

Covid-19 Community Helpline Emergency Response.

Operationalised the Covid-19 Community Helpline in response to the pandemic



Trained and redeployed Advice NI staff and volunteers to help respond to the crisis as it unfolded.



Recruited and trained an additional volunteers to help with answering requests for assistance from the public



Provided advice, information and support to 45.841

Answered

18,694

email requests for help and information

Responded to 1,676 tex



members of the public

Responded to 20,757

people who completed our online Covid-19 support form asking for advice.



Referred

12,227

people to external agencies for support

Developed an online Covid-19 resource with information on benefits, employment, heating, food, medicine, money which had

35,516 views

referrals to Councils and Health Trusts for emergency food parcels and medicine

Designed and distributed an independent advice network Covid-19 leaflet in 30 languages, which was downloaded 1,896 times



Supported 14,227

people to receive emergency fuel payments through Warm Well & Connected



Collaborated with 46

external agencies to provide a joined up approach to provide emergency support throughout lockdown and beyond



Operationalised the Covid-19 Mobile advice van, which provided urgent face-to-face advice and support to people.

Delivered online training to



218

members of the public to enhance their digital skills whilst working from home



During the pandemic, advice organisations have been more critical than ever in providing emergency responses to those struggling financially, physically and emotionally; with Advice NI providing the Covid 19 Community Helpline which handled over 40,000 calls. Deirdre Hargey, Minister for Communities



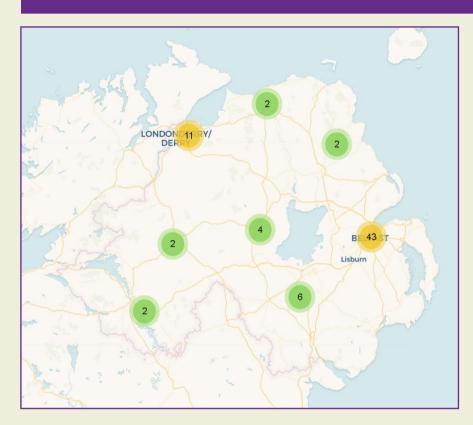
ANNUAL REPORT 2020/21 HIGHLIGHTS

ALL FIGURES FOR REPORTING PERIOD APRIL 2020 - MARCH 2021

THE INDEPENDENT ADVICE NETWORK DEALT WITH...

294,515

THE INDEPENDENT ADVICE NETWORK



Advice North West Advice Space 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 NI Choice Housing Ireland Limited Cithrah Foundation **Clanmill Housing Association** Community Advice Antrim & Newtownabbey Community Advice Ards & North Down Community Advice Armagh Community Advice Banbridge Community Advice Causeway Community Advice Craigavon Community Advice Fermanagh Community Advice Lisburn & Castlereagh Community Advice Newry, Mourne & Down **Connswater Homes** Compass Advocacy Network Damask Community Outreach

Disability Action Dove House Community Trust East Belfast Independent Advice Centre **Employers For Childcare** Falls Community Council Falls Women's Centre First Housing & Smartmove Fostering Network NI Forward South Partnership Glenshane Community Development Ltd Habinteg Housing Association Housing Rights Life Changes Changes Lives Ligoniel Improvement Association Limavady Community Development Initiative Mid & East Antrim Community Advice Service Mid Ulster Agewell Migrant Centre NI Mindwise - New Vision Neighbourhood Development Association NIACRO North West LifeLong Learning Ltd North West Taxi Proprietors Ltd Northern Area Community Network

Omagh Independent Advice Services (OIAS) Queen's Students' Union Advice Centre Radius Housing Association Resource Centre Derry **Rural Support** Springfield Charitable Association Ltd **Skeoge Advice Services** South East Fermanagh Foundation South Tyrone Empowerment Programme Southcity Resource and Development Centre Special Educational Needs Advice Centre (SENAC) Tar Isteach The Royal British Legion Upper Springfield Advice Services Ulster University Students' Union Vine Centre WAVE Trauma Centre

Independent Advice Network Workload



- 40% Welfare Benefits 7% Immigration
- 5% Employment
- O 8% Housing
- 3% Debt

• 29% Covid-19

• 8% Other

complex debt enquiries



successfully developed and delivered its



Specialist Support Advisers assisted debt advisers at the frontline with

Independent advice network

first Advice traineeship Programme to

businesses deal with



clients deal with

page views across our websites

Historical Institutional Abuse dealt I enquires

Freephone Helpline **0800 915 4604** dealt with

tax, benefit & immigration enquiries Social Policy responses & contributions

Social security issues' cases escalated



training sessions delivered (including 45 anytime online courses) with

training participants

