

All figures for reporting period April 2015 - March 2016

The Independent Advice Network dealt with

263,325

 enquiries

Members' List

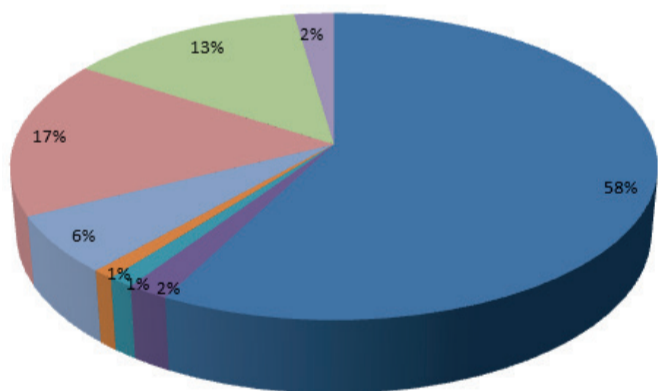


- Age Concern Causeway
- Age NI
- Ardoyne Association
- Ballynaveigh Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women's Aid
- Chinese Welfare Association
- Christians Against Poverty
- Cithrah Foundation
- Clanmill Housing Association
- Cookstown & Western Shores Area Network
- Corpus Christi Services
- County Down Rural Community Network
- Damask Community Outreach
- Disability Action
- Dove House Advice Services
- East Belfast Independent Advice Centre
- Employers for Childcare
- EPIC
- Falls Community Council
- Falls Women's Centre
- First Housing & Smartmove
- Galliagh Women's Group
- Glenshane Community Development Ltd
- Greater Turf Lodge Residents Association
- Housing Rights Service
- LIAISE
- Ligoniel Improvement Association
- Limavady Community Development Initiative
- Magherafelt District Advice Services
- Mencap
- Migrant Centre NI
- Mindwise - New Vision
- Neighbourhood Development Association
- NIACRO
- NICRAS
- North Antrim Community Network
- North Belfast Senior Citizens Forum
- North West Advice Service
- North West Taxi Proprietors Ltd
- Northern Ireland Council for Ethnic Minorities
- Omagh Independent Advice Services (OIAS)
- Polish Educational & Cultural Association
- Queen's Students' Union Advice Centre
- RNIB
- Rosemount & District Welfare Rights Group
- Rural Support
- SCA Ltd
- Shelter Northern Ireland
- South Antrim Community Network
- South Tyrone Empowerment Programme
- Southcity Resource and Development Centre
- Special Educational Needs Advice Centre (SENAC)
- Tar Isteach
- The Charity for Civil Servants
- The Ely Centre
- The Fostering Network NI
- The Resource Centre Derry
- Vine Centre
- WAVE
- Windsor Women's Centre

62

 members

Members' Workload



- 58% Benefits
- 2% Consumer
- 1% Disability
- 1% Community Care
- 6% Other
- 17% Housing
- 13% Money/Debt
- 2% Education

TAX & BENEFITS SERVICE



Freephone 0800 9882377

Tax & Benefits enquiries

5,589

Dealt with

133

Historical Institutional Abuse enquiries

Dealt with

1,593

enquiries in the Castlereagh areas of LCCC

LCCC
Lisburn & Castlereagh City Council

Benefit Uptake targeted exercise programme dealt with

28,096

enquiries which contributed to

£18million

in additional benefits

Advised over

488

 business owners

and assisted with over

£34.1million

of debt

BUSINESS DEBTLINE

Freephone 0800 083 8018

Grants distributed to members and partners

£1,316,644



Advised & supported

4,000

clients (7,125 debts) totalling

£37.1 million



Specialist Support provided advice and support on

244

complex money and debt cases

Developed over

18

new courses to meet sector needs

Offered a portfolio of over

135

training courses

Trained over

800

people

Published Social Policy Briefing Paper: **Benefit Sanctions in NI**



3

Advice NI members achieved the NI Advice Quality Standard

Posted

2,715

Tweets



Total of

3,138

Tribunals represented

10,688

social media followers



149,360

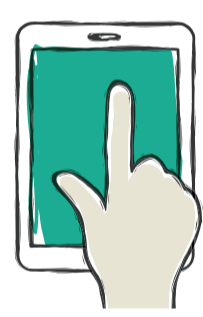
visitors across our websites



Additional monies recovered for older people via the

SUPPORTING ACTIVE ENGAGEMENT

project:



£136,633

Achieved Investors in People Gold Standard



Handled

32,706

Telephone calls



Delivered

68

Manage Your Money Sessions to older people



Established

#WelfareReformNI

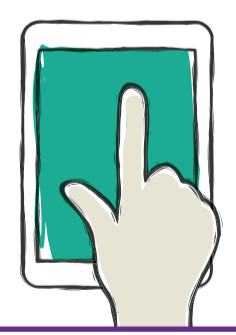
Capturing the Impact of Welfare Reform in Northern Ireland



Delivered tablet training to

113

older people, helping them to access their rights and entitlements



Recruited

11

new volunteers

Participated in

Welfare Reform Mitigations Working Group

Funders:

