

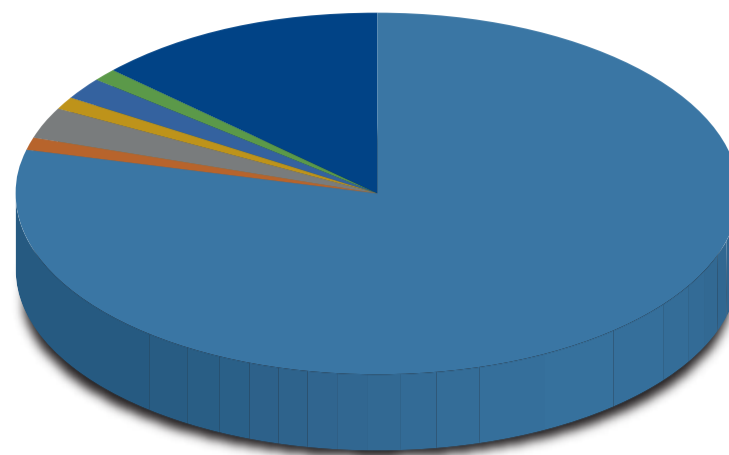
ANNUAL REPORT HIGHLIGHTS 2023/24

ALL FIGURES FOR REPORTING PERIOD APRIL 2023 - MARCH 2024

THE INDEPENDENT ADVICE
NETWORK DEALT WITH
274,487
ENQUIRIES

CLAIMED BACK OVER
£107m
HELPING TO REDUCE POVERTY

THE INDEPENDENT ADVICE NETWORK WORKLOAD



- 79% Benefits
- 1% Debt
- 3% Housing
- 1% Immigration
- 2% Employment
- 1% Family
- 13% Other



HOW DID WE DO IN TRAINING?

We...

Developed and co-ordinated

41 new courses

Delivered **401**

training sessions, enhancing the
skills and knowledge of

3,078

training participants

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



WELFARE CHANGES HELPLINE

Our advice team dealt with

17,312

social security enquiries



Our Trussell Trust project issued

1,791

food vouchers for people in need,
safeguarding the well-being of
vulnerable individuals and families.



BUSINESS DEBT SERVICE

Our Business Debt Service
guided and supported...

138
business owners

in resolving

£8.3m
OF DEBT

Helping small
businesses to
continue trading.

87% of business debt clients said they
would recommend the service
and use it again.



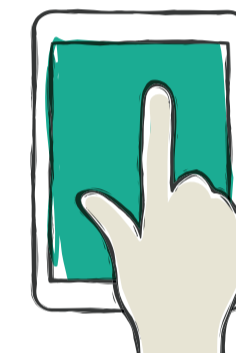
MEMBERSHIP

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

We provide practical leadership and
support to our members, to facilitate access
to quality advice services in Northern Ireland



Find your local advice centre



We trained **198**

people to safely access
online services and
distributed

130

devices and data.



*I have new information that allows
me to be an active member of this
new online world.*



4 Events

26 Volunteers retained

20 New volunteers

PERSONAL DEBT SERVICE



In the past year, our
personal debt service assisted

3,395

clients in managing nearly

£44.1m

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



EU Settlement Scheme

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.



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Belfast, BT8 7AR
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@AdviceNI

NI Charity No. NIC100008
Company Registration No. NI071966





QUALITY

Completed

145

audits
and

1,835

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



We dealt with

641

Historical Institutional Abuse enquiries, ensuring justice for survivors.



We handled

3,368

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



Having 24 years' experience in Retail Banking and completed online training courses every year on The Banking Code etc this course was significantly more informative, clear & concise. Very impressed and found it very helpful.

Basic Banking Rights



The training was very practical with really great suggestions on how to overcome barriers when giving telephone advice.

Giving Effective Telephone Advice



POLICY & INFORMATION

Provided

382

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

Produced

14

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

Identified

8

Number of social policy campaigns

Submitted

19

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

SPECIALIST DEBT SUPPORT SERVICE



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

158

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



Over the last few months, my Advice Space colleagues, and I attended Advice NI training. The tutor was passionate, inspiring, knowledgeable, professional, approachable, and answered every question we had. I feel much more confident and informed with the advice I give my clients going forward. I wouldn't hesitate to recommend his training to all colleagues. The tutor is not only an asset to Advice NI, but to the entire sector.

Welfare Rights



This is just an email to say thank you so so much for everything you have done for me and for answering all my questions throughout the year. Thank you for everything you saved me, if you ever need anything please don't hesitate to ask. Thank you so much for being my beacon of hope during a very dark time, you deserve the world.

Debt Client



ACROSS OUR WEBSITES

540,614

Page views

297,555

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



The training provides access to Northern Irish instead of GB Law which is invaluable.

How to Use Social Security Law & Where to Find It



Well presented with clarity of subject. Very impressed with style and delivery of training for this sector.

ESA/ LCW, Carers and Commencing Work



Has increased my confidence when dealing with PIP clients. This training was pitched just right.

Fixing PIP Using the Reliability Regulations

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

