



Who are we?

The **Norfolk Community Advice Network (NCAN)** is a partnership of **over 50** social welfare advice agencies from the voluntary, public and private sectors, linked to a wider body of associated support organisations.

NCAN aims to:

- Build a strong, effective and inclusive network of advice agencies
- Improve access to free, high-quality social welfare advice
- Ensure quality and best practice
- Enhance partnership working and collaboration
- Identify and reduce gaps in provision
- Provide strategic and policy expertise

Benefits of NCAN membership

NCAN membership is free and you will receive:

- Free or subsidised training opportunities
- Free networking events
- Guidance to improve best practice
- Assistance in facilitating partnerships
- Strategic and policy support
- Regular newsletters via email

Charities also receive free access to the Common Referral System (details on overleaf)

To enquire about becoming a member call us on 01603 216481 or email ncan@ncls.co.uk



What is the Common Referral System (CRS)?

One of NCAN's flagship projects is an **inter-agency online referral system**. The system is easy to use and is accessed online via a secure login page. Users then have access to a database and user interface through which they can:

- Make referrals to other agencies
- Receive referrals—with accompanying consistent, detailed information
- Track progress of outgoing referrals

What are the benefits?

Benefits of using the system include the ability to:

- Access multiple organisations from across the sector
- Refer clients securely
- Send client documents and contact details securely
- Improve the client experience
- Promote shared processes

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