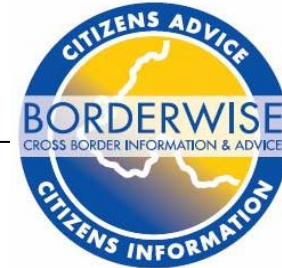
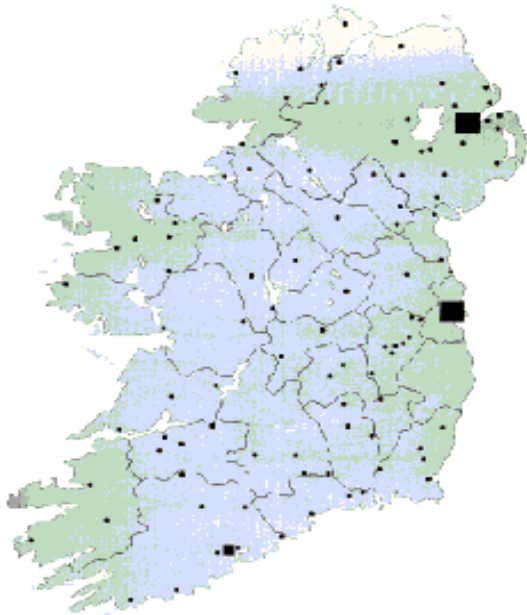


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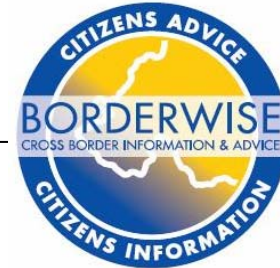


## Specialist Cross Border Advice

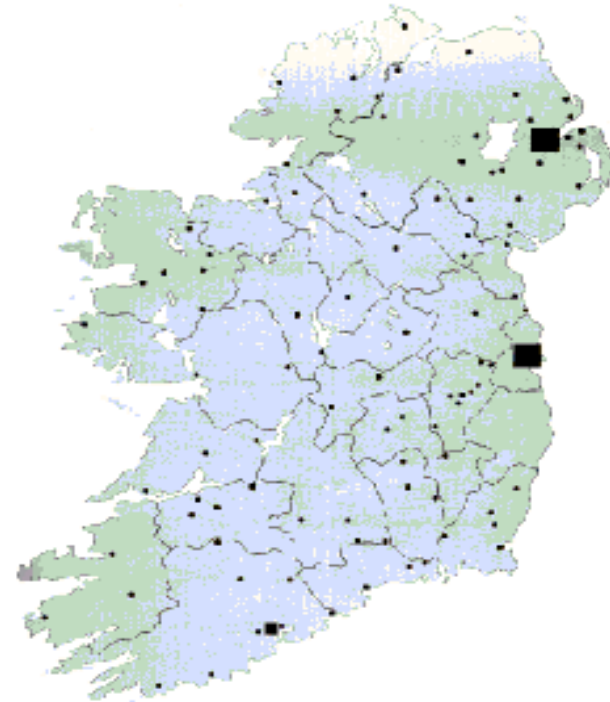


**Derek Alcorn**  
**Chief Executive**  
**Citizens Advice (NI)**

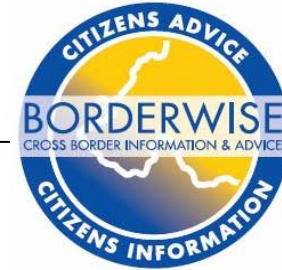
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- Origins
- Trasna – 1997-2002
- Borderwise 2002- 2008



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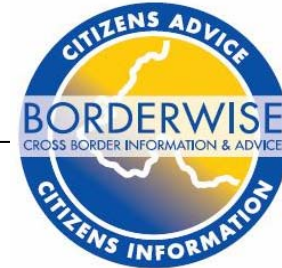
# Partnership



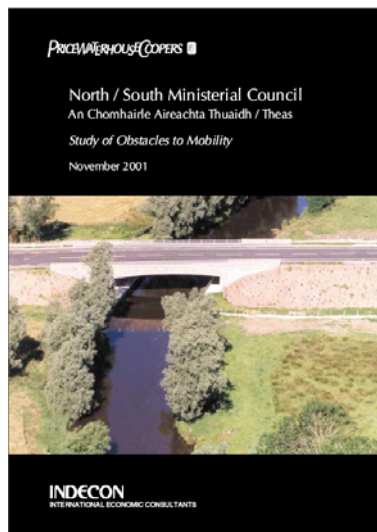
Citizens **Information** Board  
*information · advice · advocacy*



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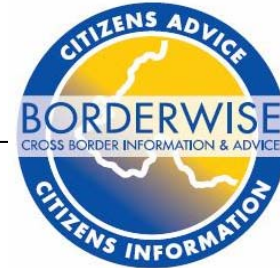


## 2001 Study Of Obstacles To Mobility



- **Commissioned by North South Ministerial Council**
- **Web portal for cross border information commissioned in 2007**
- **Progress and funding needed as European legislation is impacting on both jurisdictions.**

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## Borderwise Aims

- To meet the cross-border advice, information and advocacy needs of people living in the border counties of Ireland, north and south.
- To support and enhance the capacity of advice and information services in the border regions to respond to the complexity of cross-jurisdictional advice and information needs

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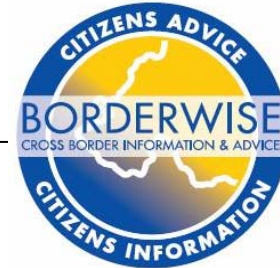


## Project Areas

- Cross-border advice & information service
- Training and support to border county CABx and CICs
- Support to victims groups and ex-prisoner groups
- Recruitment and training of volunteers
- Peace & Reconciliation
- Social policy work

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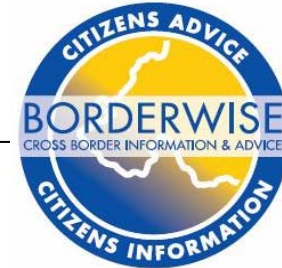


## Who?

- 1. Social Need Groups**
- 2. Retired People**
- 3. Students**
- 4. Frontier/Migrant Workers**
- 5. Victims of the conflict**

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## Why Borderwise ?

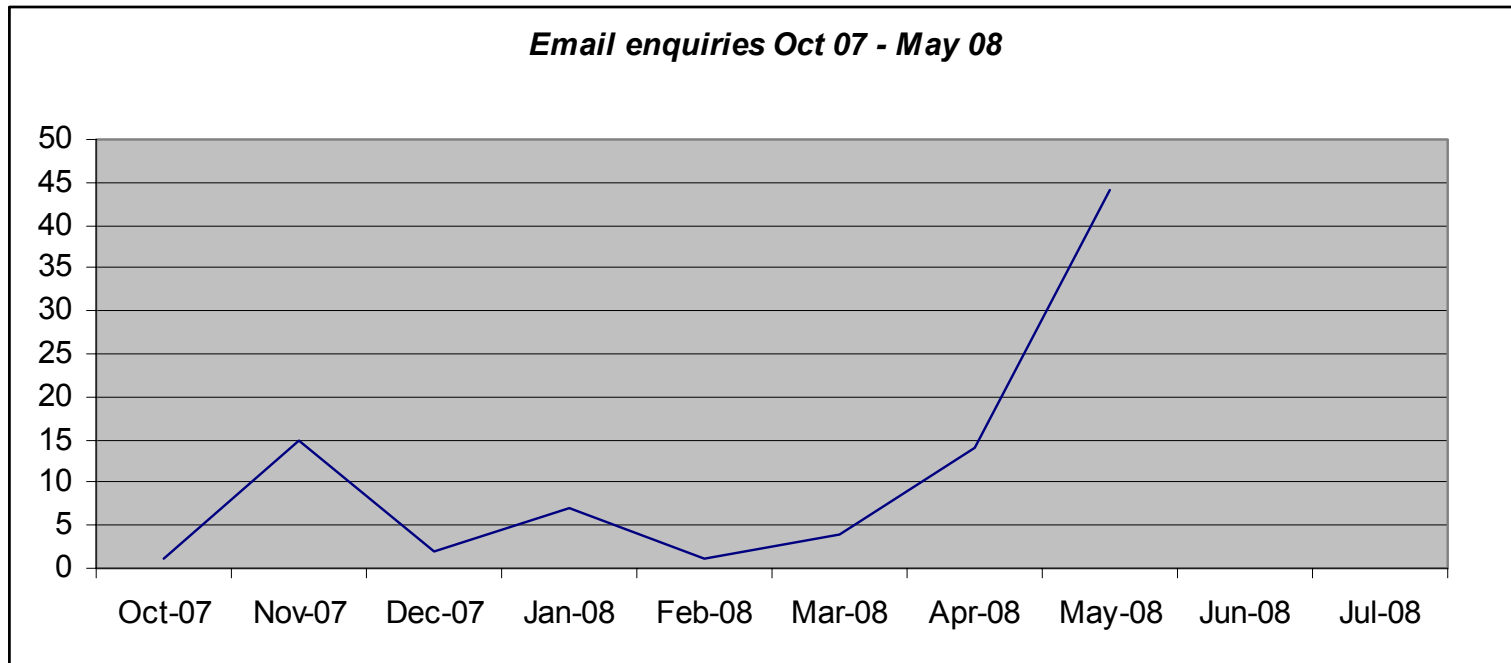
- Lack of Information
- Interpretation of Information
- Access to information
- Independent/Confidential
- Reliability

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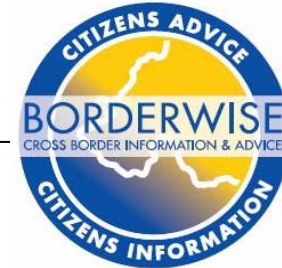


## Email

**48% increase on previous 6 months in web based requests for advice and information**

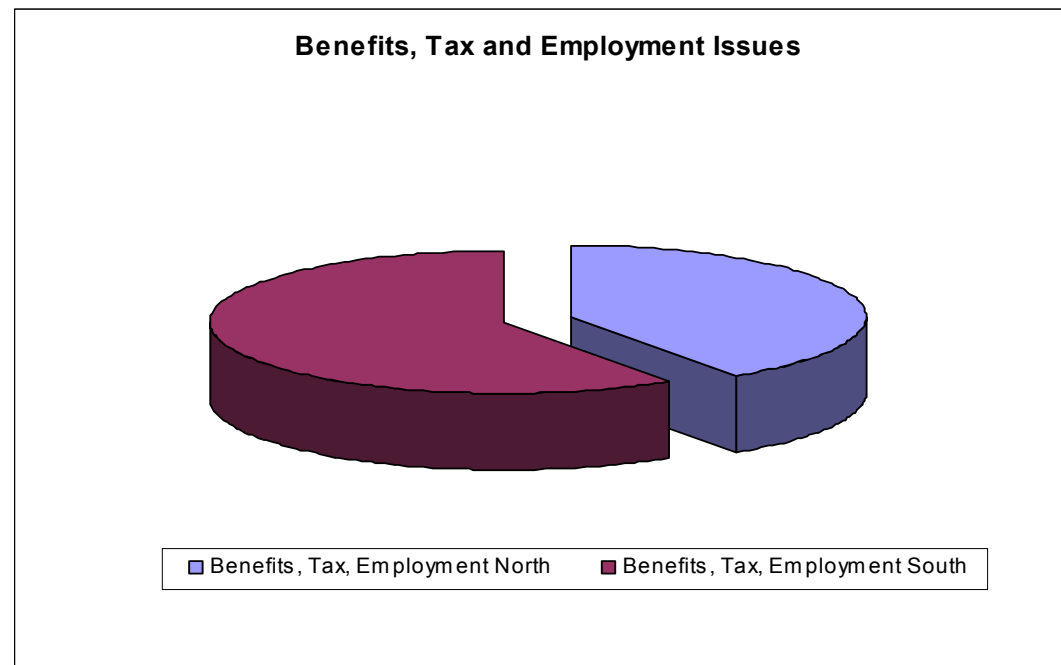


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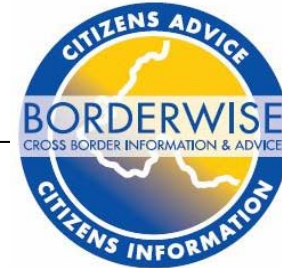


## The issues

**Benefits, Tax and Employment issues account for 71.27% of total issues in Northern Ireland and 73.68% in the Republic.**

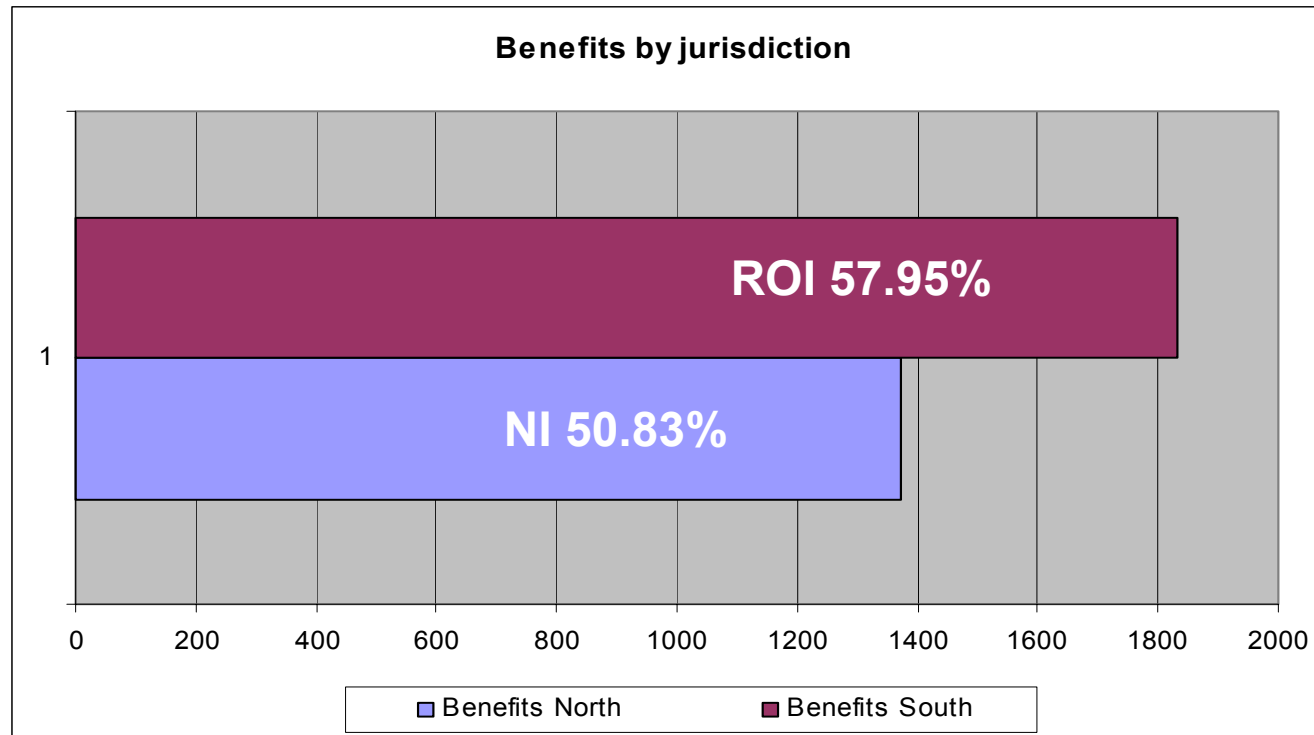


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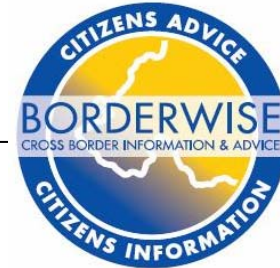
## Benefits

### Benefit enquiry distribution by jurisdiction



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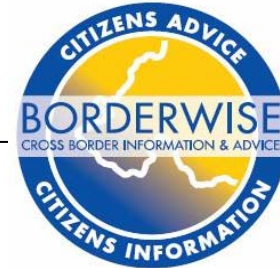


## Variety of Advice Query

- (1) Benefits**
- (2) Employment/Cross Border**
- (3) Immigration**
- (4) Motoring**
- (5) Student finance**

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## **Complexity of Advice**

- There are often multiple issues**
- There are often issues that involve further investigation or enquiry**

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- **Proof of concepts established**
- Possible to train staff in the legislation of both jurisdictions
- Possible to deploy staff across both jurisdictions
- Possible to use a common electronic case recording system across both jurisdictions

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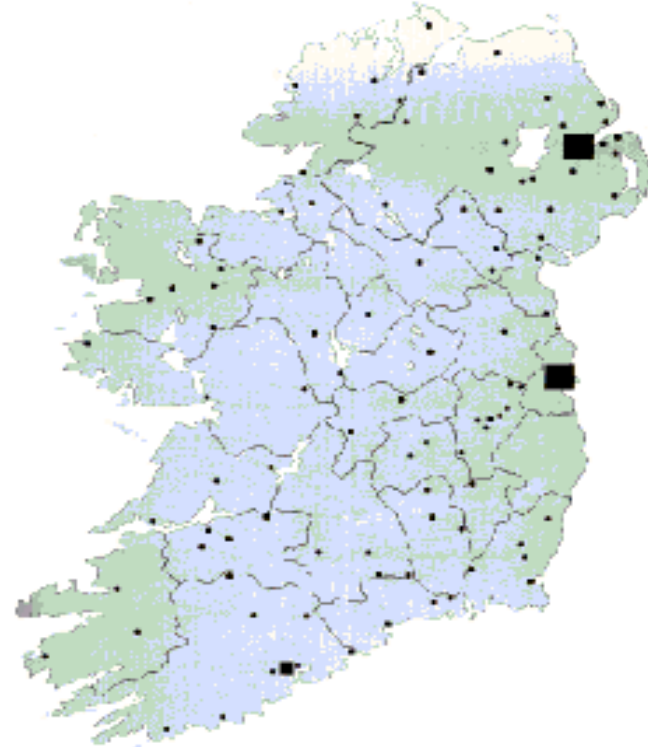
- **Proof of concepts established**
- Information databases can be shared via the web
- Borderwise website successfully demonstrates key role for web based information
- Architecture of an integrated advice service in place

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## Future Developments

- **Integrated advice service**
- **Phone**
- **Face to face**
- **Web based services**
- **E mail**
- **FAQs**
- **Texting**
- **Chat rooms**
- **Advocacy**

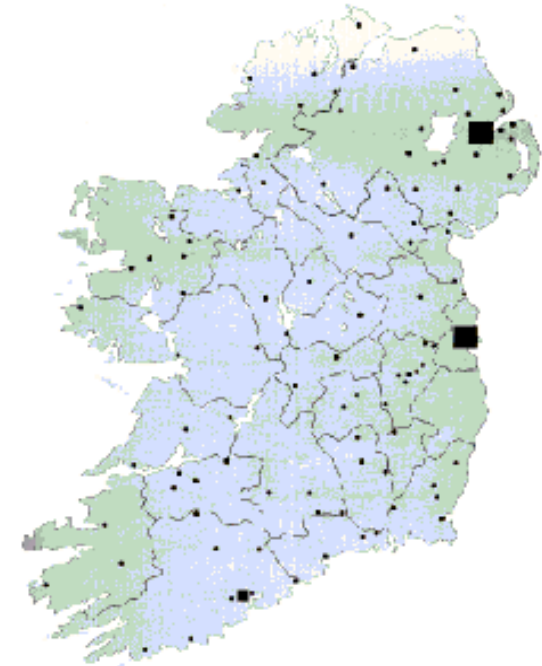


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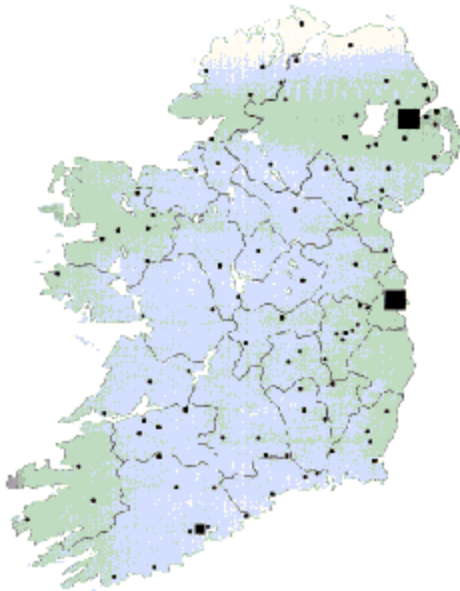
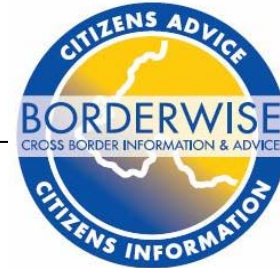
## Infrastructure

- **Network of offices**
- **Skilled staff**
- **Concept proved**
- **Good Co-operation**
- **Already publicly funded**
- **Sunk Costs**
- **Needs govt. funding to release significant synergies**



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- [www.borderwise.ie](http://www.borderwise.ie)
- [www.borderwise.org.uk](http://www.borderwise.org.uk)