

THE INDEPENDENT  
ADVICE NETWORK  
DEALT WITH...

215,678 ENQUIRIES

MEMBERS' LIST



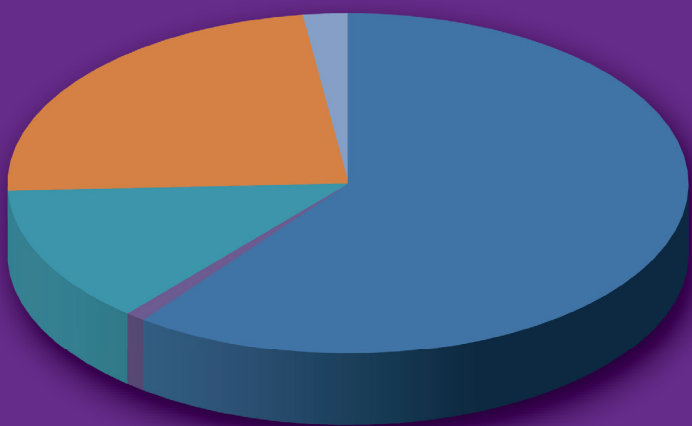
AGE CONCERN CAUSEWAY  
AGE NI  
APEX HOUSING ASSOCIATION  
ARDOYNE ASSOCIATION  
BALLYNAFEIGH COMMUNITY DEVELOPMENT ASSOCIATION  
BALLYSILLAN COMMUNITY FORUM ADVICE  
BELFAST UNEMPLOYED RESOURCE CENTRE  
CAUSEWAY WOMEN'S AID  
CHINESE WELFARE ASSOCIATION  
CITHRAH FOUNDATION  
CLANMILL HOUSING ASSOCIATION  
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  
GREATER TURF LODGE RESIDENTS ASSOCIATION  
GLENSHANE COMMUNITY DEVELOPMENT LTD

HOUSING RIGHTS  
LIAISE  
LIGONIEL IMPROVEMENT ASSOCIATION  
LIMAVADY COMMUNITY DEVELOPMENT INITIATIVE  
MENICAP  
MEN'S ACTION NETWORK  
MIGRANT CENTRE NI  
MINDWISE - NEW VISION  
NEIGHBOURHOOD DEVELOPMENT ASSOCIATION  
NIACRO  
NORTH ANTRIM COMMUNITY NETWORK  
NORTH BELFAST SENIOR CITIZENS FORUM  
NORTH WEST TAXI PROPRIETORS LTD  
OMAGH INDEPENDENT ADVICE SERVICES (DIAS)  
QUEEN'S STUDENTS' UNION ADVICE CENTRE  
RNIB  
ROSEMOUNT & DISTRICT WELFARE RIGHTS GROUP  
ROYAL BRITISH LEGION  
RURAL SUPPORT  
SPRINGFIELD CHARITABLE ASSOCIATION LTD  
SHELTER NORTHERN IRELAND  
SOUTH ANTRIM COMMUNITY NETWORK  
SOUTH EAST FERMANAGH FOUNDATION  
SOUTH TYRONE EMPOWERMENT PROGRAMME  
SOUTHCITY RESOURCE AND DEVELOPMENT CENTRE

SPECIAL EDUCATIONAL NEEDS ADVICE CENTRE (SENAC)  
TAR ISTEAH  
THE CHARITY FOR CIVIL SERVANTS  
THE ELY CENTRE  
THE FOSTERING NETWORK NI  
THE RESOURCE CENTRE DERRY  
VINE CENTRE  
WAVE  
WINDSOR WOMEN'S CENTRE

59  
MEMBERS

MEMBERS' WORKLOAD



- 60% BENEFITS
- 24% HOUSING
- 13% OTHER
- 1% EMPLOYMENT
- 2% MONEY/DEBT

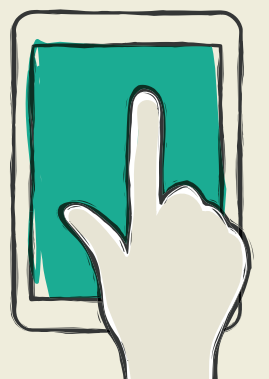
DEALT WITH  
**146**

HISTORICAL INSTITUTIONAL  
ABUSE ENQUIRIES

DELIVERED RIGHTS4SENIORS DIGITAL TRAINING TO

**118**

OLDER PEOPLE, HELPING THEM  
TO ACCESS THEIR RIGHTS  
AND ENTITLEMENTS



TAX &  
BENEFITS  
SERVICE



TAX &  
BENEFITS  
ENQUIRIES

Freephone 0800 9882377

**5,055**

SUPPORTED

**35**  
VOLUNTEERS



HANDLED

**16,980**

TELEPHONE CALLS

SUCCESSFULLY DELIVERED  
BCT CIVIC ACTIVISM PROJECT:

**CAPTURING THE  
IMPACT OF  
WELFARE REFORM**

SPECIALIST SUPPORT PROVIDED  
ADVICE AND SUPPORT ON

**199**

COMPLEX MONEY AND DEBT CASES

12,282



SOCIAL MEDIA FOLLOWERS

POSTED

3,404



TWEETS

5

ADVICE NI MEMBERS ACHIEVED THE NI ADVICE QUALITY STANDARD

ADVISED OVER

379

BUSINESS OWNERS

BUSINESS DEBTLINE

AND ASSISTED WITH OVER

£22.9 MILLION OF DEBT

Freephone 0800 083 8018

44

NEW COURSES DEVELOPED

OFFERED A PORTFOLIO OF

175

TRAINING COURSES

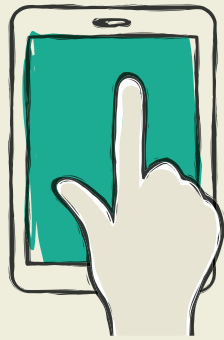
TRAINED OVER

3,092

PARTICIPANTS



ADDITIONAL MONIES RECOVERED FOR OLDER PEOPLE VIA THE SUPPORTING ACTIVE ENGAGEMENT PROJECT:



£162,441.80

PARTICIPATED IN WELFARE REFORM SUPPORT PROJECT WITH CITIZENS ADVICE & LAW CENTRE NI FUNDED BY DFC, DEALT WITH

11,355

ENQUIRIES



149,360

VISITORS ACROSS OUR WEBSITES

PUBLISHED SOCIAL POLICY BRIEFING PAPER

UNIVERSAL CREDIT IN NORTHERN IRELAND



DEALT WITH

693

EMAIL ADVICE QUERIES



FUNDERS:

