



adviceⁿⁱ

*the independent
advice network*

Annual Report 2005

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INVESTOR IN PEOPLE

Vision

Our vision is of a well resourced, innovative and professional advice sector capable of meeting the full range of information, advice and advocacy needs of individuals and communities throughout Northern Ireland.

Mission

Advice NI's mission is to provide leadership, representation and support to its members to facilitate the delivery of high quality, sustainable advice services.

Our Values:

- Respecting the independence of members
- Addressing the needs of our members in a fair and equitable way
- Representing members' interests fairly and equitably
- Being accountable and transparent through involving our members and keeping them informed of our work
- Respecting and promoting the diversity of our membership
- Striving to provide a quality, professional and relevant service to our members
- Promoting equality and social justice
- Maintaining confidentiality in our dealings with members

Our Members' Value:

- Quality, accessible and independent advice which is given free
- Advice services which are impartial and non-judgmental and respect the individual's dignity
- Advice which is wholly confidential and accountable to the public
- Independent advice, which is free from statutory or private control
- Advice services which are aimed specifically at overcoming social exclusion
- Services which strive to promote equality and social justice

Chair's Introduction

Welcome to Advice NI's 10th, (yes 10th!) Annual Report! I hope that the report gives you a flavour of the work that the organisation and staff have carried out not only over the last 12 months but also shows the progress we have made over the last decade.

The achievement of the Investors in People Award has greatly enhanced our own working procedures and assisted us in bedding down internal governance and reporting mechanisms. This in turn allows the organisation to plan effectively the meeting of our strategic targets and objectives for the greater benefit of our membership.

This year has been extremely busy for staff, Management Committee and our members. Next year shows no signs of this abating. The Department for Social Development is about to launch the Advice and Information Strategy. This strategy will pose a great number of questions not only for our membership but for the advice sector in NI as a whole and the public who use the services. Rest assured that we will be actively seeking our members' thoughts and input when preparing our organisation's submission.

Other key areas of work within the last year include the continued success of the Welfare Reform & Modernisation Project, e-consultations on Tax Credits and Bank Charges, and the increased demand for NVQ training by advisers. More of our members are using the AIMS case-recording system and 10 members

are undertaking the Investor in People standard through an Advice NI group scheme.

I want to specifically mention the establishment of the Money Advice Service within Advice NI. The initiative has provided a substantial infrastructure within the advice sector of frontline money advisers, supported by accredited training and the sharing of policy information. The collaborative approach used with Citizens Advice in securing this funding from Department of Enterprise Trade and Investment is not only beneficial to the sector, but more importantly it allows members of the public facing financial difficulties to have access to expert help and assistance throughout NI. It is fair to say that with the current challenges being faced by the Community & Voluntary Sector that Government and funding bodies will be encouraging and seeking similar collaborative bids in the future.

I'd like to thank all of my colleagues on the Committee for the expertise, knowledge and honesty they have displayed within the last year. I also want to thank all of the staff in Advice NI for their dedication and hard work over the last 12 months. And finally a word of thanks to our Director Bob Stronge for his constant advocating of the role of independent advice, the diversity of our members and the importance of their role in today's society.

I recommend this report to you.

Conor McGale Chair

This is Advice NI's 10th year of operation and therefore it is timely to reflect on where, as an organisation, we have come to. Ten years ago we had about 15 members and employed just 1 full and 1 part-time member of staff. Our funding amounted to about 25 thousand pounds per annum – that was for everything! Our membership now stands at 72 and today we employ 9 staff in a range of functions and projects. We are now able to provide many of the services and projects envisaged by the original management and staff and I believe we have done so in a way that was both well planned, accountable and sustainable.

This year we implemented the recommendations from our independent evaluation. We moved to new premises and undertook a staff restructuring. We introduced a new governance structure and established a Staffing and Resources Sub-Committee and a Policy and Planning Sub-Committee. We continued to try to meet the highest standards in providing our services and gained the Investor in People award. We are committed to driving forward effective staff and organisational development.

We undertook during the year a role in dispersing government funding to particular member organisations involved in Welfare Reform and Money Advice. This has not been the most comfortable role for the organisation to have played but it was essential in order to get money out into frontline services. This has caused some considerable debate within the membership and that is why we will (within the context of the DSD Advice and Information Strategy)

be consulting on future funding streams and delivery mechanisms. We will also be consulting directly with members about the DSD Advice and Information Strategy and intend to run a conference in the New Year to focus on this.

As the Welfare Reform project draws to an end I would like on behalf of Advice NI to take this opportunity to thank all partners and stakeholders including the Advice Services Alliance, Social Security Agency and Department for Social Development. Advice NI would especially like to thank the individual Welfare Reform advisers whose expertise, insight and enthusiasm in providing advice and information have helped so many of the province's most vulnerable and isolated populations understand and take advantage of the often confusing benefits system.

I want to thank my Management Committee for their very supportive and professional approach in governing the organisation. I think we forget sometimes as workers how important it is to have Committee members who are genuinely committed – and I can safely say this is the case in Advice NI. My thanks to all the staff for their hard work on your behalf – they really do a marvellous job and I can't praise them highly enough! Finally thanks also to all our members, subscribers, funders and supporters for your help, influence and guidance during the past year.

Please enjoy the rest of this report.

Bob Stronge Director

Advice NI dealt with approximately 7,000 calls this year including advice calls which are up significantly on the previous year. We continued to refer the public to appropriate advice providers and received 1,480 advice calls during the year.

Current members (2005/06) 72

Subscribers 43

85% of members avail of professional indemnity insurance. Due to new Financial Services Authority regulations Advice NI is now an Appointed Representative which means we are authorised and regulated by the FSA to conduct non-investment insurance business. A number of members avail of other insurance packages at competitive rates through our broker Kyle Insurance.

A membership profile for 2004/05 is available which gives more detailed information regarding the work of our membership.

Throughout the year Advice NI provided guidance and support to members on organisational issues including equal opportunities, complaints and confidentiality procedures, health and safety, fraud, data protection, as well as a range of support services on personnel matters. We also provided guidance and support on best practice in finance and governance.



Quality 'Matters'

This has been a year of significant achievements in developing quality assurance initiatives.

Member involvement has been central to all our quality assurance work. We are committed to an inclusive process, tailored to meet the needs of individual advice providers.

Investors in People

Ten members are working towards the Investors in People Standard as part of a group contracting scheme. We have established a Quality Assurance Working Group which met regularly over the year to review, agree and implement new membership criteria which requires members to produce new development plans for their advice service. Full Advice NI membership is open to those centres who fulfil the following criteria:

- **The centre is striving to pursue a policy of Equal Opportunities**

- **The centre operates a confidentiality policy**

- **The centre is independent of central or local government control**

- **The centre is non-profit making and advice is free**

- **Advice is part of the centre's work**

- **The centre operates a complaints procedure**

- **The centre has a means by which it is accountable to the community (e.g. a management committee)**

- **The centre operates a case recording system (computer-based or manual)**

We regularly keep members updated on quality assurance issues through new sections in Advice Matters and on our website – www.adviceni.net.

This work culminated in Advice NI achieving the Investor in People Standard in December. At an official ceremony in Advice NI's new premises Alan Shannon (Permanent Secretary

at the Department for Social Development) made the presentation.

AIMS

AIMS is a highly configurable IT-based case management system. It enables advice and information providers to collect data relating to their service users, capture details for social policy and reporting purposes, as well as offering a range of integrated functions designed to assist workers with their casework management. The system provides a number of features designed to offer practical help and assistance in the delivery of quality assured services. It is used by service providers across Great Britain and Northern Ireland, meeting both Quality Mark requirements in GB and Department for Social Development recording requirements in NI.

"Advice NI operates a culture which is supportive, encouraging and which very much reflects the spirit and ethos of the Investors in People Standard."

Tom Kenny

IiP Practitioner Assessor

"The Confederation of Community Group's involvement to date in IiP has provided an excellent opportunity for staff and management to review the nuts and bolts (policies & procedures) that keep the organisation intact and which contribute to good organisational practice. More importantly however, through the involvement of all staff in the process, it has helped us in the Confederation to see more clearly the vital links between good practice and the achievement of our strategic vision."

Geraldine Donaghy

Confederation of Community Groups
Newry and Mourne



Policy ‘Matters’

“Your report reads very well and makes the case strongly about the difficulties caused by the Tax Credit scheme.”

– Mr Edward Leigh, Chairman of the Committee of Public Accounts

Advice NI strives to be an effective voice on behalf of our membership on key policy issues impacting on the sector and service users.

Policy comment is facilitated in a number of ways. We developed a new eConsultation Forum to provide opportunities for advisors to engage with mainstream policy makers. There have been 3 eConsultations, 2 on tax credits (a major issue impacting on the sector) and 1 on debt (in response to increased debt enquiries). Each eConsultation was co-moderated by Hansard Society trained staff with reports published outlining key learning and outcomes. In addition, comment continued to be made on the impact

– **4 information sessions to Black and Minority Ethnic community groups**

– **Production and distribution of translated informational posters and leaflets**

of Welfare Reform and Modernisation with a Welfare Reform and Modernisation Tax and Benefits Briefing produced in February 2005. The Tax Credit policy work identified the need for a project to address the needs of Black and Minority Ethnic groups in Northern Ireland to ensure that they have full access to information and services provided by the HM Revenue and Customs - through promoting take up and building capacity.

Advice NI is working in partnership on the project with HMRC and Black and Minority Ethnic groups around the province. The project is multi stranded, with the main deliverables being: -

– **On-going support through the development of information channels**

– **Development of an information resource booklet**

“Thank you for sending me ‘Tax Credit Overpayments - the Road to Recovery’ which is a very well-ordered and hard-hitting document with some important recommendations about what changes need to be made.”

– Mr Robin Williamson, Low Incomes Tax Reform Group

“Advice NI added value to the ongoing debate on the Government’s water reform proposals, providing a valuable channel of communication between the Department and a variety of groups who felt their voices were not being heard.”

– David Sterling, Deputy Secretary - Department for Regional Development

Advice NI has continued to raise policy issues with all the main political parties and have attended a number of party conferences.

Social policy work has proven to be a significant growth area in terms of Advice NI workload. In the 2004 / 2005 year consultation responses included:

– **Child Support Agency telephony issue**

– **DHSSPSNI Care Standards consultation**

– **Integrated Impact Assessment of the Government’s Proposals for the Reform of Water and Sewerage Services**

– **Promoting the Social Inclusion of Homeless People**

– **Proposals to Amend the NIHE House Sales Scheme and Extend the Statutory Right to Buy to Housing Association Tenants**

– **Social Security (Habitual Residence) Amendment Regulations**

Briefing papers were also produced on:

– **Domestic Water Reform in Northern Ireland**

– **Reform of the Domestic Rating System in Northern Ireland**

– **Welfare Reform and Modernisation Tax and Benefits Briefing**

In addition, the Social Policy section of AdviceMatters highlighted issues being dealt with by members on:

– **Tax credit issues**

– **Payment of benefit by direct payment**

– **Medical examinations**

– **Pension Credit and passporting for legal aid**

– **Income Support / Job Seekers Allowance & help with mortgage costs**

– **Social Fund**

– **Disability Living Allowance**

– **Work Focussed Interviews**

Networking 'Matters'

Advice NI has sought to encourage networking and partnership working within the sector and we have highlighted just a few of these below.

Advice Services Alliance

We have played a leading role within the context of the Advice Services Alliance (ASA) along with representatives from Citizens Advice and Law Centre NI.

The ASA has met on an ongoing basis throughout the year to discuss issues impacting on the advice sector in Northern Ireland. It has met regularly with the Social Security Agency and other stakeholders at both strategic and operational level.

Community Housing Advice Project

Advice NI is a partner in the Community Housing Advice Project along with Housing Rights Service and Citizens Advice. The project aims to contribute towards the prevention of homelessness and the improvement of housing conditions in Northern Ireland by enhancing the standard of housing advice, advocacy and representation provided by frontline agencies.

Northern Ireland Legal Services Commission

Advice NI has played an active role in the Fundamental Legal Aid Review (FLAR) looking at the long-term future of the legal aid system and in particular the Mapping Legal Services Project. Within the context of this project we assisted the Legal Services Commission in mapping the independent advice sector to measure the ability of current service provision to meet the level and types of legal need that exist in Northern Ireland.

"NILSC recognises Advice NI as a key partner representing the independent advice sector and providing a valuable contribution to the Commissions Mapping Project – physically mapping out the extent and range of publicly funded legal services that are available to the entire population of Northern Ireland. The Commission looks forward to working in partnership with Advice NI and its members to creating a mixed economy in the provision of publicly funded legal services."

– Eamonn Broderick,
Business Manager – Partnerships,
NI Legal Services Commission

Belfast City Council

Advice NI has engaged with Belfast City Council, Citizens Advice and with members to further the development of an advice services strategy for Belfast. We have made representation to Council to keep the issue of equitable distribution of funding on the agenda and to ensure the advice and information needs of people in Belfast remain a priority. Advice NI has worked closely with members to facilitate discussion on the idea of consortia and has supported local progress in consolidating services.

Staff have also been involved in a range of other networks and partnerships including:

- Information Communications and Technology Consortium NI
- Women's Resource & Development Agency - Management Committee Member
- Steering Committee of the QUB E-Consultation Research Project
- Money Advice Trust – Wiseradviser Operational Team
- Northern Ireland Anti-Poverty Network – Management Committee Member and Treasurer
- Belfast City Council – Advice Services Working Group
- Atlantic Philanthropies – Interactive Ageing Network – Taskforce for Older Persons Benefit Uptake Initiative
- West Belfast Advice Forum
- South Belfast Independent Advice Working Group
- Enforcement of Judgements Office User Panel
- General Consumer Council – Consumer Skills Group
- Organisation for the Unemployed NI Committee & participation on Peanuts for Benefits campaign
- Editorial Panel of Frontline Magazine and the Housing Rights Review
- Social Partners Group (Water Charges)



Training 'Matters'

Advice NI's training services have developed significantly this year in response to needs identified by members

Wiseradviser Training

With the support of the Money Advice Trust and the Department of Enterprise, Trade and Investment we developed a co-ordinated training plan for money advisers across NI. In March this year we were successful in achieving Open College Network NI accreditation at Level 2 for the two day 'Introduction to Dealing with Debt Course'. We ran 6 Wiseradviser money advice courses with 55 participants. 14 of whom received an accredited award.

4 x Introduction to Dealing with Debt

March/October

35 participants

2 x Quality Money Advice

April

20 participants

We established a Wiseradviser Tutor Group which consists of expert trainers and money advisers. This group met 5 times and continues to ensure courses are developed and delivered to the highest standard. In the interest of maintaining standards and continuous improvement, Advice NI organised for all tutors to attend Train the Trainers Training with Housing Rights Service.

Information and awareness sessions were also organised with the Northern Ireland Courts Service, Trading Standards Service and Insolvency Practitioners to ensure money advisers and tutors were kept up to date with professional developments.



“OCN NI is pleased to accredit and quality assure Advice NI Wiseradviser course. The accreditation has been developed at level 2 to ensure that the candidates are assessed as competent to perform their role as specified in the Money Advice Trust standards at generalist level. We congratulate Advice NI on the success of this new programme.”

– Judy Pringle, Development Officer

NVQ's

Advice NI continue to spearhead developments in the Advice and Guidance Vocational Qualifications in NI. The Advice Skills Knowledge (ASK) project delivered in partnership with Law Centre NI has proved very successful. The target group of 50 participants has been far exceeded with almost 100 advisers participating in the programme. In recognition of the success of the project Proteus has extended the funding for the NVQ Development Worker until June 2006.

“I have always found the ASK Project, a good project to visit, with well organised systems and staff always willing to answer queries and co-operate in whatever way they can. The project is providing needed training to its target group”

– Dermott McGann, Case Officer

This year 10 candidates completed the NVQ and there were 31 advice and guidance workers registered to do an NVQ or Assessor's Award with Advice NI.

Advice NI has been involved in the Review of the National Standards for Advice, Guidance and Advocacy and has made representation on behalf of members and candidates. Assessors and candidates continue to receive comprehensive support and feedback through monthly workshops and tutorials. Advice NI has received positive recognition for its achievements throughout the year in the External Verification visits. We are committed to lifelong learning and are exploring the use of IT in the development and delivery of accredited training.

Completing the GNVQ has made a huge difference to me in terms of my current job. I feel more confident in my work and I have developed better communication skills. The NVQ is a highly regarded qualification with South & East Belfast Trust and in obtaining this I am now recognized a fully competent employee. The qualification will also be useful to me should I seek employment elsewhere.

– Teresa Walsh, Benefits Officer,
South & East Belfast Trust

AIMS

We delivered 13 Advice & Information Management System (AIMS) courses. The flexibility of AIMS also enabled us to customise the system to meet the reporting requirements of activities such as the Welfare Reform Project and the Money Advice Project.

Technology 'Matters'

Advice NI has continued to work towards integrating ICT in a more coherent and strategic manner in its work both internally and as resources allow with our members:

– We have improved our internal management information systems through the development of a membership database which will also be integrated with the website.

– Staff and members of Advice NI were involved in planning for a redesign of the existing Advice NI website which has outgrown the requirements of its users. The new site will be database driven meaning that it will be more easily kept up-to-date and will be increasingly interactive enabling better communication between Advice NI and its members.

– There are currently 112 advisers subscribed to AdviceLink, Advice NI's e-group, who in the year 04/05 posted 688 messages on issues relevant to the advice sector. Members and subscribers are also kept up-to-date with issues affecting the advice sector through the quarterly publication of AdviceMatters.

– We provided ICT support by telephone and on-site visits to 14 members throughout the year. Support included help upgrading software and hardware, planning for future developments and training.

“The I.T. support that Advice NI provided to our centre was invaluable and essential. ...Without their assistance, our IT infrastructure would not have been as effective”
Conor McGale, Manager, Omagh Independent Advice Services

– Through our online discussion forum Advice NI ran 3 e-Consultations on Tax Credits and Debt. The e-Consultations gave advisers an opportunity to discuss and give policy feedback on issues impacting on their clients. We ran concurrent workshops for those members who did not have Internet access. An external evaluation, conducted by Community Evaluation NI of the Social Policy Online project found that *“the project delivered valuable learning. As more and more organisations across the voluntary and community sectors are having to modernise and change to remain effective, the lessons learnt through the Social Policy Online project can be transferred and shared with others hoping to upgrade/develop their own Information and Communications Technology (ICT) to improve service delivery and user accountability.”*

– In line with its commitment to using ICT effectively Advice NI is helping address the 'digital divide' and is an active member of the ICT Consortium NI, whose aim is to promote the more strategic use of ICT within the community and voluntary sector.

Project 'Matters'

Money Advice

Advice NI, along with ASA partners, was instrumental in negotiating government funding for money advice services in NI. We secured funding for frontline money advice services, training development, and innovative methods for delivering and supporting money advice services.

With the aid of funding from the Department of Enterprise, Trade and Investment and the Money Advice Trust we began the process of developing the infrastructure, accessibility, and quality of money advice available across NI. We employed a Money Advice Co-ordinator and have increased policy, research and information exchange amongst advice workers and government.

In December 2004 we ran a successful e-consultation 'Debt on Your Doorstep – Who is Responsible'. Advisers had the opportunity to share views on the causes and impact of debt and to examine the role of government, financial institutions and the advice sector in supporting people experiencing financial difficulties.

Welfare Reform and Modernisation

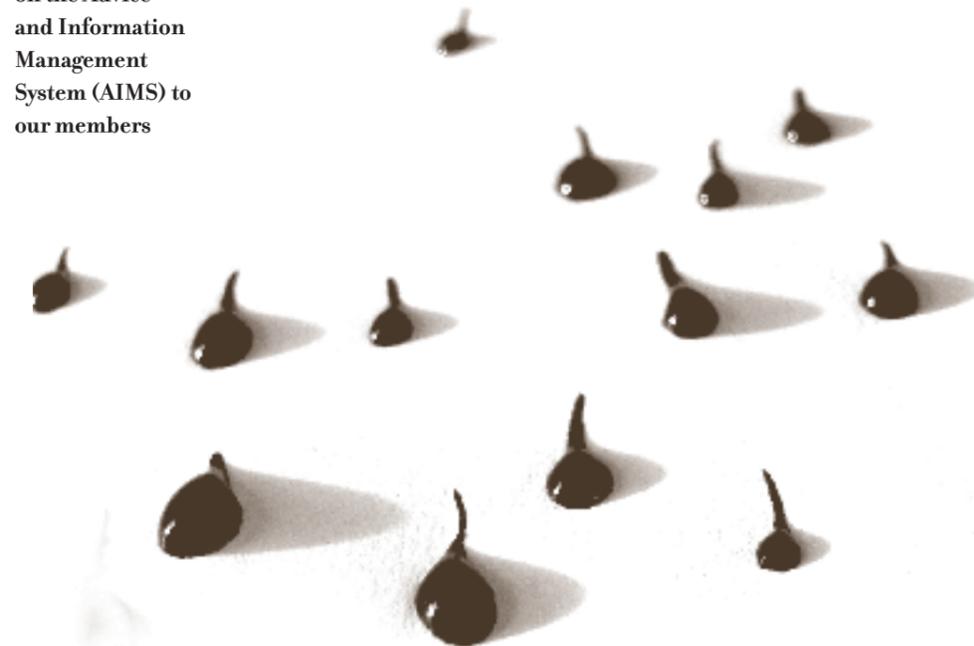
Advice NI has managed a significant funding stream to the sector from the Social Security Agency to deal with the impact of Welfare Reform and Modernisation. This has been a very successful project which unfortunately is set to end later this year.

"Limavady Community Development Initiative Advice Centre has received a tremendous response to local publicity in relation to Pension Credit. Clients were delighted to receive back-dated payments, a percentage of whom would previously potentially not have claimed the benefit."

– Mandy Deans – LCDI

We supported the delivery of the Welfare Reform and Modernisation project by::

- **Managing the financial and budgetary aspects of the project and helping to secure extended funding**
- **Helping to provide support and networking opportunities for groups by liaising closely with public sector partners**
- **Helping raise awareness of policy issues arising from the WRM project**
- **Contributing articles to Advice 'Matters' on WRM issues**
- **Facilitating and supporting WRM Steering Group**
- **Developing and moderating a WRM e-Group**
- **Co-ordinating progress and evaluation reports**
- **Collating statistics to help provide a co-ordinated analysis of the impact of WRM**
- **Consulting with project partners in relation to the effective Monitoring and Evaluation of the Project**
- **Delivering training on the Advice and Information Management System (AIMS) to our members**



Organisational 'Matters'

Advice NI achieved the Investor in People Standard in December 2004. We introduced new internal management systems in line with the requirements of the Investors in People Standard; developed individual staff development plans in line with organisational aims and objectives; reviewed and amended the staff appraisal system and developed improved methods of internal communication. We also did significant work to improve overall governance of the organisation including the establishment of a new Policy and Planning Committee and Resources Committee. We moved to new premises in September 2004.

and this has made a positive difference to how we work and has enhanced what we are able to offer to members.

Following advice from our auditors we moved to a cost centre based accounting process using SAGE Accounts. Financial reports and forecasts are provided to the Management Committee at each meeting.

Currently there are 9 full time staff, 3 of whom are project funded. Staff have undertaken training as follows:

- Business Management Degree	- Media/Communication Training	- Organisational Development Training/IiP	- Training for Trainers
- How to Respond to Consultations	- Money Advice	- First Line Supervisory Management ILM	- First Aid
- ICT (various)	- Welfare Rights Adviser Programme		

Advice NI Staff

- **Bob Stronge**
Director
- Fiona Magee**
Deputy Director
- Kevin Higgins**
Head of Policy and Research
- Kathleen Mulligan**
Head of Resources
- Patricia Donald**
Head of ICT
- Dominic Sharvin**
NVQ Development Worker
- Arfawn Yasin**
Welfare Reform Co-ordinator
- Joanne McCoy**
Money Advice Co-ordinator
- Elkie Ritchie**
Receptionist

2005 Management Committee

- **Conor McGale**
Omagh Independent Advice Services
- Caryl Williamson**
Age Concern NI
- Harry Smith**
Lower North Belfast Community Council
- Barry McMullan**
NIACRO
- Jim O'Callaghan**
Housing Rights Services
- Kevin Carlin**
Neighbourhood Assist
- Maree Crilly**
Belfast Unemployed Resource Centre
- Mathilda Taulbutt**
Limavady Community Development Initiative
- Pat Austin**
Help the Aged
- Jim Doran**
LIAISE
- Liz Toman**
Craigavon Independent Advice Centre
- Gerard Morgan**
East Belfast Independent Advice Centre



Statement of Financial Activities Year Ended 31 March 2005

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Income	Note	Unrestricted	Restricted	Total 2005	Total 2004
-					
Grants received	2	191,657	321,227	512,884	327,621
Membership fees and insurance		19,804	-	19,804	16,260
Training and other income		16,358	-	16,358	5,404
Bank interest received		91	-	91	181
Contribution to programmes		-	-	-	928
		227,910	321,227	549,137	350,394

Expenditure	Note	Unrestricted	Restricted	Total 2005	Total 2004
-					
Redistribution of grant income	DETI	-	19,990	19,990	14,910
	PROTEUS	-	23,872	23,872	-
Welfare Reform grants payable		-	94,116	94,116	31,174
Salary costs		177,466	43,923	221,389	183,989
Travelling expenses		5,868	3,451	9,319	6,619
Computer equipment		-	26,714	26,714	3,677
Premises costs		26,510	474	26,984	18,741
Telephone, postage, stationery		11,502	6,419	17,921	15,110
Website development		-	-	-	5,961
Staff recruitment and training		1,423	6,737	8,160	6,517
Members' Training		-	31,117	31,117	4,341
Subscriptions and affiliation		1,067	317	1,384	692
Conference costs		636	2,761	3,397	2,872
Publicity, literature		4,394	4,353	8,747	6,285
Bank charges		502	237	739	640
Audit and accountancy		2,805	931	3,736	2,767
Legal and professional		-	10,730	10,730	-
Sundry expenses		2,301	-	2,301	744
Depreciation		7,714	-	7,714	1,036
Amortisation of capital grant		(5,375)	-	(5,375)	-
Contribution from programmes		(61,285)	61,285	-	-
		175,528	337,427	512,955	306,075
-					
Surplus for year		52,382	(16,200)	36,182	44,319
-					
Transfers between funds		(13,215)	13,215	-	-
-					
Balance at start of year		55,354	22,109	77,463	33,144
-					
Balance at end of year		94,521	19,124	113,645	77,463

Balance Sheet as at 31 March 2005

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	2005		2004	
	£	£	£	£
Fixed Assets				
Tangible assets		22,110		3,107
Current Assets				
Cash at bank	53,347		62,532	
Cash on hand	202		182	
Grants receivable	85,143		42,082	
Prepayments	1,858		-	
	140,550		104,796	
Current Liabilities				
Accrued expenses	(32,890)		(30,440)	
Net Current Assets	107,660		74,356	
Total Assets Less Current Liabilities	129,770		77,463	
Accruals and Deferred Income	(16,125)		-	
Net Assets	113,645		77,463	
Represented by				
Unrestricted Funds	94,521		55,354	
Restricted Funds	19,124		22,109	
	113,645		77,463	

Advice NI's Members

Advocacy for Senior Citizens
 Age Concern Castleberg
 Age Concern Coleraine
 Age Concern NI
 Ardoyne Association
 Ballynafeigh Community Development Association
 Ballysillan Community Forum Advice
 Barnardos NI
 Belfast Unemployed Resource Centre - BURC
 Causeway Women's Aid
 Chinese Welfare Association
 Cookstown & Western Shores Area Network
 Corpus Christi Services
 Costa
 Craigavon Independent Advice Centre
 Derry Community Social Service Centre
 Disability Action
 Dungiven Community Resource Centre
 East Belfast Independent Advice Centre
 East Belfast Mission (Stepping Stone Project)
 East Down Rural Community Network
 EGSA
 Employers for Childcare
 EPIC
 Falls Community Council
 Falls Women's Centre
 Fermanagh Rural Community Initiative
 First Housing Aid & Advice Services
 Galliagh Intergrated Advice Service
 Gingerbread Derry
 Gingerbread NI
 Glenluce Quality Caring Centre
 Greater Turf Lodge Residents Ass
 Help the Aged
 Hillcrest Family Centre
 Housing Rights Service
 Liaise
 Ligoniel Improvement Association
 Limavady Community Development Initiative
 Link Community Association
 Lisburn Welfare Rights
 Lower North Belfast Community Council Advice Ser.
 Mencap
 Neighbourhood Assist
 Neighbourhood Development Association
 Newry Welfare Rights
 Newtownards Rd Womens Group Ltd
 NIACRO
 North Antrim Community Network
 North Belfast Employment Centre
 North Belfast Senior Citizens Forum
 Northlands
 NUS-USI
 Omagh Forum for Rural Association
 Omagh Independent Advice Services
 Rethink - Severe Mental Illness
 ROSA - Regeneration of South Armagh
 Rosemount Resource Centre
 S.T.E.E.R
 Shelter Northern Ireland - Gable Project
 South Antrim Rural Network
 Southcity Resource and Development Centre
 Special Educational Needs Advice Centre (SENAC)
 SCA Ltd
 Tar Isteach
 The Nucleus
 The Presbyterian Orphans & Children's Society
 The Resource Centre
 The Wider Circle
 University Of Ulster Students Union
 Vine Centre
 Windsor Women's Centre

Advice NI's Subscribers

Armagh Unemployed Group
 Belfast City Council - Consumer Advice Centre
 Children's Law Centre
 Citizen's Advice Bureau - Belfast
 Committee on the Administration of Justice
 Community Development & Health Network
 Community Development Team Armagh & Dungannon HSS
 Community Development Unit N&W Trust
 Community Evaluation NI
 Consumer Affairs Branch
 Craigavon & Banbridge Community H&S Service Trust
 Craigavon Borough Council
 DSD (Social Security Policy and Legislation Division)
 Equality Commission NI
 Folye Friend
 General Consumer Council for NI
 Greater West Belfast Community Association
 Juile Allen Consulting
 Law Centre NI
 Multi-Cultural Resource Centre
 National Energy Action NI
 Newry & Mourne District Council
 Newtownabbey Borough Council
 NI Anti-Poverty Network
 NI Human Rights Commission
 Northern Ireland Legal Services Commission
 Northern Ireland Ombudsman
 Northside Community Law Centre
 Office of the Social Fund Commissioner
 Organisation of the Unemployed NI
 Pat McNally
 Pension Service
 People 1st
 Sarah Timmins
 Sean O'Farrell
 Stakeholder Communications (TV Licensing)
 Suffolk & Andersonstown C.A.B
 The Green Party
 Triangle Housing Association
 Ulster Supported Employment Ltd
 Unison
 Women's Aid Federation NI
 Women's Support Network

Funders



MOORE STEPHENS
CHARTERED ACCOUNTANTS



Ulster Bank

