

**ANNUAL REPORT
HIGHLIGHTS
2022/23**

ALL FIGURES FOR REPORTING PERIOD APRIL 2022 - MARCH 2023

THE INDEPENDENT ADVICE
NETWORK DEALT WITH

260,474

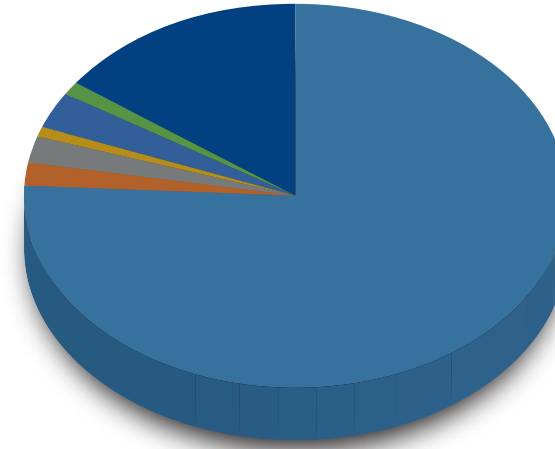
ENQUIRIES

CLAIMED BACK OVER

£79m

HELPING TO REDUCE POVERTY

**THE INDEPENDENT ADVICE
NETWORK WORKLOAD**



- 76% Benefits
- 2% Debt
- 2% Housing
- 1% Immigration
- 3% Employment
- 1% Family
- 15% Other



**HOW DID WE DO
IN TRAINING?**

We...

Developed and co-ordinated

42

new courses

Delivered

425

training sessions, enhancing the
skills and knowledge of

3,123

training participants

Achieved a training satisfaction rate of **97%**

Trained

20

volunteer digital champions from
migrant and refugee communities,
supporting integration through
digital literacy

Won an Aontas Star Award for social
inclusion in recognition of our Digi Money
program, highlighting our commitment to
promoting financial literacy and social inclusion.



**WELFARE CHANGES
HELPLINE**

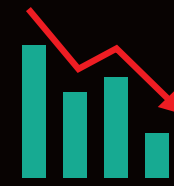
Our advice team dealt with

16,645

social security enquiries from

7,883

clients, safeguarding the well-being of
vulnerable individuals and families.



**BUSINESS DEBT
SERVICE**

Our Business Debt Service
guided and supported...

118

business owners

in resolving

**£7.3m
OF DEBT**



Helping to
preserve small
businesses and
livelihoods.

91% of business debt clients said they
would recommend the service
and use it again.



MEMBERSHIP

65

independent advice organisations
across NI, supporting people to
access their rights and entitlements.

MISSION STATEMENT

Our mission is to provide leadership
and services to our members and ensure
accessible advice services across NI.



Find your local advice centre



91%

of debt clients had improved
mental well being once they
received advice.

97%

of debt clients felt supported
by the debt adviser through
their debt journey

94%

of debt clients felt that
seeking advice had improved
their situation



In the past year, our
personal debt service assisted

3,601

clients in managing nearly

£32.9m

of debt, empowering
individuals to regain control of their finances.



EUSS

Worked in partnership with Migrant Centre NI
to support vulnerable EU Nationals & family
members secure settled & pre-settled status,
whilst providing OISC level 3 advice on
complex cases.



*Thank-you for helping to keep
my family together*

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NI Charity No. NIC100008
Company Registration No. NI071966



INVESTORS IN PEOPLE™
We invest in people Gold



QUALITY

Completed

178

audits
and

1,749

case file reviews, ensuring adherence to standards and performance excellence.



We dealt with

492

Historical Institutional Abuse enquiries, ensuring justice for survivors.



We handled

3,845

HMRC enquiries, helping individuals navigate complex tax matters and secure their financial stability.



I just highly recommend the debt service and would tell anyone, as hard as it is, reach out and ask for help. A long road lies ahead but finally things are moving in the right direction

Debt Client



POLICY & INFORMATION

Provided

375

responses to complex adviser queries, offering valuable support and guidance.

Produced

16

social policy briefing papers, shaping key public policies for the better.

Engaged

4

inspirational speakers, fuelling innovation and motivation among our stakeholders.

Submitted

11

consultation responses, actively participating in critical decision-making processes.



Our Specialist Debt Support Service provided expert assistance and guidance, responding to

257

enquiries from advisers helping to alleviate financial burdens and promote economic well-being.



It was excellent to learn about the different legislation in place which enhanced my knowledge and in turn allowed me to better support & advise my clients.

Social Security, Employment and Housing Rights for Victims of Abuse and Domestic Violence



I'm really glad I got in touch. I feel more empowered and am improving my money management as a result. Thank you.

Debt Client



ACROSS OUR WEBSITES

395, 822

Page views

197, 545

Visitors

www.adviceni.net www.rights4seniors.net

Keeping the public up to date on issues affecting their daily lives



Our vision is of a society of confident, informed, and active citizens who can access their rights and entitlements.

Freephone Advice Helpline
0800 915 4604



I have been suffering depression & major anxiety worrying about my personal financial position. I called the Advice NI helpline & I was so very lucky to receive the help of an adviser who steered me in the direction of Universal Credit. I was petrified of that after all the disastrous stories I had heard in the media. The adviser provided great advice with a caring manner and thankfully I am on the right path to dealing with my finances. I really appreciate their knowledge and most of all their comfortable way of dealing with people in this unenviable position

Advice NI Helpline benefits client

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

