The Independent Advice network dealt with 262,854 enquiries.

Members’ List

- Age Concern Causeway
- Age NI
- Ardoyne Association
- Ballynahinch Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women’s Aid
- Chinese Welfare Association
- Christians Against Poverty
- Cithrah Foundation
- Clarmill Housing Association
- Cookstown & Western Shores Area Network
- Corpus Christi Services
- County Down Rural Community Network
- Darnel Community Outreach
- Disability Action
- Done House Advice Services
- East Belfast Independent Advice Centre
- East Belfast Mission
- Employers for Childcare
- EPIC
- Falls Community Council
- Falls Women’s Centre
- First Housing & Smartmove
- Gallagh Women’s Group
- Gingerbread NI
- Glenshane Community Development Ltd
- Greater Turf Lodge Residents Association
- Housing Rights Service
- LIASIE
- Liganal Improvement Association
- Limavady Community Development Initiative
- Magherafelt District Advice Services
- Mencap
- Migrant Centre NI
- Mindwise - New Vision
- Neighbourhood Development Association
- NICRO
- NICRAR
- North Antrim Community Network
- North Belfast Senior Citizens Forum
- North West Advice Service
- North West Taxi Proprietors Ltd
- Northern Ireland Council for Ethnic Minorities
- Omagh Independent Advice Services (OIAS)
- Queens Students’ Union Advice Centre
- Rosemount & District Welfare Rights Group
- Rural Support
- SCA Ltd
- Shelter Northern Ireland
- South Antrim Community Network
- South Tyrone Empowerment Programme
- Southside Resource and Development Centre
- Special Educational Needs Advice Centre (SENAC)
- Tar Isteach
- The Charity for Civil Servants
- The Ely Centre
- The Resource Centre Derry
- Ulster University Student Support
- Vine Centre
- WAVE
- Windsor Women’s Centre

Members’ Workload

- 62% Benefits
- 1% Consumer
- 2% Disability
- 19% Housing
- 1% Community Care
- 6% Debt
- 3% Employment
- 6% Other

Tax & Benefits enquiries

- 5,500
- Dealt with 4,675 enquiries in the Castlereagh area
- Dealt with 122 Historical Institutional Abuse enquiries

Helped to deliver £14.2 million additional benefits generated by DSD’s Benefit Uptake Programme.

Advised over 430 business owners and assisted with over £32 million of debt.

Working with more than 38 partners to deliver advice services.
Advice NI’s Money and Debt Advice Quality Assurance Standard and Wiseradviser NI Learning Pathways were accredited by the Money Advice Service Quality Framework.

Delivered 78 Manage Your Money Sessions to older people

£277,269 Additional monies recovered for older people via the

SUPPORTING ACTIVE ENGAGEMENT project:

£62 million of debt

Trained 841 people

Handled 44,000 Telephone calls

Sent 2,300 tweets

Championed the statutory right to independent advice to be included in the Welfare Reform Bill

Facilitated ‘in situ’ advice service in 2 Trussell Trust foodbanks

Taught 120 older people to use tablets to access their rights & entitlements online

133,241 visitors across our websites

Won an Aontas Star Award for our digital inclusion project, Supporting Active Engagement

120 new courses to meet sector needs

Offered a portfolio of over 120 training courses

Developed over

Handled 8,433 Social media followers

Launched POPNI www.popni.net a web portal for older people in Northern Ireland

Trained 841 people

Handled 44,000 Telephone calls

Sent 2,300 tweets

Championed the statutory right to independent advice to be included in the Welfare Reform Bill

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