell	Chesterfield Borough Council	Julie Skill	Derby and District Law Society from 2.11.16
Chris Collard (Vice Chair)	Individual Member	Derrick Skinner	Clay Cross Parish Council
Alan Craw	Chesterfield Liberal Democrats Secretary - until 13.2.17	Marion Thorpe	Touchstone Community Development Ltd
Mary Dooley	Bolsover District Council - until May 2017	Elaine Tidd	Staveley Town Council
John Duncan (Treasurer)	Age Concern (Chesterfield and District)	Jumoke Tuwuru	African Caribbean Community Association
Jenny Flood	Chesterfield Borough Council	Sarah White	Individual Member Secretary from 13.2.17
Angelique Foster	Derbyshire County Council from 4.5.17		
Tricia Gilby	Derbyshire County Council - until 24.4.17		
Michael Gordon (Chair)	North East Derbyshire District Council		
Colin Hampton	Derbyshire Unemployed Workers Centres		
Mary Honeyben	Individual Member		
Barry Lewis	Derbyshire County Council from 23.6.17		
John Morehen	Staveley Seniors		
Karl Reid	Bolsover District Council from 4.5.17		

Obituary Cameron Philpott



Earlier this year it was with great sadness that we learned of the death of Cameron Philpott. Cameron was a member of Management Committee for over 25 years and was in the role of Vice-Chair over a considerable length of time during that period. His contribution and dedication to the aims of the Law Centre was immeasurable. He was big supporter of the Law Centre Movement. He had been an Executive Committee Member at Law Centres Network. We miss his support and offer his family our sincere condolences.



About Derbyshire Law Centre

Individual & Organisational members

Individual Member

Keith Brown
John Alan Craw
Chris Collard
Andrew Cross
Chloe Doxey
Rachel Driver
David Eccles
Graham Fairs
Terry Gilby
Patricia Gilby
Mark Grayling
Mike Greenhalf
Mary Honeyben
Linda James
Genet Morley
Kevin Morley
Dennis Mullings
Catherine Muyunda
Jackie Norris
Martin O'Kane
Cameron Philpot
(deceased Feb 2017)
Enid Robinson
Hazel Rotherham
Y Sorefan
Marion Thorpe
Margaret Vallins
Tom Vallins
Alison Westray-Chapman
Sarah White

Bamford with Thornhill Parish Council
Belper Town Council
Bradwell Parish Council
Bretby Parish Council
Brimington Disabled Club
Brimington Parish Council
Burnaston Parish Council
Chesterfield Ability
Chesterfield and North Derbyshire Tinnitus Support Group
Chesterfield Constituency Labour Party
Chesterfield Liberal Democrats
Chesterfield Muslim Association
Chesterfield Town Centre
Children's Centre
Citizens Advice Chesterfield
Citizens Advice Derbyshire Districts
Clay Cross Parish Council
Community Mental Health Team - Chesterfield
Cross Counties Development Trust
Cruse Bereavement Care
Deaf and Hearing Support - Chesterfield
Derby and District Law Society
Derbyshire Alcohol Advice Service
Derbyshire Coalition for Inclusive Living
Derbyshire Gypsy Liaison Group
Derbyshire Unemployed Workers Centre

Heath Properties Tenants Association
Hulland Ward Parish Council
Links CVS
Matlock Town Council
Muslim Welfare Association - Chesterfield and North Derbyshire
North Derbyshire Domestic Violence Action Group
North Derbyshire Womens Aid
NE Derbyshire Labour Party
North Derbyshire Community Drug Team
North Derbyshire Forum for Mental Health Carers
Old Bolsover Town Council
Our Vision Our Future
Overseal Parish Council
RELATE Chesterfield
Rural Action Derbyshire
SAIL
Sanctuary Housing
Shirland and Higham Parish Council
Sight Support Derbyshire
SPODA
Staveley Seniors Forum
Staveley Town Council
Stenson Fields Parish Council
Stoney Middleton Parish Council
Stonham Housing Association
The Volunteer Centre - Chesterfield and North East Derbyshire
Tibshelf Parish Council
Tontine Road Carers Support Group
Touchstone Community Development Ltd
TRUST
UNISON - CBC
UNISON - NEDDC
Unit 10
Unstone Parish Council
USDAW - Chesterfield
Whitwell Parish Council
Wingerworth Parish Council
Winster Parish Council
Wirksworth Parish Council

Organisational Members

50+ Inspired Group
African Caribbean Community Association
Age Concern - Chesterfield and District
Age UK - Derby and Derbyshire
Aldercar and Langley Mill Parish Council
Asian Association of Chesterfield and North Derbyshire
Ault Hucknall Parish Council
Baha'i Faith Community

Dronfield Baha'is
Eckington Parish Council
Elmton with Creswell Parish Council
Grassmoor, Hasland and Winsick Parish Council
Guinness Northern Counties Housing Association
Hartington Upper Quarter Parish Council
Heanor and Loscoe Town Council
Heath and Holmewood Parish Council

Branch offices

Bolsover

Bolsover Library, Church Street, Bolsover,
Derbyshire, S44 6HB

Buxton

In the office of Citizens Advice Derbyshire Districts
Bureau, 26 Spring Gardens, Buxton, SK17 6DE

Chesterfield

In the offices of VHS Fletchers Solicitors/Banner
Jones Solicitors, 2 Marsden Street,
Chesterfield, S40 1JY

Eckington

Eckington Library, Market Street, Eckington, S21 4JG

Ilkeston

In the office of Citizens Advice Derbyshire Districts,
Albion Leisure Centre, East Street, Ilkeston, DE7 5JB

Ripley

In the office of Amber Valley CVS,
33 Market Place, Ripley, Derbyshire, DE5 3HA

