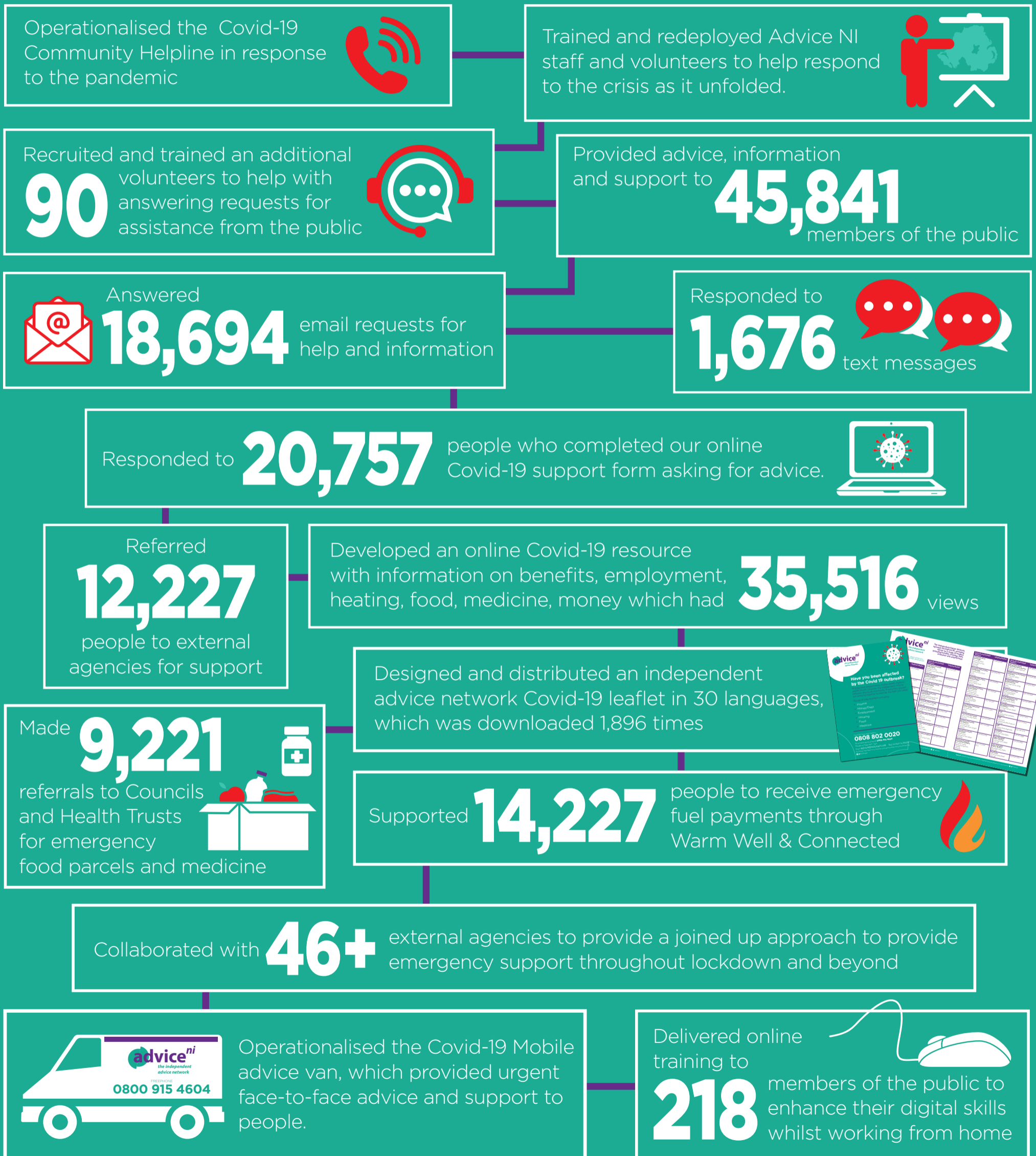
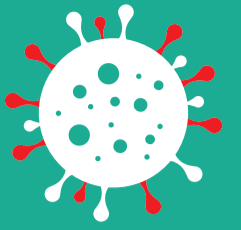


Covid-19 Community Helpline Emergency Response.

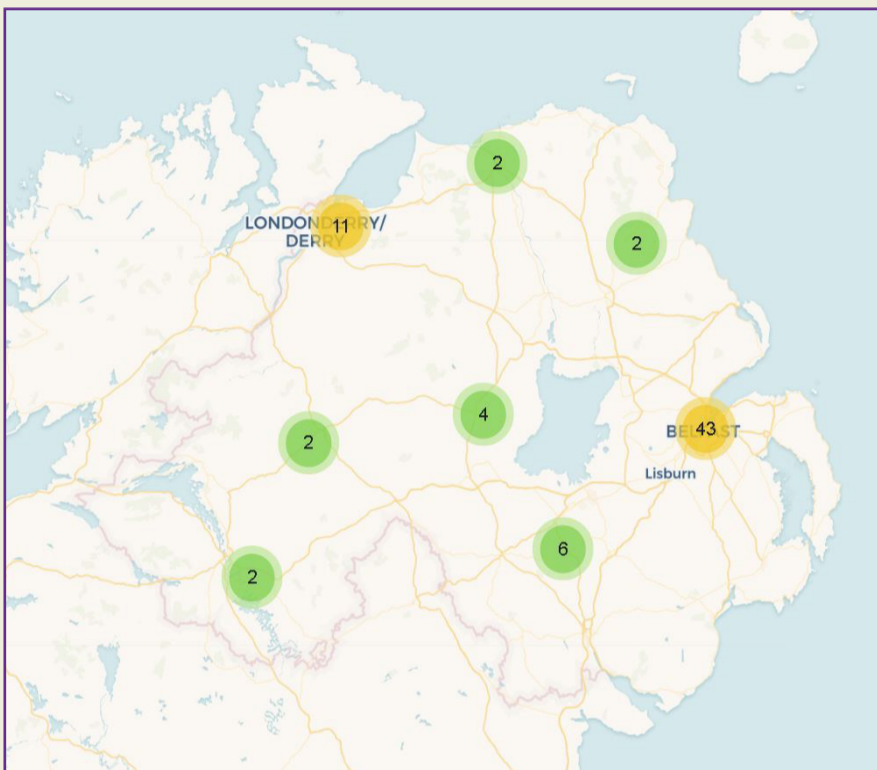


“ During the pandemic, advice organisations have been more critical than ever in providing emergency responses to those struggling financially, physically and emotionally; with Advice NI providing the Covid 19 Community Helpline which handled over 40,000 calls. **Deirdre Hargey, Minister for Communities**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

THE INDEPENDENT ADVICE NETWORK DEALT WITH...

294,515 ENQUIRIES

THE INDEPENDENT ADVICE NETWORK

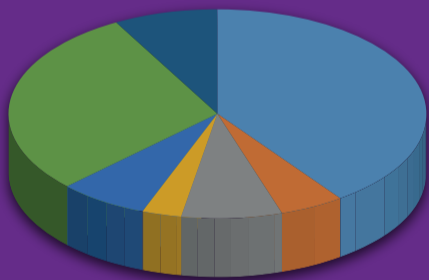


- Advice North West
- Advice Space
- Age NI
- Apex Housing Association
- Ardoyne Association
- Ballynafeigh Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women's Aid
- Chinese Welfare Association NI
- Choice Housing Ireland Limited
- Citrah 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
- EPIC
- 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



67 MEMBERS

Independent Advice Network Workload



- 40% Welfare Benefits
- 5% Employment
- 8% Housing
- 3% Debt
- 7% Immigration
- 29% Covid-19
- 8% Other

Independent advice network successfully developed and delivered its first Advice traineeship Programme to

15 people



Specialist Support Advisers assisted debt advisers at the frontline with

380 complex debt enquiries



Helped **149** businesses deal with **£8.7 million** of debt



Helped **3,316** clients deal with **£21.7 million** of debt



505,528 page views across our websites

Historical Institutional Abuse dealt with **329** enquires

Freephone Helpline **0800 915 4604** dealt with **15,560** tax, benefit & immigration enquiries

50+ Social Policy responses & contributions

100+ Social security issues' cases escalated

285

training sessions delivered (including **45** anytime online courses) with

4,247 training participants

The Independent Advice Sector plays a vital role in helping people to access their rights and entitlement to many government benefits, services and supports. I believe that access to independent, community based advice is a right for everyone. **Deirdre Hargey, Minister for Communities**