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 promote a community development approach in all our work.
- 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.
Welcome to Advice NI’s Annual Review for 2007/08 which I hope gives you an insight into the varied activities, projects and core work undertaken this year.

Of course an Annual Review can never provide the depth and flavour of what makes all of this happen – it’s the people! And in Advice NI we have skilled and committed staff and a vibrant, diverse membership who are constantly striving to make a positive and lasting impact on the lives of those who use our services and who involve themselves in the activities that we offer.

This year is the first year of our new strategic plan which was developed, taking into account, the views of all our members and stakeholders. I believe this will guide the organization in a direction of travel to make real and lasting change in the advice sector and those who use our services. We have also introduced a new balanced scorecard which assists us greatly in monitoring and measuring the impact of our work and I am also pleased to report that we have again achieved our IiP status.

These are challenging times for us all, with a likely prolonged and deep recession which will impact most on the poor and disadvantaged. Therefore the development of an integrated, well resourced advice sector, which is focused on helping people overcome their difficulties and providing, not just advice but solutions, is more important than ever. In this regard it has been very disappointing to note the slow progress by DSD to implement the Opening Doors strategy. We now need greater forward momentum to implement the strategy and we hope that this can be done in a way which is inclusive and recognises the contribution of all who work in the sector.

Many of you will know by now that I have resigned from the position of Chair of Advice NI after six years in that role - as I have found new employment outside the advice sector. I just want to say how much I have enjoyed being involved with Advice NI over the many years and I would like to extend my gratitude to everyone associated with the organisation and wish you all well for the future.

Conor McGale
Chair, September 2008
Welcome to our Annual Report. This has been another exciting but challenging year for Advice NI. We always say this but every year the challenges grow and the complexity and range of our services and activities develops exponentially. It is no longer about doing a few things well, it is now more a case of having to do a lot of things very well. For us that has meant doing more with less resources and the effect of this is that staff within the organisation have had to become more multi-skilled to cover the broader range of functions now required from us by members, partners and funders alike. We hope this report gives you a flavour of our work this year.

"Advice NI has a highly committed, confident and competent workforce, who take great pride in the work they are involved with/in and who are united by an ethos of supporting its members to deliver excellent advice and to optimise benefits to/for those in need."

IIP Post Recognition Review, October 2007

---

**1. Collaboration and Change**

**STRATEGIC THEME:**

"To support and develop the sustainability of the Independent Advice Sector."

Achieving social change lies at the heart of our ethos and approach. We have developed many partnerships and collaborative working arrangements over the past year.

Opening Doors and the ASA

This year we have been engaging with the Advice Services Alliance, government and our member organisations on the DSD Opening Doors Strategy. We have assisted in the development of three consultation reports on IT, Quality and Training, along with colleagues in the ASA, and are awaiting responses to these from government and the wider sector. Agreements reached in these reports include the need to migrate to a secure web based case recording system, a common set of quality standards and a training and development strategy for the sector.

We have been active in supporting the development of local partnerships and consortia in preparation for changes in the structure and delivery of advice services in the context of the Opening Doors strategy. Our particular focus this year has been to work with members in the northwest to develop the Northwest Advice Services Alliance.

"Advice NI has a highly committed, confident and competent workforce, who take great pride in the work they are involved with/in and who are united by an ethos of supporting its members to deliver excellent advice and to optimise benefits to/for those in need."

IIP Post Recognition Review, October 2007

---

SSA/Advice NI Benefit Take Up Programme 2007/08

Building on the success of previous partnership benefit take up campaigns with the Social Security Agency (SSA), this year we secured a tender to deliver three exercises to help individuals and families in Northern Ireland claim their benefit entitlements.

For the three exercises 7,544 clients were targeted by the agency with 3,922 (52%) of clients making contact with us to receive a free, confidential and independent benefit entitlement check which also included information and advice on the Warm Homes Scheme.

Overall evaluation of the programme by the SSA highlighted the extent of the positive impact the project had with the average weekly benefit for clients totalling £46.95 and an average of £1,338.94 in arrears being paid. For the external exercises this translated into every £1 invested by the SSA £16 was generated in additional benefits. In total the Agency’s 2007/08 programme generated total additional benefits of over £8 million.

"The NI Anti-Poverty Network relies on Advice NI to provide expert advice to people experiencing poverty. We are regularly approached on a whole range of issues from benefits to debt, social loans and grants and its Advice NI we turn to for informed guidance."

Frances Dowds, NIAPN
The course is being targeted at a wide audience aimed at all groups/organisations who work with older people in an advisory capacity, including advisers, health workers, social workers, carers, housing workers, community workers, and so on.

Both a face to face and e-learning course will be developed.

Each module will be taught over a maximum of 2 days.

The ethos of the course is to ensure that it does not duplicate existing training available in the above areas. Advice NI will investigate existing training to ensure non-duplication.

**Working in Partnership with others**

Advice NI staff and management committee have been active on a range of stakeholder forums and other partnerships including:
- Advice Services Alliance
- Community Development Health Network Board
- Community Housing Advice Project
- Community Places Board
- Consumer Council Stakeholder Forum
- Disability and Carers Service / Incapacity Benefit Forum
- Money Advice Trust Social Policy Working Group
- Northern Ireland Money Advice Discussion Forum
- NILSC Stakeholder Forum
- NICVA Board
- NIAPN Board
- Northwest Advice Services Alliance
- Organisation of the Unemployed NI Board
- Partnerships for Pensioners
- Rural Community Network Board
- SSA / CSA Joint Standards Committee
- Tax Credit Consultation Group
- Women’s Resource & Development Agency Board

“Recent increases in the cost of living for older people here have led to many concerns about money and the ability to afford essentials such as food and fuel. A recent report by the Institute for Fiscal Studies states that, In August 2008, average pensioner inflation reached 7.4 per cent, significantly higher than the 5.4 per cent rate for non-pensioners and the highest rate for pensioners since 1991.”

Patrick Minne, CEO A2B

“During 2007/08 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 £8 million of additional benefit being paid to some of the most vulnerable people in Northern Ireland.”

John Nevin, Assistant Director for Benefits Assurance SSA

**Tax Credits Online**

This year we launched a multi-lingual online resource to help low paid migrant workers and families from minority ethnic communities access advice and information on Tax Credits.

The online resource was developed with the assistance of funding from HM Revenue and Customs and is available through our website. There are a variety of different Tax Credit advice and information tools including an innovative e-learning package designed to help increase people’s knowledge, skills and confidence on Tax Credit issues.

**Older Person Adviser Course**

We were successful in a tender bid to A2B for the development of an Older Person Adviser Course (OPAC). Advice NI is the lead partner on the course which is being developed in partnership with Help the Aged (NI) and Age Concern (NI). The course will be developed and delivered over an 18 month period.

**NIE Energy has been working very successfully with Advice NI through the ‘For Your Benefit’ programme and we recognise that they have an important role to play within the local community providing independent advice about a range of services.”**

Jenny Boyd, Energy Services Manager NIE

“NIE ‘For Your Benefit’ Programme

Following on from a successful benefit take up pilot last year in partnership with Northern Ireland Electricity (NIE), this year we have secured further funding to deliver 3,000 benefit entitlement checks to help address the issue of fuel poverty across Northern Ireland.

The ‘For Your Benefit’ (FYB) programme uses a number of approaches in order to increase benefit take up amongst the most hard to reach and vulnerable people across Northern Ireland.

We are working with in partnership with a number of advice providers including Age Concern NI, Disability Action, East Belfast Independent Advice Centre, Gingerbread NI, Limavady Community Development Initiative and Omagh Independent Advice Services, to deliver on this project. Additional to providing the benefit entitlement checks to targeted clients, advisers will also identify and refer clients who could avail of energy efficiency measures.

“Recent increases in the cost of living for older people here have led to many concerns about money and the ability to afford essentials such as food and fuel. A recent report by the Institute for Fiscal Studies states that, In August 2008, average pensioner inflation reached 7.4 per cent, significantly higher than the 5.4 per cent rate for non-pensioners and the highest rate for pensioners since 1991.”

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2. Innovation and Communication

STRATEGIC THEME: "To promote and support innovation within the Independent Advice Sector".

We have tried to remain at the cutting edge in providing innovative solutions to improve engagement and networking across the sector and with our many partners.

Technology underpins much of our work enabling Advice NI to make the best possible use of resources to achieve our goals as well as encouraging networking and knowledge sharing across our membership. This year almost 700 messages were posted to AdviceLink as 153 staff and advisers raised issues and shared knowledge in dealing with their clients’ issues and government departments.

www.adviceni-learningonline.net, our virtual learning environment, now hosts much more than our NVQ in Advice and Guidance. Advisers can complete interactive courses in Tax Credits and Achieving Investors in People. We were again delighted this year to receive an invitation to London’s Globe Theatre to be highly commended at the eWell-Being Awards in the Low Carbon & Environmental Efficiency category. Development of our E-Quals e-learning project saved participants traveling 4,529 miles equating to 263 hours travel time and £1,811.60 in fuel costs.

Advice NI was an active participant in the ASA IT Working Group set up in response to government’s strategy Opening Doors. Much positive work was achieved including developing a comprehensive set of standards against which casework can be recorded, and agreeing that a secure web-based case management system would best meet the needs of the advice sector. Advice NI is now keen to move this work forward and is working with Advice UK which has developed a secure web-based system, which is in use across England and Scotland.

Other ICT work this year included redeveloping our website so that it better reflects our work and is easier to find our members using an interactive map. We also identified and implemented an appropriate e-portfolio system to support our online learners in pursuit of their NVQ.

"We would like to congratulate Advice NI on making it to the final of the 2008 National eWell-Being Awards. We were overwhelmed by the quality of entries received this year and competition has been very strong.”

Richard Craven, SustainIT
Melissa Lynas receiving her C & G Energy Awareness Certificate from Deputy Lord Mayor Bernice Kelly as part of the E-quals Project

We have maintained our status as the only Open University Assessment Centre for NVQ’s in Northern Ireland and are now in our 10th year. This year:

- 10 new learners registered to do an NVQ in Advice and Guidance, and a further 7 have registered from April 08.
- 11 advisors achieved their NVQ in Advice and Guidance levels 2–4. In addition, a further 11 learners have been registered on to our new e-learning portfolio system.
- As part of the E-quals project National Energy Action and the Workers’ Educational Association delivered workshops in Belfast and Derry. 16 learners achieved a level 2 City & Guilds 6176 Energy Awareness Certificate and 16 learners also achieved a level 2 OCNI Us and Them diversity training certificate.

Advice NI continue to develop their methodologies and range of qualifications delivered. Their innovative approach to e-portfolios is beginning to settle and find its feet in terms of accessibility and ease of use for assessors, candidates, internal verifiers and the relevant OU staff.

Caroline Morris, Open University External Verifier
3. Influencing Policy

**STRATEGIC THEME:**
"To influence policy and decision making on behalf of our members and those who rely on their services."

**Influencing change through policy**
Advice NI has played a leading role in influencing policy across a range of issues affecting members and users of advice services. Policy engagement has taken place at a variety of levels. With the restoration of the NI Assembly in May 2007, Advice NI has sought to engage specifically with local decision-makers, local MLA’s and local Ministers. Engagement has also taken place at Westminster principally on the issue of welfare reform.

"Let me say straightaway how very grateful I am for the trouble and great care you have taken to bring Advice NI’s thoughts on welfare reform to my attention, and I shall certainly ensure it’s concerns are raised at the very highest level. With this in mind, I have already written to Stephen Timms MP, the Government’s Welfare Reform Minister, and also to Margaret Ritchie MLA, the Social Development Minister within the Northern Ireland Executive, reinforcing the points highlighted in your correspondence."

Lady Hermon, MP

In addition to reacting to policy developments Advice NI identified policy priority areas where proactive positions are developed and expounded with key stakeholders. These positions are developed in conjunction with the Advice NI Policy and Planning Sub Committee. Examples of this proactive approach include:

**Water Charges**
Advice NI sees protection of the most vulnerable low income households as being our primary concern. With that in mind we would call for 100% relief for those on the lowest incomes.

**Benefit Uptake**
Advice NI and members welcome involvement in benefit uptake activity and welcome the partnership approach being taken by the SSA in targeting the most vulnerable and hard to reach people in Northern Ireland. Advice NI advocate other innovative methodologies be used in order to target the most hard to reach, in particular those who do not respond to benefit uptake letters.

**Legal Aid Reform**
Advice NI fully supports characteristics of reform which have social need and social inclusion at their heart. However there would be a concern that need may become a victim of financial expediency.

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**Wiseradviser**
We continue to take the lead role in Wiseradviser Money Advice Training and in conjunction with our partners in CCCS, Housing Rights Service, OIAS and Citizens Advice there has been a significant increase in the range of training courses delivered over the past year as well as the number of candidates undertaking the training.

**Key achievements for the year include:**
- 19 Wiseradviser courses delivered on 14 topics
- 199 Wiseradviser course participants (an increase of 70% since previous year)
- 50 learners gaining accreditation (+ 127% on learners who gained accreditation 06/07)
- Partnership with Rethink on mental health awareness training
- Development of first e-learning introduction to Dealing with Debt course in Northern Ireland
- Development and delivered 2 training courses to Irish League of Credit Unions (28 participants)
- Development and delivered training courses to Ulster Federation of Credit Unions (14 participants)
- Maintenance and management of Northern Ireland element of Wiseradviser website
- "The Ulster Federation of Credit Unions (UFCU) was extremely pleased with the partnership and support from Advice N.I. in delivering a Dealing with Debt Course to credit unions within the UFCU. There were 14 participants who completed this 2 day course and 9 Staff received accreditation at level two from the Open College Network Northern Ireland. The training enables the UFCU staff throughout Northern Ireland to have the relevant skills and knowledge to speak to members of Credit Unions who may find themselves in financial difficulties. Thanks again to Advice NI and we look forward to further partnerships and training courses for our staff."

Tommy Jeffers, UFCU

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Welfare Reform

“Government should ensure that there are adequate safeguards in place to protect and support not further marginalise and demonise.”

Free School Meals

“Advice NI understands that the take-up of FSM entitlement has a number of benefits: (1) ensuring that children particularly from low income households have access to a nutritious diet, (2) low income families gain entitlement to a Clothing Allowance i.e. a contribution towards the cost of a school uniform for children attending post primary schools; and (3) schools benefit from additional funding through the LMS Common Funding Scheme.”

Consultation responses undertaken

Our approach to consultations is to concentrate on those which might have greatest impact on advice agencies and their service users. This year has seen a significant increase in the number of consultations we have responded to:

- Briefing Paper on Role of the Courts in NI (April 2007)
- HMRC Paper on Unclaimed Assets Distribution Mechanism (Aug 07)
- Rates Review response (Aug 2007)
- NI Consumer Council NIAUR Action Plan (Oct 2007)
- IWRP Water Review response (Nov 2007)
- OFMDFM Enquiry into Child Poverty response (Nov 2007)
- Programme for Government & Budget response (Dec 2007)
- DEL Careers Education, Information, Advice & Guidance Strategy (Dec 2007)
- Briefing Paper for Social Development Committee on Benefit Uptake (Jan 2008)
- OFMDFM Enquiry into Child Poverty response (Jan 2008)
- NILSC Financial Eligibility response (Jan 2008)
- NILSC Financial Eligibility EQIA response (Jan 2008)
- National Payments Plan Consulting on change in UK payments (Feb 08)
- Child Maintenance Bill EQIA response (Feb 2008)
- Mesothelioma Cases EQIA response (Mar 2008)
- NILSC Community Legal Service response (Mar 2008)
- Briefing Paper for Education Committee on Free School Meals (Mar 2008)
- Briefing Paper for Regional Development Committee on Water Charges and Affordability (Mar 2008)
- 9 money advice briefings distributed
Correspondence with NI Assembly
In addition to the above issues, Advice NI has corresponded with the Assembly on a variety of issues including the proposed Private Members Bill in relation to Carers Allowance, fuel poverty and method of payment in relation to school uniform grants.

Advice NI secured media coverage on water charging issue, child poverty, debt, launch of tax credit website for migrant workers and the campaign to encourage uptake of Free School Meals and Clothing Allowances.

Noel Broadbent, HMRC; Anna Lo, MLA; Kieran Dougan, HMRC

at the launch of Advice NI’s multi-lingual online resource on Tax Credits

4. Organisational Development

STRATEGIC THEME:
“To strengthen the capacity of Advice NI to implement its Strategic Plan effectively.”

Making sure that Advice NI has the right skills, expertise and experience to undertake its activities and services is an ongoing process and this year we have undertaken a number of new initiatives within the organisation.

The balanced scorecard was introduced following a recommendation from our evaluation by DSD. This has proved to be an exceptionally useful tool in monitoring and reporting our results and in helping link staff workplans to our overall strategic plan. We also put in place a new risk management strategy and policies on reserves and sabbatical leave were also developed. We introduced new SAGE accounting processes in line with changes in SORP. Terms & Conditions of Employment have been updated in line with new legislation and we introduced a new complaints policy following a recommendation in our external evaluation.

We have engaged Cleaver Fulton and Rankin to revise our constitution and draft new articles and memorandum of association. This will involve Advice NI becoming a Company limited by guarantee, which we hope to complete by April 2009.

Advice NI first achieved Investors in People in December 2004 and the successful Post Recognition Review carried out on 18/10/2007 is evidence of our ongoing commitment to the principles, ethos and practices of the IiP Standard.

“Advice NI continues to meet/exceed the evidence requirements of the Investors in People Standard and should continue to be recognised as an IiP Organisation.”

Tom Kenny, IiP Assessor

Membership Services
Practical services to members are an important function and we get many requests for assistance on finance, insurance and human resource issues. We currently have 65 members, slightly down on the previous year. Of these 51 take our professional indemnity insurance and 18 take PI plus Directors and Officers insurance. We have 49 subscribers this year which is up 9% on the previous year.

Members mainly seek information or guidance on NJC Scales, equal opportunities, confidentiality and other employment or service policies. We dealt with around 7,000 calls of which 1,824 were from the public seeking advice. These calls are referred to the most appropriate sources of help.

The use of the Training/Conference Room has increased significantly with 170 bookings this year and we have begun to investigate taking additional space in our existing building to meet the increase in demand.
### Statement of Financial Activities
for Year Ended 31 March 2008

#### Income

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Designated Funds</th>
<th>Restricted</th>
<th>Total 2008</th>
<th>Total asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants received</td>
<td>£267,607</td>
<td>-</td>
<td>£233,426</td>
<td>£501,033</td>
<td>£481,036</td>
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<tr>
<td>Membership fees and insurance</td>
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<td>£13,147</td>
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<td>Training income</td>
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<td>£246,573</td>
<td>£330,898</td>
<td>£317,898</td>
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<tr>
<td>Bank interest received</td>
<td>-</td>
<td>-</td>
<td>£80,851</td>
<td>£80,851</td>
<td>-</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>£760</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
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</table>

£27,488 - (27,488) = £0

#### Expenditure

<table>
<thead>
<tr>
<th>Grant expended:</th>
<th>Unrestricted</th>
<th>Designated Funds</th>
<th>Restricted</th>
<th>Total 2008</th>
<th>Total asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary costs</td>
<td>£240,003</td>
<td>-</td>
<td>£17,388</td>
<td>£257,391</td>
<td>£243,391</td>
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<tr>
<td>Travelling expenses</td>
<td>£7,555</td>
<td>-</td>
<td>£13,852</td>
<td>£21,407</td>
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<tr>
<td>Premises costs</td>
<td>£31,219</td>
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<td>£30,910</td>
<td>£62,129</td>
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<tr>
<td>Telephone, postage, stationery</td>
<td>£20,288</td>
<td>-</td>
<td>£30,910</td>
<td>£51,198</td>
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<tr>
<td>Website Development</td>
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<td>£16,746</td>
<td>£23,693</td>
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<tr>
<td>Staff recruitment and training</td>
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<td>-</td>
<td>£16,746</td>
<td>£16,746</td>
<td>-</td>
</tr>
<tr>
<td>Members’ Training</td>
<td>£16,631</td>
<td>-</td>
<td>-</td>
<td>£16,631</td>
<td>-</td>
</tr>
<tr>
<td>Subscriptions and affiliation</td>
<td>-</td>
<td>-</td>
<td>£16,631</td>
<td>£16,631</td>
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<tr>
<td>Conference costs</td>
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<td>-</td>
<td>£20,714</td>
<td>£24,308</td>
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</tr>
<tr>
<td>Publicity, literature</td>
<td>£4,665</td>
<td>-</td>
<td>£4,608</td>
<td>£9,273</td>
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<tr>
<td>Bank charges</td>
<td>£112</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Audit and accountancy</td>
<td>£3,145</td>
<td>-</td>
<td>£3,538</td>
<td>£3,983</td>
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<tr>
<td>Legal and professional</td>
<td>£1,103</td>
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<td>£1,103</td>
<td>£2,206</td>
<td>-</td>
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<tr>
<td>Sundry expenses</td>
<td>£4,244</td>
<td>-</td>
<td>£4,136</td>
<td>£8,380</td>
<td>-</td>
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<tr>
<td>Depreciation</td>
<td>£16,566</td>
<td>-</td>
<td>-</td>
<td>£16,566</td>
<td>-</td>
</tr>
<tr>
<td>Amortisation of capital grant</td>
<td>£6,340</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

£313,606 - £306,573 = £7,033

#### (Deficit)/Surplus for year

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Designated Funds</th>
<th>Restricted</th>
<th>Total 2008</th>
<th>Total asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfers between funds</td>
<td>£13,635</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Balance at start of year</td>
<td>£146,437</td>
<td>£17,388</td>
<td>£16,746</td>
<td>£179,521</td>
<td>£166,521</td>
</tr>
</tbody>
</table>

#### Balance at end of year

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Designated Funds</th>
<th>Restricted</th>
<th>Total 2008</th>
<th>Total asset</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£159,072</td>
<td>-</td>
<td>£16,746</td>
<td>£175,818</td>
<td>£162,818</td>
</tr>
</tbody>
</table>
Management / Staff

Advice NI Management Committee

Conor McGale  Omagh Independent Advice Services  Chairperson
Sean O’Neill  Gingerbread NI
Barry McMullan  NIACRO
Barrie McLatchie  Belfast Unemployed Resource Centre
Mary McManus  East Belfast Independent Advice Centre
Jim O’Callaghan  Housing Rights Service
Kathleen Bradley  Neighbourhood Assist
Caryl Williamson  Age Concern NI
Jim Doran  LIAISE
Gerard O’Neill  SCA Ltd
Harry Lyness  Limavady Community Development Initiative
Sinead McKinley  North Belfast Advice Partnership

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 ICT
Dominic Sharvin  Vocational Blended Learning Assessor
Arfawn Yasin  Benefit Take-Up Co-ordinator
Joanne McCoy  Money Advice Co-ordinator
Elkie Ritchie  Receptionist
Emma Murphy  Training & Development Practitioner

List of Members

Advocacy for Senior Citizens  Help the Aged
Age Concern NI  Housing Rights Service
Ardoine Association  Liaise
Ballynafeigh Community Development Association  Ligoniel Improvement Association
Ballysillan Community Forum Advice  Limavady Community Development Initiative
Barnardos NI  Lower North Belfast Community Council
Belfast Unemployed Resource Centre  Advice Service
Causeway Women’s Aid  MenCap
Chinese Welfare Association  Multi-Cultural Resource Centre
Christian Debt Advice Centre  Neighbourhood Assist
Civil Service Benevolent Fund  Neighbourhood Development Association
Corpus Christi Services  NIACRO
Craigavon Independent Advice Centre  North Antrim Community Network
Cithrah Foundation  North Belfast Senior Citizens Forum
Cookstown & Western Shores Area Network  NUS-USI
Disability Action  Omagh Independent Advice Services
Dyslexia & Dyspraxia Support  Rethink – Severe Mental Illness
East Belfast Independent Advice Centre  ROSA – Regeneration of South Armagh
East Down Rural Community Network  Rosemount & District Welfare Rights Group
Employers for Childcare  S.T.E.E.R
EPIC  SCA Ltd
Extra Care  Shelter Northern Ireland – Gable Project
Falls Community Council  South Antrim Rural Network
Falls Women’s Centre  South Tyrone Empowerment Programme
First Housing Aid & Advice Services  Southcity Resource & Development Centre
Gallagh Community Development Group  Special Educational Needs Advice Centre
Gingerbread NI  Tar Isteach
Glenluce Quality Caring Centre  The Link Community Association
Glenshane Community Development Association  The Presbyterian Orphans & Children’s Society
Housing Rights Service  The Resource Centre
Limavady Community Development Initiative  The Wider Circle
Lower North Belfast Community Council  Vine Centre
Men Cap  Wave Trauma Centre
Multi-Cultural Resource Centre  Windsor Womens Centre
List of Subscribers

Armagh Credit Union Limited
Armagh Unemployed Group
Belfast City Council - Consumer Advice Center
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
Community Places
Consumer Affairs Branch
Craigavon & Banbridge Community H&S Service Trust
Craigavon Borough Council
DSD (Social Security Policy and Legislation Div)
Equality Commission NI
Greater West Belfast Community Association
Headway Belfast
Julie Allen Consulting
Law Centre NI
NEA NI
Newry & Mourne District Council
Newry Credit Union
Newtownabbey Borough Council
NI Anti-Poverty Network
North City Training
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 Doherty
Sarah-Jane Goldring
Sean O’Farrell
Stakeholder Communications (TV Licensing)
Suffolk & Andersonstown C.A.B
The Consumer Council
The Green Party
Triangle Housing - Floating Support
Triangle Housing Association
Ulster Supported Employment Ltd
Unison
Women’s Aid Belfast
Women’s Aid Belfast & Lisburn
Women’s Support Network