Vision

Advice NI’s vision is of a society of confident, informed and active citizens who can access their rights and entitlements.

Values:

Advice NI holds a set of core values which are central to both what we do and how we do it. These values guide us in our work as a membership organization and as a staff team and influence how we engage with our wider range of stakeholders.

We respect and promote the independence and diversity of our membership.

We address and represent the needs and interests of our members in a fair, flexible and equitable way.

We are accountable and transparent in all our work and actively seek ways to include our stakeholders.

We provide a quality, professional and relevant service to our members.

We work in creative and collaborative ways in the interests of our members and those they serve.

We promote equality, social justice and well being.

Mission

Our mission is to develop an independent advice sector that provides the best possible advice to those who need it most.

The advice sector is embarking upon a substantial change process, as a result of the recently published DSD Advice and Information Strategy “Opening Doors”. While this strategy presents challenges for our membership and to us as an organisation we are ready to deliver. Our members are actively responding to the changing environment and are exploring new ways of operating including partnership working. We will encourage and facilitate more discussions and joint working with other members and partners within the sector for the benefit of the end-user. We need to ensure that quality, accessible and adequately resourced services, designed to meet the needs of the individual, are established in local communities. We are committed to delivering on the new model outlined in the Strategy and to the process initiated between the Advice Services Alliance and the Department, regarding the rollout. However, only true partnership working by all the constituents involved, will achieve what is an ambitious policy agenda.

It is interesting to note that the three main strategic aims contained within our Strategic Plan for 2007-2010 (Collaboration and Change, Innovation and Communication, Influencing Policy) correlate with the demands being placed on the sector by the DSD Advice and Information Strategy. Over the past 12 months, Advice NI has worked on partnership building, ITG, quality standards, training and responding to policy initiatives. It is heartening to see that we share a number of mutual interests with Government regarding the development of our sector. However the hard work begins now, and this work will not succeed until sufficient resources are allocated to frontline services. Rest assured that Advice NI will continue to make this argument to Government.

Whilst the establishment of a NI assembly brings about new opportunities for the advice sector, it also brings about new challenges. The need for advice services is only one of a vast number of local policy issues jockeying for our elected representatives’ attention. As a sector, we must establish new and innovative ways of engaging with our politicians to ensure that the needs and issues, faced by local people are also being highlighted to Government and national decision makers.

Other work over the last 12 months included increased Benefit Take-Up work on behalf of both the Social Security Agency and NI Electricity. We hope that this work is built on over the next year.

I would like to thank all of my fellow Committee Members for their knowledge, skills and good humour over the last 12 months. I also want to pay particular thanks to the fantastic team that we have in Advice NI. They have all worked extremely hard over the past year and their work achievements are evident in this annual report: well done to everyone. Finally, can I add a special thank you to our Director, Bob Stronge. Bob’s leadership and vision for the advice sector has driven Advice NI and its membership strategically forward over the last number of years and this has placed the sector substantially higher up the “public agenda”.

As we embark on a new developmental phase for the sector, I feel assured that the interests of our members are being highlighted and championed for the valuable role that they play in today’s society.

I recommend this report to you.

Conor McGale
Chair
This has been another busy and exciting year for Advice NI, in which, understandably the energy and focus of our work has been centered on the DSD Advice and Information strategy. Whilst this was only formally launched this year, we have been working to ensure that our members interests were reflected in the final strategy. There are many changes ahead which will challenge us all. The establishment of a hub and satellite model has yet to be tested and many questions remain to be resolved including composition, location and size. DSD and the Legal Services Commission have undertaken a mapping exercise and this along with RPA changes will help determine hub and satellite locations – this will go out to consultation in the near future. Many of the recommendations contained in the strategy require the Advice Services Alliance to collaborate more effectively to deliver its outcomes and this has had its challenges: most notably around issues such as Quality Standards, IT and Training.

Another emerging trend, as government modernisation moves forward, is the increased issuing of contracts for service delivery. Members have actively engaged in Benefit Upward and Satellite Services Alliance to collaborate more effectively to deliver its outcomes and this has had its challenges: most notably around issues such as Quality Standards, IT and Training. Advice NI is committed to full engagement within the Alliance to make these issues work for the benefit of our members and the sector as a whole.

Our training services have really taken off this year and you will see this reflected in the rest of this report. I am particularly pleased that we now have in place a partnership between the Money Advice Trust, Citizens Advice and Advice NI to deliver Wiseradviser debt training. While we did not win the DETI contract for direct money advice provision, two of our members; Housing Rights Service and Omagh Independent Advice Services, sub-contracted with Citizens Advice to provide this service to their clients. We would hope that should further contracts for Money Advice be issued that we can get agreement to extend these types of contractual relationships to other areas of unmet need.

Almost ten years ago Advice NI took a decision to become an assessment centre for the delivery of NVQ’s in Advice and Guidance. This was the right decision – there are no other organisations in Northern Ireland offering this bespoke National Qualification on the same scale as Advice NI. NVQ popularity has continued to grow and develop. For example this year we have added NVQ’s in Customer Service and embarked on what I think is a ground breaking NVQ online learning project. Funded by PROTEUS, 20 participants are undertaking an NVQ in Advice and Guidance online, combined with accredited Energy Awareness training provided by NEA and ‘Us and Them’ training provided by the WEA. It is worth noting that the NVQ in Advice and Guidance is in itself an indication of high quality standards – over 100 advisers have now undertaken this qualification.

Quality Standards is one further area where we made great strides this year. We have been working with DEL and our consultant Julie Allen to provide group contract support to our members wishing to undertake Investors in People Standard. Given that we will be considering quality standards in the context of the DSD ‘Opening Doors’ strategy it is very heartening to note that over 40% of our members have achieved or are working towards the IIP standard.

Finally, my thanks to everyone who has supported us during the year and in particular to the staff of Advice NI who I can tell you, work extremely hard on your behalf. I am often amazed, especially when writing up the Annual Report at the sheer volume of activity in this organisation, as well as the skills and determination shown by staff.

Many thanks also to our Management Committee for their support and wisdom, especially in developing the new strategic plan.

And a special thank you is due to Conor McGale to provide group contract support to our members wishing to undertake Investors in People Standard. Given that we will be considering quality standards in the context of the DSD ‘Opening Doors’ strategy it is very heartening to note that over 40% of our members have achieved or are working towards the IIP standard.

And a special thank you is due to Conor McGale for his dedication to Advice NI and for his support to me as Chair.

Bob Stronge
Director
Collaboration and Change

Advice NI recognises the opportunities that exist in the current environment. This year we demonstrated our commitment by improving services to work towards ensuring access to the best possible advice by those who need it most.

We have been proactive in addressing benefit uptake and fuel poverty through a range of partnership initiatives with the voluntary, community, statutory and private sectors. Below are just a few examples of partnership and collaborative working.

SSA/Advice NI Benefit Take Up Programme 2006

Building upon the success of last year’s Benefit Take Up pilot and in partnership with the Social Security Agency we facilitated our members to engage in a number of exercises to increase benefit entitlement for individuals and families in Northern Ireland.

We targeted 3,383 clients, with a total of 1,837 (56%) of these obtaining a holistic Benefit Entitlement Check, which included information on the Warm Homes Scheme.

The programme was evaluated with results indicating impressive levels of benefits being provided to vulnerable clients. For every £1 invested by the SSA £21 was generated in benefits. In total over £6 million in additional benefits was raised demonstrating best value.

“During 2006/07 Advice NI, in conjunction with other providers, played a key role in delivering the Social Security Agency’s Benefit Uptake Programme. The Programme resulted in an additional £6 million of benefits being paid to some of the most vulnerable people in Northern Ireland.”

Hilda Spiers, Anti Poverty Unit SSA

“For Your Benefit”

Advice NI acknowledges that fuel poverty is caused by 3 major factors: low income, energy inefficient homes and energy costs. In an attempt to address fuel poverty we established a partnership project branded ‘For Your Benefit’ with Northern Ireland Electricity (NIE), EAGA and 3 members (Gingerbread NI, Rethink and Disability Action).

The partnership adopted 5 approaches in targeting people who might benefit. These included a champions model, a poster/leaflet campaign, the use of information technology, outreach events and NIE targeted mail outs.

In total 1,020 holistic Benefit Entitlement Check’s were carried out with approximately 44% of targeted clients receiving additional benefits. We also achieved a figure of approximately £700k in additional annual benefit and £80k in backdated benefit awarded.

“We value the excellent working relationship we have developed with Advice NI during the ‘For Your Benefit’ programme and look forward to working with them in the future.”

Jenny Boyd, Energy Services Manager

“Our work to date with Advice NI has underpinned the value of good partnership working and we commend the sector for embracing the serious issue of fuel poverty”.

Pat Austin
Director, National Energy Action

“Advice NI has been a very valuable and valued partner working with EAGA. It has been integral in maximising benefits amongst low income households across Northern Ireland and has been instrumental in enabling EAGA to access those living in fuel poverty who we may not otherwise have been able to reach.”

Bernadette Duffy, EAGA, Dungannon Office
Advice Services Alliance
Advice NI has been a key participant in moving the work of the Advice Services Alliance forward. Along with our partners, Citizens Advice NI and Law Centre NI, we met quarterly as a forum and shared information and best practice, lobbied on behalf of the sector for realistic funding and through collaboration and joint effort tried to ensure the best possible advice services for the people of Northern Ireland. Advice NI has 4 representatives on the ASA – 2 staff and 2 Management Committee members.

“...We have worked in partnership with Advice NI for a number of years on a series of initiatives to support the understanding and improved take up of tax credits. The partnership has focussed on developing the capacity of the voluntary sector and this in turn has led to support being given to a substantial number of tax credits customers.”

David Hall
HMRC Voluntary and Community Sector funding co-ordinator

Les Allamby, Law Centre NI, Rev Harold Good, Derek Alcorn, Citizens Advice Northern Ireland, Social Development Minister, Margaret Ritchie MLA, Bob Stronge, Advice NI at the launch of “Opening Doors”
Innovation & Communication

We continue to seek new ways of delivering our services and enhancing our communication processes. We strive to be creative in meeting the many demands placed upon us and have engaged in a number of new and exciting initiatives this year. We continue to offer the Open University accredited NVQ in Advice and Guidance, the Assessor and Verifier Awards and OCN accredited money advice training.

Advice NI has integrated the ethos of partnership working into all aspects of our training in an attempt to meet the emerging needs of advisors and other stakeholders and are now working with:

Open University
Open College Network NI
Qualifications Curriculum Authority
Money Advice Trust
Citizens Advice Northern Ireland
Law Centre NI
Community Housing Advice Project
Workers Education Association
National Energy Action
Northern Ireland Electricity
Irish League of Credit Unions
HM Revenue & Customs
Synergy Learning

Feedback on the training is testament to the standards set and maintained by Advice NI.

"Advice NI continues to go from strength to strength, utilizing existing provision and identifying new opportunities to secure their future. For example Customer Service NVQs are now being offered. In addition an on line learning project, E-quals, has been implemented. This offers greater flexibility to learners and encourages take up from a wider audience."

Caroline Morris
OU External Verifier

"Advice NI was the most appropriate organisation for me to complete the NVQ with as they were local and offered flexibility with study. I am currently studying for a Postgraduate Qualification in Careers Guidance and having the NVQ 4 allowed me exemptions from some elements for this qualification."

Claire Ussher
Careers Officer
Southern Regional College

"Having our adviser trained to wiseradviser standards has added a more confident and professional strand to our advice service provision."

Pauline Canavan
Chief Executive
SCA Ltd
Quality Standards Initiatives
We pro-actively promoted quality assurance through the quality assurance working group and the Investors in People (IIP) group contract scheme which involves 50 members. Falls Community Council, Omagh Independent Advice Services, the Chinese Welfare Association and Newry Welfare Rights were awarded IIP status through this scheme. A further 25 members also achieved or are working towards an IIP standard bringing 54% of members into a recognised Quality Assurance Scheme. In response to members commitment to quality services we developed an IIP Quality Assurance Self-Help Tool which will assist members to achieve and maintain IIP status.

“... a great opportunity to be involved in the IIP group contract scheme...”
Martin Napier, Chinese Welfare Association

Communication
Advice NI continues to use technology as an effective and efficient means to communicate with its members and stakeholders. This year we put our Advice & Guidance NVQ online, choosing an open source Virtual Learning Environment, moodle.org, to ensure its long term sustainability. Our thanks go to Synergy, our private sector partner in this initiative, who developed a series of colourful interactive flipbooks to entice our learners.

We also developed a monthly money advice e-bulletin and won a tender from the Money Advice Trust for the management and development of the Northern Ireland element of the wiseradviser website, the primary site for money advisers in the UK. We continue to produce our news sheet, Advice Matters on a quarterly basis and were delighted to win the SDPIE Award for the Best Annual Report 2006, our thanks go to our designer Andy Henry.

Advice NI is aware of and sensitive to the digital divide both within our membership and its impact in local communities. In response to this we are an active member of the ICT Consortium NI, a collective of representatives from organisations within the voluntary and community sector who aim to support and promote the strategic use of ICT within the sector.

While we have consolidated much of our online presence this past year, the future holds both challenges and potential for exciting new work. Advice NI is committed to working with its membership to modernise the ICT infrastructure within the sector to meet requests from both members and funders for a more comprehensive case management system which will enable outreach access and better reporting mechanisms.
Influencing Policy

The range and extent of social policy activity undertaken by Advice NI reflects the level of engagement of Advice NI members and their service users in influencing government’s change agenda.

To this end Advice NI was active on various policy bodies including:

Northern Ireland Legal Services Commission
Voluntary Sector Forum
ASA/SSA Operational Forum
Partnerships for Pensioners Group
Disability and Carers Group
CSA/SSA Joint Standards Committee
Tax Credit Consultation Group
Consumer Council Stakeholder Group
Appeal Service Stakeholder Group
Rate Collection Agency Communications Group
Consultation Institute
Money Advice Trust Social Policy Working Group
Northern Ireland Money Advice Discussion Forum
Enforcement of Judgement Office User Forum

Advice NI played a key role within the Semple Housing Affordability Review – successfully tendering to conduct qualitative research that explored the impact that inability to access appropriate housing had on people’s lives and their aspirations. We worked in partnership with voluntary organisations specialising in urban and rural perspectives and organisations specialising in poverty, joblessness and housing debt. Most importantly we were able to provide a platform for the public to express their views via the eConsultation service. This research was well-received by the Semple Review team and was central to deliberations both before and after the publication of the Review Report in Spring 2007. Our thanks to our partner organisations that participated in the research: Belfast Interface Project, Rural Community Network, Organisation for the Unemployed, Housing Rights Service and the Northern Ireland Anti Poverty Network.

“I would like to thank all those who have participated in this e-consultation. I have found the comments to be very useful and I appreciate the time and effort of all who have contributed to the discussion and made it such a success. I have learnt much from your personal experiences, debate and the wide range of subjects covered. I will give your views and experiences much consideration when I compile the final report of my review into affordable housing and hope that many of my recommendations are implemented and help those for whom affordable housing has become difficult to attain.”

Sir John Semple

“Advice NI has played an invaluable role in commenting on draft policy documents, identifying cross sectoral issues, disseminating information to a broad range of stakeholders, and providing feedback as appropriate. This is a partnership the NI Legal Services Commission is keen to grow and develop in delivering Access to Justice.”

Eamonn Broderick (Business Manager Partnerships, NI Legal Services Commission)

Advice NI also responded to a request from the Oireachtas Joint Committee on Communications, Marine and Natural Resources to facilitate their eConsultation on the Draft Heads of the proposed Broadcasting Bill.

Advice NI and its Policy and Planning Sub-Committee worked together to establish policy priorities which included Welfare Reform, Child Support, Water, Retirement and Debt. We engaged with members and the relevant government departments to highlight and address policy issues impacting on the advice sector and its clients.

The NI Legal Services Commission had four papers out for consultation to which Advice NI responses advocated continued progress towards a mixed model of legal advice service provision in Northern Ireland.

“We tried to take advantage of the housing boom by ‘trading up’ i.e. cashed in the equity in our old house and used this as a deposit on a house that otherwise we simply could not afford. The catch now is that we stretched ourselves to do this, and now we are worried about the future - repayments plus added charges of water and rates from next year - expenses that will hit us hard as we are now in a more expensive house - not on any more money re earnings / income. I’m finding this online discussion very interesting and great range of views. Thank you.”

eConsultation contributor
### Information sessions/presentations organised for advisers:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land and Property Services (forum meeting)</td>
<td>Northern Ireland Water (forum meeting)</td>
</tr>
<tr>
<td>Extortionate Bank Charges</td>
<td>Consumer Council Credit Act Consultation Seminar</td>
</tr>
</tbody>
</table>

### Consultation responses:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
</tr>
</thead>
</table>

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* * *
Organisational Development

Strategic Plan
We had a successful evaluation carried out by the DSD which found us ‘fit for purpose’. The evaluation made a number of recommendations most notable of which was to introduce a Balanced Scorecard for planning, reporting and monitoring of our work. We also undertook a more in-depth approach to strategic planning which involved external facilitation and the establishment of a Planning Group and Process Design Team. Stakeholders were identified and consultation was carried out on all stages of the strategic planning process. We incorporated the recommendations from the external evaluation carried out by the DSD on our core work, the recommendations from DETITPO Inspection and the proposed requirements within the DSD Advice and Information Strategy.

Investor in People
We aligned all aspects of our work more closely with the Investor in People Framework and introduced the Balanced Scorecard to translate the strategy into performance measures, mapping and communicating the strategy to individual’s work expectations, helping staff to understand their role and achievements within the organisation. We also considered risk management.

Governance
We also had a much keener focus this year on improving our governance arrangements. We introduced a range of new policies and procedures and updated staff terms and conditions of employment. The Policy and Planning Sub-Committee and the Staffing and Resources Sub-Committee, which comprise management committee members and staff, have been very active and of great value in assisting us to plan for future work and new developments. The Management Committee met 5 times during the year and the Policy & Planning and Staffing & Resources Committees met 3 times.

Constitutional Review
This year we intended to bring forward changes to our constitution which needs modernised and updated. However due to the introduction next year of a new Charity Commission for Northern Ireland we have decided to wait and bring forward these changes next year.

Staff Learning and Development
Advice NI has embedded learning and development plans within the organisation, encouraging staff to embark on training which develops skills that are both in line with its strategic plan and personal interests.

Training undertaken by staff over the past year included:
- Outlook Contact Management
- QCA E-Assessment
- PowerPoint Training
- Managing Exchange
- Boston College E-Governance Programme
- Media Training
- Recruitment & Selection Training
- Risk Assessment
- Moodle Administration
- Balance Scorecard Training
- Child Protection and New Technology
- Concordia ICT Study Trip to Bulgaria
- Strategic Planning Sessions
- Wiseradviser Training
- Assessors Training
- Electronic Newsletter
- Negotiation Skills
- Individual Voluntary Arrangements
- Introduction to Bankruptcy
- Open College Network administration training
Membership Services
Our membership remained fairly steady during the year at 71. We have 43 subscribers and have set ourselves a target to increase this over the course of the next three years.

Membership, insurance, subscriber and profile forms are all available on Advice NI’s website for members to download. Templates for supporting documentation for membership criteria such as Complaints and Confidentiality policies are also available for download.

85% of members availed of our professional indemnity insurance and 15 availed of Directors and Officers Insurance. Rates are still very competitive and in the main the groups who have not availed of the Advice NI PI insurance have insurance through their head office in the UK.

Advice NI dealt with approx. 6,750 calls this year, 1,750 of which were advice calls from the public which were signposted to the most appropriate source of help. A further 3,500 calls were handled in respect of benefit uptake activities.

There were 159 bookings for the training room which reflects increased usage by members on training and networking activities.

Finance
Advice NI uses Sage Management Accounts to monitor and control all financial transactions and operates as a cost centre. Regular income and expense reports plus cash flow projections are presented to the management committee as well as to the resources sub-committee. Accounts are externally audited on a yearly basis. Advice NI’s financial policy clearly defines financial procedures including accountability, audit trail, segregation of duties and recording, reporting and decision making tasks.
## Accounts

### Balance Sheet as at 31 March 2007

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash at hand</td>
<td>54,818</td>
<td>90,429</td>
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<tr>
<td>Cash on hand</td>
<td>136</td>
<td>68</td>
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<tr>
<td>Grants receivable</td>
<td>118,516</td>
<td>162,812</td>
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<td>Prepayments</td>
<td>3,706</td>
<td>5,988</td>
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<td></td>
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<tr>
<td>Current Liabilities</td>
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<td></td>
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<tr>
<td>Creditors and Accruals</td>
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<tr>
<td>Net Current Assets</td>
<td>171,996</td>
<td>196,184</td>
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<tr>
<td>Total Assets Less Current Liabilities</td>
<td>178,675</td>
<td>210,559</td>
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<tr>
<td>Accruals and Deferred Income</td>
<td>(5,375)</td>
<td>(10,750)</td>
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<tr>
<td>Net Assets</td>
<td>173,300</td>
<td>199,809</td>
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<tr>
<td>Represented by</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted Funds</td>
<td>129,493</td>
<td>132,735</td>
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<tr>
<td>Designated Funds</td>
<td>27,488</td>
<td>50,000</td>
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<tr>
<td>Restricted Funds</td>
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<td>17,074</td>
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<tr>
<td></td>
<td>173,300</td>
<td>199,809</td>
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</table>

### Statement of Financial Activities for Year Ended 31 March 2007

#### Income

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants received</td>
<td>222,512</td>
<td></td>
</tr>
<tr>
<td>Membership fees and insurance</td>
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</tr>
<tr>
<td>Bank interest received</td>
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<tr>
<td>Miscellaneous income</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>222,512</td>
<td></td>
</tr>
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</table>

#### Expenditure

<table>
<thead>
<tr>
<th>Redistribution of grant income:</th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DETI</td>
<td></td>
<td></td>
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<tr>
<td>PROTEUS</td>
<td></td>
<td></td>
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<tr>
<td>Welfare Reform</td>
<td></td>
<td></td>
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<tr>
<td>Housing Research</td>
<td></td>
<td></td>
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<tr>
<td>NIA</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salary costs</td>
<td>222,512</td>
<td></td>
</tr>
<tr>
<td>Travelling expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premises costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone, postage, stationery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff recruitment and training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Members' Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscriptions and affiliation</td>
<td></td>
<td></td>
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<tr>
<td>Conference costs</td>
<td></td>
<td></td>
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<tr>
<td>Publicity, literature</td>
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<td></td>
</tr>
<tr>
<td>Bank charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit and accountancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal and professional</td>
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<tr>
<td>Sundry expenses</td>
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<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amortisation of capital grant</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Deficit)/Surplus for year</td>
<td>-54,079</td>
<td>-26,509</td>
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<tr>
<td>Transfers between funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at start of year</td>
<td>171,996</td>
<td>132,735</td>
</tr>
<tr>
<td>Balance at end of year</td>
<td>129,493</td>
<td>132,735</td>
</tr>
</tbody>
</table>

### Accounts

#### Fixed Assets

- Tangible assets

#### Current Assets

- Cash at bank
- Cash on hand
- Grants receivable
- Prepayments

#### Current Liabilities

- Creditors and accruals

#### Net Current Assets

- Represented by
- Unrestricted Funds
- Designated Funds
- Restricted Funds

#### Total Assets Less Current Liabilities

- Accruals and deferred income
- Net assets

#### Amortisation of capital grant

- Unrestricted Funds
- Designated Funds
- Restricted Funds

#### (Deficit)/Surplus for year

- Transfers between funds
- Balance at start of year
- Balance at end of year
Advice NI Management Committee

Marie Corrigan  NIACRO
Caryl Williamson  Age Concern NI
Gorran McGale  Omagh Independent Advice Services
Mary McMannus  East Belfast Independent Advice Centre
Jim O’Callaghan  Housing Rights Service
Kathleen Bradley  Neighbourhood Assist
Barrie McLatchie  Belfast Unemployed Resource Centre
Gerard O’Neill  SCA Ltd
Jim Dorman  LIAISE
Harry Smith  Finaghy Community Centre
Harry Lyness  Limavady Community Development Initiative
Sean O Neill  Gingerbread NI

Advice NI Staff

Bob Stronge  Director
Fiona Magee  Deputy Director
Kevin Higgins  Head of Policy & Research
Kathleen Mulligan  Head of Resources
Patricia Donald  Head of UJI
Dominic Sharvin  Vocational Blended Learning Assessor
Artfawn Yasin  Benefit Take Up Co-ordinator
Joanne McCoy  Money Advice Co-ordinator
Elkie Ritchie  Receptionist

Advocacy for Senior Citizens
Age Concern NI
Alzheimer’s Society NI Helpline
Ardenne Association
Ballymena Community Development Association
Ballysillan Community Forum Advice
Barnardos NI
Belfast Unemployed Resource Centre
Causeway Women’s Aid
Chinese Welfare Association
Christian Debt Centre
Cithrah Foundation
Civil Service Benevolent Fund
Corkstown & Western Shore Area Network
Lurgan Citizens Services
COSTA
Craigavon Independent Advice Centre
Cross Glens Community Association
Disability Action
Dungiven Community Resource Centre
Dyslexia & Dyspraxia Support
East Belfast Independent Advice Centre
East Belfast Mission (Shopping Stone Project)
East Down Rural Community Network
EGSA
Employers For Childcare
EPIC
Falls Community Council
Falls Women’s Centre
First Housing Aid & Advice Services
Gallagh Integrated Advice Service
Gingerbread Derry
Gingerbread NI
Greater Yurt Lodge
Greater Ballyconnell Residencies Association
Help The Aged
Housing Rights Service
LIAISE
Ligonial Improvement Association
Limavady Community Development Initiative
Linkburn Welfare Rights
Lower North Belfast Community Council Advice Service
Mencap
Multi Cultural Resource Centre
Neighbourhood Assist
Neighbourhood Development Association
Newry Welfare Rights
NIACRO
North Antrim Community Network
North Belfast Employment Centre
North Belfast Senior Citizens Forum
Northlands
NUC-USI
Rathfarn - Severe Mental Illness
ROSA - Regeneration
Of South Armagh
Rossendale & District Welfare Rights Group
S.T.E.E.R
Shelter Northern Ireland - Gable Project
South Antrim Rural Network
South Tyrone Empowerment Programme
Southdown Resources & Development Centre
Special Educational Needs Advice Centre
Springfield Charitable Association
Tar Isteach
The Presbyterian Orphans & Children’s Society
The Resource Centre
The Water Circle
University of Ulster
Students Union
Vine Centre
Wave Trauma Centre
Windlesome Women’s Centre
List of Subscribers

Armagh Unemployed Group
Belfast City Council - Consumer Advice Centre
Childrens Law Centre
Citizens Advice Bureau - Belfast
Committee on 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
Department for Social Development
Equality Commission NI
General Consumer Council for N.I.
Greater West Belfast Community Association
Julie Allen Consulting
Law Centre NI
National Energy Action NI
Newry & Mourne District Council
Newtownabbey Borough Council
NI Anti-Poverty Network
Northern Ireland 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
Sarah-Jane Goldring
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 Belfast & Lisburn
Women’s Aid Federation NI
Women’s Support Network
Funders