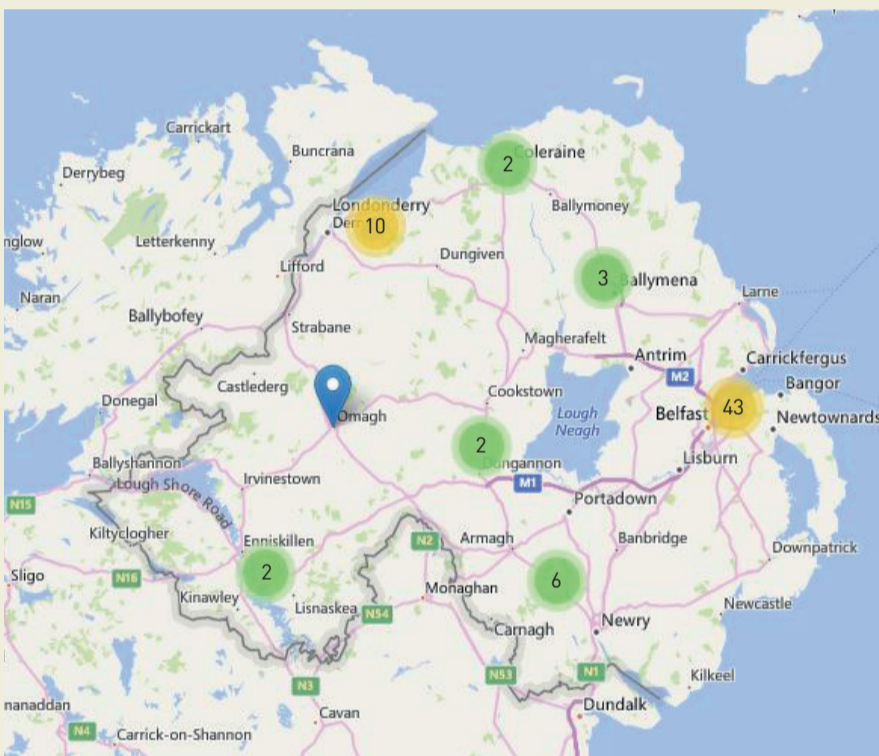


THE INDEPENDENT ADVICE NETWORK DEALT WITH...

540,983 ENQUIRIES

THE INDEPENDENT ADVICE NETWORK



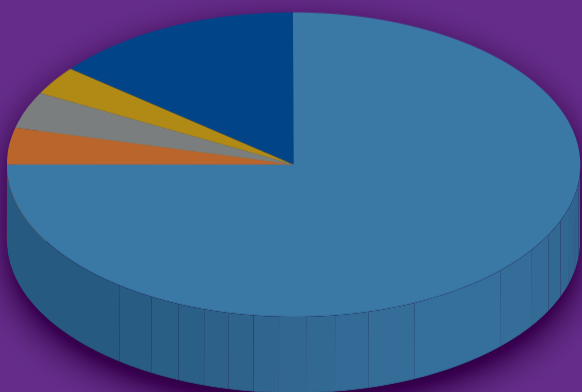
- Action on Hearing Loss
- Advice North West
- Advice Space
- Age NI
- Apex Housing Association
- Ardoyne Association
- Ballynareigh Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women's Aid
- Chinese Welfare Association
- Choice Housing Association
- Citihrah Foundation
- Clanmill Housing Association
- Community Advice Antrim and Newtownabbey
- Community Advice Ards and North Down
- Community Advice Armagh
- Community Advice Banbridge
- Community Advice Causeway
- Community Advice Craigavon
- Community Advice Fermanagh
- Community Advice Lisburn and Castlereagh
- Community Advice Newry, Mourne and Down
- Connswater Homes
- Compass Advisory 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 and Smartmove
- Fosterering Network NI
- Glenshane Community Development Ltd
- Habitat Housing Association
- Housing Rights
- LIASE
- Ligoniel Improvement Association
- Limavady Community Development Initiative
- Mid East Antrim Community Advice Services
- Mid Ulster Agewell
- Migrant Centre NI
- Mindwise New Vision
- Neighbourhood Development Association
- NIACRO
- North Antrim Community Network
- North West Life Long Learning
- North West Taxi Proprietors Ltd
- Omagh Independent Advice Services (OIAS)
- Queens Students' Union Advice Centre
- Radius Housing Association
- Resource Centre Derry
- Rosemount and District Welfare Rights Group
- Royal British Legion
- Rural Support
- SCA Ltd
- Shelter Northern Ireland
- South East Fermanagh Foundation
- South Tyrone Empowerment Programme
- South City Resource and Development Centre
- Special Education Needs Advice Centre (SENAC)
- Tar Isteach
- Ulster University Student Support
- Upper Springfield Advice Services
- Vine Centre
- Wave Trauma
- Windsor Women's Centre

69
MEMBERS



The course was well constructed and although it is a complicated subject the instructor broke it down into simple scenarios and explained it in detail for use.

THE INDEPENDENT ADVICE NETWORK WORKLOAD



OUR HISTORICAL INSTITUTIONAL ABUSE ADVICE SERVICE DEALT WITH

466
ENQUIRIES DURING THE YEAR

TAX AND BENEFITS ADVICE

DEALT WITH **4,232** TAX & BENEFITS ENQUIRIES THROUGH OUR HMRC FUNDED HELPLINE 0800 915 4604



34
NEW COURSES DEVELOPED

WELFARE CHANGES HELPLINE

28,865
ENQUIRIES



FREEPHONE 0800 915 4604



Fantastic service and the team were so helpful in resolving my issue, nothing is too much trouble for them and I can't thank them enough.



SPECIALIST SUPPORT HELPED ADVISERS WITH

314
COMPLEX DEBT ENQUIRIES



Relieved that I came to the service and asked the adviser for help and got help to complete my form.

BUSINESS DEBT SERVICE

HELPED
195
BUSINESSES
DEALING WITH OVER...



FREEPHONE
0800 915 4604

FACILITATED

4 MEMBERSHIP WIDE
VOLUNTEER WORKING
GROUP MEETINGS



233,403



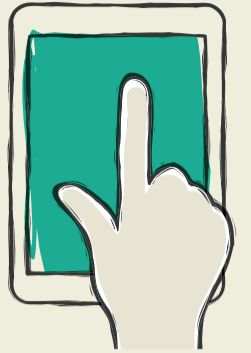
PEOPLE REACHED VIA OUR PAID
FOR DIGITAL ADVERTISING

SUPPORTING ACTIVE ENGAGEMENT

VOLUNTEERS DELIVERED
RIGHTS4SENIORS DIGITAL TRAINING TO

126

OLDER PEOPLE



The tutor was knowledgeable and explained the topic in an understandable manner.



The service received was professional and very comprehensive. The adviser was supportive and understanding of my circumstances.

DEBT SERVICE

ADVISED
5,071

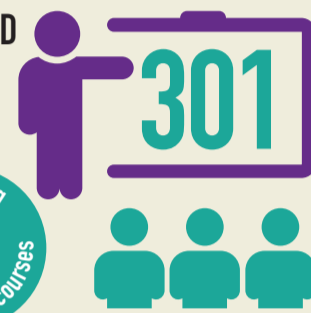


FREEPHONE 0800 915 4604

£52m IN DEBT

CLIENTS WITH DEBT ISSUES AND DEALT WITH NEARLY

DELIVERED



TRAINING COURSES TO

2,888

PARTICIPANTS

including
23
anytime online courses

Training Satisfaction Rate
99.98%

LAUNCHED A SINGLE
FREEPHONE ADVICE HELPLINE



0800 915 4604

6 BRIEFING
PAPERS

ADVICE NI HAS PLAYED A LEAD ROLE RAISING AWARENESS
ON SOCIAL POLICY ISSUES

12 CONSULTATION
RESPONSES

75 MEETINGS



269,686

VISITORS ACROSS OUR WEBSITES



www.adviceni.net

www.rights4seniors.net

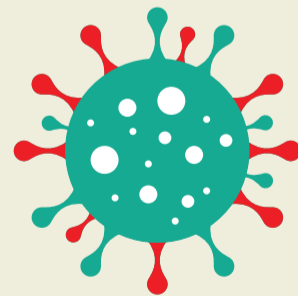
www.adviceni-learningonline.net



ASSISTED

26,000

CLIENTS ON EU SETTLEMENT
SCHEME SERVICES
FREEPHONE 0800 915 4604



OPERATIONALISED THE
COVID19 COMMUNITY HELPLINE

QUALITY
STANDARD
WORK

5 NIAQS ANNUAL
ASSESSMENTS
CARRIED OUT

1,330 QUALITY ADVICE AUDITS
AND CASE FILE REVIEWS
CONDUCTED

204 MEETINGS AND
WORKSHOPS
PROVIDED

18 TRAINING
SESSIONS TO
200 PARTICIPANTS

Advice NI would like to say thank you to all of our funders.



Advice NI, Forestview, Purdy's Lane, Belfast, BT8 7AR. Tel: 028 9064 5919 www.adviceni.net info@adviceni.net [@AdviceNI](https://twitter.com/AdviceNI)

NI Charity No. NIC100008 Company Registration No. NI071966

INVESTORS IN PEOPLE
We invest in people Gold