



Derbyshire
Law Centre

Working to protect your legal rights

*30 years of
improving
lives*

Annual Report
2018 -2019

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 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 service 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.

Celebrating 30 years



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A letter from our Chair

Chris Collard, Chairperson of Derbyshire Law Centre's Management Committee



Hello there!

Welcome to our 30th Anniversary Annual Report.

Indeed it was thirty years ago when we first opened our doors to the public – providing a free specialist legal advice, assistance and representation service. Many supporters have enabled the development of the Law Centre. Without their support and tenacity there would be no Law Centre and thousands of people would have been without the necessary basic but essential advice, assistance and representation that ensures that they have a roof over their heads, food on their table and money to pay their bills.

I would particularly like to thank David Shaw, who was Chief Executive Officer of Chesterfield Borough Council and David Lowe, who was the Strategic Director for Derbyshire County Council 30 years ago and were instrumental in the setting up of a Law Centre in Chesterfield. Since our initial funding from Chesterfield Borough Council and Derbyshire County Council, North East Derbyshire District Council, Bolsover District Council and latterly Amber Valley Borough Council have all come on board and continue to fund us. We thank all councils for having the faith in the Law Centre in giving high quality advice and financial returns on funding investment. I would also like to thank the Management Committee members, staff and volunteers for their hard work and dedication to the Law Centre. I am so pleased that the organisation has been nominated this year for the new Law Society's Access to Justice Award. What a lovely gesture for all those involved in delivering free legal services to our local communities.

Finally, I thank YOU for taking the time and interest to read this report – it shows that you care about Derbyshire's residents and what help they can receive in times of crisis.

Read on to get a flavour of the work we do and how we improve people's lives across the County.

The report also shows value for money – how we bring in external funds for the benefit of our communities in Derbyshire. Last year, for every £1.00 that the councils invested in core funds, we brought in additional financial investment of £4.00, not to mention the phenomenal social return on investment that we achieved for public bodies,

funders and taxpayers. Our staff has grown to 28 – the biggest ever in the Law Centre's lifetime which shows that our much needed free legal services are required more than ever before. Between them we now deliver 21 projects/services.

Enjoy reading our report and please do join us to celebrate the Law Centre at its 30th birthday AGM on 6.11.2019.

With warmest wishes,

Chris Collard

Chair of Derbyshire Law Centre's Management Committee.

Thanks to all organisations that have given the Law Centre, an independent agency, financial assistance during the period 1.4.2018 – 31.3.2019.

Chesterfield Borough Council, Derbyshire County Council, North East Derbyshire District Council, Bolsover District Council, Amber Valley Borough Council, 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.



A review of the year(s)

from Tony McIlveen

Derbyshire Law Centre's Senior Solicitor



Celebrating 30 years!

Thirty years ago, Chesterfield Law Centre opened its doors at a portacabin on Saltergate with 4 staff. We grew and moved to the old Water Board Building on Park Road. In 2014, we had outgrown that building, which had just been sold at auction to new landlords, and moved into the lower ground floor of the Chesterfield Town Hall and changed our name to Derbyshire Law Centre. We now have 28 staff, but our ethos and commitment to our local communities has not changed.

Our ethos is to ensure access to justice for all, particularly disadvantaged groups and individuals, who would otherwise struggle to deal with the legal system and obtain the remedies to their problems. We have continued to concentrate on the areas of law that other providers cannot reach – housing and tackling homelessness, employment, debt, immigration and discrimination law. We have also followed a path that seeks to work with partners, rather than in competition, and not to replicate services that are amply and ably provided for locally elsewhere.

Our ethos is also reflected in our working practices – teamwork and engagement. Without that, I don't think that we would have been as successful as we have been and would not have maintained the respect that we have amongst our partner and other agencies and funders.

It really has been a team effort from our staff, volunteers and management committee, past and present over the last 30 years and is at the heart of our values.



Some of the Law Centre's staff and volunteers.

A special mention must also go to our core local authority funders who have stuck with us over the years, even at times when they have faced their own financial pressures, and in the full knowledge that our work often challenges their officers' decisions in court. The fact that we are now involved in more partnership work with them than ever is testament to the value of a collaborative approach and a shared recognition of the importance of access to justice.

A few years ago we made great efforts to build holistic approaches to tackle the multiple problems that were so often at the heart of people's cases. The expansion of our team has allowed us to really give people a 'wrap around' service, as well as work with more agencies that can help with the problems that are not within our expertise. The success of this is that our work is being recognised more as is the quality of our work, leading to us becoming involved in ever more projects where it is recognised that solving one problem alone is not providing a complete solution.

I am also pleased that we have kept our attention focussed on the future and been able to obtain funding for 2 law graduates to complete their training contracts with us to become qualified solicitors. One finishes their training at the end of this year, whilst the second has just commenced the first of 2 years with us. Through project funding, we have also been able to employ 2 further paralegals to support our caseworkers.

The challenge will be to maintain our current service levels in the years to come, but thanks to a talented group of staff, dedicated volunteers, a steady and committed management committee, not to mention supportive funders and communities, we will do so, as we have for the past 30 years.

Tony McIlveen
Senior Solicitor



Clare Lodder and Russ De Haney outside the first Law Centre office circa 1990.

A year of recognition

What a year this has been! Being a winner of one award and shortlisted as a finalist for three other awards suggests that we are getting it right.

Winner of Derby and District Law Society's Small Firm of the Year Award 2019!

We are very pleased to report that Derbyshire Law Centre is the Winner of Derby and District Law Society's Small Firm of the Year award 2019. We were chosen for the recognition of our:

- Growth in reputation
- Appreciation of clients and meeting their multiple, complex needs
- Staff welfare and development programmes
- Initiatives that set us apart from other legal firms

"It is testament to the hard work and commitment of all the staff, that Derbyshire Law Centre was both nominated and won the Small Law Firm of the Year award at the Derby and District Law Society Awards 2019. It is fitting that in the current climate the Centre was chosen as the worthy winner on account of the outstanding results for those who, without the assistance it provides, would go without the benefit of much needed help and legal advice."

Ben Lawson President of Derby & District Law Society from 2018-19.



Ben Lawson, President of Derby and District Law Society 2018-19 and Lisa Haythorne, Housing Solicitor,



Staff, trustees and volunteer at the LALY awards July 2019.

Legal Aid Lawyer of the Year Awards 2019

We are pleased to share the good news that Lisa Haythorne was also one of the three finalists for the Legal Aid Practitioners' Group's Legal Aid Lawyer of the Year award.



"In recent years it has become so much more difficult to deliver social welfare legal advice services, with legal aid and local authority cuts, mounting bureaucracy, and queues out the door as other services fold. That is why it is always so heartening to see services such as those provided by Derbyshire Law Centre and by lawyers such as Lisa, whose dedication and expertise was rightly recognised by the judges of this year's LALYs awards. We need more legal aid heroes like Lisa and her colleagues!"

Chris Minnoch CEO of Legal Aid Practitioners' Group.

Law Society's Excellence Awards

We have been shortlisted as one of the finalists for the Law Society's Excellence Awards 2019 for:

- Access to Justice Award
- Solicitor of the Year – In-House Award.



Everyone at the Law Centre is thrilled at being shortlisted for the Access to Justice Award. This means that we have been recognised as one of eight legal firms nationally for providing access to justice. The Law Society's category notes state:

"Access to justice is a fundamental right and legal aid performs a crucial role in providing fair and equal access to those most at risk of being excluded from our legal system."

Being one of the finalists alone shows that we are indeed doing something right for people in Derbyshire!

We are also pleased to report that one of our solicitors, Lisa Haythorne, is one of 16 finalists for the Law Society's Solicitor of the Year Award. We have nominated Lisa for her 'excellence and outstanding achievement as a solicitor working in an in-house role.'

The Awards ceremony is taking place on 23.10.2019 – we will report the outcome in next year's annual report.

We believe everyone deserves a decent home

Housing advice

The work of the housing team has continued to expand this last year, with the taking on of new projects and new staff. The emphasis of those projects has to be to prevent homelessness by supporting the street homeless or ensuring that tenants, of both private and social landlords, remain in their homes.

Last year we renewed our Legal Aid Agency contracts to provide advice and assistance as well as casework representation for people facing possession proceedings or homelessness, illegal evictions, landlord harassment, and serious disrepair problems.

We have seen an increase in cases where rent arrears have been caused by benefit issues. We have also seen an increase in the number of vulnerable clients, in particular a greater number with mental health illnesses. We have seen a rise in the number of Anti-social Behaviour Order applications (ASBOs) and generally our housing team has been very busy this year.

Homelessness Reduction Act

This project is funded by Chesterfield Borough Council, NE Derbyshire District Council and Bolsover District Council. We can only do so much under the terms of our Legal Aid contract, if that person is eligible for legal aid at all, and this project enables us to help ineligible people, either through casework or at the Court duty scheme, who will benefit from further work and support to prevent homelessness. This could be by identifying legal defences which give a client time to rectify the reason the landlord wants to evict them or for the client to work with the local authority to find a new home, or to seek funds to clear arrears.

The project funds a new homelessness prevention paralegal who supports the work the solicitor does and seeks to help clients to reduce arrears.

"Steve Taylor is amazing at his job, just having his help changed everything with my landlord in two days. Would highly recommend him, he helped my anxiety and depression caused by the process too."

He does this in a number of ways through applying for Discretionary Housing Payments, Derbyshire Discretionary Fund and/or charities.

The success of this project led us to be part of a larger project involving 11 local authorities and more homelessness prevention work, highlighted later in the report.

Tackling rogue landlords

Derbyshire Law Centre was involved in another partnership involving tackling rogue landlords. We worked together with Derbyshire Districts Citizens Advice to develop training for advisers and an online resource aimed at supporting private rented tenants and improving the standard of private rented accommodation in the area. The project has been funded by Amber Valley Borough Council.

Amber Valley Borough Council's Homelessness Prevention Project

Amber Valley Borough Council has also increased their support for us to help more residents with housing and homelessness issues. The project has been very successful with good feedback and we are now funded for an additional day's outreach advice service in Ripley provided by an experienced housing caseworker.

TD's story

Derbyshire Law Centre saw TD at Pathways, a homeless charity in Chesterfield. He had just been discharged from hospital following a serious assault but had no accommodation to go to. We assessed that he was so vulnerable as to have a priority housing need and so we made a homeless person's application to a Local Authority. Following our intervention, the Local Authority agreed to provide emergency accommodation. He was then re-housed by a specialist accommodation provider of supported housing.

Fact: Our Housing Solicitor was one of the three finalists for the Legal Aid Lawyer of Year award 2019 (Social Welfare).

We work to prevent homelessness for all

Chesterfield County Court Duty Scheme

Twenty years ago the County Court Duty Scheme was first set up to represent tenants and mortgagees who were unable to afford a solicitor to represent them and their families in possession proceedings to prevent them becoming homeless. We have operated the Court Duty Scheme each week at Chesterfield County Court for many years and have represented well over a thousand people under the scheme who have attended court at risk of losing their home.

It is at this point where clients most need our legal expertise. Our intervention ensures that possession orders are not made in the vast number of cases where we intervene. It also allows us to work with the client to tackle underlying causes, such as debt, health issues, benefit problems and employment issues. We are able to work holistically with the client either through internal referral or to external partners.

Whilst some clients can benefit from Legal Aid, not everyone is eligible. There has been a 25% increase in mortgage repossession claims and we are able to represent these clients because of funding from North East

PW's story

Our solicitor met the client, PW, at Chesterfield County Court. His mortgage company had issued proceedings claiming possession of his home. He lived with his 8 year old daughter, for whom he was the sole carer. He was newly in receipt of benefits after losing his job due to PTSD having served in the armed forces. With our intervention at the court hearing we were able to persuade the Judge to adjourn the case to enable us to work with the family. We were then able to secure £2500 to clear the mortgage arrears and help the client maximise his income through benefits to be able to maintain his mortgage in the future.

At the next hearing the mortgage company and the District Judge were so pleased with the work that had been done that the case was adjourned indefinitely and no possession order was made.

Fact: "Anyone in danger of eviction or having property repossessed can get free legal advice and representation on the day of their hearing, regardless of their financial circumstances." Legal Aid Agency, 2018.

Derbyshire District Council, Chesterfield Borough Council and Bolsover District Council. Without this funding we would not be able to carry out that work.

Have we met last year's ambitions?

Yes, we have:

- In partnership with councils, we continue to prevent homelessness for more families in North Eastern Derbyshire.
- Secured funding to undertake early intervention work to support families and tenants before the need to litigate.

AT's story

AT was a private rented tenant who owed his landlord almost £3,000, due to problems with Housing Benefit payments at the outset of his tenancy. However, the landlord had failed to complete repairs to the property. Our client's windows had been boarded up for several months, his boiler did not work and the front door was faulty. A deposit had also been paid to the landlord which was not protected in a government approved scheme, as required. Our client contacted the Environmental Health team who inspected the property, provided a report and served an informal notice on the landlord to complete the repair works. The Landlord then issued a claim seeking possession for rent arrears.

The Law Centre saw AT at Chesterfield County Court under the Court Duty Scheme. A defence was identified due to the deposit not being protected alongside the disrepair inside the property and potential harassment from the Landlord.

Following representations from our duty solicitor, the Judge agreed to adjourn the proceedings and set directions for the matter to progress to trial. AT no longer wished to remain in the property and wanted to secure re-housing and after assessing the value of any defence and counterclaim it was clear that there was no guarantee that the case would succeed to clear all of the arrears.

Following negotiation, an agreement was reached with the landlord to allow our client two months to find alternative accommodation and for both parties not to pursue any claims including rent arrears, against the other. Our client was subsequently re-housed by a Local Authority.

Our ambitions for going forward

We will:

- Secure County Court Duty scheme tender.
- Invite more MPs to attend County Court Duty scheme.
- Continue to prevent homelessness for many families and individuals on low incomes.

We help people to manage private tenancies better

The Private Rented Sector Project started in May 2019 with funding from the Ministry of Housing, Communities and Local Government, in partnership with 11 different local councils and the new specialist landlord support service 'Call B4 You Serve' (delivered by Decent and Safe Homes).

The project takes a preventative approach to homelessness, allowing us to work with tenants in the private rented sector before notice has even been served, on the basis that relatively small interventions can have a huge impact – saving a lot of money and stress for all parties further down the line. We now have 3 staff working from our office in Chesterfield and from Amber Valley Borough Council offices in Ripley to support tenants across the County and surrounds to maintain their private rented tenancies.

The Partnership is supported by 11 local authorities: Amber Valley Borough Council, Bolsover District Council, Broxtowe Borough Council, Chesterfield Borough Council, Derbyshire Dales District Council, Erewash Borough Council, Gedling Borough Council, High Peak Borough Council, North East Derbyshire District Council, South Derbyshire District Council, and Staffordshire Moorlands District Council.

Have we met last year's ambitions?

Yes, we have:

- In partnership with 11 Councils, we continue to prevent homelessness for more families across Derbyshire.
- Secured funding to expand one-to-one client centred services.



Fact: "This funding will make a huge difference in opening up the private rented sector to people who need it and give them the chance to rebuild their lives."

Heather Wheeler, Minister for Housing, Communities and Local Government and MP for South Derbyshire.

DE's story

DE is a single man, who used to work full time but had to stop work due to an accident. He used his savings to pay for living costs, but when they ran out, he got behind with his rent. He applied for Universal Credit, but there was a large shortfall between his rent and the housing element of his Universal Credit. His landlord contacted our partner project 'Call B4 You Serve' to see if our joint intervention could help to resolve the problem before notice to quit was served. After we intervened, we supported the client to:

- *Apply for a discretionary housing payment, to pay the rent shortfall in the short term*
- *Apply for council tax support and the Severn Trent Big Difference Scheme to minimise his outgoings*
- *Access debt advice to prioritise essential outgoings*
- *Access benefits advice to check eligibility for disability benefits*
- *Apply for funds to reduce his rent arrears (homeless prevention funds and charitable grants)*
- *Set up an affordable payment arrangement to clear the remaining arrears*

With the threat of eviction removed, the tenant can now focus on improving his health and going back to work as soon as possible.



From left to right: Sally Agyeman, Helen Scott, Lisa Haythorne, Joe Wilson, Cllr Martin Thacker MBE, Gary Steel, Kev Weston and Lee Pepper.

Helping people to become financially secure

If you are in debt, the Law Centre offers a free, specialist debt advice service, available to everyone, regardless of circumstances. People are usually in debt not through choice, but circumstances outside their control.

For many of our clients their debt has built up due to unforeseen events such as illness, separation, or bereavement.

There is always a solution to debt problems, and the Law Centre prides itself on its non-judgemental and constructive approach. Most people who come for appointments leave saying they feel so much better already; usually they have been bottling things up, not opening letters, hiding from people knocking at the door, and can't see a way out.

Our debt service is funded by the newly created MaPS (Money and Pensions Service) which replaced the Money Advice Service from April 2019. Our current contract has been extended until March 2020, but we hope that it will continue after that, and feel our specialist team and expertise at the Law Centre make us well placed to continue to offer an excellent debt advice service. We have negotiated on behalf of clients to reduce debts or agree adjusted payment plans for people, but many choose to write their debts off, either through debt relief orders or bankruptcy.

The opportunity of putting their debts behind them, and then being able to budget better going forward is a huge relief to clients with overwhelming debts and we provide a holistic solution by referring clients onto our Money Sorted project, as a combined service that the Law Centre is proud to offer.

The difference our service has made:

We have:

- Reduced stress and anxiety for a lot of people facing a debt crisis.
- Helped turn peoples' lives around through a combination of debt advice and budgeting support.
- Stabilised families through dealing with debt emergencies.

"I was at my wit's end and could not see a way out. Thank you so very much."



Have we met last year's ambitions?

Yes we have:

- We continue to receive funding from Money and Pensions Service to pay for our specialist debt advice, assistance and representation service.
- Our Money Sorted in D2N2 project is funded for another 3 years.
- We have met the all targets on both projects.

MB's story

MB owned her house, with a mortgage, but was facing eviction due to mortgage arrears. She also had other debts, including large council tax arrears, and bailiffs were constantly knocking at her door. We quickly identified MB had been in the armed services, and so approached one of the main armed services charities called SAAFA, who were extremely supportive, and made various grants to MB which cleared her mortgage arrears and some of the council tax debt.

Then, using a combination of three separate Law Centre projects, we all worked together to help MB manage to find a way to stay living in the house, not build up mortgage arrears again, and be able to offer small repayments to the council so that the bailiffs could be called off.

The court was happy with that approach, and the Judge specifically commented at the first eviction hearing that the only reason he was giving her more time was due to the intervention of the Law Centre.

Comments like that are a great reflection on the hard work and effort the Law Centre staff put in to helping clients facing crisis.

Our ambitions for going forward

We will:

- Secure 3-year funding from Money and Pensions Service
- Continue to provide free debt advice service.

Fact: "For many clients, the severe impact of problem debt is still being felt at 15 months after advice.." Step Change 2019

Helping employees to know their rights

Employment rights cover every aspect of the working relationship, and the law is both comprehensive and complex. Employment rights are not restricted to those with a contract of employment.

There are two different categories to which employment rights apply: an 'employee' who has full rights, based on a contract of employment; and a 'worker' who has basic rights based on a contract which typically gives more flexibility in terms of hours worked and termination of the arrangement. Self-employed people do not usually have employment rights, but the categories are difficult to define and sometimes an employer will tell someone they are self-employed when, for the purposes of employment law, they fall into one of the other categories.

We help people who may fall into either the category of an employee or a worker. We see many in the category of 'worker' who are in low-paid work with little job security. They may be agency workers, or working on zero-hours contracts. They are sometimes working in what is known as the 'gig economy'. A typical example of this is shown in the story opposite.

What the employment team achieved between April 2018 and March 2019

We:

- Advised on 1274 enquiries and opened 142 cases for clients of which 57% were women.
- Dealt with unfair dismissals; discrimination; wages owed; TUPE; redundancy and employment status disputes.
- Ran a successful project representing people at the Employment Tribunal in partnership with a local barrister and the Law Clinic at Nottingham Trent University.

"Thank you so much for your hard work, persistence and kindness during my case. I cannot express how grateful I am for your work."

DW's story

DW worked in a warehouse through an agency. He was paid the national minimum wage and worked variable hours each week, with no regular shift pattern.

He was paid two weeks in arrears, so it was very difficult to work out whether he had been paid correctly each time. Eventually DW found another job with more regular hours and left. When he left, he didn't think his final pay was correct. It didn't include holiday pay, although he had only taken a couple of days' holiday during the 6 months he worked at the warehouse. The pay for his final week didn't seem right – he appeared to have been paid for 4 days when he had worked 6 days. Fortunately, because he was an experienced agency worker who had encountered similar difficulties in the past, DW had kept a record of his working hours for every week he worked, and had kept all his wage slips.

Firstly we were able to identify that DW had been paid 'rolled up' holiday pay. This is when an element for holiday pay is added to each week's pay. We advised DW that this meant he was not owed holiday pay at the end of his employment. We also found that the hours he worked did not match the amount he was paid. We raised this with the agency, who checked their records and agreed that they had made errors in calculating DW's wages. They paid him in full.

Our ambitions for going forward

We will:

- Deliver a Legal Aid contract in discrimination where we will offer more free advice and assistance to people experiencing discrimination in employment.
- Work with Derbyshire Public Health, GPs and Sheffield Hallam University to develop a pilot project for rapid referrals from health agencies for patients who need legal advice on their work situation.
- Work with Bristol Law Centre and Equality Advisory & Support Service to develop a referral pathways for clients with legal expenses insurance.

We advise migrant workers in challenging times

We have been successful in obtaining funding from the 2018 Guardian Christmas Appeal Fund to provide employment advice and assistance to workers in hostile environments over the coming months.

Our project focuses upon empowering EU and non-EU migrant workers within the workplace. In particular, we have identified a service need for agency workers and those employed in the concentration of large warehouses and distribution centres on the M1 corridor running through Derbyshire. Many of these workers have limited employment rights and have to deal with the intricacies of zero hours' contracts, agency contracts, long working hours and other 'working time' issues.

We provide:

- Information in different languages;
- A series of workshops on basic workplace rights;
- Training to bilingual community representatives to identify problems within the workplace;
- Telephone advice and a specialist employment casework service.

Project outcomes will be reported in the 2020 annual report but nevertheless we are already making progress as shown in the following case study.

"Thank you for all the help you have given me over the phone. I really do appreciate this."



The difference our service has made:

We have:

- Reduced the stress and anxiety for migrant workers.
- Enabled migrant workers to identify where to go for free specialist employment advice.

AK's story

AK was recruited via an employment agency and placed to work in a large distribution centre as a 'picker'. She, together with her supportive Polish friend, came to see us for information on her right to holidays.

On taking instructions from AK, we discovered that she was paid national minimum wage rate of £8.21 per hour despite having worked at the same distribution centre for over 3 months. AK was unaware that under the Agency Workers Regulations 2010, she was entitled to the same or no less favourable treatment for basic employment and working conditions than permanent employees of the distribution centre if she had been working for 12 weeks or more. Permanent employees were paid at the rate of £9 per hour plus an attendance bonus.

Accordingly, we advised AK on her right to a minimum of 5.6 weeks' holiday per year and helped her to enforce her right to the higher rate of pay in line with that of permanent employees. We also successfully recovered all back-dated pay owed. AK was encouraged to share our advice with other agency workers in a similar position and referral details were given.

Our ambitions for going forward

We will:

- Secure further funding to keep this project going.
- Continue to provide free employment advice service.

Fact: "As we saw in the cases we took up for the Windrush generation, law centres are a service that people need when they are at their most vulnerable and scared. At that point, we are there to help them."

Julie Bishop, Director of the Law Centres Network.

We challenge discrimination

Discrimination can be found in many areas of life, but it is particularly common in employment. At the Law Centre we see many cases every year of discrimination in employment, and the year ending in April 2019 has been no different.

Among the 'protected characteristics', the one we have dealt with most often is disability, followed by sex, pregnancy and maternity and race. However, we have also advised about discrimination on the other protected characteristics. We have continued to provide advice and assistance in discrimination in spite of a lack of funding because we feel that challenging discrimination must be at the heart of what we do.

From time to time we are able to take on cases dealing with discrimination in goods and services. Again, funding is difficult, but we continue to assist those who need our help. However things are looking more positive as from April 2019, two new initiatives have begun: first, we have been awarded a Legal Aid contract for face to face advice and representation in discrimination in employment, goods and services. This will enable us to offer a full casework service to those who need it most.

The second initiative is a referral partnership with the Equality Advisory and Support Service (EASS). This will enable us to provide a casework service to those who contact EASS and who are either eligible for help under our legal aid contract, or who have legal expenses insurance which will cover their legal costs. Both of these initiatives will be up and running in September 2019, and there will be more news of them in next year's Annual Report.

How do we help?

Through our employment helpline, we often advise people with disabilities who want to continue working, but need their employer to make adjustments. When advising, we often suggest approaching Access to Work, a government funded body who can advise on providing adjustments, and sometimes fund them as well. An example of this is highlighted below:

Have we met last year's ambitions?

Yes, we have secured:

- Resources and support to fund discrimination advice, assistance and representation service.
- Secured funding for employment projects.

Fact: "The Equality Act 2010 makes good business sense in running and developing an organisation." Acas 2019



Please visit our website to watch our short animation on getting advice on employment matters.

JA's story

JA was thrilled to have been offered a job working in an office in the centre of town. JA had epilepsy which was under control. Neither she nor her employer saw this as a problem. However, she had been told not to drive, and the bus journey from her home to her new workplace took over an hour. In addition, the bus service was unreliable; the journey included a change of buses and a walk from one bus stop to another.

She contacted us after concern was raised by her employer about her timekeeping. We suggested that JA could ask her employer whether they would assist her in applying to Access To Work, to see whether she could be provided with taxis. She did this, and now the cost of taxis is shared between JA, the employer and Access to Work. She is thoroughly enjoying her new job.

"Having spoken to the lady dealing with my case I felt a huge weight lifted off my shoulders regarding my legal rights.

She was kind and very professional and took control of the situation for me. I thank her very much."

Our ambitions for going forward

We will:

- Continue to provide free discrimination advice service.
- Review and assess whether there is a need to secure further funding to make discrimination advice robust.

We offer a helping hand

The case workers at Derbyshire Law Centre work hard in ensuring that their clients' lives are getting back on track but more is needed to be done to ensure that they are empowered to follow our advice. The Law Centre recognises that some individuals need more support than others at times of crisis. This is when they benefit from additional one-to-one intensive support to learn or re-learn the skills to manage their day to day affairs better, and so improve their confidence and resilience for life.

The Law Centre has developed person-centred, one-to-one personal navigator support services where individuals who are, for example, having financial difficulties in paying their rent or mortgage on time or have multiple debts, can access one of the following support services, subject to eligibility and willingness to take part in the programme:

- Derbyshire Bilingual Crisis Buddy service
- Homeless Prevention service
- Money Sorted in D2N2 programme
- Opportunity and Change programme.

Derbyshire One-to-One Bilingual Crisis Buddy Service

This project is funded by the National Lottery Community Fund until 2021. We work with partners in Derbyshire and Derby City. This service is for individuals whose first language is not English, who require one-to-one support, to access advice and assistance at a time of crisis and then to move on to a more secure future.

This may be by support to access local services, registering their children in schools or themselves and their families with a local GP, or paying rent and bills. We have supported around 40 families in the last year.

Opportunity and Change service

Opportunity and Change, is a D2N2 project, funded by the European Commission and Building Better Opportunities until June 2022. The project is aimed at supporting persons with multiple and complex needs so that they are more able to obtain or return to employment. The project employs two workers at the Law Centre.

Our social worker can assess up to 325 eligible participants for a Care Act assessment to obtain the care support they need. Our Care Act advocate will then provide advocacy support for them in ensuring that they are heard at assessments, training, conferences and at meetings. Between them they support 13 personal navigators across Derby and Derbyshire and their 160+ participants in ensuring that they have the social care support they need in order to work towards their goals to become work ready.

AB's story

AB experiences mental health and other complex problems. Her house was in disrepair. Our social worker visited AB at her home and assessed her as being eligible for care and support. Our social worker carried out a full Care Act assessment and this was forwarded to Adult Social Care by our Advocate. Adult Social Care visited AB and, based on our Social Worker's assessment, agreed with the outcome. AB was awarded six weeks of enablement (learning new skills in the home).

Our Social Worker and Advocate have also provided the following support for AB:

- Housing support- Derbyshire Law Centre's Care Act assessment can be used for evidence in benefits / applications housing cases etc.
- Family support services.
- Emotional support.
- Community Mental Health Referral.
- Disabled Facilities Grant - home adaptations.
- Benefit advice- PIP supporting documentation.
- Extra support through school.
- Food parcel arrangements.
- Financial assistance for clothing.
- Re-assessments to ensure her care and support needs are still being met.
- Regular reviews by advocate & opportunities to raise concerns, wishes and feelings.

"My personal navigator did a good job explaining as I get confused. She has enabled me to do things myself."



Money Sorted project

This project is also part of the D2N2 funded consortium projects along with Opportunity and Change. We have 2 one-to-one Personal Navigators who are able to offer intensive support to persons who wish to improve their financial capability skills. Often people have been referred to the project having reached crisis point due to debts and rent arrears. The support typically lasts for 6 months or so, during which time participants will work with their navigator to set and achieve goals and are able to access free training and qualifications to help them feel in control of their finances. We have supported 80 individuals this year.

We are delighted to hear that this much needed service has been extended for a further 3 years to March 2022.

LF's story

LF signed up for the Money Sorted project for financial capability support after Mental Health rehabilitation lasting 20 months. She had suffered from mental health problems since being a teenager that reached crisis point following a marital break-up. After leaving rehabilitation LF lived alone and was not used to managing household finances and worried about getting into debt. She wanted to gain budgeting skills, learn how to cook on a budget and build her confidence. She also required someone to motivate and guide her and give her self-belief so that she could achieve these goals and get her life back on track. Working together, the D2N2 project assisted LF to compile a realistic household budget, which incorporated free activities she could do with her children who stayed with her each weekend.

During her time on the Money Sorted Programme, LF has been supported to;

- *Apply for Discretionary Housing Payment and be awarded payment towards rent, and back payments towards her arrears.*
- *Maintain payments of council tax.*
- *Contact energy suppliers, provide readings and obtain refunds.*

- *Install a smart meter.*
- *Clear credit card debts.*
- *Sensible use of credit cards to save money.*
- *Address her shopping habits and change them to a realistic pattern.*
- *Contact TV Licence regarding email scams which she was extremely anxious about.*
- *Set up two bank accounts; one purely for bills to be paid by D/D and Standing Orders, and one for spending, so when her mental health was poor priority payments would be maintained.*
- *Set up a saving plan with a family member for future insurance payments and Christmas 2019.*
- *Attend a 'Planning on a budget and savings course'.*
- *Learn alternative recipes for cooking on a budget.*

LF has made amazing progress during her time on Money Sorted. She has begun studying for her Maths GCSE at Chesterfield College and hopes to volunteer as a teaching assistant in Sept 2019, with a view to gaining employment in the long term.



"Thank you so much for your help. I truly appreciate it"

We provide opportunities for volunteers

As a community based organisation the Law Centre continues to hold its team of highly trained and committed volunteers in high regard. Even though no external funding has been secured for the past few years, our enthusiastic team continue to provide the back bone of our assessment service and are often the first voices callers get to hear after the receptionist. Their calm and professional manner have put many an emotional and distressed caller at ease, providing quick appointments and reassurance when necessary.

Volunteers

Nancy Fox Isabel Wade Katie France
Tim Mak Nadine Trythall Liz Clarke

On average our volunteers offer 8 hours of time per week, often done in 2 x 4 hour sessions. We have two volunteers undertaking assessment per day. Our assessment team volunteer 40 hours' worth of their time per week between them, which equates to more than one full time post, or a staggering 2030 hours of volunteering. Not bad for a team consisting of only six people!

From our current team, one has been with us for nine years and our newest member for less than a year. The majority of the team have volunteered with us for between 4 and 5 years. The reasons they give for volunteering and staying with us:

Nancy

"When I moved to this area I was looking for a volunteer post that would give me the opportunity to make a difference to people's lives and would provide some learning for me. The ethos of the Law Centre satisfies both those things and more. It is incredibly important to me personally, giving me a focus and a feeling of belonging and helping in this community."



***We are looking for more volunteers.
For more information, please contact
nikki.tugby@derbyshirelawcentre.org.uk***

Tim

"I was an Agricultural Officer for the Agriculture and Fisheries Department in Hong Kong. I was involved in a lot of law enforcement and enactment work at that time. I retired prematurely in 1998. I came over to live in the UK. I sponsored my late mother to come here. The Law Centre helped her to gain indefinite leave to remain in the UK. To express my gratitude I started to volunteer in the Law Centre as a telephone diagnostic assessor after I retired from my job in the UK. I find the work extremely rewarding and fruitful because we can help people who need legal assistance and also those who are desperate, suffering from hardships."



Katie

"I am a retired solicitor. I started volunteering at the Law Centre five years ago, after we had moved to the area. I really enjoy working at the Centre alongside the wonderfully dedicated team who work here. The volunteering helps keep my mind active in retirement and stops my computer skills from going rusty."



Our ambitions for going forward

We will:

- Secure funding to support the expansion of volunteer opportunities and training.
- Recruit, train and mentor more volunteers to become telephone diagnostic assessors.

Fact: The Law Centre has received over 3000 hours of volunteering time both from Management Committee members and Volunteers during the year.

We give work skills and experience to young people

We continue to develop work placements for schools and university students. In September 2018 we wrote to all secondary schools in North Eastern Derbyshire, and some in Derbyshire Dales, offering work placements to a student aged 16 – 18 years studying for A Levels and a pupil from year 11 studying GCSEs.

The response was overwhelming. In the end we provided work experience to four A Level students and two GCSE students. A higher number of GCSE students applied and, as they often require placements around the same time, we had to shortlist and interview.

Going forward we will look at how we can overcome this issue to enable us to offer more opportunities to those studying at GCSE level.

The legal awareness of the students varied, with some studying law whilst others not. However, what was clear was that none of the students were aware of Social Welfare Law.

With permission from clients, the students observed interviews or listened to telephone advice, attended court and carried out various administrative tasks.

All were amazed at the work we do and the impact it has on residents and the local community. On leaving, a number of students said they would consider Social Welfare Law going forward in their careers.

We wish the students taking exams this year all the best with their results.

Students

Hannah Ross	Tamara Twigg
Chinua Munroe	Hannah Leivers
Louis Welsh	Libby Morrell

Dear Derbyshire Law Centre,
Thank you very much for allowing me to do work experience at your firm. I found the placement really interesting and I learned a great deal during my time there. I appreciate you all making me feel extremely welcome and involving me in as many interviews and tasks as possible.

I particularly enjoyed seeing first-hand the type of legal aid that is given to the public from the Law Centre and how different clients were dealt with.

I am looking forward to visiting court with you in the next few months and I will let you know when I am available and hopefully that date suits you.

"I completed my Year 10 work experience at the Derbyshire Law Centre in July 2018. Not only was I welcomed by friendly staff, but I was also able to grow my knowledge and understanding of the work of the centre, from housing to debt to immigration. I was able to work closely with the housing team: sitting in on meetings and clients which gave me a sense of responsibility. My week enabled me to see that Law is definitely the role for me."

Laura B

Fact: "Work experience provides a realistic insight into the world of work outside the classroom, with the emphasis on doing rather than watching. It's rewarding for everyone involved, and aims to help raise young people's aspirations and achievements, developing self-confidence and influencing their plans for the future."

Derbyshire County Council 2019.

Our ambitions for 2019/20

We will:

- Secure funding to place more students and pupils on work placements.
- Review the need for an Apprentice.

We give immigration advice

The past year has seen us continue to offer free specialist initial advice on immigration matters. In fact we have increased the number of advice calls that we will make each week. Each call is generally followed up with a detailed letter setting out solutions and practical steps to take.

In addition we have continued to offer a charged for service for help in making applications to the UK Visa & Immigration Service for visit visas, leave to enter, further leave to remain, citizenship as well as regularising a person's immigration status. Whilst the numbers are still small, it is heartening that every case we have taken to conclusion in the last year has had a successful outcome. It gives little satisfaction to report that we appear to be the only agency based in the County accredited to provide anything more than initial advice in immigration. In the year to come, we hope to be able to have trained up further caseworkers to provide specialist immigration advice, so watch this space.

EU Citizens

Going back to 2015, we were part of a Law Centres Network (LCN) national project to inform EU citizens on their rights and entitlements whilst living and working in the UK. Of course, then the EU referendum happened and the project necessarily focussed on ensuring that EU citizens understood how to they could apply for confirmation of their right to live in the UK. That project was then replaced by one funded by the EU Commission's office in the UK to explain the newly proposed EU Settlement Scheme for post Brexit, which ran until March 2019.

This was replaced in May this year by a further LCN national project, this time funded by the Home Office, to assist vulnerable EU citizens with complex cases to apply under the now introduced EU Settlement Scheme. This project was slow to get started due to EU elections and our own local elections but will run, initially, until March 2020. We are already working with some partner agencies helping EU citizens who have become homeless, family members of EU citizens who have had to flee domestic abuse and so are no longer family members, as well as children with no documentation confirming their nationality.

We have also been going out to give talks on the scheme and setting up referral pathways.

JP's story

JP was an American national. His mum married a UK national living in Derbyshire and moved here from the US to join her husband. In fact, we helped her with her application. Initially, JP remained in the US, living with his dad. This was all many years ago. JP then came to the UK to live with his mum, sisters and step-dad when he was 8 years old. He didn't need entry clearance and just had his passport stamped at the airport on the basis that he was a visitor. Whilst he was at school his right to live in the UK was never questioned. However, once he turned 17 and left school, he wanted to get a National Insurance number so he could work and apply to college to continue his education. Of course he had never been given leave to remain for longer than 6 months and so could not do any of this and indeed had no right to remain in the UK. We were able to support him and his family to make an application to the Home Office explaining his situation and providing proof of his residence in the UK and his family's financial situation. He was granted indefinite leave to remain shortly after his 18th Birthday and is able to move on to a bright and secure future with his family.

'Thank you Tony for your patience and help.'

Our ambitions for going forward

We will:

- Continue to provide free immigration advice service.
- Secure further funding to make immigration advice more robust.



EU Settled Status
Complex Cases
Project

Financial review of the year

Once again, our Funding Strategy identified funding shortages in areas of work and targeted those to retain or increase provision. The only area where this was not possible during the year was employment advice. This was due to the ending of the Access to Justice Litigants in Person project part way through the year. Staffing resources were reduced and so was the service. It is a high priority to at least reinstate employment staff resources to previous levels so that employment advice capacity is increased.

During the year we submitted successful core funding bids to the 4 local authorities. Our Housing Legal Aid contract was extended by 3 years and our County Court Duty Legal Aid Agency contract was extended for another year following a successful Judicial Review by the Law Centres Network in which we gave evidence.

We either applied for, or were part of, 18 funding applications, of which 2 are still being considered, 14 were successful for either 18/19 or 19/20 and 2 were rejected.

Funding for the Money Advice Pension Service project (EMMA) was extended and whilst this is excellent news, higher targets and quality standards are increasingly tricky to manage within the project funding structure.

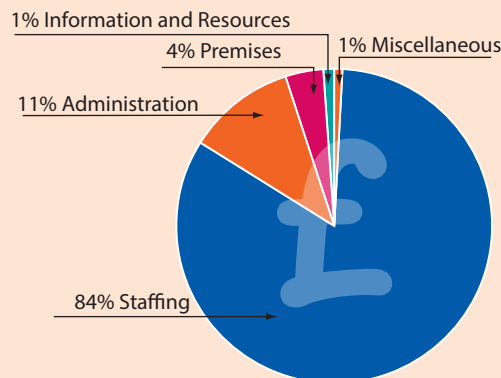
Our work with Amber Valley Borough Council has continued throughout the year and will expand in 2019/20.

Overall, we have continued to expand during the year. A part time session supervisor, a part time housing caseworker and increased admin capacity all indicate forward progress.

In February, the Law Centre was successful in achieving the Lexcel quality mark. This will be renewed on a yearly basis and replaces the "Service Quality Mark" previously obtained. The new quality mark is acknowledged by more funders than the SQM. In addition to this, during the year, we have had a Legal Aid Agency audit and several D2N2 audits, all of which have been passed.

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, North East Derbyshire District Council and Bolsover District Council is essential for the survival of our organisation as they provide core grants. These core funds enable the Law Centre to retain high quality staff, to provide an excellent service and importantly, to attract/retain other funding from such places as The Big Lottery and more.

How we spend our money



Thanks also to:

- Legal Aid Agency
- National Lottery Community Fund
- Amber Valley Borough Council
- Money Advice Service (now known as Money Advice and Pensions Service)
- Access to Justice
- European Union
- Justice First Fellowship/Legal Education Foundation

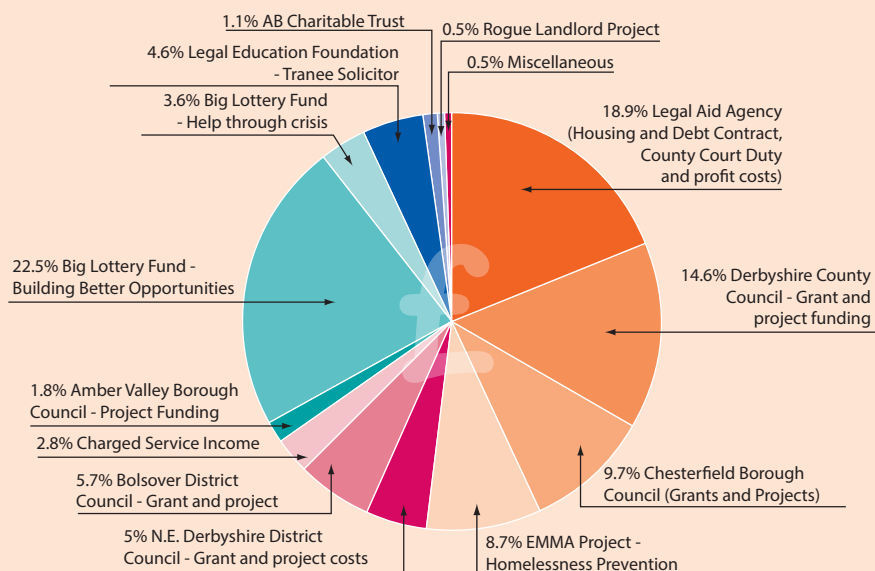
We are also reliant upon donations. Donations are accepted through our Facebook page. Gift-Aiding increases the value of donations.

For full information on our 2018/19 accounts, please see our website www.derbsyshirelawcentre.org.uk/about-us

"The Centre should be highly commended for achieving a very high level of compliance against the Lexcel Standard on an initial assessment"

- John Wooddissee, Lexcel Auditor.

Income Expenditure Total Income 2018/2019

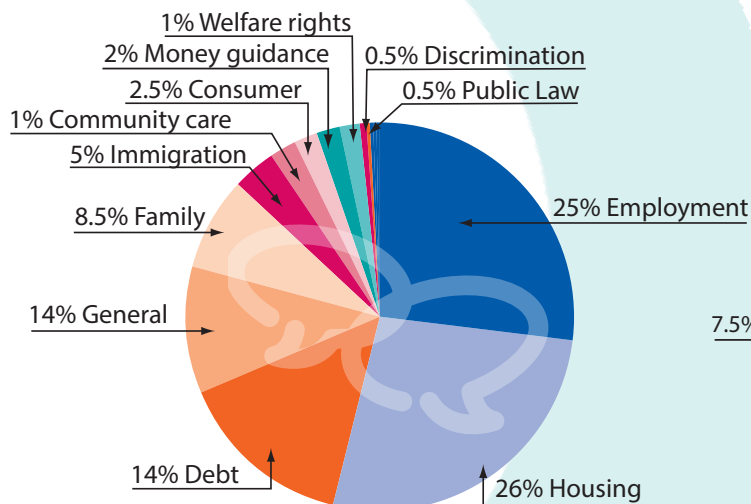


How have we performed?

Enquiries

Number of enquiries advised on: 5237

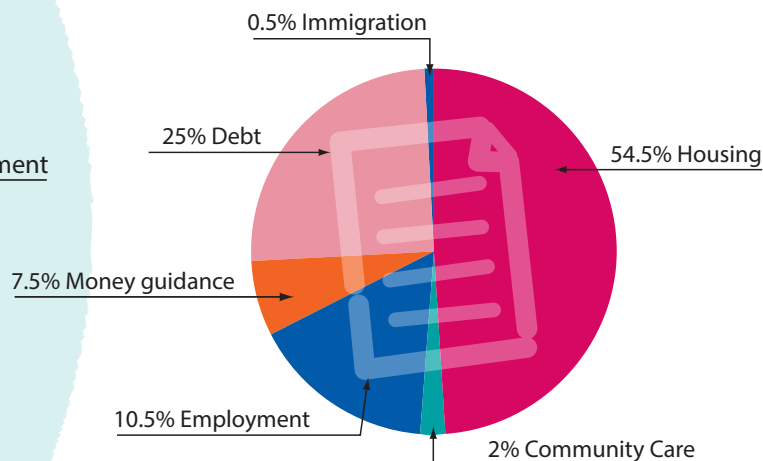
Initial legal advice relates to:



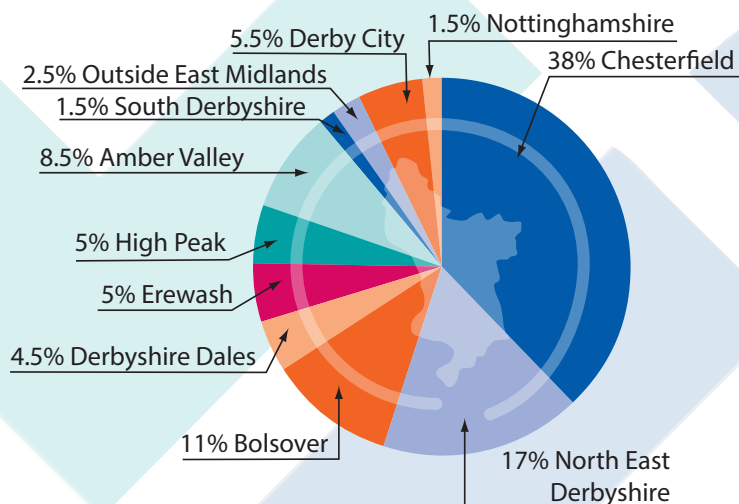
Cases

Number of cases opened during
1.9.2018 – 31.8.2019 = 1240

Type of cases



Where do callers live?



Age ranges of our clients

under 24 yrs	=	13%
25 -34yrs	=	26%
35 – 49yrs	=	34%
50 – 64yrs	=	23.5%
over 65yrs	=	3.5%

Gender

6 clients out of 10 are women.



Disability

1 in 4 clients have a disability



Economic status of our clients

Economically active **25%**



Economically inactive **10%**



Sick/unfit to work **30%**



Unemployed **35%**



Feedback from clients

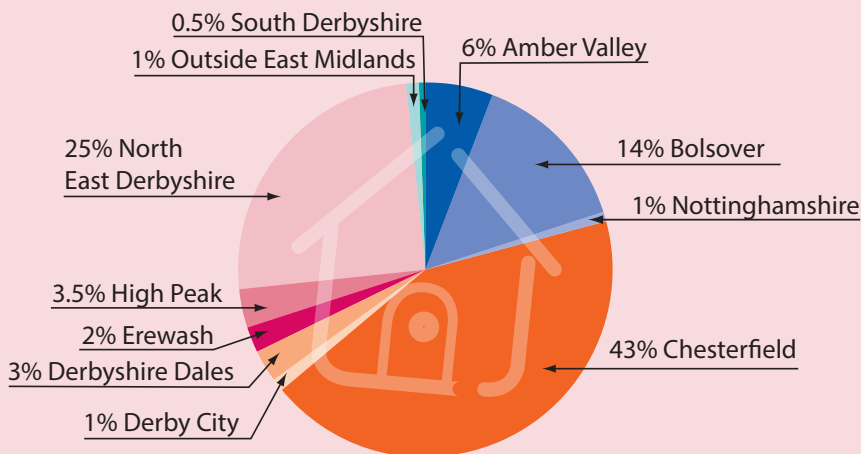
Of the 1228 questionnaires sent out to clients on the close of their case 77 were returned equating to 6.2% return. Of these:

- 58% said we had increased their knowledge of their rights
- 47% said we had increased their confidence, self-esteem, health or well-being,
- 68% said we had reduced their stress / anxiety levels,
- 22% said they are more confident about dealing with their own affairs
- 64% said they are more confident about seeking advice.

Our clients' ethnicity

Ten percent of our clients regard themselves from a Black or minority Ethnic background.

Where do our clients live?



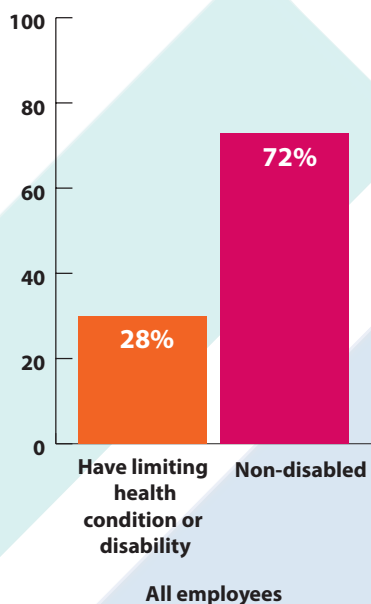
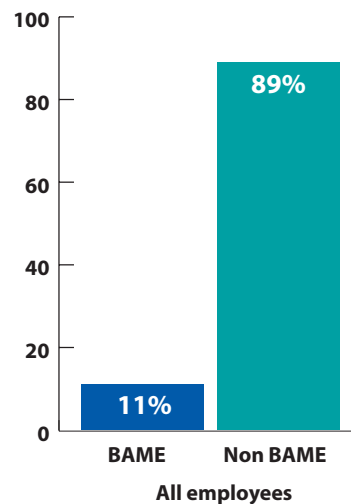
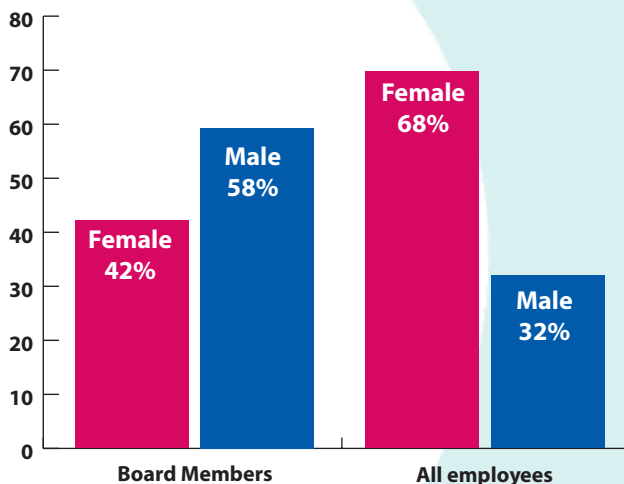
"I don't know what I would have done without you all. You have helped me more than you could ever know"

Complaints

This year we embraced technology and signed up for Google review. This has had a negative impact on the number of complaints we receive which have increased from one to four. Of the four received, two were on Google review. We responded to all complaints after investigating the situation further and writing to them. In the case of Google review comments, responses were posted and therefore our response is open for public reading. We have also received a number of negative Google reviews from people that we cannot identify as clients or enquiries. These reviews have impacted on our overall Google score. Nonetheless it is an impressive 4.4 stars.

Creating the right culture

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



"..a commitment to supporting accessibility extends to Derbyshire Law Centre's own staff. We have recently been awarded 'Disability Confident Employer' accreditation, as 31.8% of our workforce have declared that they have a disability or a long term health condition.... This disclosure in itself states how much they trust the organisation."

- Teresa Waldron, Picking Up the Pieces, Law Gazette, 10 June 2019.



Thank you to our Trustees

Representative

Councillor Howard Borrell
 Councillor John Boulton (from 6.12.2018)
 Rob Busby
 Chris Collard - Chairperson
 Alan Crow
 John Duncan - Treasurer
 Councillor Jenny Flood - Vice Chair
 Councillor Angelique Foster
 Councillor Michael Gordon (until 2.5.2019)
 Michael Gordon (from 23.5.2019)
 Colin Hampton
 Amy Harris (until 20.6.2019)
 Councillor Barry Lewis (until 5.12.2018)
 Councillor Duncan McGregor (from 27.2.2019)
 Councillor Alan Powell (from 1.7.2019)
 Jose Rodgers (from 27.3.19)
 David Shaw
 Julie Skill
 Councillor Derrick Skinner
 Tom Snowdon
 Councillor Kelly Thornton (from 24.7.2019)
 Marion Thorpe
 Councillor Elaine Tidd (until 4.5.2019)
 Elaine Tidd (from 24.7.2019)
 Angela Webster
 Sarah White - Secretary

Representing

Chesterfield Borough Council
 Derbyshire County Council
 Individual Member
 Individual Member
 Individual Member
 Age Concern (Chesterfield and District)
 Chesterfield Borough Council
 Derbyshire County Council
 North East Derbyshire District Council
 USDAW
 Derbyshire Unemployed Workers' Centres
 Relate
 Derbyshire County Council
 Bolsover District Council
 North East Derbyshire District Council
 Mental Health Carers Community - Chesterfield & North Derbyshire
 Chesterfield Citizens Advice
 Derby and District Law Society
 Clay Cross Parish Council
 Chesterfield Liberal Democrats
 Staveley Town Council
 Touchstone Community Development Ltd
 Staveley Town Council
 Individual Member
 Staveley Seniors
 Individual Member



Some of the members of Derbyshire Law Centre's Management Committee

"I was looking for voluntary work after my retirement and was delighted to be invited to join Derbyshire Law Centre's Management Committee. At a time when public services are being eroded and social inequalities are increasing, Derbyshire Law Centre's high quality and largely free access to legal advice, information and representation provides essential support to disadvantaged communities. The dedication and expertise of the staff is impressive, and the democratic and inclusive ethos of the service is exemplary."
 Mr Rob Busby

The team that helps Derbyshire's residents



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



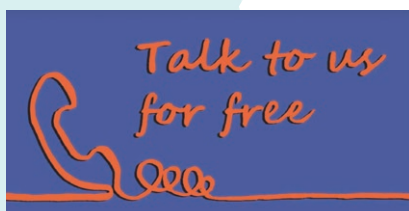
Trevor Hughes
Employment
Solicitor

Tracey Humphries
Administrator



Quazim Khan
Housing Solicitor

Tony McIlveen
Senior Solicitor
(Immigration &
Employment)



*Please visit our website to watch
our short animation on Legal
Expenses cover.*



Andrew Montgomery
Advice Worker
(Housing &
Employment)

Debra Parkin
Personal
Navigator
For Money
Sorted in D2N2



Sally Preece
Advice Worker
(Debt)

Mollie Roe
Social Worker
For Opportunity
and Change



Diya Solanski
Paralegal

Gary Steel
Paralegal



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)



Kev Weston
Homeless
Prevention Worker

Joe Wilson
Homeless
Prevention
Worker



Carmen Yates
Personal Navigator
For Money Sorted in
D2N2

The number of supporters continue to grow

Individual members

Amanda Astle
Shay Boyle
Robert Busby
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
Trevor Hughes
Linda James
Genet Morley
Kevin Morley
Dennis Mullings
Martin O'Kane
Enid Robinson
Clarke Rogerson
Hazel Rotherham
Y Sorefan
Marion Thorpe
Elaine Tidd
Margaret Vallins
Tom Vallins
Alison Westray-Chapman
Sarah White

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
Bamford with Thornhill Parish Council
Belper Town Council
Bradwell Parish Council
Bretby Parish Council
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
Citizens Advice Chesterfield
Citizens Advice Derbyshire Districts
Clay Cross Parish Council
Community Mental Health Team - Chesterfield
Cruse Bereavement Care
Deaf and Hearing Support - Chesterfield
Derby and District Law Society
Derbyshire Alcohol Advice Service
Derbyshire Gypsy Liasion Grp
Derbyshire Unemployed Workers Centre
Eckington Parish Council
Elm Foundation
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
Hulland Ward Parish Council
Links CVS
Matlock Town Council
Muslim Welfare Association - Chesterfield and North Derbyshire
NE Derbyshire labour party
North Derbyshire Community Drug Team
Mental Health Carers Community - Chesterfield and North Derbyshire
Old Bolsover Town Council
Our Vision Our Future
Overseal Parish Council
RELATE C'field
Ripley Town Council
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
Touchstone Community Development Ltd
TRUST
UNISON - CBC
UNISON - NEDDC
Unstone Parish Council
USDAAW - Chesterfield
Whitwell Parish Council
Wingerworth Parish Council
Winster Parish Council
Wirksworth Parish Council
Single Parent Network
Staveley CAB
TGWU Coalite Chemicals Branch 98/533
The Kinsman Project
Tontine Road Carers Support Group
Unit 10
West Street Carers Support Group
Womens Royal Voluntary Service

Appointments available in offices throughout Derbyshire: Bolsover, Buxton, Chesterfield, Eckington, Ilkeston and Ripley.

Bolsover

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

Buxton

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

Chesterfield

Derbyshire Law Centre,
1 Rose Hill East,
Chesterfield, S40 1XZ.

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
Borough Council,
Town Hall,
Ripley, DE5 3BT.

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.



Working to protect your legal rights

**A small charity we may be but
*we make big improvements to people's lives.***

Registration details: The Law Centre is a company limited by guarantee: 2453081

Registered Charity No: 702419

Solicitors Regulation Authority: Practice No 71302

Auditors: Barber Harrison & Platt, 57-59 Saltergate, Chesterfield, S40 1UL

Bankers: Lloyds TSB, 30 Rose Hill, Chesterfield, S40 1LR.

Derbyshire Law Centre, 1 Rose Hill East, Chesterfield, S40 1XZ.

Tel: 01246 550674 Fax: 01246 551069 Text: 07781 482826

Email: dlc@derbyshirelawcentre.org.uk

www.derbyshirelawcentre.org.uk



Working to protect your legal rights