**ANNUAL REPORT HIGHLIGHTS 2016/17**

**215,678 ENQUIRIES**

**MEMBERS’ LIST**

- AGE CONCERN CAUSEWAY
- AGE NI
- AIDS RESOURCES ASSOCIATION
- ALFRED CUBITT CENTRE
- ALFRED OSBORNE ASSOCIATION
- AMBITION COMMUNITY DEVELOPMENT ASSOCIATION
- AMI LONDON COMMUNITY ADVICE
- ANTEO - UNDER 25 YOUTH RESOURCES CENTRE
- Assignment Matters Ltd
- AXE-YOUTH WEBSITES
- BALLYMENALANE COMMUNITY DEVELOPMENT
- BALLYNAFEIGH COMMUNITY DEVELOPMENT ASSOCIATION
- BALLYSILLAN COMMUNITY FORUM
- BELFAST UNEMPLOYED RESOURCE CENTRE
- CATHOLIC WOMEN’S ADVICE AND SUPPORT
- CAUSEWAY WOMEN’S ADVICE AND SUPPORT
- CHILDREN’S COMMUNITY TRUST
- CLANMILL HOUSING ASSOCIATION
- COOKSTOWN & WESTERN SHORES AREA NETWORK
- CORPUS CHRISTI SERVICES
- COUNTYSIDE COMMUNITY DEVELOPMENT
- COUNTY DOWN RURAL COMMUNITY NETWORK
- DAMASK COMMUNITY OUTREACH
- DISABILITY ACTION
- DOVE HOUSE ADVISE SERVICES
- EAST BELFAST INDEPENDENT ADVICE CENTRE
- EMPLOYERS FOR CHILDCARE
- EMPLOYER’S SERVICE PROVIDER
- EMPOWERED COMMUNITY RESOURCES
- EMPLOYMENT RIGHTS CENTRES
- ENQUIRIES & SUPPORT ON PRIVACY
- ENQUIRIES & SUPPORT ON COMMUNITY RIGHTS
- ENQUIRIES & SUPPORT ON SRUC
- ENTREPRENEURIAL LEADERSHIP
- EQUALITY FOR ALL
- FALSHAM TEACHING LEADERSHIP
- FALLS COMMUNITY COUNCIL
- FALLS COMMUNITY CENTRE
- FIRST HANDING & SHARING
- FOR NORTH ANTRIM COMMUNITY NETWORK
- FOR NORTH BELFAST SENIOR CITIZENS FORUM
- FOR NORTH WEST TAXI PROPRIETORS LTD
- FOR OMAGH INDEPENDENT ADVICE SERVICES
- FOR QUEEN’S STUDENTS’ UNION ADVISE CENTRE
- FOR RNIB
- FOR ROSEMOUNT & DISTRICT WELFARE RIGHTS GROUP
- FOR ROYAL BRITISH LEGION
- FOR RURAL SUPPORT
- FOR SOUTH ANTRIM COMMUNITY NETWORK
- FOR SOUTH EAST FERMANAGH FOUNDATION
- FOR SOUTH TYRONE EMPOWERMENT PROGRAMME
- FOR SOUTH CITY RESOURCE AND DEVELOPMENT CENTRE
- FOR SPECIAL EDUCATIONAL NEEDS ADVICE CENTRE
- FOR TAR ISTEACH
- FOR THE CHARITY FOR CIVIL SERVANTS
- FOR THE ELY CENTRE
- FOR THE FOSTERING NETWORK NI
- FOR THE RESOURCE CENTRE DERRY
- FOR VINE CENTRE
- FOR WAVE
- FOR WINDSOR WOMEN’S CENTRE

**MEMBERS’ WORKLOAD**

- 60% Benefits
- 24% Housing
- 13% Other
- 2% Money/Debt

**DEAL WITH**

- **146** HISTORICAL INSTITUTIONAL ABUSE ENQUIRIES

**DELIVERED RIGHTS4SENIORS DIGITAL TRAINING TO**

- **118** OLDER PEOPLE, HELPING THEM TO ACCESS THEIR RIGHTS AND ENTITLEMENTS

**SUPPORTED**

- **35** VOLUNTEERS

**HANDLED**

- **16,980** TELEPHONE CALLS

**SUCCESSFULLY DELIVERED**

- **BCT CIVIC ACTIVISM PROJECT:** CAPTURING THE IMPACT OF WELFARE REFORM

**TAX & BENEFITS SERVICE**

- Freephone 0800 9882377

**TAX & BENEFITS ENQUIRIES**

- **5,055**

**SPECIALIST SUPPORT PROVIDED ADVICE AND SUPPORT ON**

- **199** COMPLEX MONEY AND DEBT CASES

**THE INDEPENDENT ADVICE NETWORK DEALT WITH...**

- **59** MEMBERS
ADvised over 379 business owners

5 Advice NI members achieved the NI advice quality standard

Advised over 3,092 participants

Offered a portfolio of 175 training courses

Participated in welfare reform support project with Citizens Advice & Law Centre NI funded by DfC, dealt with

Business debt line: Freephone 0800 083 8018

11,355 enquiries

149,360 visitors across our websites

12,282 social media followers

3,404 tweets

Additional monies recovered for older people via the Supporting Active Engagement project: £162,441.80

44 new courses developed

3,092 trained over

5 participants

175 training courses

3,092 participants

Published social policy briefing paper

Universal Credit in Northern Ireland

Funders:

ADVICE NI MEMBERS ACHIEVED THE NI ADVICE QUALITY STANDARD

DEALT WITH £22.9MILLION OF DEBT