

adviceⁿⁱ

*the independent
advice network*

Annual Report 2007

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INVESTOR IN PEOPLE



National
Training Awards
Northern Ireland
2006

Vision

Advice NI's vision is of a society of confident, informed and active citizens who can access their rights and entitlements.

Values:

Advice NI holds a set of core values which are central to both what we do and how we do it. These values guide us in our work as a membership organization and as a staff team and influence how we engage with our wider range of stakeholders.

– We respect and promote the independence and diversity of our membership.

– We address and represent the needs and interests of our members in a fair, flexible and equitable way.

– We are accountable and transparent in all our work and actively seek ways to include our stakeholders.

– We provide a quality, professional and relevant service to our members.

– We promote a community development approach in all our work.

– We work in creative and collaborative ways in the interests of our members and those they serve.

– We promote equality, social justice and well being.

Mission

Our mission is to develop an independent advice sector that provides the best possible advice to those who need it most.

Chair's Report

The advice sector is embarking upon a substantial change process, as a result of the recently published DSD Advice and Information Strategy "Opening Doors". While this strategy presents challenges for our membership and to us as an organisation we are ready to deliver. Our members are actively responding to the changing environment and are exploring new ways of operating including partnership working. We will encourage and facilitate more discussions and joint working with other members and partners within the sector for the benefit of the end-user. We need to ensure that quality, accessible and adequately resourced services, designed to meet the needs of the individual, are established in local communities. We are committed to delivering on the new model outlined in the Strategy and to the process initiated between the Advice Services Alliance and the Department, regarding the rollout. However, only true partnership working by all the constituents involved, will achieve what is an ambitious policy agenda.

It is interesting to note that the three main strategic aims contained within our Strategic Plan for 2007-2010 (Collaboration and Change, Innovation and Communication, Influencing Policy) correlate with the demands being placed on the sector by the DSD Advice and Information Strategy. Over the past 12 months, Advice NI has worked on partnership building, ICT, quality standards, training and responding to policy initiatives. It is heartening to see that we share a number of mutual interests with Government regarding the development of our sector. However the hard work begins now, and this work will not succeed until sufficient resources are allocated to frontline services. Rest assured that Advice NI will continue to make this argument to Government.

Whilst the establishment of a NI assembly brings about new opportunities for the advice sector, it also brings about new challenges. The need for advice services is only one of a vast number of local policy issues jockeying for our elected representatives' attention. As a sector, we must establish new and innovative ways of engaging with our politicians to ensure that the needs and issues, faced by local people are also being highlighted to Government and national decision makers.

Other work over the last 12 months included increased Benefit Take-Up work on behalf of both the Social Security Agency and NI Electricity. We hope that this work is built on over the next year.

I would like to thank all of my fellow Committee Members for their knowledge, skills and good humour over the last 12 months. I also want to pay particular thanks to the fantastic team that we have in Advice NI. They have all worked extremely hard over the past year and their work achievements are evident in this annual report: well done to everyone. Finally, can I add a special thank you to our Director, Bob Stronge. Bob's leadership and vision for the advice sector has driven Advice NI and its membership strategically forward over the last number of years and this has placed the sector substantially higher up the "public agenda". As we embark on a new developmental phase for the sector, I feel assured that the interests of our members are being highlighted and championed for the valuable role that they play in today's society.

I recommend this report to you.

Conor McGale
Chair

This has been another busy and exciting year for Advice NI, in which, understandably the energy and focus of our work has been centred on the DSD Advice and Information strategy. Whilst this was only formally launched this year, we have been working to ensure that our members interests were reflected in the final strategy. There are many changes ahead which will challenge us all. The establishment of a hub and satellite model has yet to be tested and many questions remain to be resolved including composition, location and size. DSD and the Legal Services Commission have undertaken a mapping exercise and this along with RPA changes will help determine hub and satellite locations – this will go out to consultation in the near future. Many of the recommendations contained in the strategy require the Advice Services Alliance to collaborate more effectively to deliver its outcomes and this has had its challenges: most notably around issues such as Quality Standards, IT and Training. Advice NI is committed to full engagement within the Alliance to make these issues work for the benefit of our members and the sector as a whole.

Another emerging trend, as government modernisation moves forward, is the increased issuing of contracts for service delivery. Members have actively engaged in Benefit Up-Take work this year and we were successful in renegotiating with the Social Security Agency significantly increased payments for this work based on full cost recovery. These outcome based contracts have been a huge success for the people who received around £6 million in additional benefits. However it has highlighted weaknesses in our IT infrastructure – adding yet another layer of reporting and thus some level of duplication in case-recording. This

is something that we need to resolve if we are going to be able to compete for these types of contracts in the future. We need to move to a centralised web-based case-recording system which enables our members to report on the diversity of their work – any new system needs to support both specialist and generalist providers.

Our training services have really taken off this year and you will see this reflected in the rest of this report. I am particularly pleased that we now have in place a partnership between the Money Advice Trust, Citizens Advice and Advice NI to deliver Wiseraiser debt training. While we did not win the DETI contract for direct money advice provision, two of our members; Housing Rights Service and Omagh Independent Advice Services, sub-contracted with Citizens Advice to provide this service to their clients. We would hope that should further contracts for Money Advice be issued that we can get agreement to extend these types of contractual relationships to other areas of unmet need.

Almost ten years ago Advice NI took a decision to become an assessment centre for the delivery of NVQ's in Advice and Guidance. This was the right decision – there are no other organisations in Northern Ireland offering this bespoke National Qualification on the same scale as Advice NI. NVQ popularity has continued to grow and develop. For example this year we have added NVQ's in Customer Service and embarked on what I think is a ground breaking NVQ online learning project. Funded by PROTEUS, 20 participants are undertaking an NVQ in Advice and Guidance online, combined with accredited Energy Awareness training provided by NEA and 'Us and Them' training

provided by the WEA. It is worth noting that the NVQ in Advice and Guidance is in itself an indication of high quality standards – over 100 advisors have now undertaken this qualification.

Quality Standards is one further area where we made great strides this year. We have been working with DEL and our consultant, Julie Allen to provide group contract support to our members wishing to undertake Investors in People Standard. Given that we will be considering quality standards in the context of the DSD 'Opening Doors' strategy it is very heartening to note that over 40% of our members have achieved or are working towards the IIP standard.

Finally, my thanks to everyone who has supported us during the year and in particular to the staff of Advice NI who I can tell you, work extremely hard on your behalf – I am often amazed, especially when writing up the Annual Report at the sheer volume of activity in this organisation, as well as the skills and determination shown by staff. Many thanks also to our Management Committee for their support and wisdom, especially in developing the new strategic plan. And a special thank you is due to Conor McGale for his dedication to Advice NI and for his support to me as Chair.

Bob Stronge
Director



Advice NI recognises the opportunities that exist in the current environment. This year we demonstrated our commitment by improving services to work towards ensuring access to the best possible advice by those who need it most.

We have been proactive in addressing benefit uptake and fuel poverty through a range of partnership initiatives with the voluntary, community, statutory and private sectors. Below are just a few examples of partnership and collaborative working.

SSA/Advice NI Benefit Take Up Programme 2006

Building upon the success of last year's Benefit Take Up pilot and in partnership with the Social Security Agency we facilitated our members to engage in a number of exercises to increase benefit entitlement for individuals and families in Northern Ireland.

We targeted 3,283 clients, with a total of 1,837 (56%) of these obtaining a holistic Benefit Entitlement Check, which included information on the Warm Homes Scheme.

The programme was evaluated with results indicating impressive levels of benefits being provided to vulnerable clients. For every £1 invested by the SSA £21 was generated in benefits). In total over £6 million in additional benefits was raised demonstrating best value.

“During 2006/07 Advice NI, in conjunction with other providers, played a key role in delivering the Social Security Agency’s Benefit Uptake Programme. The Programme resulted in an additional £6 million of benefits being paid to some of the most vulnerable people in Northern Ireland.”

Hilda Spiers, Anti Poverty Unit SSA



Claire McCambridge, NIE
and Arfawn Yasin, Advice NI

“Our work to date with Advice NI has underpinned the value of good partnership working and we commend the sector for embracing the serious issue of fuel poverty”.

Pat Austin
Director, National Energy Action

‘For Your Benefit’

Advice NI acknowledges that fuel poverty is caused by 3 major factors: low income, energy inefficient homes and energy costs. In an attempt to address fuel poverty we established a partnership project branded ‘For Your Benefit’ with Northern Ireland Electricity (NIE), EAGA and 3 members (Gingerbread NI, Rethink and Disability Action).

The partnership adopted 5 approaches in targeting people who might benefit. These included a champions model, a poster/leaflet campaign, the use of information technology, outreach events and NIE targeted mail outs.

In total 1,020 holistic Benefit Entitlement Checks were carried out with approximately 44% of targeted clients receiving additional benefits. We also achieved a figure of approximately £700k in additional annual benefit and £80k in backdated benefit awarded.

“We value the excellent working relationship we have developed with Advice NI during the ‘For Your Benefit’ programme and look forward to working with them in the future.”

Jenny Boyd, Energy Services Manager

“Advice NI has been a very valuable and valued partner working with EAGA. It has been integral in maximising benefits amongst low income households across Northern Ireland and has been instrumental in enabling EAGA to access those living in fuel poverty who we may not otherwise have been able to reach”.

Bernadette Duffy, EAGA, Dungannon Office

Advice Services Alliance

Advice NI has been a key participant in moving the work of the Advice Services Alliance forward. Along with our partners, Citizens Advice NI and Law Centre NI, we met quarterly as a forum and shared information and best practice, lobbied on behalf of the sector for realistic funding and through collaboration and joint effort tried to ensure the best possible advice services for the people of Northern Ireland. Advice NI has 4 representatives on the ASA – 2 staff and 2 Management Committee members.

“We have worked in partnership with Advice NI for a number of years on a series of initiatives to support the understanding and improved take up of tax credits. The partnership has focussed on developing the capacity of the voluntary sector and this in turn has led to support being given to a substantial number of tax credits customers.”

David Hall
HMRC Voluntary and Community Sector
funding co-ordinator



Les Allamby, Law Centre NI, Rev Harold Good, Derek Alcorn, Citizens Advice Northern Ireland, Social Development Minister, Margaret Ritchie MLA, Bob Stronge, Advice NI at the launch of “Opening Doors”

We continue to seek new ways of delivering our services and enhancing our communication processes.

We strive to be creative in meeting the many demands placed upon us and have engaged in a number of new and exciting initiatives this year.

We continue to offer the Open University accredited NVQ in Advice and Guidance, the Assessor and Verifier Awards and OCN accredited money advice training.

Training Programmes

We developed and delivered a range of accredited/non-accredited courses and vocational qualifications through face to face and online learning. We value the development of quality advisers and advice services and are committed to enhancing the skills of the sector.

This year our Introduction to Dealing with Debt course which is accredited by OCN NI at Level 2 won a Regional National Training Award for Really Effective Training.

Advice NI has integrated the ethos of partnership working into all aspects of our training in an attempt to meet the emerging needs of advisors and other stakeholders and are now working with:

Open University
Open College Network NI
Qualifications Curriculum Authority
Money Advice Trust
Citizens Advice Northern Ireland
Law Centre NI
Community Housing Advice Project
Workers Education Association
National Energy Action
Northern Ireland Electricity
Irish League of Credit Unions
HM Revenue & Customs
Synergy Learning



Bob Stronge, Joanne McCoy and Fiona Magee celebrating Advice NI's Regional National Training Award

Feedback on the training is testament to the standards set and maintained by Advice NI.

"Advice NI continues to go from strength to strength, utilising existing provision and identifying new opportunities to secure their future. For example Customer Service NVQs are now being offered. In addition an on line learning project, E-quals, has been implemented. This offers greater flexibility to learners and encourages take up from a wider audience."

Caroline Morris
OU External Verifier

"Advice NI was the most appropriate organisation for me to complete the NVQ with as they were local and offered flexibility with study. I am currently studying for a Postgraduate Qualification in Careers Guidance and having the NVQ 4 allowed me exemptions from some elements for this qualification."

Claire Ussher
Careers Officer
Southern Regional College

"Having our adviser trained to wiser adviser standards has added a more confident and professional strand to our advice service provision."

Pauline Canavan
Chief Executive
SCA Ltd



Joanne McCoy, Advice NI, with wiseradviser learners

Training Outcomes

- 29 learners registered to do the NVQ in Advice and Guidance
- 20 learners embarked on an innovative E-Quals NVQs on-line learning programme
- The E-Quals NVQ online project was highlighted as a case-study by the Qualifications Curriculum Authority to promote their e-assessment strategy
- 10 learners achieved success in completing an NVQ Level 2-4
- 2 successful external verification visits were carried out on behalf of the Open University
- Advice NI was awarded approval to deliver the NVQ in Customer Service
- We received renewed centre approval status from OCNNI
- 32 advisers attended training on fuel poverty and energy efficiency
- 60 advisers attended 6 generalist and skilled level Tax Credit courses
- 3 training sessions were delivered on the AIMS Case Management System
- Advice NI developed an innovative online multi-lingual interactive Tax Credit training resource, for advisers and the general public to promote access to information and the uptake of Tax Credits amongst Black Minority Ethnic and Migrant Worker groups
- 117 trainees attended wiseradviser money advice training on 9 subjects at generalist and skilled level
- 22 learners achieved OCNNI Level 2 accreditation for the Introduction to Dealing with Debt course
- OCNNI accreditation was achieved at Level 3 for the Dealing with Codes of Practice and Utilities course and the Debts and Courts in NI course
- 2 tutors undertook assessment portfolio training

Quality Standards Initiatives

We pro-actively promoted quality assurance through the quality assurance working group and the Investors in People (IiP) group contract scheme which involves 30 members. Falls Community Council, Omagh Independent Advice Services, the Chinese Welfare Association and Newry Welfare Rights were awarded IiP status through this scheme. A further 25 members also achieved or are working towards an IiP standard bringing 54% of members into a recognised Quality Assurance Scheme. In response to members commitment to quality services we developed an IiP Quality Assurance Self-Help Tool which will assist members to achieve and maintain IiP status.

"It was a great opportunity to be involved in the IiP group contract scheme and to be awarded with a quality standard award that recognises best practice and the value we place on our staff".

Martin Napier, Chinese Welfare Association

to Shakespeare's Globe Theatre in London to collect a commendation in the Inclusion through Partnership and Innovation category.

AdviceLink, our eGroup, continues to withstand the test of time. A subscription of 147 advisers and 753 messages posted over the year speaks volumes about the value of this simple but effective piece of technology. Similarly our website, www.adviceni.net, has attracted an increasing number of visitors with just under 1.7 million hits over the last 12 months.



We also developed a monthly money advice e-bulletin and won a tender from the Money Advice Trust for the management and development of the Northern Ireland element of the wiseradviser website; the primary site for money advisers in the UK. We continue to produce our news sheet, Advice Matters on a quarterly basis and were delighted to win the SCOPE Award for the Best Annual Report 2006; our thanks go to our designer Andy Henry.

Advice NI is aware of and sensitive to the digital divide both within our membership and its impact in local communities. In response to this we are an active member of the ICT Consortium NI, a collective of representatives from organisations within the voluntary and community sector who aim to support and promote the strategic use of ICT within the sector.

While we have consolidated much of our online presence this past year, the future holds both challenges and potential for exciting new work. Advice NI is committed to working with its membership to modernise the ICT infrastructure within the sector to meet requests from both members and funders for a more comprehensive case management system which will enable outreach access and better reporting mechanisms.

Communication

Advice NI continues to use technology as an effective and efficient means to communicate with its members and stakeholders. This year we put our Advice & Guidance NVQ online, choosing an open source Virtual Learning Environment, moodle.org, to ensure its long term sustainability. Our thanks go to Synergy, our private sector partner in this initiative, who developed a series of colourful interactive flipbooks to entice our learners.



Our e-consultation work continues to gather momentum. This year's work culminated in an invitation from the eWell-Being Awards

The range and extent of social policy activity undertaken by Advice NI reflects the level of engagement of Advice NI members and their service users in influencing government's change agenda.

To this end Advice NI was active on various policy bodies including;

Northern Ireland Legal Services Commission
 Voluntary Sector Forum
 ASA/SSA Operational Forum
 Partnerships for Pensioners Group
 Disability and Carers Group
 CSA/SSA Joint Standards Committee
 Tax Credit Consultation Group
 Consumer Council Stakeholder Group
 Appeal Service Stakeholder Group
 Rate Collection Agency Communications Group
 Consultation Institute
 Money Advice Trust Social Policy Working Group
 Northern Ireland Money Advice Discussion Forum
 Enforcement of Judgement Office User Forum

Advice NI played a key role within the Semple Housing Affordability Review – successfully tendering to conduct qualitative research that explored the impact that inability to access appropriate housing had on people's lives and their aspirations. We worked in partnership with voluntary organisations specialising in urban and rural perspectives and organisations specialising in poverty, joblessness and housing debt. Most importantly we were able to provide a platform for the public to express their views via the eConsultation service. This research was well-received by the Semple Review team and was central to deliberations both before and after the publication of the Review Report in Spring 2007. Our thanks to our partner organisations that participated in the research: Belfast Interface Project, Rural Community Network, Organisation for the Unemployed, Housing Rights Service and the Northern Ireland Anti Poverty Network.

"I would like to thank all those who have participated in this e-consultation. I have found the comments to be very useful and I appreciate the time and effort of all who have contributed to the discussion and made it such a success. I have learnt much from your personal experiences, debate and the wide range of subjects covered. I will give your views and experiences much consideration when I compile the final report of my review into affordable housing and hope that many of my recommendations are implemented and help those for whom affordable housing has become difficult to attain."

Sir John Semple

"Advice NI has played an invaluable role in commenting on draft policy documents, identifying cross sectoral issues, disseminating information to a broad range of stakeholders, and providing feedback as appropriate. This is a partnership the NI Legal Services Commission is keen to grow and develop in delivering Access to Justice."

Eamonn Broderick (Business Manager Partnerships, NI Legal Services Commission)

Advice NI also responded to a request from the Oireachtas Joint Committee on Communications, Marine and Natural Resources to facilitate their eConsultation on the Draft Heads of the proposed Broadcasting Bill.

Advice NI and its Policy and Planning Sub-Committee worked together to establish policy priorities which included Welfare Reform, Child Support, Water, Retirement and Debt. We engaged with members and the relevant government departments to highlight and address policy issues impacting on the advice sector and its clients.

The NI Legal Services Commission had four papers out for consultation to which Advice NI responses advocated continued progress towards a mixed model of legal advice service provision in Northern Ireland.

"We tried to take advantage of the housing boom by 'trading up' i.e. cashed in the equity in our old house and used this as a deposit on a house that otherwise we simply could not afford. The catch now is that we stretched ourselves to do this, and now we are worried about the future - repayments plus added charges of water and rates from next year - expenses that will hit us hard as we are now in a more expensive house - not on any more money re earnings / income. I'm finding this online discussion very interesting and great range of views. Thank you."

eConsultation contributor

Information sessions/presentations organised for advisers:

- Land and Property Services (forum meeting)	- Northern Ireland Water (forum meeting)	- NUS USI (forum meeting)	- Enforcement of Judgements Office (forum meeting)
- Extortionate Bank Charges	- Consumer Council Credit Act Consultation Seminar	- Update on Insolvency Order	- Unfair Practices Directive Enterprise Act

Consultation responses:

- Advice NI response to Welfare Reform Green Paper (April 2006)	- NI Legal Services Commission consultation paper on Funding Code (June 2006)	- NI Legal Services Commission consultation paper on Registration (June 2006)	- Consultation Paper on GMC consultation on supplementary guidance to support Good Medical Practice (July 2006)
- OFREG Paper on Price Control (July 2006)	- Draft Water and Sewerage Services Northern Ireland Order (Aug 06)	- Consultation on an All Ireland Free Travel Scheme for Older People (Sept 2006)	- Consultation Paper on 'A fresh start': The Child Support Redesign (Sept 2006)
- Security in Retirement consultation (Sept 2006)	- Proposal for a new Debt Relief Scheme for Northern Ireland (Oct 06)	- DETI Debt Action Plan (Oct 06)	- The Charities (Northern Ireland) Order 2006 (Oct 2006)
- Draft Statutory arrangements within the Consumer Credit Act 2006 (Nov 06)	- Consultation on Market Investigation into Personal Current Account Banking Services in Northern Ireland (Nov 2006)	- Consultation on Improving Claims Handling for Mesothelioma Cases (Nov 2006)	- Affordable Homes – Impact of Restricted Access to Affordable Housing Across Tenure Groups (Jan 2007)
- NI Legal Services Commission consultation paper on Guidance (Jan 2007)	- NI Legal Services Commission consultation paper on Funding Code (Feb 2007)	- Advice NI submission in response to Treasury Committee call for evidence regarding tax credits (March 2007)	- Draft Instrument of Appointment (otherwise known as a License) of Northern Ireland Water Limited (NIWL) (Feb 2007)
- PO Network consultation (March 2007)	- Draft Charges Scheme for Northern Ireland Water Ltd (March 2007)	- Money Advice Quality Model (March 2007)	

Strategic Plan

We had a successful evaluation carried out by the DSD which found us 'fit for purpose'. The evaluation made a number of recommendations most notable of which was to introduce a Balanced Scorecard for planning, reporting and monitoring of our work. We also undertook a more in-depth approach to strategic planning which involved external facilitation and the establishment of a Planning Group and Process Design Team. Stakeholders were identified and consultation was carried out on all stages of the strategic planning process. We incorporated the recommendations from the external evaluation carried out by the DSD on our core work, the recommendations from DETI TPO Inspection and the proposed requirements within the DSD Advice and Information Strategy.

Investor in People

We aligned all aspects of our work more closely with the Investor in People Framework and introduced the Balanced Scorecard to translate the strategy into performance measures, mapping and communicating the strategy to individual's work expectations, helping staff to understand their role and achievements within the organisation. We also considered risk management.

Governance

We also had a much keener focus this year on improving our governance arrangements. We introduced a range of new policies and procedures and updated staff terms and conditions of employment. The Policy and Planning Sub-Committee and the Staffing and Resources Sub-Committee, which comprise management committee members and staff, have been very active and of great value in assisting us to plan for future work and new developments. The Management Committee met 5 times during the year and the Policy & Planning and Staffing & Resources Committees met 3 times.

Constitutional Review

This year we intended to bring forward changes to our constitution which needs modernised and updated. However due to the introduction next year of a new Charity Commission for Northern Ireland we have decided to wait and bring forward these changes next year.

Staff Learning and Development

Advice NI has embedded learning and development plans within the organisation, encouraging staff to embark on training which develops skills that are both in line with its strategic plan and personal interests.

Training undertaken by staff over the past year included:

Outlook Contact Management
 QCA E-Assessment
 PowerPoint Training
 Managing Exchange
 Boston College E-Governance Programme
 Media Training
 Recruitment & Selection Training
 Risk Assessment
 Moodle Administration
 Balance Scorecard Training
 Child Protection and New Technology
 Concordia ICT Study Trip to Bulgaria
 Strategic Planning Sessions
 Wiseradviser Training
 Assessors Training
 Electronic Newsletter
 Negotiation Skills
 Individual Voluntary Arrangements
 Introduction to Bankruptcy
 Open College Network administration training

Membership Services

Our membership remained fairly steady during the year at 71. We have 43 subscribers and have set ourselves a target to increase this over the course of the next three years.

Membership, insurance, subscriber and profile forms are all available on Advice NI's website for members to download. Templates for supporting documentation for membership criteria such as Complaints and Confidentiality policies are also available for download.

85% of members availed of our professional indemnity insurance and 15 availed of Directors and Officers Insurance. Rates are still very competitive and in the main the groups who have not availed of the Advice NI PI insurance have insurance through their head office in the UK.

Advice NI dealt with approx. 6,750 calls this year, 1,750 of which were advice calls from the public which were signposted to the most appropriate source of help. A further 3,500 calls were handled in respect of benefit up take activities.

There were 159 bookings for the training room which reflects increased usage by members on training and networking activities.

Finance

Advice NI uses Sage Management Accounts to monitor and control all financial transactions and operates as a cost centre. Regular income and expense reports plus cash flow projections are presented to the management committee as well as to the resources sub committee.

Accounts are externally audited on a yearly basis. Advice NI's financial policy clearly defines financial procedures including accountability, audit trail, segregation of duties and recording, reporting and decision making tasks.



	Unrestricted	Designated Funds	Restricted	Total 2007	Total 2006
	£	£	£	£	£
Income					
Grants received	188,253	-	229,833	418,086	718,184
Membership fees and insurance	17,517	-	-	17,517	16,902
Training and other income	15,595	-	7,223	22,818	13,104
Bank interest received	1,241	-	-	1,241	125
Miscellaneous income	2,470	-	-	2,470	4,043
	225,076	-	237,056	462,132	752,358
Expenditure					
Redistribution of grant income:					
- DETI	-	-	-	-	104,965
- PROTEUS	-	-	-	-	598
- Welfare Reform	-	-	-	-	102,130
- Housing Research	-	-	7,750	7,750	-
- SSA	-	-	31,068	31,068	57,544
Salary costs	172,101	22,512	105,369	299,982	280,186
Travelling expenses	10,109	-	1,627	11,736	10,464
Premises costs	27,124	-	4,437	31,561	33,629
Telephone, postage, stationery	16,457	-	6,891	23,348	22,191
Staff recruitment and training	6,228	-	7,667	13,895	5,911
Members' Training	-	-	27,843	27,843	4,244
Subscriptions and affiliation	1,821	-	1,206	3,027	1,813
Conference costs	5,036	-	2,297	7,333	5,498
Publicity, literature	7,096	-	1,473	8,569	10,126
Bank charges	244	-	-	244	271
Audit and accountancy	2,556	-	852	3,408	2,643
Legal and professional	2,674	-	13,191	15,865	18,059
Sundry expenses	672	-	-	672	3,582
Depreciation	7,716	-	-	7,716	7,715
Amortisation of capital grant	(5,375)	-	-	(5,375)	(5,375)
	254,459	22,512	211,670	488,641	666,194
(Deficit)/Surplus for year	(29,383)	(22,512)	25,386	(26,509)	86,164
Transfers between funds	26,141	-	(26,141)	-	-
Balance at start of year	132,735	50,000	17,074	199,809	113,645
Balance at end of year	129,493	27,488	16,319	173,300	199,809

	2007		2006	
	£	£	£	£
Fixed Assets		6,679		14,395
Tangible assets				
Current Assets				
Cash at bank	54,818		90,429	
Cash on hand	136		68	
Grants receivable	118,516		162,812	
Prepayments	3,706		3,988	
	177,176		257,298	
Current Liabilities				
Creditors and Accruals	(5,180)		(61,134)	
Net Current Assets		171,996		196,164
Total Assets Less Current Liabilities		178,675		210,559
Accruals and Deferred Income		(5,375)		(10,750)
Net Assets		173,300		199,809
Represented by				
Unrestricted Funds		129,493		132,735
Designated Funds		27,488		50,000
Restricted Funds		16,319		17,074
		173,300		199,809

Management / Staff

Advice NI Management Committee

Marie Corrigan	NIACRO
Caryl Williamson	Age Concern NI
Conor McGale	Omagh Independent Advice Services
Mary McManus	East Belfast Independent Advice Centre
Jim O'Callaghan	Housing Rights Service
Kathleen Bradley	Neighbourhood Assist
Barrie McLatchie	Belfast Unemployed Resource Centre
Gerard O'Neill	SCA Ltd
Jim Doran	LIAISE
Harry Smith	Finaghy Community Centre
Harry Lyness	Limavady Community Development Initiative
Sean O'Neill	Gingerbread NI

Advice NI Staff

Bob Stronge	Director
Fiona Magee	Deputy Director
Kevin Higgins	Head of Policy & Research
Kathleen Mulligan	Head of Resources
Patricia Donald	Head of ICT
Dominic Sharvin	Vocational Blended Learning Assessor
Arfawn Yasin	Benefit Take Up Co-ordinator
Joanne McCoy	Money Advice Co-ordinator
Elkie Ritchie	Receptionist

List of Members

Advocacy For Senior Citizens	EGSA	North Belfast Senior Citizens Forum
Age Concern NI	Employers For Childcare	Northlands
Alzheimers's Society NI Helpline	EPIC	NUS-USI
Ardoyne Association	Falls Community Council	Omagh Independent Advice Services
Ballynafeigh Community Development Association	Falls Women's Centre	Rethink - Severe Mental Illness
Ballysillan Community Forum Advice	First Housing Aid & Advice Services	ROSA - Regeneration Of South Armagh
Barnardos NI	Calliagh Intergrated Advice Service	Rosemount & District Welfare Rights Group
Belfast Unemployed Resource Centre	Gingerbread Derry	S.T.E.E.R
Causeway Women's Aid	Gingerbread NI	Shelter Northern Ireland - Gable Project
Chinese Welfare Association	Greater Turf Lodge Residents Association	South Antrim Rural Network
Christian Debt Centre	Help The Aged	South Tyrone Empowerment Programme
Cithrah Foundation	Housing Rights Service	Southcity Resource & Development Centre
Civil Service Benevolent Fund	LIAISE	Special Educational Needs Advice Centre
Cookstown & Western Shores Area Network	Ligoniel Improvement Association	Springfield Charitable Association
Corpus Christi Services	Limavady Community Development Initiative	Tar Isteach
COSTA	Lisburn Welfare Rights	The Presbyterian Orphans & Children's Society
Craigavon Independent Advice Centre	Lower North Belfast Community Council Advice Service	The Resource Centre
Cross Glebe Community Association	Mencap	The Wider Circle
Disability Action	Multi Cultural Resource Centre	University of Ulster Students Union
Dungiven Community Resource Centre	Neighbourhood Assist	Vine Centre
Dyslexia & Dyspraxia Support	Neighbourhood Development Association	Wave Trauma Centre
East Belfast Independent Advice Centre	Newry Welfare Rights	Windsor Womens Centre
East Belfast Mission (Stepping Stone Project)	NIACRO	
East Down Rural Community Network	North Antrim Community Network	
	North Belfast Employment Centre	

List of Subscribers

Armagh Unemployed Group	Office of the Social Fund Commissioner
Belfast City Council - Consumer Advice Centre	Organisation of the Unemployed NI
Childrens Law Centre	Pat McNally
Citizens Advice Bureau - Belfast	Pension Service
Committee on Administration of Justice	People 1st
Community Development & Health Network	Sarah Timmins
Community Development Team	Sarah-Jane Goldring
Armagh & Dungannon HSS	Sean O'Farrell
Community Development Unit N&W Trust	Stakeholder Communications (TV Licensing)
Community Evaluation NI	Suffolk & Andersonstown C.A.B
Consumer Affairs Branch	The Green Party
Craigavon & Banbridge Community H&S Service Trust	Triangle Housing Association
Craigavon Borough Council	Ulster Supported Employment Ltd
Department for Social Development	Unison
Equality Commission NI	Women's Aid Belfast & Lisburn
General Consumer Council for NI	Womens Aid Federation NI
Greater West Belfast Community Association	Women's Support Network
Juile Allen Consulting	
Law Centre NI	
National Energy Action NI	
Newry & Mourne District Council	
Newtownabbey Borough Council	
NI Anti-Poverty Network	
Northern Ireland Human Rights Commission	
Northern Ireland Legal Services Commission	
Northern Ireland Ombudsman	
Northside Community Law Centre	

Funders

