

**Housing**  
Executive

# ENDING HOMELESSNESS TOGETHER

**Ards and North Down  
LOCAL SERVICES  
DIRECTORY**



## Accommodation Based Services

### NIHE Hostels

NIHE Hostels – For access to NIHE Hostels please call direct line 03448920900 or contact details below:

Hostel	Area
Grainne House	Belfast
Laburnum	Belfast
Moyard House	Belfast
Templemore House	Belfast
Beaufort West Winds	Newtownards
Glebetown	Downpatrick
Glenvara Drive	Coleraine
Bradley Park Hostel	Derry/Londonderry
Greystone Antrim Hostel	Antrim
Clooney Mews	Waterside
Drumard Close	Derry/Londonderry
Hillview House	Rathcoole
Seamus Roddy House – Bridge Street	Derry/Londonderry
Loughview House	Ballyduff
Chichester Park East	Antrim
Antrim Hostel	Newtownabbey
Newhaven	Carrickfergus

### Specialist Hostels –Woman’s Aid South

Name	Address/Contact	Telephone/Services Provided
Armagh & Down	South Area	02830 250765
Fermanagh	South Area	02866 328898
Ards & North Down	South Area	02891 273196
Omagh	South Area	02882 241414

### Specialist Hostels –Woman’s Aid North

Name	Address/Contact	Telephone/Services Provided
Antrim	North Area	02825 642136
Ballymena	North Area	02825 642136
Carrickfergus	North Area	02825 642136
Larne	North Area	02825 642136
Newtownabbey	North Area	02825 642136
Causeway	North Area	02870 356573
Foyle	North Area	02871 416800
Mid-Ulster	North Area	02886 769300

### Specialist Hostels -Woman’s Aid Belfast

Name	Address/Contact	Telephone/Services Provided
Deerpark	Belfast Area	02890 745295
Ulsterville	Belfast Area	02890 662385

### Specialist Hostels – Pregnant Females

Name	Address/Contact	Telephone/Services Provided
Life Hostel	South Belfast	02890 658880

### Specialist Hostels – Dispersed Intensely Managed Emergency Accommodation

Name	Address/Contact	Telephone/Services Provided
Queens Quarter Housing	153 University St, Belfast, BT7 1HR	02890 313183

### Temporary Accommodation – Family Hostels North

Name	Address/Contact	Telephone/Services Provided
Bridge Street Hostel	Derry City ( Waterloo)	03448920900

### Temporary Accommodation – Family Hostels Belfast

Name	Address/Contact	Telephone/Services Provided
Conway Court	Belfast	02890 313242
Ardmoulin Hostel	Belfast	02890 249766
Mater Dei	298 Antrim Road, North Belfast	02890 743668
Thorndale Family Centre	8 Duncairn Avenue, Belfast, BT14 6BP	02890 351900
Glen Alva Hostel	19 Cliftonville	02890351185
Roseville	23 Rosemore Drive, Belfast, BT7 3LA	02890 643659
Templemore House	7-9 Upper Frank Street, BT5 4NR	02890 738669

### Temporary Accommodation Hostels for Singles – Belfast

Name	Address/Contact	Telephone/Services Provided
Inverary House (Direct Access)	14 Inverary Avenue, Belfast, BT4 1RN	02890652844
Hosford House (Direct Access)	213 Newtownards Road, BT4 1AF	02890 463482
Ormeau Centre (Direct Access)	5-11 Verner Street, Belfast, BT7 2AA	02890 238091
Centenary House (Direct Access-Male) & Crash Facility	2 Victoria Street, Belfast, BT1 3GE	02890 320320
Utility Street Men's Hostel (Direct Access)	Utility Street, BT12 5JS	02890 321132

Regina Coeli (Direct Access Female)	8-10 Lake Glen Avenue, BT11 8FE	02890 612473
Simon Community (Medium Support)	414 Falls Road, BT12 6DJ	02890 319099
Simon Community (Direct Access)	28 Cliftonville Avenue, BT14 6BX	02890 751410
Simon Community (Foyer 18-21 y/o)	3-5 Malone Road, South Belfast	02890 686200

### Young People (16&17 year olds)

Name	Telephone
Simon Community	0800 171 2222

### Benefits Contact

Contact	Number
Free Phone	<u>0800 022 4250</u>
Employment Services	<u>0300 200 7822</u>

<b>NI Jobs</b>	<a href="https://www.nijobs.com">https://www.nijobs.com</a>
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### Digital Empowerment

Name	Address/Contact	Telephone/Services Provided
Supporting Communities	34-36 Henry Street, Ballymena, BT42 3AH	Digital Inclusion Officer- Stephanie Brolly  02877 740722 / 02838342792

### Domestic Violence

Name	Address/Contact	Telephone/Services Provided
Womens Aid North Down & Ards	Ards & North Down Women's Aid 18 Bingham Street Bangor BT20 5DW Email: <a href="mailto:info@womensaidni.org">info@womensaidni.org</a>	028 9127 3196  24 Hour Domestic & Sexual Violence Helpline  0808 802 1414  0808 802 1414 Open to <i>all</i> <i>women and men</i> affected by domestic violence

## Drugs & Alcohol

Name	Address/Contact	Telephone/Services provided
Link Family and Community Centre	8-12 West Street, Newtownards, BT23 4EN <a href="mailto:info@thelinkcentre.org">info@thelinkcentre.org</a>	02891 801830  Our Mission is to stimulate, deliver, support and link community development action that values and develops the potential of all people, as an expression of God's love an active Christian presence in the community.
De Paul	449 Antrim Road Belfast BT15 3BJ UK  Stella Maris - 28 Garmoyle Street, Belfast, BT15 1DY <a href="mailto:depaulni@depaulcharity.net">depaulni@depaulcharity.net</a>	02890 752159  028 90647755  Depul is very often the first step off the street for homeless people with complex needs. The people we help are often multiply excluded from support services and would otherwise have nowhere else to turn. Depaul helps homeless people who are most in need in society.
Belfast Central Mission	32A Coalisland Road, Dungannon, BT71 6LA or 8-12 West Street, Newtownards, BT23 4EN  <a href="http://www.belfastcentralmission.org">www.belfastcentralmission.org</a>	02887 750175/02891 827783  BCM works with people of all ages in communities throughout Northern Ireland through our diverse social care projects, cross-community programme and two congregations

## Electricity Providers

Name	Links/Telephone
Budget Energy	0800 012 1177
Power NI	03457 455 455
SSE Airtricity	01850 404 080
Electric Ireland	0345 600 5335

## Family Support

Name	Address/Contact	Telephone/Services Provided
Home Start	18 Meetinghouse Lane, Newtownards, BT23 7AA <a href="http://www.home-start.org.uk">www.home-start.org.uk</a>	02891 821981  Being a parent has never been easy. It can be lonely, frustrating, heart breaking and over-whelming. Life-changing events can happen to anyone. That is why Home-Start is ready to support families through their toughest times. Every Home-Start volunteer is trained to help them work alongside you to overcome the challenges you are facing.
Bangor Sure Start	22 Hamilton Road, Bangor, BT20 4LE	02891 457248  Sure Start in Northern Ireland is funded by the Department of Education and the funding comes to each project through its local childcare partnership. Each project offers a cocktail of services dependent on local need.
Sure Start Ards	26-28 Dakota Ave, Newtownards, BT23 4QU	02891 819722  Sure Start programme support parents with children aged under four years old, living in disadvantaged areas in Northern Ireland. The programme can help a parent from pregnancy until their child <b>starts</b> school.
Sure Start, Ards Peninsula Centre	Maxwell's Courtyard, 35-41 Main Street, Kircubbin, BT22 2SR	02842 739322  Sure Start programme support parents with children aged under four years old, living in disadvantaged areas in Northern Ireland. The programme can help a parent from pregnancy until their child starts school
The Link Family & Community Centre	Lamont Building, 10 West Street, Newtownards BT23 4EN	02891 821124  The Link has become an interdenominational project and an independent

		community development organisation with its management committee involving people from across the community and its volunteers drawn from around twenty churches. Since its small beginnings, in a small coffee bar drop-in based in commercial premises on one of the town.
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### Financial/Debt Advice

Name	Address/Contact	Telephone/Services Provided
Step Change Debt Charity	<a href="http://www.stepchange.org">www.stepchange.org</a>	0800 138 1111  Wherever you live in Northern Ireland, Step Change Debt Charity is here to help you. We provide free debt advice tailored to your individual circumstances.
Welfare Reform Freephone		08088020020  Freephone welfare reform helpline
The Consumer Council	<a href="http://www.consumerCouncil.org.uk">http://www.consumerCouncil.org.uk</a>  The Consumer Council Floor 3   Seatem House 28-32 Alfred Street Belfast   BT2 8EN	02890251600  We provide free, independent support and advice for all consumers and businesses in Northern Ireland. We also have powers to investigate complaints about energy, water, transport and postal services and undertake research to understand local consumer issues.
Law centre NI	10-12 High Street, Middleton Building, Belfast, BT1 2BA	028 9024 4401  Since 1977, Law Centre NI has delivered free and independent legal services in social welfare law areas. We work to promote social justice in Northern Ireland, using the law as a tool for social change. Our services are available to the public and also to advisers, with a special focus on specialist support services to the advice sector



		across Northern Ireland.
Housign Rights	10-12 High Street, Middleton Building, Belfast, BT1 2BA	028 9024 5640  Representation for people with Housing/Tenancy needs
Christians against poverty	<a href="http://www.capuk.org">www.capuk.org</a>  Mon-Fri 830am-5pm	0800 328 0006  We are on a mission to release thousands of families from grinding poverty through award winning debt counselling and community groups. By equipping and empowering local churches to reach out on their doorsteps, we're bringing hope to over 21,500 families every year.
Business Debt Line	<a href="http://www.adviceni.net">www.adviceni.net</a>  <a href="http://www.businessdebtline.org">www.businessdebtline.org</a>  Mon-Fri 9am-5pm	0800 0838 018  Using this website will help you take four important steps to deal with your debts. Following all four steps will take some time, but it will help you deal with your debts. So don't give up. Contact us for help as often as you need to.

## Floating Support Agencies

Name	Address/Contact	Telephone/Services Provided
YMCA North Down	10-12 High Street, Bangor, BT20 5AY	028 9145 4290  Community Engagement  Healthy Living  Youth Development
Inspire Wellveing for all	Inspire Central Office Lombard House 10-20 Lombard Street Belfast BT1 1RD	028 9127 1908  Inspire Mental Health Floating Support Services are flexible locally based projects designed to assist individuals with mental health needs to access accommodation, maintain their home/ tenancy and develop their ability to live independently in their own community.
BCM – Supporting htose who need it most	5 Glengall St, Belfast BT12 5AD	028 9182 7783  BCM works with people of all ages in communities throughout Northern Ireland through our diverse social care projects, cross- community programme and two congregations.
NIACRO	<a href="http://www.niacro.co.uk/enquiry-form">www.niacro.co.uk/enquiry-form</a>  Belfast Amelia House 4 Amelia Street Belfast BT2 7GS	028 9032 0157  APAC is NIACRO's family of Floating Support services. Floating Support is a flexible, free service that provides housing related support.

## Fuel Poverty

Name	Address/Contacts	Telephone/Services Provided
Affordable Warmth Scheme	<a href="http://www.nihe.gov.uk">www.nihe.gov.uk</a>	03448 920 903  The Affordable Warmth Scheme is the Department for Communities Scheme for addressing fuel poverty in the Private Sector. It is being delivered across Northern Ireland on behalf of the Department by the Housing Executive and the local Councils.  Who is eligible for assistance?  If you live in the Private Sector (in other words if you own your own home or if you rent from a Private Sector landlord) and have a total gross annual household income of less than £20,000, you may be entitled to help under the Scheme.
Boiler Replacement Scheme	<a href="http://www.nihe.gov.uk">www.nihe.gov.uk</a>	03448 920 903  The Boiler Replacement Allowance is a Department for Communities Scheme, administered by the Housing Executive. The Boiler Replacement Scheme is for owner occupiers whose total gross income is less than £40,000 and is to help with the cost of replacing boilers which are 15 years or older with new boilers. Householders may also wish to convert from oil to gas or to a wood pellet boiler.

### Furniture Storage – North

Name	Address	Telephone/Services Provided
Swift & Shift Removals	<u>47 Castle Road, Antrim, BT41 4NA</u> <a href="http://www.swiftshiftremovals.co.uk">www.swiftshiftremovals.co.uk</a>	028944 68743

### Furniture Storage –Belfast

Name	Address	Telephone/Services Provided
Coastways	<u>132 Duncrue Street, BT3 9AR</u> <a href="http://www.coastways-storage.com">www.coastways-storage.com</a>	02890 748588
Pickfords	<u>Duncrue Road</u> <a href="http://www.pickfords.co.uk">www.pickfords.co.uk</a>	02890 741199

### Gas Providers

Name	Links
Firmus Energy	<a href="http://www.firmusenergy.co.uk">www.firmusenergy.co.uk</a>
Phoenix Natural Gas	<a href="http://www.phoenixnaturalgas.com">www.phoenixnaturalgas.com</a>
SSE Airtricity	<a href="http://www.airtricitygasni.com">www.airtricitygasni.com</a>

### Get On Line

Name	Links
NI Direct - Go on line Campaigned	<a href="http://www.nidirect.gov.uk">www.nidirect.gov.uk</a>

### Handy Person

Name	Address/Contact	Telephone/Services Provided
Bryson Energy	<a href="http://www.brysonenergy.org/what-we-do/our-services/handyperson-services/">www.brysonenergy.org/what-we-do/our-services/handyperson-services/</a>	0800 1422 865  Through this scheme, a Handyperson will visit the older person's property and identify areas of risk and give information, advice and support including minor home repairs; on how to make the home safer, and provide a home safety pack.

## Hate Crime

Name	Address/Contact	Telephone/Services Provided
NIACRO	Contact Form <a href="http://www.niacro.co.uk/enquiry-form">www.niacro.co.uk/enquiry-form</a> Belfast Amelia House 4 Amelia Street Belfast BT2 7GS	028 9032 0157  People at risk due to harassment, Intimidation due to ethnicity or at risk of losing their home due ASB
STEP –South Tyrone Empowerment Programme	2CoalislandRoad, Dungannon <a href="mailto:info@stepni.org">info@stepni.org</a>	02887750211  To contribute to building a rights – based, participative, peaceful and prosperous society which provides equality of access and opportunity, embraces diversity and respects difference

## Housing Support & Care

Contact	Telephone
Housing Executive Repairs	03448 920 900
CHNI Starter packs for Full Duty Homeless applicants	Referrals must come from NIHE or SP funded Services
STORE HOUSE	02890 236333  Provides food, clothing, and basic household goods free of charge.
St Vincent De Paul	02842 738075  Our goal is to fight poverty in all its forms through the practical assistance to people in need.

## Learning Disabilities

Name	Address/Contact	Telephone/Services Provided
Positive Futures	8 savages Terrace, Corry Square, Newry, BT35 6AT  <a href="http://www.positive-futures.net/about-us">www.positive-futures.net/about-us</a>	02830 834787  Our aim is to transform the future of people with a learning disability, acquired brain injury or autistic spectrum condition

## Local Libraries

Name	Address/Contact	Telephone/Services provided
Bangor Carnegie Library	Hamilton Road Bangor Down BT20 4AJ	028 9127 0591
Newtownards Library	Queens Hall Regent Street, Newtownards Down BT23 4AB	028 9181 4732

## Low Level Housing Support

Name	Address/Contact	Telephone/Services Provided
The Trussell Trust	<a href="http://www.trusselltrust.org/what-we-do/">www.trusselltrust.org/what-we-do/</a>	01722 580 180  We support a nationwide network of food banks and together we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK.
EXTERN	<a href="mailto:mal.byrne@extern.org">mal.byrne@extern.org</a>  <a href="mailto:bob.web@extern.org">bob.web@extern.org</a>	02890 330443  02890 244737  Extern's vision is that everyone can make a positive contribution to society.
Housing Rights	The Skainos Centre, 239 Newtownards Rd, Belfast BT4 1AF	02890 245640  Representation for people with Housing/Tenancy needs
NIACRO	Amelia House 4 Amelia Street Belfast BT2 7GS  <a href="mailto:apac@niacro.co.uk">apac@niacro.co.uk</a>	02890 320157  People at risk due to harassment, Intimidation due to ethnicity or at risk of losing their home due ASB

Beyond the Battle field	19 Jubilee Road, Newtownards, BT23 4YH	02891 225610  Ex armed forces low level support
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### Mental Health & Emotional Wellbeing

Name	Address/Contact	Telephone/Services provided
Mental Health /NI Direct	<a href="http://www.nidirect.gov.uk/information-and-services/healthy-lives/mental-health">www.nidirect.gov.uk/information-and-services/healthy-lives/mental-health</a>	Information on mental health issues like assessments, community care services, mental health professionals and contacts
NI Association for Mental Health	Inspire Central Office Lombard House 10-20 Lombard Street Belfast BT1 1RD	02890 328474  Inspire is a charity and social enterprise and our aim is wellbeing for all. We deliver mental health, learning/intellectual disability, autism, addiction and workplace wellbeing services across the island of Ireland.
Action Mental Health	<a href="https://www.amh.org.uk/">https://www.amh.org.uk/</a>	02838 392314  Action Mental Health changes the lives of those living with mental ill health and promotes resilience and well-being to future generations.
Wind Wise	Pinewood House  46 Newforge Lane  Belfast BT9 5NW	02890 402323  The new company was established in order to facilitate a demerger of the Northern Ireland region of Rethink from the national charity (also known as the National Schizophrenia Fellowship) on 1st April 2009. The new charity operates under the name <b>MindWise</b> .
Praxis Care	Lisburn Road, Suffolk Road	02890 234555  02890 610635  Supported living for people experiencing mental ill health
Cedar	31 Ulsterville Ave, Belfast BT9 7AS	075258 98794  Support for adults with physical,

		sensory including brain injury
Alzheimer's Society	30 Skegoneill Street Belfast BT15 3JP	0300 222 1122  The only UK charity that campaigns for change, funds research to find a cure and supports people living with dementia today.
AWARE	BELFAST OFFICE  40-44 Duncairn Gardens, Belfast, BT15 2GG  DERRY/LONDONDERRY OFFICE  15 Queen St, Derry, BT48 7EQ	02890357820  028 7126 0602  AWARE is the Depression Charity for Northern Ireland.
Threshold	Threshold Administration Office 432 Antrim Road Belfast BT15 5GB  bernie.ross@threshold-services.co.uk	02890 871313  Support for Mental Health Suffers to maintain their own home
Triangle Housing	60 Eastermeade Gardens, Ballymoney, BT53 6BD, Co. Antrim  info@trianglehousing.org.uk	02827 666880  Triangle provides a range of initiative services. Our tenants and service users are involved in the way their services are provided.
Mencap	<a href="http://www.mencap.org.uk/northern-ireland">www.mencap.org.uk/northern-ireland</a>  Mon-Fri 9am-5pm	0808 808 1111  The Voice of Learning Disability
Cause	<a href="http://www.cause.org.uk">www.cause.org.uk</a>  Mon, Wed, Fri 10am-4pm  Tue & Thu 12-8pm	0845 6030291  The CAUSE Helpline provides you with access to support and information from our dedicated team of Carer Advocates all who have direct personal experience of supporting a loved one with mental illness.



### Offenders or those at Risk of Offending

Name	Address/Contact	Telephone/Services Provided
NIACRO	Lyndon Court 32-38 Queen Street, BT1 6EF, <a href="http://www.extern.org">www.extern.org</a>	02890 244737  APAC is NIACRO's family of Floating Support services. Floating Support is a flexible, free service that provides housing related support. It aims to help people who are experiencing difficulties in maintaining their tenancy. APAC works to prevent people becoming homeless as a result of anti-social behaviour.

### Older People

Name	Address/Contact	Telephone/Services Provided
BCM	32A Coalisland Road, Dungannon, BT71 6LA	02887 750175  BCM works with people of all ages in communities throughout Northern Ireland through our diverse social care projects, cross-community programme and two congregations.
AGEnda - Age North Down & Ard	24 Hamilton Road, Bangor, BT20 4LE	028912 1968  AGEnda's vision is to be recognised as a committed and respected source of practical support and information for older people in the north down & ards area and our mission is to improve the quality of life of older people in the north down area
Kilkeel Floating Support (Southern HSCT)	Slieve Roe Care Home, Manse Road, Kilkeel, BT34 4BN	02841 763760  Supported Living and Associated Services.

## Physical or Sensory Impairment

Name	Address/Contact	Telephone/Services Provided
Cedar	The Balmoral Training & resource Centre, 1 Upper Lisburn Road, BT10 0GW  <a href="http://www.cedar-foundation.org/">www.cedar-foundation.org/</a>	02890 612424  02830 263791  02892 629071  Cedar delivers a range of services that enable people with disabilities to get the most out of life and to be fully included in their communities. Our services are centered around the individual needs of each person and are delivered throughout Northern Ireland.
Floating Support Sensory Disability (Southern HSCT)	Loughall Road, Armagh  <a href="http://www.southerntrust.hscni.net">www.southerntrust.hscni.net</a>	02837 412364  Physical Disability - Sensory Disability Service

## Positive Payment Patterns

Service	Link/Telephone Number
Pay on line	<a href="http://www.allpayments.net/textpay">www.allpayments.net/textpay</a>
Print Direct debit form	<a href="#">Direct Debit application</a> <a href="#">direct_debit_payment.pdf</a>
Pay point outlet	<u>Shops Etc.</u>
Call Pay	<u>0844 557 8321</u>
Standing Order	<u>Bank</u>

## Private Rented Sector

Name	Address/Contact	Telephone/Services Provided
Property Pal	2D Jennymount Street, Belfast, BT15 3HN	02890 183344
UPS Estate Agents	324 Upper Newtownards Road, BT4 3EX	02890 471515
Grant Estate Agents	7 High St, Newtownards, BT23 4 JN	02891828100
Thomas Orr Estate Agents	17 Conway Square, Newtownards, BT23 7HZ	02891 812686

Peter Rogers Estate Agents	6 Conway Square, Newtownards, BT23 4DD	02891 823923
Reeds Rains Estate Agents	2 Frances Street, Newtownards, Bt23 4JA	02891 814144
Belvoir Estate Agents	24 Frances St, Newtownards, BT23 7DN	02891 821999
Neill Estate Agents	98-100 Main Street, Bangor, BT20 4AG	02891 270283
Vision Property Estate Agents	25 Bridge Street, Bangor, BT20 5AW	02891 465000
Fetherston Clements Estate Agents	69 High Street, Bangor, BT20 5BD	02891 479797

### Recycling IT Equipment

Name	Address/Contact	Telephone/ Services Provided
Extern Recycle	3 McKinney Road, Newtownabbey, BT36 4PE  <a href="http://www.extern.org">www.extern.org</a>	028 9084 6418

### Redecoration/Furnishing

Name	Address/Contact	Telephone/Services Provided
The Link Marchit Furniture Shop	4AB, & Regent Street, Newtownards	07594 967471  The Link Furniture MARC-it is one of the ways we raise money for the work of the MARC Project and the wider work of the Link. The shop is in Regent Street and the Manager and the team of volunteers collect and receive donations of furniture and bric-a-brac which is tidied up, or renovated and resold through the shop.
OXFAM	11A High Street, Newtownards, BT23 4JN	02891 826672  Oxfam is a confederation of 20 independent charitable organizations focusing on the alleviation of global poverty, founded in 1942 and led by Oxfam International.

Marie Curie	54 High Street, Newtownards, BT23 7HZ	02891 826672  We provide care and support for people living with any terminal illness, and their families. Last year we cared for over 40000 people across the UK.
St Vincent De Paul	63 Main Street, Kircubbin, BT22 2SR	02842 738075  Each year in Northern Ireland, the Society spends almost £3m on those in need and most vulnerable in our communities.
Buttle U for Children & Young People	<a href="http://www.buttleuk.org/need-support/young-people">www.buttleuk.org/need-support/young-people</a>	028877 46778  We can provide financial help to young people who receive no support from their parents or guardians so that they can further their education or employment. To apply the young person must have a clear education, training or employment goal that they are pursuing or intend to pursue within three months of their application to us.
St Martin in the Fields Charity	The Vicar's Relief Fund 5 St Martin's Place St Martin-in-the-Fields Trafalgar Square London WC2N 4JH  <a href="https://smitf.flexigrant.com/">https://smitf.flexigrant.com/</a>	Our number for voicemail only is 020 7766 5553  Referral by clients support worker.  The VRF provides small crisis grants of up to £350 to support people who are at risk of, or currently experiencing homelessness or vulnerable housing, to establish and maintain their tenancies. Types of applications include funding to secure accommodation and to clear rent arrears following an eviction notice.  We only accept applications from paid frontline workers providing support to people who are experiencing homelessness or vulnerable housing.

## Rental Exchange Schemes

Name	Link
Home Swapper	<a href="http://www.homeswapper.co.uk">www.homeswapper.co.uk</a>

## Sexual Violence Support

Name	Address/Contact	Telephone/Services Provided
Nexus NI	Belfast Office 119 University St, Belfast BT7 1HP Email <a href="mailto:info@nexusni.org">info@nexusni.org</a>	028 9032 6803  Nexus NI offer counselling and support to survivors of sexual abuse, victims of sexual violence including those who have experienced rape and sexual assault. We have 30 years' experience in providing a professional counselling service helping people to survive sexual violence, rape and abuse.

## Sexual Health

Name	Address/Contact	Telephone/Services Provided
Positive Life	<a href="http://www.positivelifeni.com">www.positivelifeni.com</a> Mon-Fri 10am-4pm	0800 137 437  Positive Life supports and promotes positive living for people with and affected by HIV in Northern Ireland. HIV is a virus which damages the human immune system and increases risk of opportunistic infections and certain cancers.
Sexual Health NI	<a href="http://www.sexualhealthni.info/">www.sexualhealthni.info/</a>	This website, aimed at young people and adults, offers information and advice on how to look after your sexual health. It also highlights the services available where you can get more help and advice.

## Support Services - General

Name	Address/Contact	Telephone/Services Provided
County Down Rural Community Network	County Down Rural Community Network Ards Community Network Centre 43-45 Frances Street Newtownards BT23 7DX  <a href="mailto:ards@countydownrcn.com">ards@countydownrcn.com</a>	Tel : 028 9182 8884  Ongoing support and advice to help groups in their development. Research and advice on issues affecting rural communities. Support in arranging community activities, i.e. fun days, press launches, etc
Home Start	<a href="http://www.home-start.org.uk">www.home-start.org.uk</a>  <a href="mailto:homestartards@btconnect.com">homestartards@btconnect.com</a>  Main Office  9 Cuan Gardens, Greyabbey, BT22 2QG  Ards Office, 2 Ann Street,  Newtownards, BT23 7AB	028 4278 8369  028 9182 8468  We help to increase the confidence and independence of families.
Autism NI	<a href="mailto:info@autismni.org">info@autismni.org</a>  <a href="http://www.autismni.org">www.autismni.org</a>	028 9040 1729  Autism NI – exists to support individuals with Autism and their families and campaign to raise awareness of Autism within the wider community.  helpline is available  Monday, Wednesday & Thursday 9am-5pm  Tuesday & Friday 9am-1.30pm  (option 1)
Bryson Charity Group	<a href="mailto:info@brysoncare.org">info@brysoncare.org</a>  <a href="mailto:familysupportards@brysongroup.org">familysupportards@brysongroup.org</a>  Bryson House 28 Bedford Street  Belfast  BT2 7FE	028 9032 5835  02880734271  Through our six group companies, we provide a range of services tasked with 'Building Better Futures' for the people and families we help.
Age NI Love Later Life	Web site:  <a href="http://www.ageuk.org.uk/northern-ireland/">www.ageuk.org.uk/northern-ireland/</a>	0808 808 7575  028 9024 5729  Age NI is the leading charity

	<p>Age NI Advice Service For advice &amp; information call Freephone</p> <p>Age NI (main office) 3 Lower Crescent Belfast BT7 1NR</p>	<p>for older people in Northern Ireland. The charity was formed as the result of the merger between Age Concern and Help the Aged in 2009. Our vision is a world where everyone can love later life.</p>
Advice NI 21	<p>Contact our Independent FREEPHONE Welfare Changes</p> <p>Monday to Friday 9:00am - 5:00pm</p> <p>Email: <a href="mailto:info@adviceni.net">info@adviceni.net</a></p>	<p>0808 802 0020</p> <p><i>ABOUT ADVICE NI</i></p> <p>The Independent Advice Network is here to help you improve the quality of your life. We offer information, advice, advocacy</p>
Good Morning Northern Ireland Network	<p>Good Morning NI Network</p> <p>NCM House 218 York Road Belfast, BT15 1GY</p> <p>Web: <a href="http://goodmorningni.org">goodmorningni.org</a></p>	<p>028 9075 1070</p> <p>It provides reassurance to older and other vulnerable adults within the community through daily telephone calls and support, connecting them to their community and local services.</p>
Sure Start	<p>Family Support</p> <p>30 Hamilton Road, Bangor, BT20 4LE</p> <p>Peninsula Centre Maxwell's Courtyard 35-41 Main Street Kircubbin BT22 2SR</p> <p>Newtownards Centre 26-28 Dakota Avenue West Winds Estate Newtownards BT23 4QU</p> <p>Bangor Contact: Jacqui Adair Email: <a href="mailto:jadair@brysonsurestart.org">jadair@brysonsurestart.org</a></p> <p>Newtownards Contact <a href="mailto:pauline.wilson@setrust.hscni.net">pauline.wilson@setrust.hscni.net</a></p>	<p>028 9145 7248</p> <p>028 4273 9322</p> <p>028 9181 9722</p> <p>Sure start offers a range of free programs and activities to all families with children aged 0-4 years living within our catchment area.</p>

<p>MACS Supporting Young People</p>	<p>Email: <a href="mailto:info@macsni.org">info@macsni.org</a>  <a href="http://www.macsni.org/contact-us/">www.macsni.org/contact-us/</a>  303 Ormeau Road  Belfast, BT7 3GG</p>	<p>028 9031 3163</p> <p>MACS provides a range of services adapted to the needs of vulnerable young people aged 16-25, designed to promote opportunities and access to housing, education, health, employment, leisure and citizenship.</p> <p>MACS build relationships between young people, their families, communities and services. These relationships are based on respect and seek to promote a positive self-image by listening to and valuing the voice of the young person.</p>
<p>FRANK</p>	<p><a href="mailto:frank@talktofrank.com">frank@talktofrank.com</a>  Available 24/7</p>	<p>0300 123 6600  Text 82111</p> <p>Friendly, confidential drugs advice. Live chat is available every day from 2-6pm</p>
<p>LGBT NI</p>	<p>Live online chat via  <a href="http://lgbtni.org/services/">lgbtni.org/services/</a>  Mon-Fri 1-4pm  Wed 6-9pm</p>	<p>0808 8000 390</p> <p>This website has been developed, with the support of the Public Health Agency, to provide information to Lesbian, Gay, Bisexual and/or Transgender people and their families</p>
<p>NSPCC</p>	<p><a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>  <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>  24/7 365 days a year</p>	<p>0808 800 5000</p> <p>Abuse changes childhood, but so can we. Child abuse is preventable - not inevitable. And it's up to each of us to do everything possible to <u>keep childhood safe</u> from abuse, so children can grow up healthy and thrive. That's why we're here and drives <u>what we do</u>. So as long as there's abuse – we will fight for every childhood. Join us.</p>



Parenting NI	Live online chat via <a href="http://www.parentingni.org">www.parentingni.org</a> Mon-Thu 9am-8pm Fri 9am-5pm	0808 8010 722  Parenting NI firmly believes that the best and most effective way to support children is by supporting those who parent them.
Bardardo's - Believe in Children	<a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a> Mon & Tue 930am-12.30pm Fri 10am-1230pm	028 9066 8333  We protect, support and nurture the UK's most vulnerable children.
Rural Support	<a href="http://www.ruralsupport.org.uk">www.ruralsupport.org.uk</a> 7 days a week 8am-11pm 365 days a year	0845 606 7607  Rural Support was formed as a charity in 2002 as the need for a support service was identified.
Pancreatic Cancer UK	<a href="http://www.pancreaticcancer.org.uk">www.pancreaticcancer.org.uk</a> Mon-Fri 10am-4pm Not bank holidays	0808 801 0707  You can find information about pancreatic cancer, including diagnosis, treatment options, managing symptoms, including symptoms linked to diet, and living with pancreatic cancer. You can also find out how we can support you.
Simon Community	<a href="http://www.simoncommunity.org">www.simoncommunity.org</a> 24/7 365 days a year	0800 171 2222  Simon Community NI is Northern Ireland's leading homeless charity. We work without judgement to support people who are experiencing, or are at risk of homelessness.
Eating Disorders Association NI	<a href="http://www.eatingdisordersni.co.uk">www.eatingdisordersni.co.uk</a> 24 hour helpline	028 9023 5959  Our vision is to help bring an end to the torture and suffering associated with trying to live with an eating disorder.

## Training & Employment Opportunities

### Job & Benefit Offices

Name	Address/Contact	Telephone/Services Provided
Bangor Job & Benefit Offices	106-108 Hollywood Road, Belfast, BT4 1 JU <a href="https://www.nidirect.gov.uk">https://www.nidirect.gov.uk</a>	Benefits freephone number: <a href="tel:08000224250">0800 022 4250</a> Employment Services phone number: <a href="tel:03002007822">0300 200 7822</a>
Newtownards Jobs & Benefit Offices	Crown Buildings, East Street, Newtownards, BT23 7EL <a href="https://www.nidirect.gov.uk">https://www.nidirect.gov.uk</a>	Benefits freephone number: <a href="tel:08000224250">0800 022 4250</a> Text number: <a href="tel:02890673591">028 9067 3591</a> (for deaf and hard of hearing users only)

### Travellers

Name	Address/Contact	Telephone/Services Provided
An Munia Tober –Belfast Travellers	Blackstaff Complex Unit 12, 77 Springfield Road, BT12 7AE <a href="http://www.brysongroup.org">www.brysongroup.org</a>	02890 438265 Bryson Intercultural seeks to be a leader in working with and empowering Minority Ethnic families and their communities in Northern Ireland.
STEP – South Tyrone Empowerment Programme	2 Coalisland Road, Dungannon, BT71 6JT <a href="http://www.stepni.org">www.stepni.org</a>	02887 750211

### Young People Leaving Care

Name	Address/Contact	Telephone/Services Provided
BCM	Grosvenor House 5 Glengall Street Belfast BT12 5AD <a href="mailto:info@belfastcentralmission.org">info@belfastcentralmission.org</a>	028 9024 1917 Our work with young people Disadvantaged children and young people benefit from BCM's wide reaching support and guidance programmes.
How Action For Children Works	10 Heron Road Belfast BT3 9LE <a href="mailto:ask.us@actionforchildren.org.uk">ask.us@actionforchildren.org.uk</a>	02890 460 500 How Action for Children works - From before they are born until they are into their twenties, we help disadvantaged children across the UK.
MACS	Head Office	028 9031 3163

	303 Ormeau Road Belfast, BT7 3GG info@macsni.org	We provide a range of support services for children and young people aged 11-25 years who haven't had a fair deal.
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### North Down Community Network (NDCN)

<p>North Down Community Network</p> <p>Community Hub</p> <p>Flagship Centre</p> <p>Main Street</p> <p>Bangor</p> <p>BT20 5AU</p> <p>Admin:</p> <p>North Down Community Network Resource Centre</p> <p>5 Castle Park Road</p> <p>Bangor</p> <p>Co. Down</p> <p>Northern Ireland</p> <p>BT20 4TF</p>	<p>Telephone: 0289 9146 1386</p> <p>Email: <a href="mailto:admin@ndcn.co.uk">admin@ndcn.co.uk</a></p> <p>Website: <a href="http://www.ndcn.co.uk">www.ndcn.co.uk</a></p> <p>NDCN are also on Facebook and Twitter</p>	<p>NDCN gets alongside people and community groups to help them help themselves. As well as providing essential helpful and practical advice and support from our Community Hub such as free food, helpful advice, signposting to specialist services.</p> <p>We also provide a comfortable, warm and welcoming drop-in space for people to call in 9-5pm Monday to Friday.</p> <p>In addition, we organise and provide a range of activities that take place on a weekly basis. Everyone is very welcome to come along; the atmosphere is relaxed and informal. Please feel free to call by to meet the team, for more information or to join in. The full list is available to download via the link: <a href="http://www.ndcn.co.uk/about-us/">www.ndcn.co.uk/about-us/</a> but some examples of activities include:</p> <ul style="list-style-type: none"> <li>• Walking Group – walks at different paces to include everyone.</li> <li>• Wee-yarn crochet group – learning the basics or creating elaborate items, everyone is welcome.</li> <li>• Sewing Corner – using sewing machines to share basic sewing skills and create beautiful items.</li> <li>• Wise the BAP! Art Class – using many methods from printing to free-hand.</li> <li>• The Community Shed – as well as talks and trips, there are woodwork and gardening activities.</li> <li>• Creative Writing – sharing and writing poetry and short stories.</li> <li>• 1-to-1 Laptop and Tablet Tutoring (Booking essential) – getting support to do the specific things you would like do.</li> <li>• The Hub Choir – you just have to be willing and not a professional, an uplifting session every week.</li> <li>• Chi-Me – helping to improve strength and balance, also to settle and focus the busy mind.</li> </ul>
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		<ul style="list-style-type: none"> <li>• Community Café – an honesty café where people pay what they want/can to enjoy good company, refreshments and sweet treats*.</li> </ul> <p>There are always a range of new programmes and activities, so please get in touch to get the updated programme which may include: music, yoga, ukulele classes, relaxation through art and much more!</p> <p>*please check with NDCN for venue</p>
Ards Community Network		<p><b>About Ards Development Bureau &amp; Community Network</b></p> <p>Role: To support Community Development and Voluntary Activity throughout the Ards &amp; North Down Borough</p> <p>Support with increasing community involvement and attracting volunteers.</p> <p>Helping local groups learn from each other and share experience.</p> <p>Opportunities for local people to develop skills and awareness.</p> <p>Opportunities for community, voluntary and statutory organisations to meet each other and exchange information</p> <p>Tel : 02891814625 / Fax : 02891814501</p>