



Owned by the community • Accountable to the community • Serving the community

Making a Difference

Annual Report
2017 - 2018


Our Mission

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

We do this through:

- Increasing provision of quality assured specialist legal advice and representation in the following areas of social welfare law: housing and homelessness, employment, debt, community care, immigration and discrimination;
- Undertaking project work in line with our mission statement as funding becomes available;
- Providing an accessible initial assessment and signposting services to all enquirers;
- Increasing and diversifying the financial and other resources of the Law Centre to ensure its future sustainability, by positive partnership working and engagement with existing and potential funders;

- Extending awareness of the rights and remedies available to individuals and communities and the work of the Law Centre through information and publicity;
- Ensuring that the Law Centre has well trained staff to deliver high quality services and well trained trustees to ensure good governance.



"Without your help I wouldn't have kept my accommodation. Thank you."



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Responding to the needs of Derbyshire's residents - Chair's Report

Welcome!

This is my first report as Chair of Derbyshire Law Centre's Management Committee which I am proud to present. The Committee members have been supportive in their roles in governing the organisation to ensure that we are compliant with our regulators and funders, such as the Legal Aid Agency, Solicitors Regulation Authority, Law Centres Network, European Union and the Big Lottery Fund (Building Better Opportunities). Along with my thanks to them I would particularly like to thank Cllr Michael Gordon for his time as Chair for the past 4 years.



Chris Collard

shocked us all, was part of the core group of campaigners who helped set up the Law Centre and was our first Chair. Both will be sadly missed.



"Without your help I wouldn't have kept my accommodation. Thank you".

I hope you enjoy reading this report that highlights the differences that we have made for others.

Chris Collard
Chair of Management Committee

Thanks to all organisations that have given the Law Centre, an independent agency, financial assistance during the period 1.4.2017 – 31.3.2018.

Chesterfield Borough Council, Derbyshire County Council, North East Derbyshire District Council, Bolsover District Council, Amber Valley Borough Council, Legal Aid Agency, Big Lottery Fund, European Commission, Money Advice Service, Sheffield University, Access to Justice Foundation, Legal Education Foundation, Justice First Fellowship, Legal Aid Agency, the Opportunity & Change project funded by the European Social Fund and the National Lottery, through the Big Lottery Fund.

It is incredible and reassuring to see how well the staff and volunteer teams all work hard together to achieve the outcomes desired by our clients and participants. Earlier this year we held an Open Day at our premises where I was astonished to see over 130 professionals from Derbyshire voluntary and public sectors wanting to know more about the free legal services that we provide, and how together we can work in partnership in sharing our limited resources to secure the basic essentials that people need. Since then we have seen our telephone enquiries jump by 20%!

We were sorry to see Wyllie Hume, Juliet Jenkins and Lorraine Mellors go. I wish them all well for the future. I would like to welcome Vanessa Edwards, Beth Holt, Trevor Hughes, Tracey Humphries, Quazim Khan and Carmen Yates. With them we have expanded our staff team, delivering 17 projects and services – all of which aim to improve Derbyshire's residents' lives. It is important to see the Law Centre making a difference for those who have the least access to the law in Derbyshire.

Before I end, I would like to pay tribute to two former management committee members who passed away this year. John Morehen was a long standing committee member and supporter of the law centre, who made valuable contributions on various committees and panels over the years. Councillor Keith Brown, whose sudden passing



Making a Difference

Indeed, we are doing just that. We are operating 17 different services and projects where residents of Derbyshire can access social justice through free specialist legal services from us. This year, our team has expanded from 18 to 22 staff, including solicitors, legal executives, caseworkers, paralegals, personal navigators, a social worker, coordinators and administrators. In addition we have a team of volunteers supporting front line services.



Tony McIlveen

Between us all, we have worked together with partners from all sectors to bring about successful outcomes for clients, participants and their families, many of whom would have not found the support and help they needed elsewhere.

I am very proud of our volunteer team, who are often the first point of contact with the Law Centre and do a fantastic job in identifying problems and making appointments or directing someone to the correct agency to help them. They release time for our teams to focus on casework and giving specialist advice.

As mentioned elsewhere in this report, we are very grateful for the financial and other support offered by our local councils in Derbyshire. It has provided us with stability and enabled us to lever in large funding from outside the County, such as The Big Lottery and EU Social Fund, which we can then use to further support residents of Derbyshire.

We have been privileged to receive support from the Justice First Foundation to fully fund our first trainee solicitor, Beth Holt, in 10 years. She is with us for 2 years, but hopefully will be able to stay to ensure succession of committed social justice lawyers for the future of the Law Centre. We have a further trainee, funded by the Law Society Diversity Access Scheme, to start with us next year. We are also delighted that we have also 'bucked the trend' in recruiting a newly qualified solicitor specialising in Housing Law – Quazim Khan – who will be a great asset to the Law Centre and our Housing Team.

Talking of feeling proud, the feedback that our Personal Navigators, Sally Preece and Carmen Yates

have received from participants has been fantastic and just shows what a difference one-to-one, holistic advice and support can make to someone's life. Their project,

funded by the EU and Big Lottery is a model that we are replicating in our Derbyshire Bilingual Crisis Buddy Service with similar success.

Having a social worker on board has also been both innovative and incredibly useful in working holistically, enabling us to bring in extra resources to help a client tackle underlying problems that have led them into crisis.

Our enquiries are up by 20% on last year, with the largest increases coming in Money problems, Employment and Housing/homelessness. We have tried to shape services and increase resources through funding applications to meet these demands.

At the beginning of this year, we held our first Open Day for a long time. It was heartening to see how many professional workers from the public, private and voluntary sectors dropped in to find out more about we do. Over 130 people came through our door that lunchtime and the event was a huge success and led to numerous invites to give further presentations and making links with new agencies.

We also gave evidence in the Law Centres Network successful Judicial Review of proposed Legal Aid changes by the Legal Aid Agency and its tender process that would have had a dramatic effect on the service available under the County Court Duty Scheme to unrepresented tenants facing possession claims. Our input related to the risk that people would have to travel to Derby either for their hearings or to see the solicitor who represented them at hearings in Chesterfield. The impact on rural communities was wholly disproportionate and many would lose out. The High Court Judge was particularly complimentary about all the work that Law Centres do nationally to provide a wraparound service for people facing eviction and has been followed by further recognition of the value of Law Centres from other quarters.

Quite a busy year.

Tony McIlveen, Senior Solicitor

FACT:
Solicitors and Legal Executives can appear in court with you.

We support people's access to care services

The Community Care team continue to advise disabled and older adults on social care matters. In fact we saw a 4 fold increase in our legal aid contract cases, and a sharp increase in enquiries from people with mental health issues.

We've found that many people have fallen between the gaps between various services depending on how their mental health problems present themselves. With our help, we have been able to advocate on their behalf and secure the support they require.

We have also advocated on behalf of existing and new users of social care services to access services or prevent unfair changes or reductions to their existing support.

Many clients have asked for help over issues relating to direct payments and co-funding contributions towards the cost of their care where we have been able to resolve these problems for them.

The difference our service has made:

- Improved the health and wellbeing of disabled adults, older people, people with mental health issues and carers.
- Reduced stress and anxiety for our clients faced with the prospect of losing or having their care packages reduced.



How we helped Ms H and her father

"Ms H suffers with personality disorder, depression and anxiety. For many years she rarely left her home, became very isolated and couldn't find the motivation to go about her daily routines such as personal care, preparing a meal and managing her finances. She also relied heavily on the support of her elderly father who began to suffer with 'carer stress'.

Ms H's father said 'I asked Adult Social Care for help several times but they refused. I didn't know where else I could go. The Law Centre listened to what we had to say and then helped us communicate with Adult Social Care and mental health services. They explained that it was important to get the right support in place as early as possible in order to prevent her mental health from getting worse, causing her to need even more support in the future. They recognised the impact that the caring role was having on my own health and arranged for me to have a carer assessment. She now has her own personal assistant who helps her go out and enjoy herself. She also helps her to organise her life which is helpful to me. I feel like I've got my own life back and my relationship with my daughter is better than ever!'

Having the right support in place has allowed Ms H to live a more enjoyable life, access the community and enjoy a social life outside of her home. This has helped improve her mental health considerably and given her the motivation to take more control of her life. She is now more independent than she ever has been. Her father said "It now gives me such peace of mind to know that there is support in place when I'm not around anymore."

Our ambitions for 2018/19

- To secure a community care legal aid contract



We reduce homelessness

The housing solicitors' and advisers' work is about preventing homelessness. They also provide advice on issues of disrepair, succession, reducing rent arrears and on tenancy rights for people living in social and private housing.

This year we have seen an increase in the housing calls and referrals being made for free specialist legal advice. We are pleased that Bolsover District, Chesterfield Borough and North East Derbyshire District Councils have given the Law Centre two year funding to do more to reduce homelessness across North Eastern Derbyshire. This year we have seen the Housing Advice team increase from 2.6FTE to 5.0FTE staff in order to cope with the demand for specialist homelessness and housing advice.

The difference our service has made:

- Improved the health and wellbeing of tenants we have supported.
- Improved relationships between tenants and social landlords.
- Reduced the stress and anxiety for our clients and their families.

Our ambitions for 2018/19

- With funding from the local councils we will prevent homelessness for more families in North Eastern Derbyshire.
- We will look at earlier intervention work to support families and tenants before the need to litigate.

How we helped Mrs Cooper

"Mrs Cooper was referred to the Law Centre by Chesterfield Borough Council late on a Thursday afternoon after she had been unlawfully evicted by her landlord. She had been away for two weeks visiting family and returned to her property to find that she could not gain access to her home. Mrs Cooper's belongings, including personal documents, had been emptied from her flat with some items even given to her neighbours.

Our solicitor contacted the landlord who refused to allow the tenant back in to the property. A 'without notice' injunction was applied for and heard at Chesterfield County Court the next morning. An injunction was obtained which ordered the landlord to allow Mrs Cooper back into her property. The landlord still refused to allow Mrs Cooper back in which meant that she had to rely on the generosity of her friends to allow her to stay with them. A committal application (to send the landlord to prison) was made due to the breach of the injunction by the landlord and the matter went back to court once again. The landlord, in attendance, gave Mrs Cooper her keys back and allowed her access to the property.

At the time of writing, the proceedings are ongoing in order for Mrs Cooper to recover compensation for the possessions she lost during the unlawful eviction.

Without help from Derbyshire Law Centre and the benefit of Legal Aid, Mrs Cooper would not be in the position she is in today and would be street homeless."

FACT:

Housing Possession Court Duty Schemes operate throughout England & Wales, offering "on-the-day" face to face advice and advocacy to anyone facing possession proceedings.

We prevent eviction for tenants at court

Our specialist housing team operates a duty scheme at Chesterfield County Court which is now known as Chesterfield Justice Centre. We provide 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 specialist legal representation but also in providing the emotional support for clients at a stressful time. Our legal experts work until the last minute in exploring ways to prevent evictions.

The difference our service has made:

- Stabilised tenants and their families' households.
- Turned tenants' lives around through one-to-one support.
- Helped tenants enforce their rights to have repairs done to their property.
- Delayed possession orders being made which enable clients to work with local authority housing options to obtain a new home.

How we helped Miss Brown

"Miss Brown was seen by Lisa at Chesterfield County Court on the housing duty scheme funded by the Legal Aid Agency. Miss Brown was issued with possession proceedings by her local authority landlord due to rent arrears that had accrued on her account. Miss Brown is deaf and relies on her mother to communicate for her as well as a British Sign Language interpreter. She also suffers from a form of learning disability and she was not fully aware of the situation that she was in. She had been persuaded at court to agree to an order being made. Lisa explained to Miss Brown, through the sign language interpreter, that she had a defence as there had been no reasonable adjustments put in place to assist her in understanding what was happening with her rent account. She would only receive correspondence through letters which she could not fully read and comprehend and copies of any letters were not sent to her mother.

After Lisa represented her in court, the District Judge allowed an adjournment of 28 days in order for Miss Brown to file a defence to the claim for possession. Lisa corresponded with the local authority for a period of time with the result being that the client stayed in her home with the requirement that she pays £3.70 per week towards the arrears on top of her rent, and a lump sum was paid off her arrears by her landlord."

**"Massive
thank you for
getting the
justice I
deserve".**



We prevent mortgage repossession

We are specialists in providing legal advice and assistance to homeowners facing repossession due to mortgage arrears; in particular we see people at Court who haven't been able to access any legal advice before. We also have an excellent working relationship with our local councils and regularly receive referrals from them to try and prevent a mortgage repossession situation becoming a homelessness application.

In most cases we are successful in asking the Court to at least put the case on hold so that we can work with clients to look at either short or long term solutions. Sometimes this involves getting people to claim benefits that they are missing out on (such as 'support for mortgage interest'), asking adult children to contribute if they haven't been doing so before, or making savings on non-essential items of expenditure. Often, lots of small savings can make a crucial difference in freeing up money to cover mortgage payments and arrears.

The difference our service has made:

We have:


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

How we helped Mrs Li

"We saw Mrs Li at Court when she was facing possession proceedings brought against her by her mortgage lender. Mr and Mrs Li had split up and he had moved out, promising that he would pay the mortgage, but in fact didn't pay a thing. Mrs Li was not aware of this until too late.

We were able to persuade the Court to give Mrs Li a short period of time to get more detailed legal advice. We then saw Mrs Li at the Law Centre to talk through all of her options, and look at whether realistically there was a way to prevent the house from being repossessed. Mrs Li had already been trying to sell the house and we advised her to get evidence of this from the estate agents to reassure the mortgage company that she was doing everything she could to sort things out. We went through Mrs Li's income and expenditure in detail, and looked at options to stay and start paying the mortgage herself, including claiming maintenance, applying for PIP due to her ill health, and even selling some of her possessions. We concluded that it was not feasible for Mrs Li to stay living in the property, but we were able to persuade the mortgage company to give Mrs Li six months grace to get the property sold, which Mrs Li was more than happy with, as it gave her time to find somewhere to live.

Mrs Li felt so much less stressed and was then able to deal with leaving the property without the threat of ongoing court possession proceedings. We were also able to signpost her to get urgent advice from family law specialists which she has done."



***"Thank you for
an excellent
service. Could not
have managed
without it."***

We support clients to manage their debt

We provide a free specialist debt advice service to help people with a wide range of debt related problems.

Our expertise means we can react quickly and help people who are often in a crisis situation. We find that in most cases a build-up of debt can affect peoples' mental health and their ability to cope, and the majority of clients we see often walk out of their first meeting saying 'thank you, I feel so much less stressed already'. Many clients have put off dealing with their debts for a variety of reasons, usually because they can't see a way out, feel unsure, or too depressed to deal with the issues themselves. This is compounded by what can sometimes be quite aggressive chasing tactics from lenders or enforcement agents collecting debts.

Many people pay the 'wrong' debts first, not through choice, but because of other difficult pressures in their lives, and we work closely and

supportively with clients to help them reorganise what to pay, and when. The specialist debt service at the Law Centre works closely with the Law Centre's two Personal Navigators, Sally and Carmen, and we adopt a holistic approach to support clients to move forward and improve their money skills, as well as dealing non judgementally with historic debt, either through getting it written off or managing it through regular payments.



"Since these appointments I have sorted out problems and stuck up for myself in a way I never realised I would have been able to".

How the Law Centre helped Mrs J

"When we first saw Mrs J she was really struggling. She owned a property jointly with her husband but had separated from him and moved to a privately rented house with her teenage daughter, who had a learning disability. Mrs J's income was a combination of Carer's Allowance, Child Benefit, Child Tax Credit and PIP. Mrs J had lost her Housing Benefit to help pay her rent because she was assessed as having too much capital because of the property she owned with her husband. Mrs J herself had been recently diagnosed with a degenerative disease and was finding life very difficult. There were some small debts that she had been paying, on credit and store cards, as that was the only way she felt able to manage.

Our specialist debt adviser immediately referred Mrs J to the Money Sorted Project, and between them, they worked with her to:-

- a) Gather evidence of domestic violence so that she could look at getting Legal Aid to sort out the matrimonial problems particularly in relation to the house.
- b) Have her Housing Benefit reinstated, by explaining Mrs J's complicated circumstances to

the council. This meant that she was no longer at risk of losing her tenancy.

- c) Set up affordable nominal repayments on the non-priority debts, which stopped Mrs J getting upsetting chasing letters and phone calls about them, and also made sure that Mrs J was not diverting scarce income towards things other than rent and council tax.
- d) Apply for ESA to increase her income.
- e) Prepare a detailed Financial Statement and discuss money management including budgeting to save for an affordable holiday, and be able to plan to take her daughter out for regular treats.
- f) Reassure her about her priority debts, including council tax, and make sure her small rent shortfall was covered by a Discretionary Housing Payment so she did not fall in to rent arrears.

After working with her, so many little things improved for her, which together made a positive difference to the quality of Mrs J and her daughter's lives."



We achieve justice through partnership working

Derbyshire Law Centre achieves fantastic results for our clients through partnership working with other agencies in order to bring about positive changes. Based on excellent working relationships we find that many creditors, landlords, councils, businesses and employers often want to resolve issues as quickly as possible. Our caseworkers are very knowledgeable in their areas of law and can therefore discuss issues with authority which makes all the difference in bringing favourable outcomes to resolving a dispute between parties.

Due to our ability to resolve disputes as quickly as possible, we have developed and maintained good relationships with councils, social landlords and voluntary sector agencies to work together without need for prolonged and costly litigation.

The difference our service has made:

Our legal advice teams have:

- Reached resolutions quickly to minimise need for court action, thus saving taxpayers' money.
- At our successful Open Day, encouraged more professional workers to refer clients and callers to the Law Centre for free specialist advice.


How we helped Mrs B

Mrs B was a tenant of a private landlord who had served notice on her and started court proceedings for possession. Her adviser/solicitor spotted that there was a technical defence to the claim. The housing solicitor raised this defence with the District Judge who agreed it raised issues that should be heard at a trial. This enabled the solicitor to negotiate a settlement with the landlord that her arrears would be wiped clear and she would move out on a certain date.

Working with the council's home options team this enabled the client to go on the council housing register and be re-housed in to a council property with her family.

Our ambitions for 2018/19

- To hold another Open Day for professional workers within the public and voluntary sector to meet with our legal teams.
- To increase the number of referrals to us.




"I didn't feel alone thinking no one cared. Everyone very professional and kind".

We protect people's rights in work

It has been another busy year where we have again dealt with a wide variety of cases from recovering unpaid wages, through to complex discrimination claims.

Whilst our funding is limited as a result of the Government axing Legal Aid in Employment Law some years ago, we still strive to provide specialist timely advice to protect employees' rights in the workplace and enforce those rights within the Courts and Tribunal system when necessary. We have seen a rise in the gig economy and associated problems. We have had many enquiries in this area as demonstrated in the case study.



"Keep up the good work. It's vital to people like me".

The difference our service has made:

- Helped employees to stay in work or to recover money owed when their job ended.
- Helped employees to improve their health through resolving their problems in work.

Much of the work we do is preventative in nature. It is always satisfying to be able to keep a person in employment and the earlier the Law Centre is alerted to potential problems, the more likely it is we can help to resolve issues without the need to go to an Employment Tribunal. A common problem encountered is when employees are not paid their wages correctly. All employees and workers have a

legal right under statute to not have unauthorised deductions made from wages. If an employee or worker is dismissed for asserting such a right, then they will have a claim for automatic unfair dismissal regardless of how long they have worked for their employer. In a number of instances, we have been able to intervene in ongoing disputes between employer and employee and quickly resolve unpaid wages claims before matters escalate.

How we help Mr Stewart

"Mr Stewart worked as a van driver for a local logistics company. Mr Stewart was told that he was self-employed and provided with a company van that he paid rent for each week. He would invoice the company for deliveries made. He ended up working extremely long hours. Despite this, his self-employed earnings came to less than the hourly rate of the National Minimum Wage (currently £7.83 per hour). Because of the poor pay and long hours of work, Mr Stewart terminated his contract with the logistics company and went to work elsewhere. Upon termination, he was still owed payment for outstanding invoices for work done. We found that Mr Stewart was in fact a worker and had minimum employment rights, including the right to be paid National Minimum Wage and holidays. The reality of his employment situation was that the logistics company had a high degree of control over what work was carried out by Mr Stewart. He was expected to wear a company uniform, provide a personal service and comply with strict company policies. These elements of the employment relationship are all indicative of the fact that he was not genuinely self-employed. With our assistance, we were able to demonstrate that Mr Stewart was a worker, entitling him to recover all wages owed at National Minimum Wage rates, together with accrued holiday pay."

The above case demonstrates the grey areas that are often found within the gig economy. It is often advantageous for large companies to classify their staff as self-employed and thereby circumvent their legal obligations. However, it is often the case that the reality of the situation is different.

Our ambitions for 2018/19

- To improve Derbyshire employees' health & well-being through provision of employment advice.
- To explore ways of getting employment representation service fully resourced to cope with the rising demand.



We represent people at Employment Tribunals

In December 2017 we were awarded funding by the Access to Justice Foundation for a year's project which would provide:

- Advice and assistance on the merits of a case
- Help in negotiating a settlement
- Advice on taking an employment claim to a hearing at the Employment Tribunal
- In exceptional circumstances, representation at a hearing by Nottingham Law Clinic, or a barrister from Bank House Chambers in Sheffield

We have helped a number of clients, and several cases are ongoing. One particular case is that of Luke Adlington, who we assisted in taking a case to Employment Tribunal, where he represented himself at a hearing.

The difference our service has made:

We have:

- Enforced employment rights which is essential for people on low incomes.
- Helped people to stay in work, or to recover the money they were owed when their job ended.
- Reduced stress & increased self-confidence for those who were empowered to bring a claim to a tribunal.

"My confidence was very low before I came to DLC. I feel I can sort any problems I come across."

How we helped Luke Adlington

"Luke worked as an apprentice for a local accountants for about 3 years. He attended training on day release for just over two years and attained his qualification. When Luke resigned from post, he discovered that the costs of training had been deducted from his wages – this amounted to 35 days' pay over 2 years. Luke's contract of employment specifically stated that he should be paid for training days. Luke raised the matter of non-payment with his employer who refused to reimburse him."

We assisted Luke in taking a claim of breach of contract to the Employment Tribunal. His claim was successful and the Judge awarded him full monies owed of £1300.

However, that was not an end to the matter. Despite the Judge ordering the employer to pay the £1300 owed, the employer failed to do this.

We assisted Luke in applying to the High Court Sheriffs to enforce the order. The Sheriffs were successful in recovering the full £1300."

"Thank you for all your help."



We challenge discrimination

Discrimination in employment

Many of the employment enquiries we receive relate to discrimination in the workplace.

Although our resources are stretched, we continue to advise clients on discrimination in the workplace. Most discrimination cases settle out of court, and clients are asked to sign a confidentiality agreement as part of the settlement. Therefore, we can only give real case studies when there is no confidentiality agreement, or if the case goes to a hearing at the Employment Tribunal. This makes it hard to show what we achieve for clients.

Most of the discrimination cases we deal with concern sex, maternity or disability discrimination. As an example, a pregnant woman may be taking time off because of morning sickness and her employer might reduce her hours rather than allow time off as sick leave. If the woman's pay is reduced as well, it can mean a reduction in the weekly rate of maternity pay she is entitled to, as well as potentially reducing her income while she is still working. On the face of it, this would amount to discrimination because of pregnancy, which is unlawful. We would advise, and help take action as far as we can, supporting the client in taking action herself as far as possible.

Limited legal aid is still available for discrimination in employment. To access the service provided under the legal aid scheme, a client must first go through a telephone Legal Aid gateway assessment, and then further assessment before receiving advice. Most assistance is given by phone, letter or email only and it is very difficult to get face to face advice. From what clients tell us, the service is not as holistic as ours, and is difficult to access. It is therefore important for us to continue assisting people who encounter discrimination.

The difference our service has made:

We have:

- Secured reasonable adjustments to enable employees to remain in work
- Prevented employers from taking action that would be discriminatory
- Improved the self-esteem and confidence of those discriminated against in employment
- Improved the self-esteem and confidence of those discriminated against in employment.

Our ambitions for 2018/19

- To continue to look at ways of getting discrimination advice and casework service fully resourced.
- To continue in supporting accessing services without discrimination.

"Felt better about the result of being discriminated against and how to deal with it if it reoccurs".



We help people enter and stay in the UK

The major event this last year is that we have been accredited by the Office of the Immigration Services

Commissioner to provide immigration advice and casework.

Preparing and waiting for this accreditation meant that we shut our doors to immigration work for quite a time, but are now up and running again. The service is currently staffed by our senior solicitor, Tony McIlveen, who is accredited also by the Law Society as a Supervising Senior Caseworker.

Our project 'Living Rights' which was a 2 year project to advise and inform European citizens on their rights in the UK, concluded at the end of 2017. The project was a big success in terms of outcomes, reaching new communities and informing EU citizens about their employment and housing rights as well as their immigration status in the UK, which had become a huge concern and issue for many families post the referendum in 2016. We have now also agreed to be a partner in a Law Centres Network led project, funded by the Office of the European Commission in London, to provide information sessions to European Citizen groups explaining the effect of BREXIT on their rights to live and work in the UK under the Government's new proposed settlement programme, to be introduced early next year. This project will initially run until March 2019. The scheme is still not well known and its introduction will reduce the anxiety of many EU citizens and their families currently living in the UK.

We decided not to apply for a Legal Aid contract to do Asylum work in the recent Legal Aid Agency tender round due to lack of resources to take on such demanding work and provide a good service to clients. It is something that we hope to return to once we have more secure funding and more accredited staff to deal with this complex area of law. It is something that Derbyshire currently sadly lacks.

We have, however, used project funding to assist women who have been the victims of domestic violence and their children, whose immigration status has been dependant on their British or settled partner. We are currently seeking specific project funding to help support this work. One client relied on assurances given to her by her husband that she could live in the UK as a visitor, but suffered violence within weeks of arriving in the UK and she fled with her baby, who had been registered abroad at birth as a British Citizen. With our assistance she now has indefinite leave to remain in the UK and is living safely with her daughter.


The difference our service has made:

We have:

- Improved migrants' knowledge of their rights living in the UK
- Provided advice and assistance to people with immigration problems.

Our ambitions for 2018/19

- To continue to provide an immigration advice and assistance service to the residents of Derbyshire.
- To continue to educate migrants of their rights to remain in the UK.
- To explore ways of getting the Immigration representation service fully resourced to cope with the rising demand.



"Thank you for all your help. We are certain that it made the difference and we definitely could not have made it without you".

We train people to become qualified solicitors

Derbyshire Law Centre is one of the UK's host organisations for the prestigious Legal Education Foundation's Justice First Fellowship scheme.

The scheme was established in 2014 and it provides training opportunities to the next generation of social welfare lawyers committed to pursuing a career in this important area of law. The scheme aims to provide fellows with various skills needed to make a career as a legal aid lawyer sustainable. Alongside their legal training, fellows also complete a project aimed at increasing access to justice, and receive additional training in skills such as communication, fund-raising and business planning.

We welcome our new Trainee Solicitor, Beth Holt, who joined us in January and she will complete her training in Employment, Housing, Debt and Immigration. She completed a Law degree at the University of the West of England in 2013 and the Legal Practice Course in June 2015 at the University of Sheffield. She then completed an MA in Legal Practice in June 2016, examining the benefits and risks for private practice solicitors and voluntary advice agencies working together on a case and whether this was a step forward in increasing access to justice, given the reduced scope of legal aid.

Beth said "I'm really pleased to have the opportunity to qualify as a solicitor under the Justice First Fellowship scheme as it focuses on those who are committed to social justice. I'm looking forward to consolidating my learning by having the chance to develop a project". Beth's project follows on from her Masters research and previous experience working at the Personal Support Unit. She will continue to examine the viability of 'unbundling' legal services to increase access to justice and develop a sustainable model co-ordinated within the Law Centre.

Beth also aims to create a pro-bono network through partnerships with third sector organisations, private practice solicitors, barristers and universities to increase access to specialist legal advice to disadvantaged groups and individuals.

"I feel very lucky to be part of the team"

The difference this initiative has made:

- Provided more resources for Derbyshire Law Centre to cope with the demand for free specialist legal advice.
- Supported more residents in Derbyshire on their problems.

Our ambitions for 2018/19

- To support current and a new trainee solicitor.
- To bring additional resources to support more residents with their legal problems.

FACT:

Social welfare law fellowships are not just a UK funding innovation. They build on a global movement of organisations working to increase access to legal advice and representation for vulnerable people.



We empower people to build their work skills

In 2014 we decided to take a more structured approach to work experience requests and student placements.

In 2014 we hosted our first GCSE student, providing two weeks work experience to a sixth form student from Tupton Hall School. The success of that placement encouraged us to offer further work experience and we have now provided opportunities for five students from Years 11 – 13 studying both GCSEs and A levels. This year's student from Brookfield Community School, on completion of her placement said she had always wanted to go into family law. Since her work placement with us she has changed her mind and wants to focus on social welfare law, in particular housing law. She has seen how our clients are affected by a lack of adequate and suitable housing.

We have worked in conjunction with both Derby University and Sheffield Hallam University providing work placements to students. The contribution the law students have made involves supporting our specialists with provision of lower level legal work; filling out housing or benefits forms, speaking to clients, arranging specialist appointments and supporting clients at these appointments, freeing up specialist advisors to see more clients with multiple and complex issues.

Students commented how they were grateful to have been given practical experience of speaking to and engaging with clients. The three law students went on to achieve their degrees and are all now working full time.

A social work student for the first time

In 2017/18 we were fortunate to have a full time social work student from Sheffield Hallam University complete a student work placement for six months. The student worked under the Opportunity and Change project managed by Framework, supporting people to access services and Personal Budgets. The student enjoyed the experience she had on the project, developing her knowledge and awareness of people's life experiences, giving her a holistic focus to her practice. The student completed and passed her Social Work degree and has now returned to work at the Derbyshire Law Centre full time, on the Opportunity and Change project.

Testimonial from a 100 day student Social Worker placement.



Mollie Roe

"During this 100 day student placement with Derbyshire Law Centre I have found all staff incredibly supportive and I have found the placement to be very beneficial in developing my skills and knowledge to take with me into my future career as a social worker. I have been encouraged and supported to work independently to assist clients with a range of complex needs to find and secure the services they are in need of."

"My main area of improvement when starting my final placement was my knowledge of law and assessment. When I was given this placement, I was unsure how a social worker fitted into the team. However, within the first few weeks, the role completely exceeded my expectations and by using the Care Act 2014 and carrying out assessments weekly and sometimes daily, my area of improvement has now become one of my strengths. I have developed great relationships within the organisation and other local voluntary organisations which has expanded my knowledge around interventions and services and the structure of Adult Social Care assessments. This has showed me how valued the social work profession is in the placement and made me feel like part of their team. This placement has shown me another side to social work that I had not imagined myself in and I now feel ready to begin my Social Work career."

"I am extremely grateful to Derbyshire Law Centre for making my final placement so educational and memorable"

We provide volunteering opportunities

Besides giving school and university students work experience and placements, we also rely greatly on our volunteer Assessment Team. We have always prided ourselves on our recruitment and training for volunteers from our local communities. Sadly, funding to support a large scale programme has proved difficult to secure, but volunteers still play a vital part in the service we provide.

Our team of volunteers are often the first point of contact with the Law Centre, when a caller's enquiry will be assessed to see if it is a matter that we can help with and if not, which is the best local or national agency to refer the caller to. They are calm, informed and courteous to callers and we could not do without them. We are proud that our volunteers love the team ethic and enjoy working with us.

This year, we have employed a part time Assessment Supervisor, herself a former volunteer, to support the team. It is part of our business plan to build up our volunteering and training opportunities further.

The Law Centre is passionate about providing work experience to those who want or are considering a career in law.

The difference this initiative has made:

- More people can access our specialist advice services quickly.
- Supported more residents in Derbyshire with their problems.



Volunteers (past and present 2017-2018)

- Vanessa Edwards – left July 2018
- Nancy Fox
- Jewels Orton – left December 2017
- Isabel Wade
- Katie France
- Tim Mak
- Nadine Trythall

Students

- Mollie Roe
- Laura Bagley

Our ambitions for 2018/19

- Secure funding to support expansion of volunteer opportunities and training.
- With the new Assessment Supervisor we will recruit, train and mentor more volunteers to become Telephone diagnostic assessors.



We integrate people within their communities

We are half way through a 5 year project to help people in Derbyshire and Derby City whose first language is not English and are in crisis access the help and support they need. The project, Derbyshire Crisis Bilingual Buddy Service is being delivered with partner agencies Direct Help and Advice (lead agency), Links CVS, Derbyshire Unemployed Workers' Centre, St James Centre and Community Action Derby.

Funded through the Big Lottery Fund 'Help Through Crisis' programme, the project initially aimed to train members of local BAME groups to act as Buddies for their local communities. Buddies helped support people who were in crisis to access local and national public and VCS organisations to help resolve or ease their crisis. The Buddies work with individuals and families to find the best way to solve their problems, often translating for them and attending appointments, as well as supporting them to engage in their local community and society in general.

It was soon established there was no other similar project in the UK. The project is becoming a huge success and has highlighted a need for other similar work. In 2017 Derbyshire supported 34 beneficiaries and so far in 2018 we have supported 40.

We now have six trained and active Buddies who can provide support to Derbyshire's residents who are in crisis and speak Bengali, Cantonese, Filipino, Hindi, Polish, Punjabi and Urdu.

Buddies are now routinely helping people to access medical facilities, banking facilities and food parcels whilst helping them also engage with and receive specialist advice in benefits, debt, housing, employment and immigration. A high number of

those supported by the project have had multiple issues as one crisis can lead to another, then another.

We express our thanks to our Buddies and community groups involved in this project for their continued support.

The difference project has made for beneficiaries

- Helped people understand their rights and increased confidence.
- Helped them and their families to stay in their home

How we helped Mr Ali

Mr Ali was referred to us by a Buddy who had come across him in her local group. Mr Ali spoke limited English, although he had resided in the UK for 3 years. He had lost his job due to illness, had given his home up due to lack of funds and had no money and therefore no food.

Further information was ascertained via telephone by a legal specialist using the buddy as a translator. At this stage it was established Mr Ali was actually on sick leave from his job, so was receiving some pay, but, he had in fact given up his home so was homeless. He completed his treatment that week and was ready for discharge.

Our housing adviser contacted the local authority and with some negotiation managed to secure a temporary flat for him. Mr Ali also spoke to our immigration solicitor so was able to explain where he stood in relation to his employment and immigration status whilst off sick. Mr Ali eventually decided to stay with his brother to recuperate, but the Council agreed to re-look at his housing situation once he returned back to the area to carry on working.

"I found the service very helpful. I am blind and live on my own".



**NATIONAL
LOTTERY FUNDED**

We empower people to learn money management skills

Our Money Sorted in D2N2's Personal Navigators, Sally Preece and Carmen Yates, have been supporting individuals to improve their money management skills. The Money Sorted in D2N2 programme is funded by the Big Lottery Fund and European Social Fund via the Building Better Opportunities programme.

With support from our funders and our Lead Agency, Advice Nottingham, our two personal navigators have been able to support over 100 participants to improve their money management skills. Participants typically remain on the programme for six months and often nine months or more. During that time, the navigators help them to resolve many problems along the way, whilst supporting the participants to gain confidence to learn money management skills for their long term benefit.

The difference that our service has made:

After having completed their programmes, the feedback from participants found that:

- Over 75% of participants have reported improved debt circumstances
- 72% of participants have improved self-assessment of financial capability
- 83% of participants have improved financial outlook
- 78% of participants have improved broader wellbeing.



How we have help Simon

Simon gave up his job to care for his partner as her health deteriorated, the couple relying on her pension. Unfortunately she passed away at the end of 2017, leaving Simon homeless and without income. After moving into a one bedroom property and applying for Universal Credit, Simon was suffering with depression and struggling to cope with these huge changes in circumstances.

He had taken an advance Universal Credit (UC) payment to get him through the first month with no income, which meant that the following 6 months' payments were being reduced to just £175 per month. He was behind with his rent as a result of the universal credit wait period, and his bank account was overdrawn by several hundred pounds. He was referred to Money Sorted in D2N2 by vSPA. Together with a personal navigator from the Law Centre, Simon has been working hard to improve his financial circumstances. Here are a few of the steps we have taken together:

- *Opened a new basic bank account, so that his income wasn't being swallowed up by overdraft fees every month. The bank even refunded him almost £40 of unplanned overdraft fees after we explained his circumstances to them.*
- *Closed the overdrawn current account, so that Simon could set up an affordable payment arrangement to pay off his overdraft without incurring any further fees. We supported him to change all of his income and direct debit details to his new account.*
- *Applied for a DHP to clear the low rent arrears he had incurred as a result of switching to UC.*
- *Applied to Severn Trent Big Difference Scheme and successfully reduced his water bill from £25 to £10 per month.*
- *Ongoing budgeting support to make sure Simon feels comfortable and in control as his income and outgoings fluctuated each month.*
- *Applied for a benevolent fund which supports tradesmen and women going through challenging times. They have awarded him almost £600 to pay off his overdraft, and a further £100 per month for 12 months to top up his low income.*
- *Simon has been referred to an IT literacy course so he can improve his skills in order to manage his own UC online journal, as he is reliant on friends to access his journal for him each month.*

We help people to become work ready

The Care Act Team consists of a social worker and an advocate who together support Personal Navigators throughout D2N2 in helping participants to become work ready. We do this by carrying out Care Act assessments with participants and making positive referrals for Personal Budgets that meet their social care needs.

This partnership service is supported by the Opportunity and Change project which is led by Framework Housing Association. The Personal Navigation service supports those who require intensive one to one support to turn their lives around through learning and 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:

- Remove barriers to become work ready.
- Access social care support through a range of services or via a Personal Budget.



How we have helped Ellen

Ellen took part in the Opportunity and Change project as suggested by her personal navigator and was referred to Derbyshire Law Centre's Social Worker for a Care Act assessment. It was discovered that Ellen had undiagnosed learning difficulties, a lack of self-esteem and a home that was uninhabitable due to electrical faults, rat infestations and a lack of fire safety equipment.

Ellen also had physical health conditions which meant she was unable to use the stairs and was reliant on friends bringing her packaged sandwiches to eat. Unfortunately Ellen was in an abusive relationship and her landlord was also financially and emotionally abusive. When asked what her preferred future would be, Ellen spoke of living with older people, having a volunteering job and being away from her abusive husband.

On completion of her assessment, Ellen was eligible for support under The Care Act. We sign-posted her to relevant agencies for domestic abuse and supported her and her personal navigator on environmental health reporting and Social Care appointments. The outcomes of this case were life changing for Ellen.

With our intervention, her previous home was assessed as uninhabitable by Environmental Health and Ellen was moved out of the property. She was awarded a bungalow with an adapted bathroom in an over 60's complex where she also volunteers. She has ended the abusive relationship and is supported with cooking and cleaning. Ellen is also involved in many activities in the community, such as equine therapy and is extremely happy with her new life.

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)



Jane Crossland
Administrator
(Caseworker Support)



FC
Administrator
(Finance)



Vanessa Edwards
Assessment Supervisor



AF
Advocate for
Opportunity & Change



Lisa Haythorne
Solicitor
(Housing, Debt &
Community Care)



Beth Holt
Trainee Solicitor



Trevor Hughes
Employment
Solicitor



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



Tracey Humphries
Administrator



Quazim Khan
Housing
Solicitor



Tony McIlveen
Senior Solicitor
(Immigration &
Employment)



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)



Carmen Yates
Personal Navigator
For Money Sorted
in D2N2

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 2017/18, we have:

- Advised 4859 callers
- Assisted 989 clients on complex cases

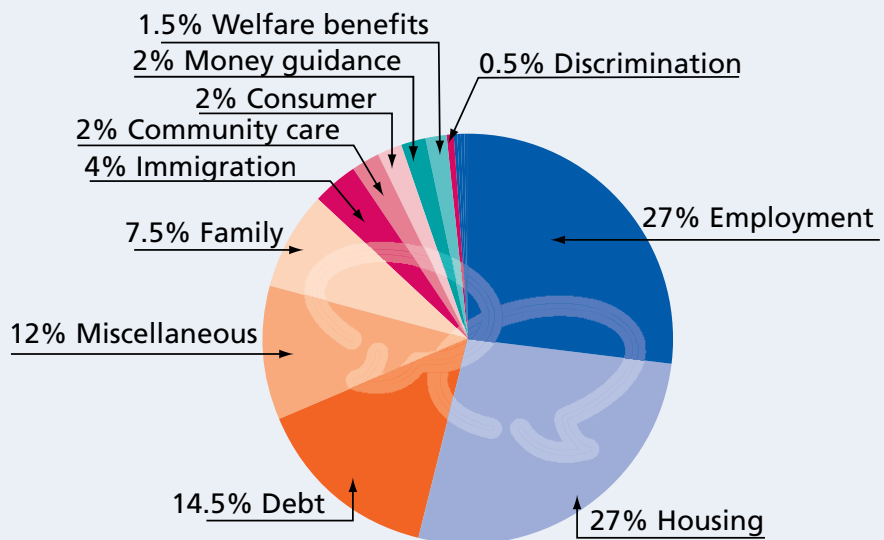
About our clients' economic status:

- 5.5% are carers.
- 8.5% Employed full time
- 10% Employed part time
- 30% of clients are out of work.
- 4% are retired.
- 3% of clients are insecure employment
- 37.5% sick, disabled, unfit to work.
- 1.5% not answered.

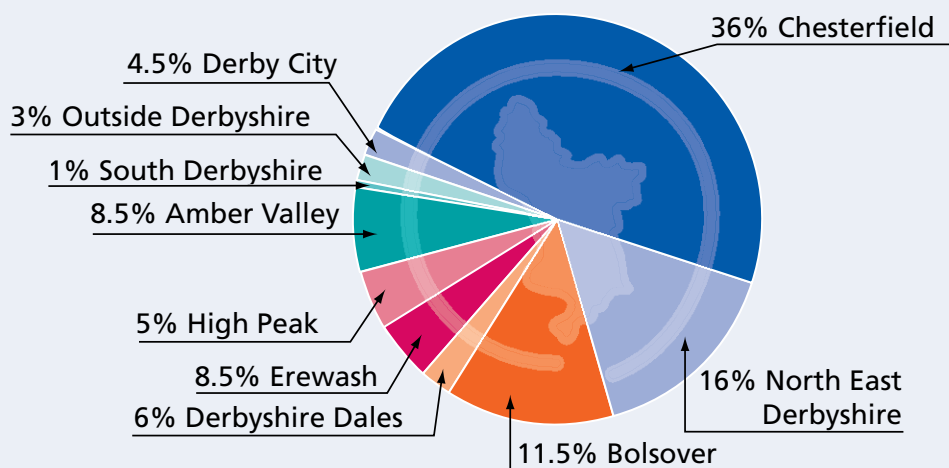
The Specialist Casework Service

989 complex cases undertaken during this period.

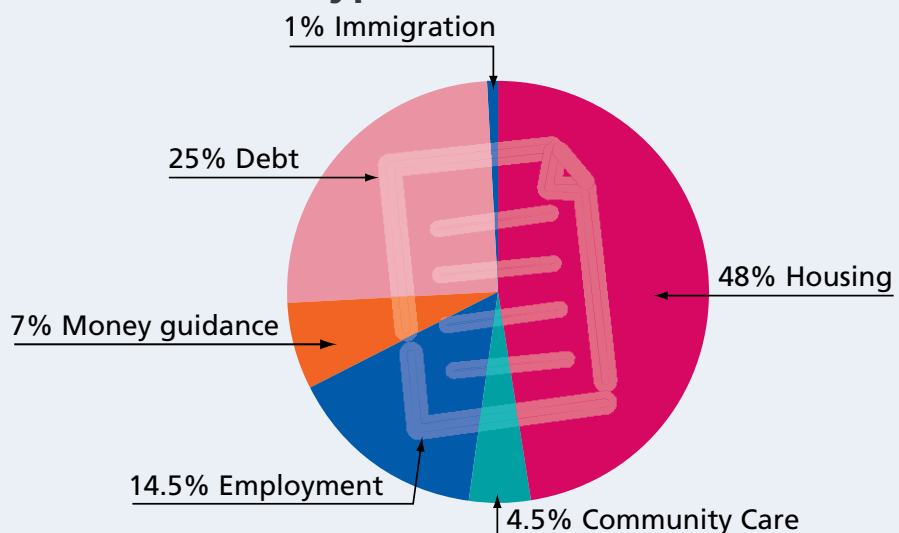
Initial legal advice relates to:



Where do our enquiries come from?



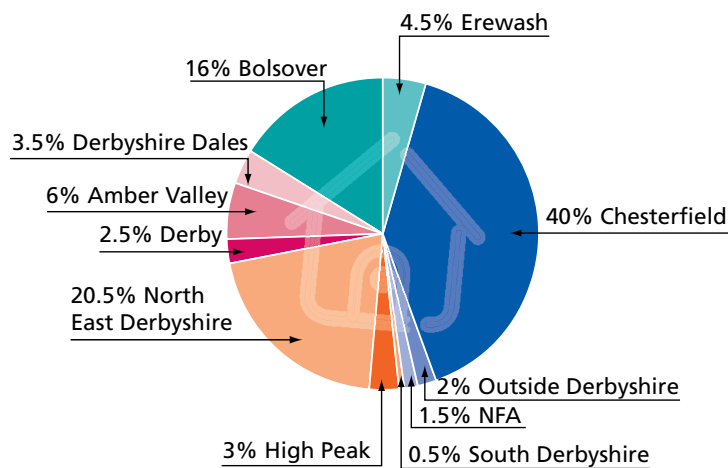
Type of cases:



About Derbyshire Law Centre

Who do we help?

Where do our casework clients live?



Profile of casework clients

23.5% of clients identified themselves as having a disability or long term health condition. 76.5% of our clients are non-disabled.

7% defined themselves as BME - Black or from another Ethnic Minority group.

56.5% of our clients are female.

43.5% of our clients are male.

Age of our clients

12% are under 24 years of age

57% are between the ages of 25 and 50

31% are older people (Age UK's definition)

Outcomes achieved for clients

For our clients we have:

- Concluded 90% of all cases successfully
- 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 13 homeless clients with no fixed abode.

Feedback from clients

Of the 969 questionnaires sent out to clients on the close of their case 70 were returned. Of these:

- 54% said we had increased their knowledge of their rights
- 30% said we had increased their confidence, self-esteem and or/well-being
- 45% said we had reduced their stress / anxiety levels
- 31% said we had reduced their depression
- 29% said the advice they received had helped them to settle/stay in their accommodation
- 12% said the advice they received helped them to stay in work or seek a new job

Complaints

We received one formal complaint and one expression of dissatisfaction. Both were investigated and resolved.



About Derbyshire Law Centre

Financial Review

The total income for the year was £592,639, of which £289,773 were restricted funds. This was an increase on the previous year of some £90,000. Expenditure also increased. We spent £571,052, of which £308,639 was restricted funds.

A net surplus of £21,587 was achieved during the year, compared to £17,663 the previous. This increased our core funds to £157,053 and reduced our restricted funds to £4,442.

The surplus (which equates to 3.6% of the income for the year) was used to boost our designated funds by over £5,000 and increased our general funds to nearly £71,500, bringing our funds carried forward to £161,495. This is still below our reserves target and one of 2018/19's financial aims will be to increase reserves to meet target.

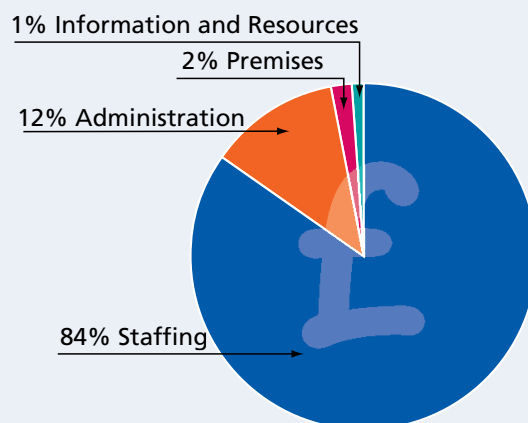
Our Financial Strategy has been supported by a very active Funding Strategy, enabling us to achieve the surplus for the year. We continue to perform well on all our contracts, projects and financial targets. Our work on the Money Sorted in D2N2 project was rewarded with an increase in funding and expansion of the team.

Funding opportunities in housing and debt have continued, allowing our housing team to expand and thus increase workload. Employment continues to be a tricky area to fund with demand outstripping supply, although charged work in employment has risen slightly on the previous year.

We continue to look forward to the future and encourage staff development and diversity. We were incredibly honoured to be one of a small number of organisations during 2017/18 who were funded to recruit a Trainee Solicitor through the Justice First Fellowship scheme.

We are once again grateful to Chesterfield Borough Council, Bolsover District Council, Derbyshire County Council and North East Derbyshire District Council for their continued support with grants for core funds which are essential for the survival of our organisation.

How we spend our money



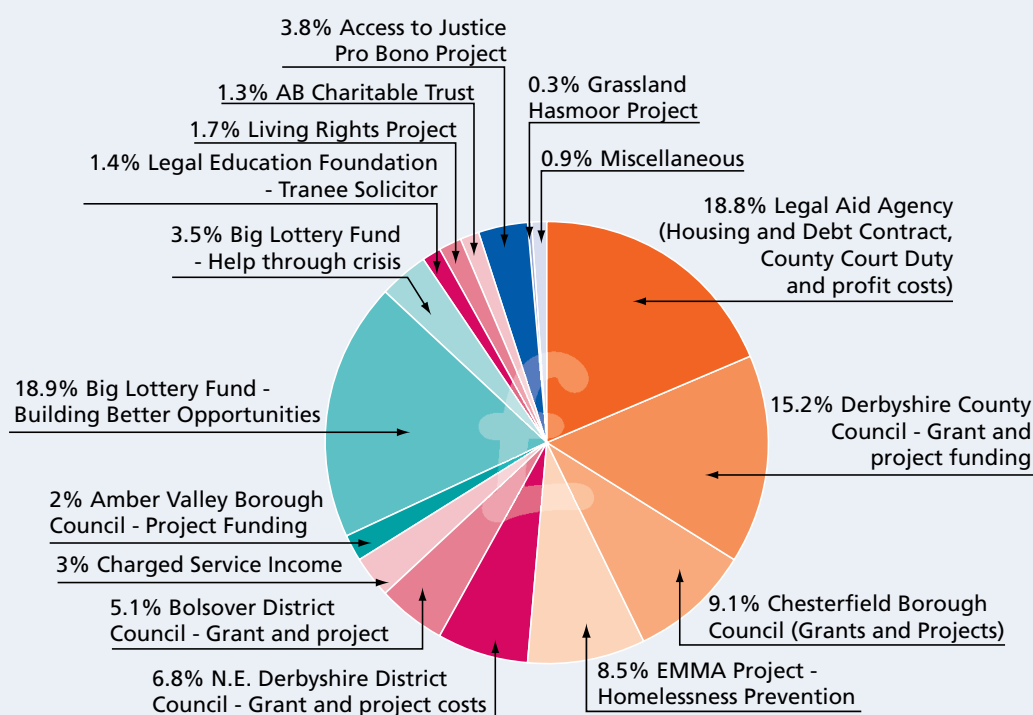
These core funds enable the Law Centre to retain high quality staff, to provide an excellent service and, importantly, to attract/retain other funding such as The Big Lottery and more. Thanks also to:

- Legal Aid Agency
- The Big Lottery
- Access to Justice Foundation
- Money Advice Service
- AB Charitable Trust
- Sheffield Hallam University
- European Union
- Amber Valley Borough Council
- Justice First Fellowship/Legal Education Foundation

For full information on our 2017/18 accounts, please see our website www.derbsyshirelawcentre.org.uk/about-us where you will find a full copy of the audited accounts.

Income and expenditure

Total Income 2017/2018



About Derbyshire Law Centre

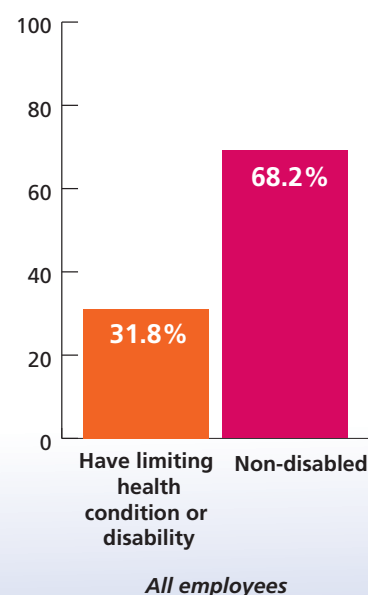
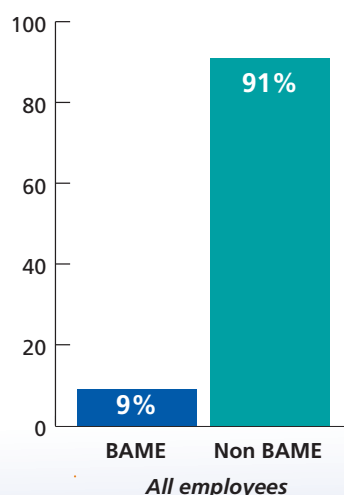
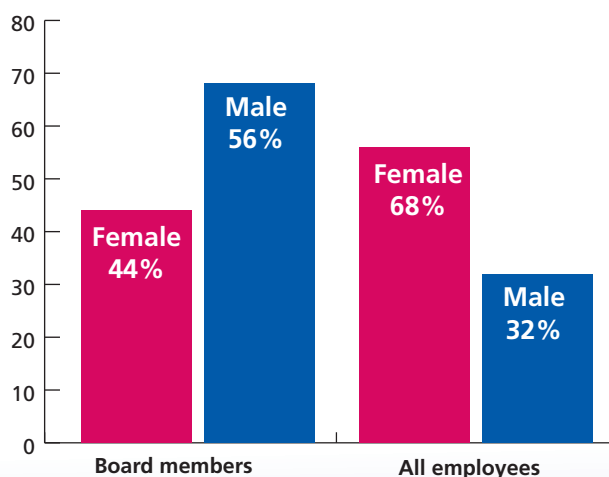
List of Directors 2017 - 2018

Councillor Howard Borrell	Chesterfield Borough Council
Chris Collard - Chair	Individual Member
John Duncan - Treasurer	Age Concern (Chesterfield and District)
Councillor Jenny Flood	Chesterfield Borough Council
Councillor Angelique Foster	Derbyshire County Council
Councillor Michael Gordon	North East Derbyshire District Council
Colin Hampton	DUWC
Councillor Barry Lewis	Derbyshire County Council
Councillor Karl Reid	Bolsover District Council until 14.2.2018
David Shaw	Citizens Advice Chesterfield
Julie Skill	Derby and District Law Society
Councillor Derrick Skinner	Clay Cross Parish Council
Marion Thorpe	Touchstone Community Developments Ltd
Councillor Elaine Tidd - Vice Chair	Staveley Town Council
Sarah White - Secretary	Individual Member



Strengths in diversity

Derbyshire Law Centre is committed to diversity. Not because legislation requires it but because we want to be inclusive.



About Derbyshire Law Centre

Individual & Organisational members

Individual members

Shay Boyle
John Alan Crow
Chris Collard
Andrew Cross
Chloe Doxey
Rachel Driver
David Eccles
Graham Fairs
Terry Gilby
Patricia Gilby
Ruth George
Mark Grayling
Mike Greenhalf
Mary Honeyben
Linda James
Genet Morley
Kevin Morley
Dennis Mullings
Jackie Norris
Martin O'Kane
Enid Robinson
Clarke Rogerson
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
C'field and North Derbyshire Tinnitus Support Grp
C'field Constituency Labour Party
C'field Liberal Democrats
C'field Muslim association
Chesterfield Town Centre Childrens 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 Liason Grp
Derbyshire Unemployed Workers Centre
Dronfield Baha'is
Eckington Parish Council
Elmton with Creswell Parish Council
Grassmoor, Hasland and Winsick Parish Council
Hartington Upper Quarter Parish Council
Heanor and Loscoe Town Council
Heath and Holmewood Parish Council
Heath Properties Tenants Assoc
Hulland Ward Parish Council
Links CVS

Matlock Town Council
Muslim Welfare Association - Chesterfield and North Derbyshire
N.Derbyshire Domestic Violence Action Grp
N.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 C'field
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 Assoc
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
USDAAW - 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

Appointments also available at:

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

Eckington

Eckington Library, Market Street, Eckington, S21 4JG

Ilkeston

In the office of Citizens Advice Derbyshire Districts,
Castledine House, Heanor Road, Ilkeston, DE7 8DY

Ripley

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

Please call 01246 550674 to arrange.

**We are also reliant upon donations. Our donations page may be found at
www.mydonate.bt.com/charities/derbyshirelawcentre.
Donations are also accepted through our Facebook page.**

