



**advice
— space**
support & guidance

Making Life Better
Annual Report 2018-19



FOREWORD

Whilst this has been a difficult year for our organisation, we are very proud of how our staff, volunteers and Trustee Board have reacted in such a positive way that provides Advice Space with a solid foundation for the challenges of the year ahead.

At the beginning of this year we were faced with the prospect of losing our Brand name (through circumstances beyond our control) and all the infrastructure associated with being part of a large network. We set about establishing a new independent IT system, obtained Advice Pro as our case recording system and began the task of creating a new brand image with the invaluable help of the Pierce Partnership

On 4th December 2018 we were officially recognised at Companies House as Advice Space and Advice Space applied for and was granted membership of Advice NI.

At the same time, we were working to retain our IIP Silver Status. Consultations took place with staff/volunteers and workshops were held to explain what would be involved in securing this accolade. We were subsequently delighted to learn that we had been awarded Gold Status.

It has been a very busy and productive year on a number of fronts and we continue to be indebted to all our funders without whose support we would not be able to provide the essential and often life changing advice that our clients need .

Our sincere thanks once again to everyone involved in supporting and working with Advice Space.

Philip and Linda

Better Service

*WE AIM TO OFFER
FLEXIBLE SERVICES
THAT WORK FOR
OUR CLIENTS*

91%

**Of clients happy with
our response times**

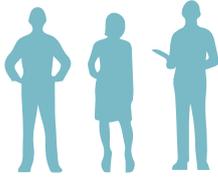
4.7/5

Was the rating we got for making our clients feel welcome

Clients can avail of advice 24/7

97%

of our clients had confidence in their advisor to resolve their problem



We ensured all our staff and volunteers had training in Customer Care



All our offices have disability access



Clients can email for advice 24/7

Clients have choice of

Face to Face Appointments

Email Advice

Telephone Advice

Telephone Appointments

Text Service

Online Triage Advice

52,957

Number of problems we solved

47,930

Number of people we advised

£4.5m

Amount of money we put back in our clients' pockets

Better People

**WE WANT OUR
PEOPLE TO CARE, BE
PASSIONATE ABOUT
HELPING OTHERS
AND BE WILLING TO
LEARN AND DELIVER
WITH OUR SUPPORT**

11

**Learning and Development
Training Courses were delivered**



Team effectiveness

We set up 4 Working Groups to look at:

Our service

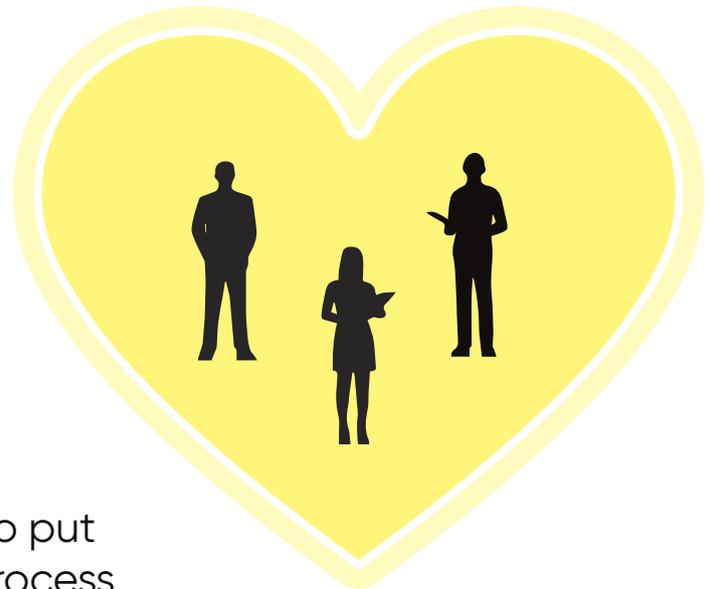
Our resources

Office procedures

Digital projects

Volunteering

We revised our Volunteer process to put the Volunteer at the heart of the process



Better Communities

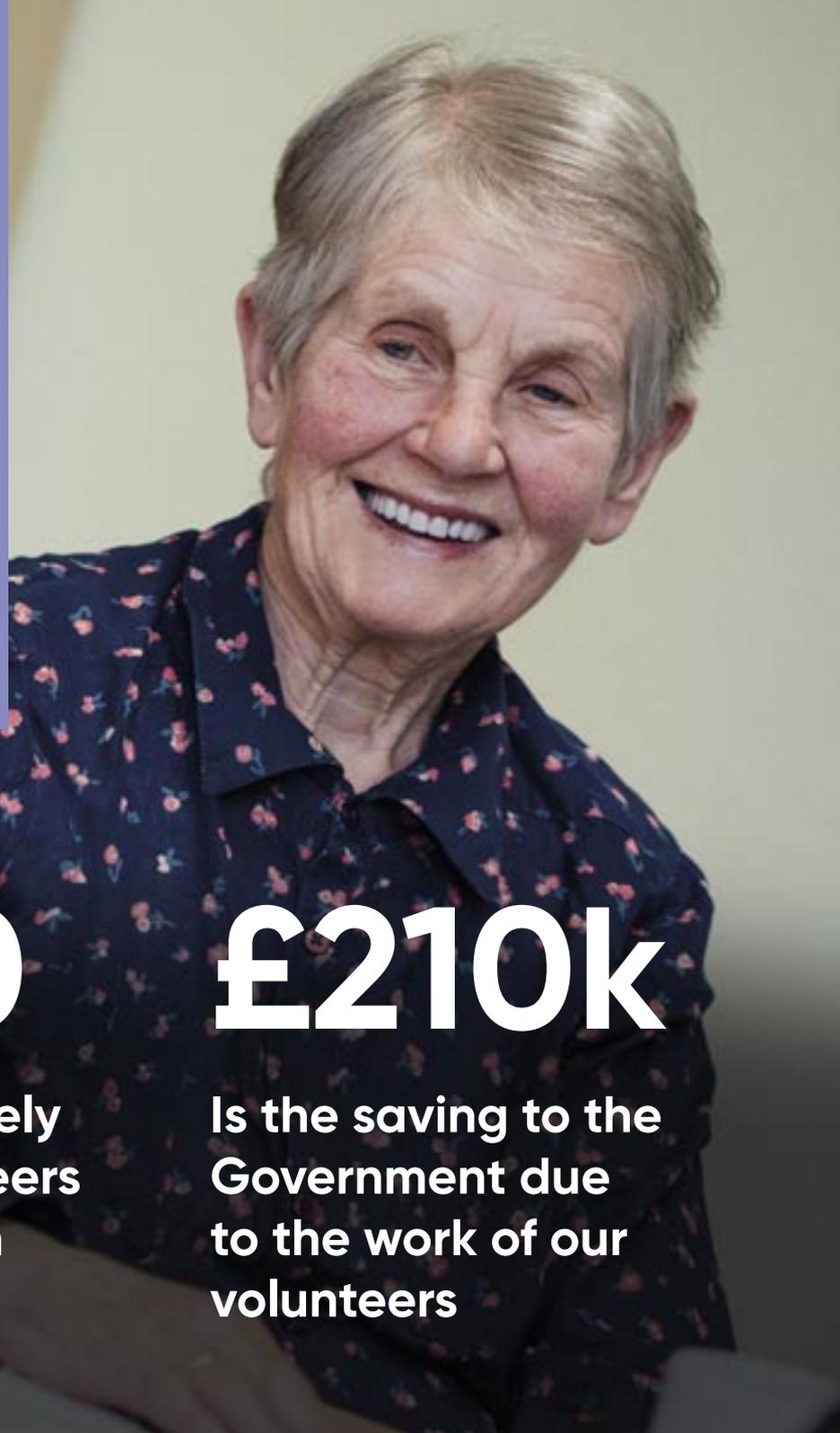
*WE VALUE THE
COMMUNITIES
WHERE WE ARE
BASED, WE LISTEN
AND INVOLVE THEM
IN WHAT WE DO*

14,470

**Number of hours freely
given by our Volunteers
An 8% increase from
the previous year**

£210k

**Is the saving to the
Government due
to the work of our
volunteers**



We carry out yearly Customer Satisfaction surveys to listen to what clients have to say.

Our clients told us what the most important thing for them was when using our services:

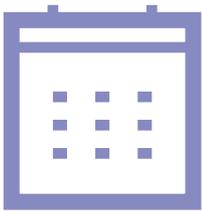
Trust

Resolution

Empathy

Empowerment

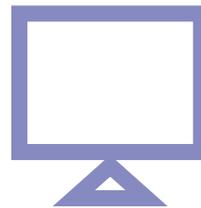
Our Clients told us what they would like



More appointment slots



More choice about when they access the service



More advice online



Leaflets and fact sheets

Better business

*WE STRETCH
OURSELVES AND OUR
VISION FOR OUR
SERVICE INCLUDING
DIVERSIFICATION AND
SUSTAINABILITY
THROUGH THE
DEVELOPMENT OF
SOCIAL ENTERPRISE*

12 Projects

Deliver our business to all
sections of the community

We delivered

Customer Care training for all our staff and volunteers

We commissioned

A bespoke 6-week management course for 13 of our staff

We maintained

And developed services with our long term partners

We negotiated

New services with Praxis, NEA, and Chest Heart and Stroke

We worked closely with the Department for Communities to develop:

- Online digital Triage Service
- Online Appointment System

Accounts

Advice Space. Company Limited by Guarantee.

Statement of Financial Activities (including income and expenditure account) 31 March 2019

	Notes	Unrestricted funds £	2019 Restricted funds £	Total funds £	2019 Total funds £
Income and endowments					
Income and endowments					
Donations and legacies	5	2,837	-	2,837	3,119
Charitable activities	6	90,759	974,391	1,065,150	1,011,766
Other trading activities	7	2,103	-	2,103	-
Investment income	8	778	-	778	597
Total income Expenditure					
Expenditure on charitable activities	9	56,683	979,820	1,036,503	963,730
Total expenditure		56,683	979,820	1,036,503	963,730
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Net income		39,794	(5,429)	34,365	51,752
Transfers between funds		10,860	(10,860)	-	-
Net movement in funds Reconciliation of funds		50,654	(16,289)	34,365	51,752
Total funds brought forward		403,682	16,289	419,971	368,219
Total funds carried forward		454,336	-	454,336	419,971

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

Accounts

Advice Space. Company Limited by Guarantee. Statement of Financial Position 31 March 2019

	Notes	2019 £	2018 £
Fixed assets			
Tangible fixed assets	15	128,417	141,334
Current assets			
Debtors	16	85,333	76,640
Cash at bank and in hand		323,348	244,683
		408,681	321,323
Creditors: amounts falling due within one year	17	82,762	42,686
Net current assets		325,919	278,637
Total assets less current liabilities		454,336	419,971
Net assets		454,336	419,971
Funds of the charity			
Restricted funds		-	16,289
Unrestricted funds		454,336	403,682
Total charity funds	19	454,336	419,971

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the Board of Trustees and authorised for issue on 5th November 2019, and are signed on behalf of the Board by:

Philip Reid	J Keers
Director	Director

advice space

support & guidance

Advice Space

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AdviceSpace1 

AdviceSpace_ 

www.advicespace.me 



Belfast
City Council



Belfast Health and
Social Care Trust



Department for
Communities
www.communities-ni.gov.uk

MACMILLAN
CANCER SUPPORT

Cystic
Fibrosis Trust

