

ANNUAL REPORT HIGHLIGHTS 2014/15



All figures for reporting period April 2014 - March 2015

The Independent Advice network dealt with

262,854

 enquiries

Members' List

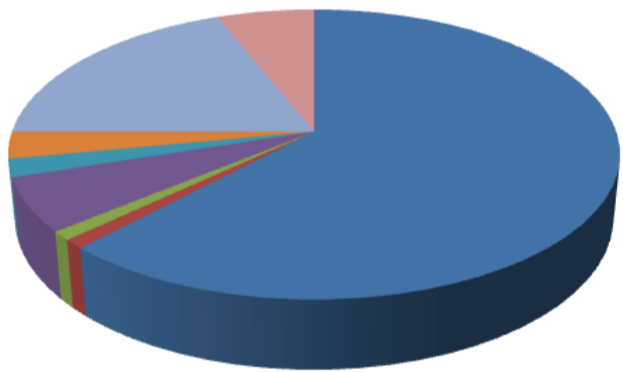


- Age Concern Causeway
- Age NI
- Ardoyne Association
- Ballynaveigh Community Development Association
- Ballysillan Community Forum Advice
- Belfast Unemployed Resource Centre
- Causeway Women's Aid
- Chinese Welfare Association
- Christians Against Poverty
- Cithrah Foundation
- Clanmill Housing Association
- Cookstown & Western Shores Area Network
- Corpus Christi Services
- County Down Rural Community Network
- Damask Community Outreach
- Disability Action
- Dove 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
- Galliagh Women's Group
- Gingerbread NI
- Glenshane Community Development Ltd
- Greater Turf Lodge Residents Association
- Housing Rights Service
- LIAISE
- Ligoniel Improvement Association
- Limavady Community Development Initiative
- Magherafelt District Advice Services
- Mencap
- Migrant Centre NI
- Mindwise - New Vision
- Neighbourhood Development Association
- NIACRO
- NICRAS
- 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
- Southcity 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

62

 members

Members' Workload



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

Tax & Benefits enquiries

5,500

TAX & BENEFITS SERVICE



Freephone 0800 9882377

Dealt with

4,675

enquiries in the
Castlereagh area

Dealt with

122

Historical Institutional
Abuse enquiries

Helped to deliver

£14.2million

additional benefits generated by DSD's
Benefit Uptake Programme.

£1,404,718

grants distributed to members and partners

Advised over

430 business owners

and assisted with over **£32million** of debt

BUSINESS DEBTLINE

Freephone 0800 083 8018

Working with
more than

38

 partners to deliver
advice services



Advised & supported over

5,100

clients (10,800 debts) totalling

£62million of debt

Freephone 0800 917 4607 www.debtaction-ni.net



Specialist Support provided advice and support on

290

complex money and debt cases

Developed over

20

new courses to meet sector needs

Offered a portfolio of over

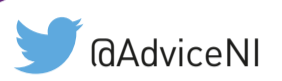
120

training courses

Sent

2,300

tweets



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

Helped facilitate the Food Poverty conference and

produced the **'Enough is Enough'** food poverty report

Trained

841

people

Handled

44,000

Telephone calls



8,433

Social media followers



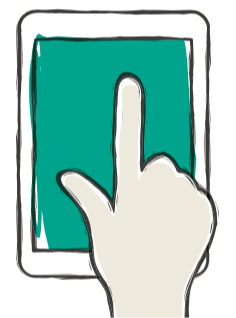
Launched

POP NI

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

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

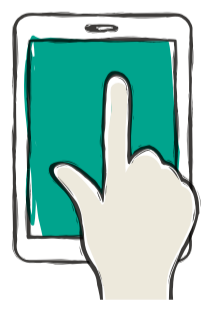


Additional monies recovered for older people via the

SUPPORTING ACTIVE ENGAGEMENT

project:

£277,269



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



Funders:

