



SUPPORTING FAMILIES

DIRECTORY OF SERVICES FOR ARDS & NORTH DOWN



updated version January 2019

Family Support Hub

The Family Support Hub brings together representatives from community, voluntary and statutory organisations who deliver services for children and families. The members of the Family Support Hub are from local services and can connect families to services when needed.

Support is provided for families up to 12 weeks. Some of the areas where support can be provided are:

Who can make a referral?

- GP or other health professional
- Teacher
- Health Visitor
- Someone working on your behalf
- Local Community Groups
- Gateway

A referral can be made for:

- Families with children aged 0-17 years old
- Support required is short-term
- No social work service currently involved with the family
- Referral must be signed by the parent/carer or young people if they are over 16 years old



There are some programmes and services listed in this directory that are also available through the Family Support Hub.

familysupporthubs@setrust.hscni.net

Tel: 028 9250 1357

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Disclaimer: This directory doesn't include all services/programmes in the Ards & North Down area, but covers most of the main providers and services for children, young people and families.



Organisation:	Action For Children
Service offered:	<p>NI Fostering Service - Providing foster placements for children and young people 0-18. This includes respite, short and long term and emergency placements. Therapeutic focus on placements for harder to place children and young people. Parent and child placements are available and placements for children and young people with disabilities.</p> <p>Young Carers Service - Providing tailored support to children and young people aged 8-18 years old who have caring responsibilities. This includes 1:1 support, fun group activities, and personal development groups.</p>
Tel No	028 9046 0500
Website	www.actionforchildren.org.uk
Geographical areas covered:	SE Trust area and Ards and North Down



Public Health
Agency

Public Health Agency links to
other useful websites and information:
<http://www.publichealth.hscni.net/links>



Organisation:	Angel Eyes NI
Service offered:	<p>Supports Parents of blind and partially sighted children throughout Northern Ireland</p> <ul style="list-style-type: none"> - Parent Liaison and Support Co-Ordination - Education Advocacy - Information Days for Parents - Early Years Family Support - Signposting and Referrals - Monthly Club for parents and children - Accessible Events - Closed Facebook Page
Tel No	028 9094 1632
Email	info@angeleyesni.org
Website	www.angeleyesni.org
Geographical areas covered:	Northern Ireland

Ards & North Down Locality Planning Group

Is responsible for improving outcomes for the children and young people in the local area by:

Listening to children, young people, parents and families to find their views and needs;

Building on existing social partnerships;

Developing stronger community ownership;

Providing a needs led range of leisure, social, health, educational and housing services in locally agreed and accessible locations.

T: 028 9181 4625

E: ardscommunitynetwork@live.co.uk



Organisation:	Autism NI
Service offered:	<p>Autism NI - exists to support individuals with Autism and their families, and campaigns to raise awareness of Autism within the wider society.</p> <p>Helpline - Providing a listening ear and professional advice our Helpline is available Monday-Friday from 9am - 5pm</p> <p>Family Support Groups - Our Support Groups provide an important service to local families and communities across Northern Ireland. They are a safe place to share experiences, offer mutual support and discuss how Autism affects family life.</p> <p>To learn more about our Support Group Network, identify a Local Support Group or become a Volunteer, contact our Family Support Team (Option 1).</p> <p>Training - Autism NI is Northern Ireland's longest serving Autism charity and Autism Training provider. We provide high quality, accredited in house training for groups of staff that suit your timeframe, venue and budget.</p> <p>For more information about our training, contact the Training Department (Option 4).</p>
Tel No	028 9040 1729
Website	www.autismni.org
Geographical areas covered:	Ards and North Down

make the call

To ensure you're getting all the money and supports you are entitled to



0800 232 1271



Organisation:	Ards Community Network
Services offered:	<p>Ards Community Network supports Community Development and Voluntary Activity throughout the Ards and North Down Borough.</p> <p>They help local groups learn from each other and share experience. There are opportunities for local people to develop skills and awareness through training. There are opportunities for community, voluntary and statutory organisations to meet each other and exchange information.</p> <p>They run a range of programmes and activities which engage young people in the planning and delivery of community based projects, supporting them to get ready for education, work and training, breaking down the barriers to learning and employment. The wide variety of social activities promote young people to have better relationships with their local support network and communities they live within and support them to improve their health and wellbeing and quality of life.</p> <p>There is also a great range of community/business facilities available to hire, including a conference room, an IT Suite and a Media Suite.</p>
Tel No	028 9181 4625
Website	www.ardscommunitynetwork.com
Email	info@ardscommunitynetwork.com
Geographical areas covered:	Ards and North Down



Organisation:	Aware NI
Service offered:	<p>There are support groups in Ards and North Down, run by trained volunteers, that welcome people with depression and bipolar disorder as well as carers for people with the illness.</p> <p>Bangor – Wednesday fortnightly - North Down Community Centre</p> <p>Ards – Wednesday fortnightly - Ards Community Network</p> <p>Carrowdore – Thursday fortnightly - Carrowdore Community Centre</p> <p>They also deliver mental health and wellbeing programmes into communities, schools, colleges, universities and work places.</p>
Tel No	028 9035 7820
Website	www.aware-ni.org
Geographical areas covered:	Ards and North Down

Organisation:	Bangor Alternatives
Service offered:	<p>Mediation, Advocacy and Community Support (MACS). Support is provided for victims of anti-social behaviour or a neighbourhood dispute. It is a free service providing:</p> <ul style="list-style-type: none"> • Victim/offender mediation • Neighbourhood dispute mediation • Intensive youth support • Community and victim support • Youth crime prevention programmes.
Tel No	028 9185 7812
Website	www.alternativesrj.org
Geographical areas covered:	Ards & North Down



Organisation:	Barnardos
Service offered:	Early Intervention Family Support – This is a community based service that offers support to families of children 8-13 years old who are in need. The service will promote children's safety and wellbeing by providing direct support to children; their parents and by linking the family into wider community supports.
Tel No	028 9064 4335
Website	www.barnardos.org.uk
Geographical areas covered:	South Eastern Trust Area
Geographical areas covered:	Ards and North Down

Organisation:	Barnardo's and South Eastern Trust
Service offered:	ABC PiP Service – is a structured and therapeutic intervention delivered in the antenatal period and also for parents/carers with children 0-24 months. The aim is to strengthen relationships in the early years and to promote attachment, bonding and communication. It can be delivered as a 1:1 home visiting service or in a group setting.
Tel No	028 9598 8056
Website	ABCPIP@setrust.hscni.net
Geographical areas covered:	South Eastern Trust Area



Organisation:	Belfast Central Mission
Service offered:	<p>Parent Support Project – helps young mothers (aged 16-25) who are or have been in care to reach their full potential as individuals and as parents.</p> <p>Therapeutic Counselling – provided to young people (16-25) who have had experience of living in care.</p> <p>Housing Support for Young People – works with young people aged 16-25 who are homeless, leaving care, or experiencing difficulties in relation to their tenancies.</p> <p>Supported Housing – aims to support vulnerable young people aged 16-21 to develop the skills to live independently in the community.</p>
Tel No	Ards Office – 028 9182 7783 Belfast – 028 9024 1917
Website	www.belfastcentralmission.org
Geographical areas covered:	Ards and North Down
Organisation:	Bryson Care Children and Young People's Service
Service offered:	Home visiting Family Support Service to provide families with practical and emotional support during difficult periods in their lives. The overall aim is to enhance parenting skills and strengthen families. Advice and guidance can be given around parenting, routines, home management, behaviour support etc. Referrals are accepted from Social Work Family Intervention Teams.
Tel No	028 9182 3688
Email	familysupportsards@brysongroup.org
Website	www.brysongroup.org
Geographical areas covered:	Ards and North Down



Organisation:	CAMHS (Child and Adolescent Mental Health Service)
Service offered:	<p>Aims to promote emotional well-being and deliver care, treatment and preventative mental health services to children and young people aged 0-18 years of age who experience significant mental health difficulties. This service helps children and young people when they are feeling sad, anxious, scared or distressed that it begins to affect their day to day lives.</p> <p>Provides therapeutic help for children/young people experiencing mental health difficulties.</p> <p>Promotes the psychological, emotional and social development of children and young people within their family and wider community.</p>
Tel No	028 9250 1265
Website	www.belfasttrust.hscni.net/CAMHS.htm
Geographical areas covered:	Ards and North Down

familysupport NI.gov.uk

Helping You Find the Services You Need

This website is a database of family support and childcare services for everyone across Northern Ireland to access. It includes services for all help and advice.

Tel: 0845 600 6483
Email: info@familysupportni.gov.uk
www.familysupportni.gov.uk



Organisation:	Cara Friend
Service offered:	<p>Cara-Friend is a voluntary organisation that supports and empowers the Lesbian, Gay, Bisexual, Trans and Questioning + community. Providing information, support and training to all.</p> <p>LGBTQ Switchboard – Confidential listening ear service for all who need to talk about anything LGBTQ related. Enquiries, information, support, referrals and more.</p> <p>Mentoring – Provide LGBTQ people with someone to chat with through peer learning, support and exploring new opportunities.</p> <p>Supporting families – Help immediate family members understand and come to terms with a lesbian, gay, bisexual, trans or questioning young person.</p>
Tel No	028 9089 0202
Website	www.cara-friend.org.uk
Geographical areas covered:	Ards and North Down



Children & Young People's Strategic Partnership

KEEP UP TO DATE

Website: www.cypsp.org **Twitter:** @cypsp

Facebook: cypsp



Organisation:	County Down Rural Community Network
Service offered:	<p>County Down Rural Community Network is a voluntary umbrella body set up and managed by community groups in County Down. They are committed to an inclusive future where all citizens actively participate in local life, helping each other to create a healthy, peaceful, vibrant and sustainable society.</p> <p>County Down Rural Network supports and serves its member groups to ensure a strong community input to the social, environmental and economic life of rural communities by:</p> <ul style="list-style-type: none"> - Empowering the voice of rural communities - Championing excellence in rural community development practice - Developing civic leadership in rural communities - Activity working towards an equitable and peaceful society - Addressing inequalities in health and promoting healthier lifestyles - Promoting the sustainable development of rural communities
Tel No	028 9182 8884
Website	www.countydownruralcommunitynetwork.com
Email	Sandra@countydownrcn.com
Geographical areas covered:	Rural Ards and North Down
Organisation:	Crossroads Care NI Young Carers
Service offered:	<p>Crossroads is a local charity that provides social support and helps young carers meet others in similar situations. There are also workshops to equip the Young Carers with different skills.</p>
Tel No	028 9180 0661
Website	www.crossroadscare.co.uk
Geographical areas covered:	Ards and North Down



Organisation:	Early Years - the Organisation for Young people
Service offered:	Early Years provides information and training for parents, childcare providers, employers and local authorities. Our Mission statement is: to promote and develop high quality, evidence-informed early childhood services for young children, their families and communities.
Programmes available:	<ul style="list-style-type: none"> - RQF Level 5 - Parental and Group Membership - Bookstore - Media Initiative Programme - The Incredible Years Programme - Eager and Able to Learn Programme
Tel No	028 9066 2825
Website	www.early-years.org
Geographical areas covered:	Ards and North Down

Organisation:	Education Authority Youth Services
Service offered:	<p>The EA Youth Service offers a range of opportunities for young people to participate in programmes which enhance their personal and social development and contribute to improved educational outcomes.</p> <p>Key areas of their work includes:</p> <ul style="list-style-type: none"> - Confidence building - Development Group Work - Citizenship - School Based Youth Work - Residential Experience - Outdoor Education - Specific Interventions during holiday periods - Outreach and Detached work <p>In addition to this we offer support to a range of full time and part time projects in the voluntary sector through our sponsorship scheme.</p>
Tel No	Ards office - 028 9056 6862 North Down - 028 9147 5970
Website	www.eani.org.uk
Geographical areas covered:	Ards and North Down



Organisation:	EXTERN Services
<p>Service offered:</p>	<p>Time Out (Social worker referral only) - a responsive and effective service which aims to avert a crisis and prevent reception into residential care. It is a short term intervention providing a 3-4 day (2-3 nights) social, educational, cultural and recreational break at one of Extern's youth facilities. Staff will engage the child or young person in a range of activities which can help him or her to examine lifestyle issues.</p> <p>North Down & Ards Youth One Stop Shop A youth friendly holistic health and well-being service for young people aged 11-25 years old. 1:1 or group support for young people regarding issues such as</p> <p>Mental & Emotional Health – Anxiety, Low Mood & Self Harm. Wider Personal Health – Healthy Eating, Sexual Health & Substance Misuse Family & Relationship Issues and much more Practical Support - Education, Employment & Training Appropriate referrals and signposting to sources of support are identified on an individual basis for the young person. Professional and Self-referrals are accepted.</p> <p>North Down & Ards Family One Stop Shop A family support service that works in partnership with the Youth One Stop Shop. The focus of the service is to work primarily with families of young people who are engaging in support.</p>
<p>Tel No</p>	<p>028 9084 0555 Time Out 07436 808425 Youth One Stop Shop 07483 428554 Family One Stop Shop</p>
<p>Website</p>	<p>www.extern.org</p>
<p>Email</p>	<p>info@extern.org</p>
<p>Geographical areas covered:</p>	<p>Ards and North Down</p>



Organisation:	Home-Start Ards, Comber & Peninsula Area
Service offered:	<p>Home-Start offers services for families where there are children under 6 years old living across the Ards Borough. These include:</p> <p>Home - visiting (core support) – Weekly support for 2-3 hours in the home by a trained volunteer. Emotional and practical support is offered to parents who are going through a difficult time and support is tailored to the families' needs. Support is reviewed every 12 weeks and can be extended if necessary.</p> <p>Family group – Support for 2 hrs a week that allows a small group of parents and their children to mix with other families in a safe and stimulating environment. Groups will have access to and benefit from experienced speakers and short courses that will encourage development for children and build parents confidence. The Groups are held at the Greyabbey and Newtownards premises.</p> <p>Respite Play Group – Available at Greyabbey premises and is currently provided for families living in rural and Central Ards areas. It provides respite for parents for 3-4 hours and the child will benefit from socialising with other children in a small group where development is encouraged through play.</p>
Tel No	<p>028 4278 8369 - Main Office, 9 Cuan Gardens, Greyabbey (please use this number for any enquiries)</p> <p>028 9182 8468 – Ards Office, 2 Ann Street, Newtownards</p>
Website	www.home-start.org.uk
Email	homestartards@btconnect.com
Geographical areas covered:	Newtownards, Comber, Ballygowan, Killinchy, all of the Ards Peninsula (including Millisle and Carrowdore). The whole of the Ards Borough except Donaghadee which is covered by Home-Start North Down.



Organisation:	Home-Start North Down
Service offered:	<p>Home-visiting - Volunteer support in the home for 2-3 hours per week. A universal service open to all families with at least one child under 5 years, who may be experiencing difficulties as a lone or first time parent; multiple births/several children; isolation; mental or physical health problems (parent or child); relationship problems or child behaviour difficulties; assisting access to other services including benefits & food-banks, etc. Volunteers offer friendship, practical & emotional support.</p> <p>Home-visiting – Family Support Worker is 1-2 hours per week support in the home. Offers structured programmes of support in areas including routines, behaviour management, child-parent relationship, transitions into nursery or school, communication. Partnership with Parents and Big Hopes Big Futures are two of the parent support programmes that parents can avail of. The Family Support Worker also offers a weekly respite to families of children with additional needs.</p> <p>Family Group - Tuesday, Wednesday, Thursday 10.30am-12.30pm Play activities for parents and children. To help families overcome isolation, getting out to meet other parents and children and for children to be given the opportunity to mix with others. Groups will have access to and benefit from experienced speakers and short courses that will encourage development for children and build parents confidence. Transport can be provided free if required.</p>
Tel No	028 9127 1201
Website	www.homestartnorthdown.org.uk
Email	info@homestartnorthdown.org.uk
Geographical areas covered:	Bangor, Conlig, Donaghadee and Holywood



Organisation:	Kiltonga Christian Centre
Service offered:	<p>Through working with charities, agencies and churches Kiltonga Christian Centre supports local people in need by providing immediate resources and letting them know someone cares at a time when they feel at their lowest and least able to help themselves.</p> <p>Assists people in need regardless of race or religion and deal with all referrals and requests in an entirely private and confidential manner.</p> <p>Provides: Free furniture; Household goods (home starter boxes); Baby boxes and clothing.</p>
Tel No	07748 235009
Website	Facebook – Kiltonga Christian Centre
Email	info@kiltongacc.co.uk
Geographical areas covered:	Ards and North Down

Organisation:	Kilcooley Community Forum
Service offered:	<p>Kilcooley Community Forum provides practical assistance to local member groups as well as offering assistance with issues such as benefits, housing, anti-social behaviour and access to statutory services for local people.</p> <p>They are also involved with</p> <ul style="list-style-type: none"> - Cross Community Work - Kilcooley Allotments - Community Nursery Hub - University of Ulster Partnership
Tel No	028 9147 9424
Website	www.kilcooley.org
Geographical areas covered:	Ards and North Down



Organisation:	Link Family and Community Centre
Service offered:	<p>The Link provides opportunities for individuals, families and communities to reach their full potential. They achieve this through:</p> <ul style="list-style-type: none"> - MARC project Support for individuals who experience difficulty in their lives due to substance misuse. - Project 23 – Link Youth Programme Involves daily drop-in, mentoring, young parent support and group work. - English Classes for Black and Minority Ethnic - Social Economy Furniture Store – Marcit Furniture This shop supports the work of the Link.
Tel No	028 9182 1124
Website	www.thelinkfamilyandcommunitycentre.org
Geographical areas covered:	South Eastern Health & Social Care Trust area

Five to Thrive

Your child's body grows better when you give the child good food.

Your child's brain grows better when you do five simple things...


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Organisation:	MACS
Service offered:	<p>Supports children and young people 11-25 with different complex or multiple needs. Mental health, education, substance misuse or homelessness. Support is provided through:</p> <p>Supported Housing Service – supports young people aged 16-21 who are leaving care or are homeless to make the transition to interdependence and their own tenancy.</p> <p>Floating Support Service – providing housing support to young people aged 16-25 to enable them to establish and maintain interdependent living in the community.</p> <p>MACS Wellbeing Support Service – supports young people aged 11-25 years with their mental health so they can live, dream and succeed. This service is also available in schools.</p>
Tel No	028 9031 3163
Website	www.macsni.org
Email	info@macsni.org
Geographical areas covered:	South Eastern Health & Social Care Trust area
Organisation:	New Life Counselling
Service offered:	Provides counselling and therapeutic services for children, young people, adults and families as well as a specialist postvention service for families bereaved by suicide.
Tel No	028 9039 1630
Website	www.newlifecounselling.net
Geographical areas covered:	South Eastern Trust Area



Organisation:	The Net Youth Project
Service offered:	<p>The Net aims to engage with and equip young people in their personal and social development, help them reach their full potential and connect them with the church and their community.</p> <p>They provide:</p> <p>After school Drop-In for Year 8+ on a Monday, 3pm – 5pm This provides local secondary school students with the opportunity to do homeworks, receive advice and support if needed and use the facilities and the resources eg tv, xbox, pool table and coffee bar.</p> <p>Senior Drop-In for Year 11+ on a Tuesday, 7:30pm – 9:30pm This provides a safe and welcoming environment for young people, encouraging them to meet new people and try new things.</p> <p>Junior Drop-In for Year 8 – 10 on a Wednesday 6:30pm – 8:30pm This offers those entering post-primary education to have use of the facilities, while remaining specific to their age group.</p> <p>Guys/Girls Group – Year 8-12 on a Friday 7:30pm – 10pm This group seeks to support young people in their personal and social development, through addressing relevant issues concerning teenagers. The two groups meet separately and spend time looking at a particular theme.</p>
Tel No	028 9187 0077
Website	www.thenetyouthproject.org
Geographical areas covered:	Ards and North Down



Organisation:	North Down & Ards Women's Aid
Service offered:	<p>Refuge – Refuge accommodation provides a place of safety for women and children fleeing from domestic violence. Refuge service provision provides an individually tailored and responsive service which based upon a women's needs and those of her children. Refuge can provide respite, safety and support and while accommodated in refuge women and children can be supported to come to terms with their situation and can be encouraged to make positive plans for the future.</p> <p>Floating Support Services – provides a range of emotional, practical and accompaniment to appointments and information which can be accessed in the family home and a safe community setting or at Women's Aid resource centre.</p> <p>Journey to Freedom /Support Groups - provides support and information on the dynamics of domestic and sexual violence and personal development topics in a safe and encouraging environment, facilitated by experienced staff.</p> <p>Children's Services – Children and young people will receive support from the Family Worker and Childrens Workers based in the refuge and resource centre. We provide a range of family/ group programmes for children and young people ages 4-17 years old. Individual support is provided for young people within our resource centre and local community settings.</p>
Tel No	028 9127 3196 (Women's Aid Advice Centre) Monday to Friday, 9am – 5pm 0808 8021 414 24 hour Domestic and Sexual Violence Helpline
Website	www.ndawomensaid.org
Email	info@ndawomensaid.org
Geographical areas covered:	Ards and North Down



Organisation:	North Down Community Network
Service offered:	<p>North Down Community Network helps children and families by providing valuable information, advice and guidance about the services available across the borough.</p> <p>They also provide practical help by providing</p> <ul style="list-style-type: none"> - Weekly community Café (Tuesday 11am – 1pm) which provides soup, tray bakes, tea and coffee run via donations so people pay what they can afford. - Free Share – free food on Tuesdays for people and families in need <p>The DICE project offers Youth Work, Recreational and Informal Education opportunities for young people aged 10-16 years old.</p> <ul style="list-style-type: none"> - Weekly youth clubs in the Bloomfield, Clandeboye and Whitehill areas - Educational training sessions exploring a wide range of teen issues - One to one mentoring and support - Development of individual action plan for young people - Facilitation of sporting opportunities, recreational day trips and weekend residential
Tel No	028 9146 1386
Website	www.ndcn.co.uk
Geographical areas covered:	North Down

Organisation:	Neurodiversity UK
Service offered:	Neurodiversity UK aims to help and support both children and adults affected by learning difficulties, mental health conditions and neurodevelopmental disorders through advice, education and sport.
Tel No	028 9122 5704
Email	comber.asg@outlook.com
Geographical areas covered:	Ards and North Down



Organisation:	Parenting NI
<p>Service offered:</p>	<p>Parents Helpline – A freephone service based in Northern Ireland, available Mon – Thurs 9am – 8pm and Fri 9am – 5pm. The helpline supports parents and families by discussing issues or concerns on the telephone, email or via ‘Web Chat’. The helpline can be accessed directly on our free phone 0808 8010 722.</p> <p>Parents Counselling/Face to Face Support – Focused on finding realistic, manageable solutions for parents and their families, empowering them to meet their needs and goals. A confidential, professional service is provided, in a warm, friendly atmosphere, where parents will be listened to and given space to explore any issues relating to parenting.</p> <p>Parenting Programmes – Parenting NI offer a range of parenting programmes throughout Northern Ireland to help parents build on their skills and knowledge about parenting.</p> <p>Parenting Participation – Parents can have their say on the issues which are important to them through consultation in order to influence policy, planning and service delivery.</p>
<p>Tel No</p>	<p>0808 8010 722</p>
<p>Website</p>	<p>www.parentingni.org</p>
<p>Geographical areas covered:</p>	<p>All of Northern Ireland</p>



Organisation:	People 1st
Service offered:	<p>Family Support Service – families with a young person aged 16+ who are not in education, employment or training can receive help and support to address any health, social and economic issues that impact their daily lives.</p> <p>Training opportunities – can offer training and experience in a range of apprenticeships and accredited training.</p>
Tel No	028 9266 5100 or 07436 535388
Website	www.people-1st.co.uk
Email	cfsp@people-1st.co.uk
Geographical areas covered:	Ards and North Down

Organisation:	Peninsula Healthy Living Partnership
Service offered:	<p>This is a voluntary, community based organisation that is committed to health improvement through partnership, community involvement and the promotion of healthy lifestyles and the vision is to improve health and wellbeing.</p> <p>This is through a wide range of physical activity classes including:</p> <p>Use of a gym, Spin Studio, Healthwise, Green Gym, Weigh 2 Health, Strength & balance/Falls prevention and Couch2 5K.</p> <p>There is also:</p> <p>Venue hire Cook It Programme Cancer Support/Exercise Rehab Hub Macmillan Move More Service Young at Heart – older peoples group Active Aging Provider</p>
Tel No	028 4273 9021
Website	www.peninsulahealthyliving.org
Geographical areas covered:	Ards and North Down



Organisation:	Police Service Northern Ireland (PSNI)
Service offered:	<p>Youth Diversion Scheme aims:</p> <ul style="list-style-type: none"> - To work in partnership with others to prevent children and young people becoming involved in offending or anti-social behaviour - To identify children and young people at risk, or at risk of becoming involved in offending or anti social behaviour - To provide an effective, equitable and restorative response to all children and young people involved in the scheme - To divert those children and young people who have offended from becoming further involved in the Criminal Justice System - To promote the needs of victims and the community throughout the process - To encourage children and young people who have offended to take responsibility for their behaviour and the consequences, to consider the choices they made, and explore the impact on others
Tel No	101
Website	www.psnipolice.uk
Email	ardsandnorthdown@psni.pnn.police.uk
Geographical areas covered:	Ards and North Down

24 HOUR

Domestic & Sexual Violence Helpline

FREEPHONE

0808 802 1414

Open to *all women and men* affected by domestic & sexual violence

✉ text support to 07797 805 839 ✉ 24hrsupport@dvhelpline.org

CONFIDENTIAL, CARING SERVICE 24/7, 365 DAYS A YEAR



Organisation:	SERC Health (you do not need to be a student at SERC to attend).
Service offered:	<p>Youth Health Advice Service: 16-25 years old. The service includes:</p> <ul style="list-style-type: none"> Testing for sexually transmitted diseases (not involving any intimate examination) Pregnancy test Emergency hormonal contraception (morning after pill) Condom distribution Advice on contraception <p>Sign posting (professionals, parents and carers can also avail of this support): Drugs & alcohol, smoking cessation, and emotional health & wellbeing issues.</p>
Tel No	077 5331 0352
Appointments made:	serchealth@setrust.hscni.net
Geographical areas covered:	Lisburn Campus – Monday 9.30 – 12.30 N'Ards Campus – Tuesday 9.30 – 12.30 D'Patrick Campus – Wednesday 9.30 – 12.30 Bangor Campus – Friday 9.30 – 12.30

Organisation:	Stepping Stones
Service offered:	<p>Deliver accredited and bespoke training courses to adults with learning difficulties and learning disabilities.</p> <p>The Employment Service Team work on a one-to-one basis to support their clients around finding work placements and paid employment.</p> <p>The social enterprise café, The Gate Lodge, based in the grounds of Ards Hospital, provides a realistic training environment where there are a range of training courses available.</p>
Tel No	028 9131 0410
Website	www.steppingstonesni.com
Geographical areas covered:	Ards and North Down



Organisation:	SureStart Ards
Service offered:	<p>Sure Start provides services for parents/carers with children aged 0-3 years old. They provide:</p> <p>Home visiting support – Providing support to parents based on families’ individual needs. Some support includes: behaviour management, emotional support for parents/carers, parenting advice on boundaries, communication and routines, community support, home management and routines.</p> <p>Antenatal and postnatal home visiting – to support families in preparing for a new baby and provide support to families following the birth of a new baby.</p> <p>Infant feeding and nutrition – including support with breastfeeding, infant feeding, weaning and infant and toddler nutrition.</p> <p>Speech and language therapy – direct work with children 0-3 years old by a speech and language therapist who provides interactive programmes to help the child progress.</p>
Tel No	028 9181 9722 Ards 028 4273 9322 Peninsula
Website	www.surestartards.com
Geographical areas covered:	Ards – Scrabo and Ards Central Ward. Peninsula area - Kircubbin, Greyabbey, Portaferry, Portavogie, Ballywalter, Ballyhalbert and Cloughey



Organisation:	SureStart Bangor
Service offered:	<p>SureStart provides services for parents/carers with children aged 0-3 years old. They provide:</p> <p>Home visiting support – Providing support to parents based on families' individual needs. Some support includes: behaviour management, emotional support for parents/carers, parenting advice on boundaries, communication and routines, community support, home management and routines.</p> <p>Antenatal and postnatal home visiting – to support families in preparing for a new baby and provide support to families following the birth of a new baby.</p> <p>Infant feeding and nutrition – including support with breastfeeding, infant feeding, weaning and infant and toddler nutrition.</p> <p>Speech and language therapy – direct work with children 0-3 years old by a speech and language therapist who provides interactive programmes to help the child progress.</p>
Tel No	028 9145 7248
Website	bangorreception@brysonsurestart.org
Geographical areas covered:	Bangor – Rathgill, Whitehill, Kilcooley and Harbour Wards



South Eastern Health
and Social Care Trust

South Eastern Trust provide a number of Childrens services...

information on Fostering, Midwifery, Bereavement,
Health Visiting, Speech and Language and many more

for more details on all services available please search

www.setrust.hscni.net



Organisation:	Storehouse North Down
Service offered:	<p>Support local people by:</p> <ul style="list-style-type: none"> - Providing emergency food packages for a set period of time. Each package provides everything that a family or individual would need for 3 days and they can provide one off requests or continued support over a 6 month period. - Partnering with established and skilled charities and other agencies to provide opportunities for long term solutions that see lives changed and not just short term aid. They work hard with their partners to help people move away from the need of support and to prevent dependency. - Providing a Storehouse lunch club fortnightly on a Sunday in the Happy Bean Café, Kings Street, Bangor.
Tel No	07526 541168
Email	info@storehousenorthdown.com
Website	www.storehousenorthdown.com
Geographical areas covered:	North Down

Organisation:	YMCA
Service offered:	<p>Family Support and Young Person Service Provides a range of interventions which are tailored to help promote welfare of families and young people aged 10-18 years old.</p> <p>Family Support Core Services Tailor made packages of support for individuals or families experiencing stress or in crisis. All referrals must be through a social worker for a young person between 10-18 years old.</p>
Tel No	028 9145 4290
Website	www.northdownymca.org
Email	info@northdownymca.org
Geographical areas covered:	Ards and North Down



Organisation:	YMCA M-Power
Service offered:	M-Power is a 24 week programme of up to 18 hours per week for young people aged 14–24 years old. It is a needs based approach to learning and development. The aim is to build good relations, personal development and citizenship. Incentive payments available.
Tel No	07391 417183
Website	Ymcampower.net
Geographical areas covered:	North Down

Organisation:	Youth Justice Agency
Service offered:	Aims to make communities safer by helping children to stop offending. Works with children 10–17 years old who have offended or are at serious risk of offending. Provides a range of services, often delivered in partnership with others, to help children to address their offending behaviour, divert them from crime, assist their integration into the community and to meet the needs of victims of crime.
Tel No	028 9182 0611
Website	www.youthjusticeagencyni.gov.uk
Geographical areas covered:	Ards and North Down



Organisation:	Action for Children
Programmes available:	Specialist group work programmes to support young carers aged 8-18 year olds. Steps to Cope - supports young carers who are supporting someone with an addiction.
Tel No	028 9046 0500
Website	www.actionforchildren.org.uk
Geographical areas covered:	South Eastern Trust area and Ards and North Down



Sing a rhyme anytime
Start your child learning
for a lifetime!

Family Support Programmes



Organisation:	Barnardo's NI
Programmes available:	Incredible Years – 5 & 14 week evidence based parenting programme covering child directed play, promoting toddler's language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old.
Tel No	028 9260 7537
Website	www.barnardos.org.uk/northernireland
Geographical areas covered:	Ards and North Down

Organisation:	Bryson Charitable Group/YMCA
Programmes available:	Partnership with Parents – A home based programme for parents who would benefit from additional help. All work is done with the parent with a focus on achieving better outcomes for children.
Tel No	028 9032 5835 – Bryson 028 9267 0918 – YMCA
Website	Bryson Charitable Group (parents with children 0-10 years) YMCA (parents with a young person 11-18 years)
Geographical areas covered:	Ards and North Down



Organisation:	Early Years – the Organisation for Young Children
Programmes available:	<p>Early Years provides information and training for parents, childcare providers, employers and local authorities.</p> <p>Programmes/services available:</p> <ul style="list-style-type: none"> • RQF level 5 • Parental and group membership • Bookstore • Media initiative programme • Incredible Years programme • Eager to able to learn programme
Tel No	028 9066 2825
Website	www.early-years.org
Geographical areas covered:	Northern Ireland
Organisation:	Extern
Programmes available:	<p>LINX Project (Social worker referral only) – Provides intensive support for young people (and their families) who are at risk of entering a care placement, vulnerable on leaving care, and/or who need help re-integrating into the family and community.</p>
Tel No	Linx - 028 9266 2081
Website	www.extern.org
Geographical areas covered:	South Eastern Trust Area

Family Support Programmes



Organisation:	Home-Start Ards, Comber & Peninsula area
Programmes available:	<p>Partnership with Parents – Home based programme for parents who would benefit from additional help. All work is done with the parent with a focus on achieving better outcomes for children.</p> <p>Incredible Years – 14 week evidence- based parenting programme covering child directed play, promoting toddler’s language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old.</p>
Tel No	028 4278 8369
Website	www.home-start.org.uk
Email	homestartards@btconnect.com
Geographical areas covered:	Newtownards, Comber, Ballygowan, Killinchy, Ards Peninsula (including Millisle and Carrowdore). The whole of the Ards Borough except Donaghadee which is covered by Home- Start North Down

Organisation:	Home-Start North Down
Programmes available:	<p>Partnership with Parents – Home based programme for parents who would benefit from additional help. All work is done with the parent with a focus on achieving better outcomes for children.</p> <p>Incredible Years – 14 week evidence- based parenting programme covering child directed play, promoting toddler’s language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old.</p>
Tel No	028 9127 1201
Website	www.homestartnorthdown.org.uk
Geographical areas covered:	Bangor, Conlig, Donaghadee and Holywood



Organisation:	The Net Youth Project
Programmes available:	<p>Young Leaders Programme – Year 8-12 Identifying, equipping and empowering young people of today, providing the opportunity to develop leadership skills, gain experience and develop the values of positive citizenship. The programme provides an accreditation in the form of an OCN certificate.</p> <p>Life Mentoring Programme – Year 8-12 This offers young people one-to one sessions which address various aspects of a young person's life – at home, at school, with friends etc and seeks to support them.</p>
Tel No	028 9187 0077
Website	www.thenetyouthproject.org
Geographical areas covered:	Ards and North Down

Take your place face to face...

I learn the most when you are close



Sing a rhyme anytime
Start your child learning
for a lifetime!

HSC South Eastern Health and Social Care Trust HSC Public Health Agency f SureStart

Words by **one** make talking fun...

copy my actions, sounds and words



Sing a rhyme anytime
Start your child learning
for a lifetime!

HSC South Eastern Health and Social Care Trust HSC Public Health Agency f SureStart



Organisation:	SureStart Ards
Programmes available:	<p>Sure Start Ards offers:</p> <p>For parents/carers with children 0-3 years old</p> <p>Various parenting programmes</p> <p>Cook-It</p> <p>First Aid</p> <p>Savvy Shopper</p> <p>MEND – health and wellbeing programme</p> <p>Exercise classes</p> <p>Fathers groups</p> <p>Support for Ethnic Minority families</p> <p>SureStart developmental Programme for 2 year olds</p>
Tel No	<p>028 4273 9322 - Kircubbin</p> <p>028 9181 9722 - Newtownards</p>
Website	www.Surestartards.com
Geographical areas covered:	<p>Peninsula area – Kircubbin, Greyabbey, Portaferry, Portavogie, Ballywalter, Ballyhalbert and Cloughey</p> <p>Ards – Scrabo and Ards Central Wards</p>



South Eastern Health
and Social Care Trust

**If you are concerned about the safety
or wellbeing of a child or young person
contact the Gateway Service**

GATEWAY

to Children's Social Work

One call - One number

0300 1000 300



Organisation:	SureStart Bangor
Programmes available:	<p>Sure Start provides programmes for 0-3 year olds, some of which are:</p> <ul style="list-style-type: none"> • Stay and Play for parent/carer and child, it involves interactive activities and stimulating play. • Programme for Two Year Olds and Little Stars - aimed at children aged 2 years old, it involves a range of activities with the child. • Cook It programme – A five week nutrition education programme which aims to provide hands on experience of cooking, preparing and enhance knowledge of healthy, good food. • Baby & Toddler swim programme for parent and child – For children up to 1 year. A 6 week programme which helps parents teach their baby how to swim. • Infant massage for parent and child – For parents and children up to 1 year, this helps parents to bond with the baby through massage. • Baby weigh and play – For parents with babies under the age of 1. Parents can come and get their baby weighed by the Sure Start team and can also use the space available for other children to play while this is happening. • Various parenting programmes
Tel No	028 9145 7248
Website	bangorreception@brysonsurestart.org
Geographical areas covered:	Inclusive of 4 wards – Kilcooley, Rathgill, Whitehill and Harbour

Family Support Programmes



Organisation:	South Eastern Health & Social care Trust
Programmes available:	Mellow Parenting A series of parenting and relationship programmes that supports parents and their children in developing good relationships. Programmes involve participation, modelling, group discussions, video feedback, personal reflection, lunchtime activities and home practice for parents of 0 -5 year olds Family Nurse Partnership A home visiting programme for young mums aged 19 and under which helps to improve health, wellbeing and self-sufficiency of first time young parents and their children.
Tel No	Mellow Parenting – 028 9250 1373 Family Nurse Partnership - 028 9060 2705
Website	www.setrust.hscni.net
Geographical areas covered:	Ards and North Down
Organisation:	YMCA
Programmes available:	Talking about Tough Issues (TATI) A universal programme for parents with children aged between 10 -14 years old, identifying risk and protective strategies for teenagers and helping parents prepare for and manage adolescence.
Tel No	028 9145 4290
Website	www.northdownymca.org
Email	info@northdownymca.org
Geographical areas covered:	A range of schools and community centres in Ards and North Down

Parent & Toddler Groups



Parent and Toddlers - Ards Peninsula

Name	Day/s	Time
Ballywalter Presbyterian Church Hall Main Street, Ballywalter 028 4275 8337	Tuesday	10:30 – 12:00
Kircubbin Community Centre Kircubbin	Wednesday	10:00 – 12:00
Ballyhalbert Gospel Hall 38 Shore Road, Ballyhalbert	Wednesday	10:00 – 11:30
Millisle Baptist (Little Acorns) Main Street, Millisle 028 9186 1854	Wednesday	10:00 – 11:30
Carrowdore Presbyterian Hall (Twinkle Tots) 14 Manse Road, Carrowdore 028 9186 1233	Thursday	9:30 – 11:30
Donaghadee Parish Church Hall Church Lane, Donaghadee 028 9188 2962	Friday	09:30 – 11:30
Greyabbey Trinity Presbyterian Main Hall, Greyabbey 028 4278 8377	Friday	10:00 – 11:30
Portaferry Integrated Primary (Mums, Carers and Tots) 028 4272 8523	Friday	09:30 – 11:30

Parent and Toddlers - Comber

Name	Day/s	Time
St Marys Parish, Comber High Street, Comber 028 9187 3963	Monday	10:00 – 12:00
1st Comber Presbyterian High Street, Comber 028 9187 0038	Tuesday	10:00 – 12:00

Parent & Toddler Groups



Parent and Toddlers - Comber cont'd

Name	Day/s	Time
2nd Comber Presbyterian (Tots and Co) Killinchy Street, Comber 028 9187 2261	Thursday	10:00 – 11:45
Comber Leisure Centre Castle Street, Comber 028 9187 4350	Monday- Friday	10:00 – 12:00

Parent and Toddlers - Conlig

Name	Day/s	Time
Conlig Presbyterian Church Main Street, Conlig 028 9146 7157	Friday	9:30 – 11:30

Parent and Toddlers - Hollywood

Name	Day/s	Time
First Hollywood Presbyterian 7 Bangor Road, Hollywood 028 9042 5035	Tuesday	10:00 – 11:30
Glencraig Church Glencraig Parish Church Hall Seahill Road, Hollywood 028 9042 1691	Wednesday	10:00 – 12:00
Redburn Community Centre Jackson Road, Hollywood 028 9042 8036	Tuesday & Thursday	10:00 – 12:00

Parent and Toddlers - Newtownards

Name	Day/s	Time
Ards Leisure Centre William Street, N'ards 028 9181 2837	Mon – Fri	09:30 – 14:00
St Marks Parish Church Street, N'ards 028 9181 3193	Monday	10:00 – 12:00



Parent and Toddlers - Newtownards cont'd

Name	Day/s	Time
The Link (Tots Time) 10 West Street, N'ards 028 9182 1124	Monday	09:45 – 11:15
Ards Evangelical (Toddle-In) 101 Bowtown Road, Loughries 028 9181 1245	Tuesday	09:15 – 11:00
Strean Presbyterian (Tots & Toddlers) West Street, N'ards 028 9181 6225	Tuesday	10:15 – 11:45
Movilla Abbey Church 'Happy Tots' 63 Movilla Road, Newtownards 028 9181 5439	Tuesday	10:00 – 12:00
Regent Street Methodist Church Regent Street, Newtownards	Wednesday morning	10:00 – 12:00
Greenwell Street Presbyterian Greenwell Street, N'ards 028 9181 9393	Wednesday	10:00 – 12:00
Scрабо Presbyterian (West Winds) Dakota Avenue, N'ards	Wednesday	10:00 – 11:45
North Down CFC (Toddlers, Waddlers and Widdlers) 3 Glenford Way, N'ards 028 9182 1721	Wed & Thurs	10:00 – 12:00
Scрабо Hall (Scрабо Toddlers) 143 – 161 Mill Street, N'ards 028 9182 7885	Thursday	10:00 – 11:30
Movilla Abbey Church (Abbey Tots) 63 Movilla Road, N'ards 028 9181 9794	Thursday	10:00 – 12:00
St Patricks Hall 71 Upper North Street, N'ards 028 9181 2137	Friday	10:00 – 12:30

Parent & Toddler Groups



Parent and Toddlers - Newtownards cont'd

Name	Day/s	Time
Thriving Life Church 18A Crawfordsburn Road, N'ards 028 9181 7487	Friday	10:00 – 12:00
Regent Street Presbyterian 48 Regent Street, N'ards 028 9182 2416	Friday (every other week, check website)	10:30 – 12:00
Newtownards Baptist Church (Tot Spot) 47 – 63 Frances Street, Newtownards 07791 415616	Friday	10:00 – 11:30

Parent and Toddlers - Bangor

Name	Day/s	Time
Christ Church Primacy Balloo Road, Bangor 028 9185 9731	Monday	9:30 – 11:30
Silverbirch Evangelical Church 'Tree Tots' 131 Silverbirch Road, Bangor 028 9146 9534	Monday	10:00 – 11:30
Hamilton Road Presbyterian Prospect Road, Bangor 028 9147 3213	Monday Thursday	09:30 – 11:00 10:30 – 12:00
1st Bangor Presbyterian Main Street, Bangor 028 9127 0580	Tuesday	10:15 – 11:45
St Andrew's Presbyterian Clandeboyne Road, Bangor	Tuesday	9:30 – 11:30
Bangor Salvation Army (Sally's Songs) Crosby Street, Bangor 028 9127 5100	Tuesday	10:30 – 12:00
Kilcooley Community Centre 50 Owenroe Drive, Bangor 028 9127 8029	Tuesday	10:30 – 12:30
Hamilton Road Baptist (Pop-Ins) Hamilton Road, Bangor 028 9145 4546	Wednesday	10:15 – 11:45
Lisnabreen Presbyterian Lisnabreen Walk, Bangor 07841 110409	Friday	09:30 – 11:30

Services for Young People not in Education, Employment & Training



Organisation:	Bangor Alternatives
Services offered:	Start Programme: An employability and personal development programme for young people aged 16-24 years old who need employment, training or education. On offer: Accredited qualifications Vocational training – first aid, health & safety. CV building Assistance with application forms Interview skills Workplace tours with local employers
Tel No	028 9185 7812
Website	www.alternativesrj.org
Geographical areas covered:	Ards and North Down

Organisation:	Jobs and Benefit Office
Services offered:	The Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people and adults make informed choices about their future career paths. Contact one of the Careers Service's professionally qualified careers advisers on the numbers listed below.
Tel No	Bangor Job Centre 0300 200 7822 Newtownards Job Centre 028 9151 3312
Website	www.nidirect.gov.uk
Geographical areas covered:	Ards and North Down

Services for Young People not in Education, Employment & Training



Organisation:	Pathways Adventure Activities
Services offered:	Princes Trust Programme – Personal development and employability programme supporting 16-24 year olds not currently in Employment, Training or Education.
Tel No	028 9068 1290
Website	www.pathwayactivities.co.uk
Geographical areas covered:	Ards and North Down

Organisation:	People 1st
Services offered:	Not in Education, Employment or Training (NEET) Services – All young people ages 16+ can avail of training and qualifications offered in a range of courses, eg Training For Success, Steps 2 Success and Skills to Succeed.
Tel No	028 9266 5100
Website	www.people-1st.co.uk
Geographical areas covered:	Ards and North Down

Organisation:	South Eastern Regional College (SERC)
Services offered:	<p>Professionally qualified Careers Advisors provide a service that is accessible, impartial, confidential and focused on needs. Careers advice is given to anyone not just SERC members. Learn about work and education opportunities:</p> <ul style="list-style-type: none"> - Explore career options with one-to-one advice and guidance service. - Complete job applications and CV's - Prepare for job and Higher Education course interviews. - Make applications for further study - Plan career development. - Explore opportunities, develop key skills.
Tel No	0345 600 7555
Website	www.serc.ac.uk
Geographical areas covered:	Ards and North Down

Children & Young People Groups



Organisation:	Boys Brigade Northern Ireland
Tel No	028 9268 8444
Website	www.bbni.org.uk
Email	nihqaboys-brigade.org.uk

Organisation:	Girls Brigade Northern Ireland
Tel No	028 9454 8054
Website	www.gbni.org.uk
Email	info@gbni.co.uk

Organisation:	Girl Guides – Rainbows, Brownies, Guides, Senior Section
Tel No	028 9042 5212
Website	www.girlguidingulster.org.uk
Email	info@girlguidingulster.org.uk

Organisation:	Scouts – Beavers, Squirrels, Cubs, Scouts
Tel No	028 9049 2829
Website	www.scoutsni.com
Email	admin1@scoutsni.org

Organisation:	Reserve Forces & Cadets Association NI – RFCA
Groups offered:	Air Training Corps Royal Naval Reserve Army Reserve Army Cadet Force Cadets & Youth
Tel No	028 9066 5706
Website	www.reservesandcadetsni.org.uk
Email	niceps@rfca.org.uk



Organisation:	Police Service Northern Ireland (PSNI)
Programme offered:	Citizenship and Safety Education Programme (CASE) – enhances relationships between the PSNI, children and young people, parents and teachers. It encourages young people to be mindful of their personal safety and promotes positive citizenship through a programme of mutual understanding and learning for life and work. This assists children and young people to contribute to their communities and be role models through responsible actions.
Tel No	101
Website	www.psni.police.uk
Email	ardsandnorthdown@psni.pnn.police.uk
Geographical areas covered:	Ards and North Down



Credit Union

CREDIT UNIONS

A non- profit making organisation that encourages people to save and provides them with reasonable and flexible loans.

Bangor

10 Abbey Street – 028 9127 1306

Orange Hall, Hamilton Road – 028 9147 0255

Holywood

43 Church View– 028 9058 2282

Portaferry

22b, The Square – 028 4272 8671

Newtownards

3 Church Street – 028 9182 8674

School Based Programmes



Organisation:	South Eastern Health & Social Care Trust
Programmes offered:	<p>Rise NI – a service delivered in schools and aims to provide early intervention to children, in P1 to P4, with school based difficulties in any of the following areas:</p> <ul style="list-style-type: none"> • Speech, language and communication • Social, emotional and behavioural • Motor skills • Sensory/perceptual skills • Dietary needs <p>Roots of Empathy – a school based programme addressing emotional attachment and increasing social/emotional confidence and empathy. Roots of Empathy is for school aged P1 to P7.</p> <p>The SEHSCT Community Health Development Practitioners can deliver health awareness sessions or signpost to other appropriate providers for a range of health topics such as healthy eating, benefits of physical activity and personal hygiene.</p>
Tel No	Rise NI – 028 9752 0941 Roots of Empathy – 028 9250 1387 Health Development Department - 028 9250 1373
Website	www.setrust.hscni.net/2293.htm
Geographical areas covered:	Ards and North Down
Organisation:	YMCA
Programme offered:	Mentoring for Achievement (MAP) – a 2 year school based mentoring programme for 10-16 year olds. This programme builds upon existing school attendance, behaviour and achievement records. The young person develops strategies for improving academic and behaviour outcomes. This programme can assist primary school children transitioning from primary to post primary school.
Tel No	028 9167 0918
Website	www.lisburnymca.com
Email	info@northdownymca.org
Geographical areas covered:	Ards and North Down

Take5

for your emotional wellbeing



**Making life better,
together**
Belfast Strategic Partnership

GIVE



BE ACTIVE



CONNECT



KEEP LEARNING



TAKE NOTICE



Drug and Alcohol Services

WHERE ARE YOU AT - WHAT MIGHT HELP AND WHERE CAN YOU GO





SUPPORT IS ONLY A CALL AWAY

Information and advice, brief intervention and self-help material

- Your GP
- Your community staff or hospital liaison staff
- Self-help for alcohol
www.alcoholandyouni.com
- **SE Connections** for information about alcohol/other drugs and the services available **0800 254 5123**
drugsandalcoholni.info

Adult community counselling program (Step 2)

- Alcohol and You **0800 254 5123**
www.alcoholandyouni.com
- Dunlewey Addiction Services
028 9039 2547

More intensive support (Adult Step 3)

- The South Eastern Trust's Community Addiction Team (CAT) is accessed through your GP.
- Admission to residential treatment is through CAT

Self-help fellowships

- Alcoholics Anonymous
028 9043 4848
- Narcotic Anonymous **07810 172991**
- Life Ring www.liferingni.com
- Al Anon **028 9068 2368**

Low threshold service

- The Simon Community
02890741222 / 07595067688

Criminal Justice

- AD:EPT and AD:EPT 2 providing a range of services to people in custody **028 9043 5810**

Support for family members affected by someone's substance misuse.

- Dunlewey Addiction Services
028 9039 2547
- Family Support Meeting every Tuesday night in Downshire hospital Steps to Cope for 11- 18 year olds affected by their parents drinking: **0800 254 5123** or on line support www.stepstocope.co.uk
- Barnardo's Pharos Project. Intensive Support for Children and Families affected by parental substance misuse. Referrals are from children's and addiction services.
028 9066 3470

Young people's services

- Daisy Youth Treatment age eleven to twenty five year olds **028 9043 5810**
- Children and Adolescents Mental Health Services (referrals from your G.P. or health professionals).

Prevention

- Targeted prevention Lisburn YMCA
028 9267 0918
- School Health Alcohol Harm Reduction
SHARP **028 9267 0918**
- ASCERT **028 9260 4422**

Other contact details

- Addiction NI **028 9033 0499**
- Colin Counselling **028 9060 4347**
- Recovery college **028 9041 3872**
- Connections Service: Linking Communities Services and organisations: **0800 254 5123**

For more information on training available check this website
www.ascert.biz.



Organisation:	Police Service Northern Ireland (PSNI)
Services offered:	<p>Youth Diversion Scheme aims:</p> <ul style="list-style-type: none"> - To work in partnership with others to prevent children and young people becoming involved in offending or anti-social behaviour - To identify children and young people at risk, or at risk of becoming involved in offending or anti social behaviour - To provide an effective, equitable and restorative response to all children and young people involved in the scheme - To divert those children and young people who have offended from becoming further involved in the Criminal Justice System - To promote the needs of victims and the community throughout the process - To encourage children and young people who have offended to take responsibility for their behaviour and the consequences, to consider the choices they made, and explore the impact on others
Tel No	101
Website	www.psnipolice.uk
Email	ardsandnorthdown@psni.pnn.police.uk
Geographical areas covered:	Ards and North Down

Organisation:	Street Pastors
Services offered:	Trained volunteers who care about the community and patrol the streets on a Friday and Saturday night. They listen, help and care for vulnerable people in need.
Tel No	07927 035828
Email	ards&northdown@streetpastors.org.uk
Geographical areas covered:	Ards and North Down



My Mummy chose a
smoke-free womb

 South Eastern Health
and Social Care Trust



www.facebook.com/smokefreewombs

Tel: 07715 044886

Volunteering Opportunities



Organisation:	Barnardo's NI
	Barnardo's offers a range of volunteering opportunities including working with children and young people, volunteering within retail outlets and supporting Barnardo's to raise vital funds.
Tel No	028 9067 2366
Website	www.barnardos.org.uk ni-volunteering@barnardos.org.uk

Organisation:	Bryson Care
	There are a number of volunteering opportunities available which can range from administration, youth, inter-cultural and older people services.
Tel No	028 9061 4433
Website	www.brysongroup.org

Organisation:	Cara-Friend
	Offers a range of volunteering opportunities for people ages 16+ from administration, fundraising, LGBT Switchboard, facilitation and mentoring.
Tel No	028 9089 0202
Website	www.cara-friend.org.uk

Organisation:	Home-Start Ards, Comber and Peninsula area
	There are many volunteering opportunities within the scheme, ie Family Support, Fund raising through the Charity shops, office work and driving.
Tel No	028 4278 8369
Website	www.home-start.org.uk

Volunteering Opportunities



Organisation:	Home-Start North Down
	There are many volunteering opportunities within the scheme, ie Family Support, fund raising through the charity shops, office work and driving.
Tel No	028 9127 1201
Website	www.homestartnorthdown.org.uk
Organisation:	MACS
	Provides volunteers as a 1-2-1 mentor for young people, help in driving young people to groups, volunteer as a group facilitator sharing skills and supporting young people or even help in fundraising for MACS itself.
Tel No	028 9264 6329
Website	www.macsni.org
Organisation:	People 1st
	Young people aged 16+ can gain experience in a range of areas, help develop skills and test out different careers.
Tel No	028 9266 5100
Website	www.people-1st.co.uk
Organisation:	SureStart Ards
	Volunteering – Provides volunteer opportunities in service provision for young children and families and for those who would like to gain experience in an administration environment.
Tel No	Ards – 028 9181 9722 Peninsula – 028 4273 9322
Website	www.surestartards.com

Volunteering Opportunities



Organisation:	SureStart Bangor
	Volunteering – Provides volunteer opportunities in service provision for young children and families and for those who would like to gain experience in an administration environment.
Tel No	028 9145 7248
Website	www.facebook.com/bangorsurestart
Organisation:	South Eastern Health & Social Care Trust
	<p>The South Eastern Health and Social Care Trust offers a variety of volunteering roles within its hospitals and community facilities, such as residential homes for both children and elderly and training & resource centres supporting clients with physical and learning disabilities. These volunteering roles offer opportunities for volunteers over 16 years of age to get involved in a role that interests them.</p> <p>Volunteers can gain experience, learn new skills, or maybe use existing skills. Build new relationships, help others and give something back; while making a positive impact and improving the experience of patients and clients.</p>
Tel No	028 9056 4817
Website	www.setrust@hscni.net
Organisation:	YMCA
	Provides volunteering opportunities for anyone aged 18+ who is interested in gaining experience or a qualification in youth work.
Tel No	028 9145 4290
Website	www.northdownymca.org

Useful Helplines

Adviceline

citizens
advice

0300 1 233 233

Monday to Friday
9am - 12.30pm
1pm - 4pm

www.citizensadvice.co.uk

Advice and Advocacy Service

age NI
Love later life

0808 808 7575

Seven days a week
8am - 7pm
365 days a year

www.ageni.org.uk/advice

Money and Debt Service

adviceⁿⁱ
the independent
advice network

the
trussell
trust
Stop UK Hunger

0808 801 0665

Monday to Wednesday
9.30am - 3.30pm

www.adviceni.net

ChildLine

childline

0800 1111

24/7

Online 1-2-1 &
Email Service Available at
www.childline.org.uk

Debt Advice

citizens
advice

0800 028 1881

Monday to Friday
9.00am - 8.00pm
Saturday 9.30am - 1.00pm

[www.citizensadvice.org.uk/
nireland/Debt-and-money/](http://www.citizensadvice.org.uk/nireland/Debt-and-money/)

Christians Against Poverty Debt Help

christians
against
poverty
CAP
debt help

0800 328 0006

Monday to Friday
8.30am - 5pm

www.capuk.org

Kinship Care NI

Northern Ireland
Kinship Care
Keeping families together

0800 022 3129

Monday to Friday
9.00am - 5.00pm

www.kinshipcareni.com

Learning Disability Helpline

mencap
The voice of
learning disability

0808 808 1111

Monday to Friday
9am - 5pm

[www.mencap.org.uk/
northern-ireland](http://www.mencap.org.uk/northern-ireland)

Crisis Telephone & Counselling Service

Lifeline

0808 808 8000

24/7
365 days a year

www.lifelinehelpline.info

Useful Helplines

Alzheimer's Society National Dementia Helpline



0300 222 11 22

Monday to Wednesday
9.00am - 8.00pm,
Thursday & Friday
9.00am - 5.00pm,
Saturday & Sunday
10.00am - 4.00pm
www.alzheimers.org.uk

Business Debtline

**BUSINESS
DEBTLINE**

0800 0838 018

Monday to Friday
9am - 5pm

www.adviceni.net

www.businessdebtline.org

Carers NI



028 9043 9843

Monday to Thursday
9am - 4pm
Friday 9am - 12.30pm

www.carersni.org

24 Hour Domestic & Sexual Violence Helpline

Open to *all women and men*
affected by domestic and
sexual violence

0808 802 1414

24/7
365 days a year

Text 'Support' to 07797805839
24hrsupport@dvhelpline.org
Live online chat via website:
www.womensaidni.org

Eating Disorders Association NI



028 9023 5959

24 hour helpline

www.eatingdisordersni.co.uk

Family Planning Association Sexual Health Helpline



0345 122 8687

Monday to Friday
9.00am - 5.00pm

[www.fpa.org.uk/
northern-ireland](http://www.fpa.org.uk/northern-ireland)

LGB&T Switchboard Cara-Friend



0808 8000 390

Monday to Friday
1pm - 4pm
And Wednesday
6pm-9pm

Live online chat via Website
www.cara-friend.org.uk

NSPCC Helpline

NSPCC

0808 800 5000

24/7
365 days a year

help@nspcc.org.uk
www.nspcc.org.uk

Parents Helpline



ParentingNI

0808 8010 722

Monday to Thursday
9am - 8pm
Friday 9am - 5pm

Live online chat via Website
www.parentingni.org

Useful Helplines

CAUSE: Helpline



0845 60 30 29 1

Monday, Wednesday &
Friday: 10 am - 4 pm
Tuesday & Thursdays:
12 pm - 8 pm

www.cause.org.uk

Child Bereavement Service



028 9066 8333

Monday 9.30am - 12.30pm
Tuesday 9.30am - 12.30pm
Friday 10am - 12.30pm

[www.barnardos.org.uk/
childbereavementservice](http://www.barnardos.org.uk/childbereavementservice)

Rural Support Helpline



0845 606 7 607

Seven days a week
8am - 11pm
365 days a year

www.ruralsupport.org.uk

Housing Rights



028 9024 5640

Monday to Friday
9.30am - 2.30 pm

www.housingadviceni.org

Independent Welfare Changes Helpline



0808 802 0020

Monday to Friday
9.00am - 5.00pm

SandsNI Helpline



077 4099 3450

Monday to Friday
9am - 5pm

www.sandsni.org

HIV & Sexual Health Helpline NI



0800 137 437

Monday to Friday
10am - 4pm

www.positivelifeni.com

Pancreatic Cancer UK



0808 801 0707

Monday to Friday
10am - 4pm
(except Bank Holidays)

www.pancreaticcancer.org.uk

Tax and Benefits Service



0800 988 2377

Monday, Wednesday and
Friday 9am - 5pm Tuesday
and Thursday
9am - 7pm

www.adviceni.net

Useful Helplines

Samaritans



116 123

24/7
365 days a year

Jo@samaritans.org
www.samaritans.org



Relate NI

relate
Northern Ireland

028 9032 3454

Open Tuesday 10am - 12
at Enterprise House
2-4 Balloo Avenue, Bangor

email: office@relateni.org
www.relateni.org

Simon Community
Central Access
Point

simon community
Northern Ireland

0800 171 2222

24/7
365 days a year

www.simoncommunity.org

Northern Ireland
Housing Executive

Housing
Executive

0344 892 0900

Open Mon-Wed 9.30-4
Thurs 9.30-12.30
Friday 9.30-12

www.nihe.gov.uk

www.helplinesnetworkni.com

A SINGLE POINT OF ACCESS TO
NORTHERN IRELAND HELPLINE
NUMBERS AND WEBSITES

OVER 26 NORTHERN IRELAND
HELPLINE ORGANISATIONS

EASY TO NAVIGATE

FIND THE RIGHT HELPLINE
TO SUIT YOUR NEEDS



www.trusselltrust.org

Thriving Life Church,
18A Crawfordsburn Road,
Newtownards

☎ 07902 933297

Open

Tuesday 11am – 13:00

Wednesday 18:30 – 20:00

Friday 11:00 – 13:00

Kircubbin Satellite Branch
Maxwell Courtyard,
Main Street,
Kircubbin

Open

Thursday 19:00 – 20:30

Hamilton Road Baptist,
112 Hamilton Road,
Bangor

Open

Tuesday 14:00 – 15:30

Friday 11:00 – 12:30

Bangor Elim,
Balloo Crescent,
Bangor

☎ 07821 791674

Open

Monday 18:30 – 20:00



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