



On-line Referral Systems –  
Nellbooker

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Common problems affecting referrals:

- Lack of knowledge of who to refer to
- Length of time required to arrange a referral
- Unwillingness of some providers to give up control of appointment booking process
- Lack of capacity to accept referrals

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Nellbooker Solution – background:

*Nellbooker is an on-line system designed to bring together advice providers in a web-based community. It serves any organisation that provides legal advice or needs to refer clients for help in different categories of law.*

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Nellbooker is in an extended piloting stage. During the pilot, HMB and AdviceUK have agreed:

- Use of Nellbooker will be free
- HMB will lead on systems development
- AdviceUK will lead on marketing and feed into the ongoing development programme.
- A sustainability plan will be negotiated between the partners after the development road map is completed and the system is trialled and approved by the sector.

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Nellbooker is being developed as a partnership between Hopkin Murray Beskine in north London and adviceUK.

To date, 57 agencies have signed up to Nellbooker, with 1/3<sup>rd</sup> from private practice and 2/3<sup>rd</sup> NfP.

Currently, all Nellbooker members are based in London.

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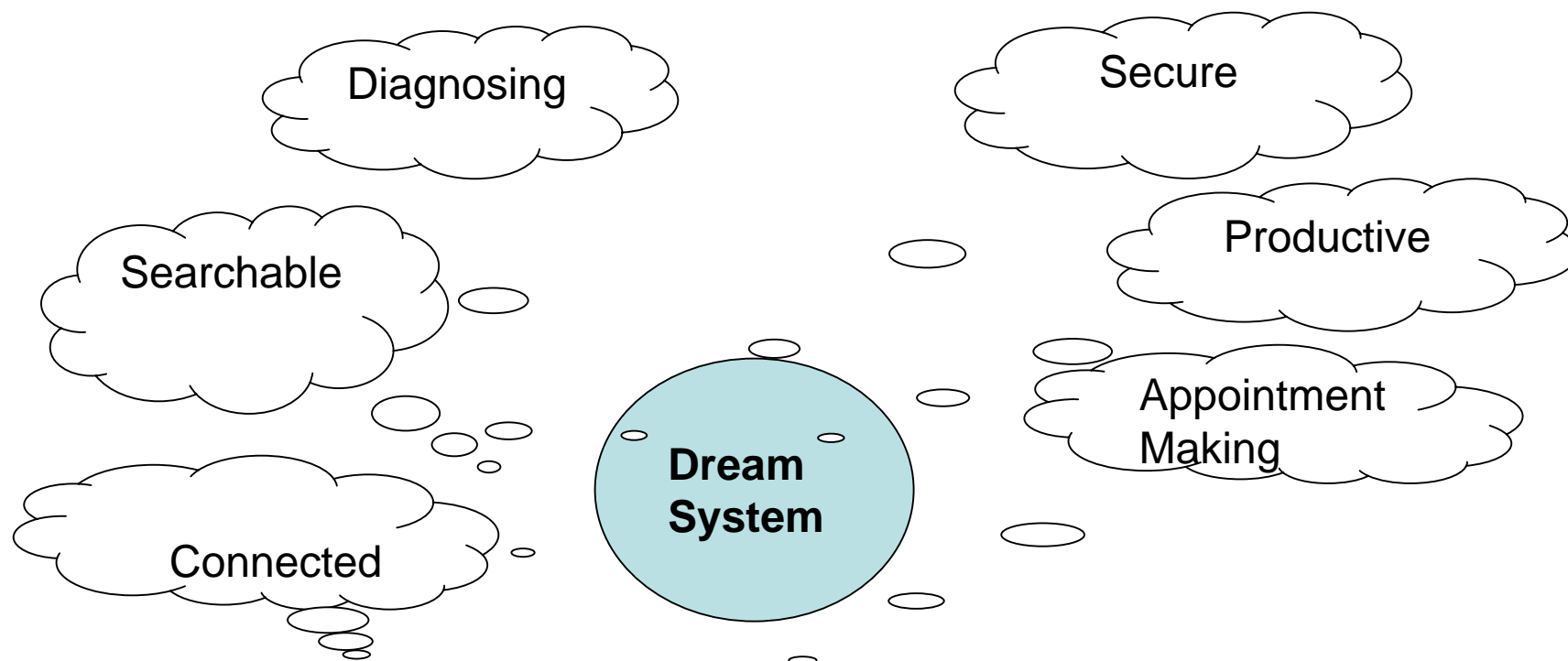


Lambeth Advice Forum pilot feedback (DG Legal):

- The system uses a well designed website which, with practice, is fairly easy to use.
- Given that I.T. skills vary widely amongst agencies, consideration should be given to providing training and ongoing support to participants.
- Given the low level of current participation, consideration should be given to the introduction of incentives to use the system in order to promote its use.
- A high profile re-launch of the system should be considered, possibly involving other London Boroughs.

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*'Nellbooker is the closest product I have seen to achieving 'dream system' status. It is a clear and well presented system with very useful tools already in place. With the right resourcing and developing proof of its value, maybe Nellbooker could be the dream system.'* Georgina Morgan TH Law Centre.

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How to learn more about Nellbooker:

- Log onto [demo.nellbooker.net](http://demo.nellbooker.net), use password 'enter' to view the system.
- Contact AdviceUK to obtain a registration form.

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