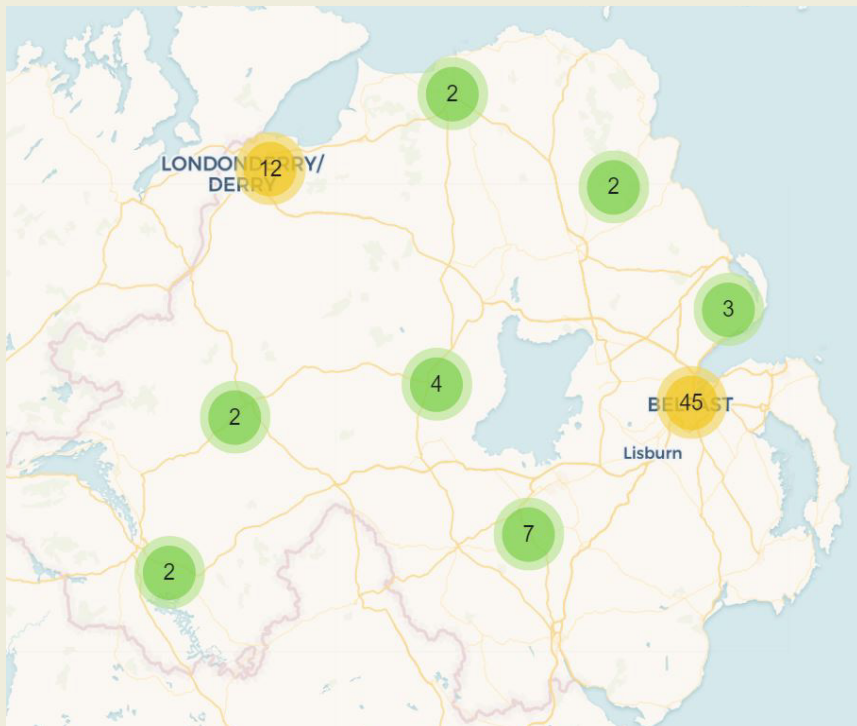


ALL FIGURES FOR REPORTING PERIOD APRIL 2021 – MARCH 2022

THE INDEPENDENT ADVICE NETWORK DEALT WITH...

241,088 ENQUIRIES

THE INDEPENDENT ADVICE NETWORK



(pins on the map include outreach venues)

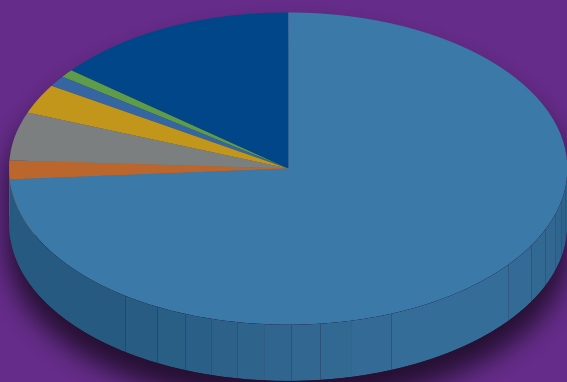
- Advice North West
- Advice Space
- Age NI
- Apex Housing Association
- Ardoyne Association
- Ballynafeigh Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women's Aid
- Chinese Welfare Association NI
- Choice Housing Ireland Limited
- 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 Mid and East Antrim
- Community Advice Newry, Mourne & Down
- 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
- Glenshane Community Development Ltd
- Habinteg Housing Association
- Housing Rights
- Life Changes Changes Lives
- Ligoniel Improvement Association
- Limavady Community Development Initiative
- 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
- Upper Springfield Advice Services
- University of Ulster Students Union
- Vine Centre
- WAVE Trauma Centre

65
MEMBERS



The tutor adapted content to the audience and knowledge level and allowed conversations to develop amongst the group which made for a really interactive session and also ensured it was adapted to our organisation and practice model" (Learner: Bespoke Advocacy)

THE INDEPENDENT ADVICE NETWORK WORKLOAD



- 74% Welfare Benefits
- 2% Debt
- 5% Employment
- 3% Housing
- 1% Immigration
- 1% Family
- 14% Other

OUR HISTORICAL INSTITUTIONAL ABUSE ADVICE SERVICE DEALT WITH

352 ENQUIRIES DURING THE YEAR



TAX AND BENEFITS ADVICE

DEALT WITH **3,011**

TAX & BENEFITS ENQUIRIES THROUGH OUR HMRC FUNDED



WELFARE CHANGES HELPLINE

PROVIDED **15,685** CALLERS WITH BENEFITS ADVICE

38 NEW COURSES DEVELOPED



My telephone appointment, couldn't have been more helpful, excellent service. (Advice Client)



SPECIALIST SUPPORT HELPED ADVISERS WITH

269 COMPLEX DEBT ENQUIRIES



Covered a lot of ground and provided good links for future use in advisory work. (Learner: Adviser NI)

BUSINESS DEBT SERVICE



HELPED

109

BUSINESSES DEALING WITH OVER...

£3.9m OF DEBT



253

USERS FROM EXTERNAL ORGANISATIONS SUPPORTING THEIR CLIENTS TO ACCESS ADVICE SERVICES VIA THE ADVICENI REFERRALS PORTAL



764,885



PEOPLE REACHED VIA OUR PAID FOR DIGITAL ADVERTISING

OUR VOLUNTEER DIGITAL CHAMPIONS DELIVERED DIGITAL TRAINING TO

155

PEOPLE

TRAINED UP

14



NEW DIGITAL CHAMPIONS FROM MIGRANT AND REFUGEE COMMUNITIES.



THINK newsletter is always worth reading and appreciated (Advice NI member)



I just wanted to say thank you again for letting us use the Mobile Advice Van - it was a hit and we engaged with quite a lot of people! We'd certainly be interested in using it again at another suitable event (Advice NI partner)

DEBT SERVICE

ADVISED

3,353

CLIENTS WITH DEBT ISSUES AND DEALT WITH NEARLY



£27.1m

OF DEBT

DELIVERED



TRAINING COURSES TO

3,621

PARTICIPANTS

including 18
online courses

Training Satisfaction Rate
97%



MOBILE ADVICE VAN

ATTENDED

12

EVENTS PROVIDING OUTREACH SUPPORT TO HARD-TO-REACH COMMUNITIES

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

20

SOCIAL POLICY & INFORMATION BRIEFING PAPERS

12

MONTHLY POLICY NEWSLETTERS (THINK)

4

INSPIRATIONAL SPEAKER EVENTS

162,047

105,060

VISITORS ACROSS OUR WEBSITES



advice ni
the independent advice network
www.adviceni.net

rights4seniors

www.rights4seniors.net

5,326

STUDENTS CONTACTED AS PART OF THE ULSTER UNIVERSITY STUDENTS' UNION'S 'UOK? WE'RE HERE FOR YOU' HOTLINE.

UUSU
ULSTER UNIVERSITY STUDENTS' UNION



WORKED IN PARTNERSHIP WITH MIGRANT CENTRE NI TO SUPPORT VULNERABLE EU NATIONALS AND FAMILY MEMBERS SECURE SETTLED AND PRE-SETTLED STATUS. PROVIDED OISC LEVEL 3 ADVICE AND REPRESENTATION TO COMPLEX CASES.



SET UP WEB CHAT FACILITY ACROSS ALL ADVICE SERVICES

QUALITY STANDARD WORK

585

QUALITY ADVICE AUDITS AND CASE FILE REVIEWS CONDUCTED

39

MEETINGS AND WORKSHOPS PROVIDED

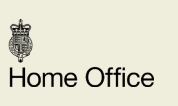
90

QUALITY TRAINING SESSIONS FOR MEMBERS

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



Supported by



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We invest in people Gold