



## **Cost of Living Crisis**

# ***A Guide to Locality Based Targeted Resources and Practical Support for Families and Children Struggling with the Current Cost of Living Crisis***

This is a live document and will be updates on a regular basis  
Updated 24 April 2023

The information in this guide has been provided by services.  
If you would like to include information about your service  
please email: [una.casey@hscni.net](mailto:una.casey@hscni.net)

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## Sections

[Regional Services](#)

[Belfast](#)

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# **Regional Services**

## **Free milk, fruit, vegetables and vitamins**

**The Healthy Start Scheme provides help for eligible families and those who are pregnant to buy healthy food and milk in local shops.**

### **Healthy Start**

The Healthy Start Scheme provides a pre-paid card to help eligible families and those who are pregnant to buy:

- plain liquid cow's milk
- infant formula milk based on cow's milk
- fresh, frozen or tinned fruit and vegetables
- fresh, dried or tinned pulses in local shops (such as beans, peas, or lentils)

You can also use your card to request free Healthy Start vitamins which support you during pregnancy and breastfeeding, and/ or vitamin drops for babies and young children (suitable from birth to four years old).

How to apply: <https://www.healthystart.nhs.uk/how-to-apply/>

## Eligibility

You'll qualify for the Healthy Start scheme if you're at least 10 weeks pregnant or you have at least one child that's under four.

In addition, you must be receiving any of the following:

- Child Tax Credit (only if your family's annual income is £16,190 or less)
- Income Support
- Income-based Jobseeker's Allowance
- Pension Credit (which includes the child addition)
- Universal Credit (only if your family's take-home pay is £408 or less per month from employment)

You will also be eligible for Healthy Start if:

- you're under 18 and pregnant, even if you are not claiming any benefits
- you claim income-related Employment and Support Allowance (ESA) and are over 10 weeks pregnant
- you, your partner or your carer get Working Tax Credit run-on only after you have reported you're working 16 hours or less per week

To find out if your family earns £408 or less per month from employment whilst claiming Universal Credit, look at your 'take-home pay for this period' on your monthly Universal Credit award notice.

What you could be entitled to:

You'll get money added automatically onto your card every four weeks to spend on certain food and milk.

You'll get:

- £4.25 each week from the 10th week of your pregnancy
- £8.50 each week for children from birth to one
- £4.25 each week for children between one and four

This will stop when your child is four, or if you no longer receive benefits.

## **Get Healthy Start Vitamins**

The process for getting vitamins changed from paper applications and vouchers to the Healthy Start card. The last paper vouchers were sent out in March 2022. You can still use any valid vouchers to get free vitamins.

[how to get vitamins\(external link opens in a new window / tab\)](#)

More useful links

[Expecting or bringing up children](#)

[Work and families](#)

[Food and nutrition](#)

Keeping active is essential for our emotional, mental, physical well-being. Parenting NI have teamed up with Sport NI to share their list of free and low-cost sport opportunities from across Northern Ireland. There are lots of activities available, and now that brighter nights and better weather is here there is no better time to get active! Find out details about all the activities listed and more at <https://bit.ly/LowCostNoCostSport>

## Low & No Cost Sport across NI

 <p><b>Cricket</b></p> <p>North Down Cricket Club – Youth Cricket Comber</p> <p>Cricket at Muckamore Antrim</p>	 <p><b>Wheelchair Sports</b></p> <p>Ulster GAA Wheelchair Sports Junior Club Belfast</p> <p>Wheelchair Basketball Craigavon</p>				
 <p><b>Inline Hockey</b></p> <p>Ballymena Norstar Inline Hockey Club Ballymena</p> <p>Inline Hockey Club Bangor</p>	 <p><b>Trout Fishery &amp; Angling</b></p> <p>Shaws Trout Fishery &amp; Angling Club Armagh</p>				
 <p><b>Karate</b></p> <p>Newcastle Karate Club Newcastle</p> <p>Raptr Martial Arts Dundonald</p>	 <p><b>Hill Walking</b></p> <p>Belfast Hills Walking Dynamos Belfast</p> <p>Magee Hill-Walking Club Derry-Londonderry</p>				
 <p><b>American Football</b></p> <p>Craigavon Cowboys American Football Club Craigavon</p> <p>Belfast City Lions Flag American Football Belfast</p>	 <p><b>Taekwon-Do</b></p> <p>Cathal Fegan Taekwon-Do Club Newry</p> <p>UKTCNI Multiple locations</p>				
 <p><b>Water Polo</b></p> <p>Junior Water Polo Lagan Valley, Andersonstown,Whiterock, Falls Leisure Centre</p>	 <p><b>Para Athletics</b></p> <p>Atheletics Northern Ireland Mary Peters Track, Belfast</p>				
 <p><b>Running</b></p> <p>Park Run Multiple locations</p>	 <p><b>Badminton</b></p> <p>Ulster Badminton Multiple locations</p>	 <p><b>Table Tennis</b></p> <p>Table Tennis Ulster Multiple locations</p>	 <p><b>Cycling</b></p> <p>Community bike rides Multiple locations</p>	 <p><b>Tug of War</b></p> <p>Northern Ireland Tug Of War Association Multiple locations</p>	 <p><b>Kayaking</b></p> <p>Belfast Kayak Club Belfast</p>






## About Christians Against Poverty

Christians Against Poverty (CAP), while a UK wide charity, works right across Northern Ireland to help the most vulnerable out of poverty.

All our services are completely free and available to all, regardless of age, gender, faith or background. Through a network of CAP Debt Centres, we offer free face-to-face debt help, with local coaches providing practical and emotional support in tandem with advice and ongoing support from our head office.

In addition, we provide face-to-face adult financial education through the CAP Money Course and we also equip churches to tackle the causes of debt and poverty through our group services - CAP Job Clubs (to help people back into employment) and CAP Life Skills Courses (equipping people to live better on a budget).

Find out more at [www.capuk.org](http://www.capuk.org) or ring on **0800 328 0006**



As we take a break for Easter, please note there will be NO FREE MEALS THIS WEEK. We are pleased to announce these will continue when we return to campus, the week commencing 17 April. The times will be the same:

**FREE Student Breakfasts on Tuesdays\*:**

**When:** 9-10.30am

**Where:** Belfast -The Junction- Ground Floor, BC building

Coleraine – Flow and Co- E block

Derry Londonderry – Rock Road Social, MG building

**Type of Food:** A hot breakfast bap (bacon or sausage, vegetarian option available), filter coffee or tea.

**FREE Student Lunches on Thursdays\*:**

**When:** 12-1.30pm

**Where:** Belfast -The Junction- Ground Floor, BC building

Coleraine – Flow and Co- E block

Derry Londonderry – Rock Road Social, MG building

**Type of Food:** USave hot meal - Please note, meals will vary by campus.

**\*PLEASE NOTE MEALS ARE LIMITED TO ONE PER PERSON, AND ON A FIRST-COME, FIRST-SERVE BASIS UNTIL STOCK RUNS OUT SO EARLY ARRIVAL IS RECOMMENDED!**

**You must show your Student ID Card to avail of the offer.**





Remember if you are struggling in any way or feel you need support, you can contact our Student Wellbeing team at

<https://www.ulster.ac.uk/student/wellbeing>

## Queen's Students' Union

As part of our ongoing campaign to mitigate the impact of the cost-of-living crisis on our students, we have teamed up with the University to provide The Pantry, a free refill station, located on the Ground Floor of One Elmwood.

Products include:

-  cereals/grains
-  pasta/noodles/pulses
-  herbs & spices
-  household items

Opening Hours\*

Mon 12-2pm & 5-6:30pm

Tues 12-2pm

Wed 12-2pm & 5-6:30pm

Thurs 12-2pm

Fri 12-2pm



\*subject to change depending on stock availability

# Belfast Met – Student Union

A promotional poster for the 'Wear n' Share' initiative. At the top left, the title 'Wear n' Share' is written in a blue, cursive font, with a blue clothes hanger icon above the 'n'. To the right is the 'belfast met' logo. Below the title is a question: 'Do you have good quality clean clothing sitting in your wardrobe? Would you like to donate and swap them for other items that you could reuse?'. The main body of the poster features a photograph of several hoodies hanging on wooden hangers. To the left of the photo, there are four sections with icons: 'Location' (a location pin icon), 'When' (a calendar icon), 'Time' (a clock icon), and 'Resuse & Recycle' (a recycling symbol icon). At the bottom left, there is contact information for Heather Houston. At the bottom right, there is a circular blue logo for the '2022 Sustainability Hub' featuring a globe and a leaf.

**Wear n' Share**

Do you have good quality clean clothing sitting in your wardrobe? Would you like to donate and swap them for other items that you could reuse?

Come along to Wear n' Share swap items at Belfast Met's Clothing Sustainability Scheme.

**Location**  
Students' Union  
Titanic Quarter Campus

**When**  
Every Thursday, starting  
6th October 2022

**Time**  
11.00am - 3.00pm

**Resuse & Recycle**  
You can donate and swap  
up to 10 items

Contact Heather Houston for further details:  
[hhouston@belfastmet.ac.uk](mailto:hhouston@belfastmet.ac.uk)

## ***Wear N' Share***

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# Belfast Met – Student Union

## Taste Not Waste

Around 1 million tonnes of food are thrown away by food businesses each year. Our Taste Not Waste project works closely with the Hospitality department aiming to be a zero-food waste entity.

In a bid to also support food poverty amid the rising cost of living, please come along to Taste Not Waste and collect some healthy meals.



The poster features the Belfast Met and Student Union logos at the top. Below them is the title 'Taste Not Waste' in a large, bold, teal font. The main text explains the project's goal of reducing food waste and supporting food poverty. It includes details on location, timing, and duration. At the bottom, there is a photograph of fresh produce (potatoes, apples, oranges, tomatoes, cucumbers) and a circular logo for the '2022 Sustainability Hub'.

**belfast met** | **SU**

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- 📍 Location: Students' Union, Titanic Quarter Campus
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20 Sustainability Hub 22

## Low-Cost Playful Ideas



1. Visit parks, green spaces, beaches or forests
2. Play outside – get the wellies and raincoats on and jump in puddles
3. Paint the pavements, walls, fences, gates or drainpipes with water – all you need is a bucket and brushes
4. Have a family dance party or sing-a-long
5. Create a port in your living room out of blankets or cardboard boxes
6. Go on a hike
7. Have a sunset picnic at a park or beach
8. Upcycle old toys using stickers, foam or paint
9. Try some sewing or knitting
10. Play a game of chess, dominoes, jacks or card games
11. Make a sensory bottle using old bottles, coloured water, glitter, beads, stones or anything you fancy!
12. Make slime. Pour 2 tbsp of shampoo into a bowl, add 2 tbsp of shaving foam and mix. Add 1 tsp of salt and mix everything together thoroughly. Put mixture into the freezer for approximately 15 minutes
13. Buy a cheap box of chunky chalk – children will have hours of fun
14. Make a mystery bag – fill a bag with random supplies and see what children will play or make
15. Make a mat to play hopscotch on. You can roll it out for play – an old sheet is perfect
16. Melt ice! Fill cups or containers with coloured water, freeze them, and watch the ice melt as you add salt to it
17. Make a collage with paper, glue and things to stick like pictures cut out of catalogues or magazines, scraps of paper, ribbon, fabric, dried pasta, natural materials etc.
18. Play x-o-x or eye-spy
19. Have a game of hide-and-peek
20. Street play – go outside and encourage other children to go 'out to play.' Play some football, frisbee, dodgeball, piggy in the middle or stick in the mud.

**You'll be amazed at what fun can be enjoyed!**





# Cost of living

## Information and advice

For information on help with Energy Costs, Help with your income etc. click on the link below

[Cost of Living | nidirect](#)



# Family Benefits Advice Service

Providing free, impartial and confidential advice to parents, carers, childcare providers and employers

## Employers For Childcare

Working for Parents

Our family Benefits Service provides free, impartial and confidential advice to parents and carers to help them maximise their income and inform them of their rights and entitlements. We operate a Freephone helpline 0800 028 3008 - Monday to Friday from 8am to 5pm

Many people don't realise that even if they are working, they may still be entitled to financial help. Whether it's a first time parent wanting to know what support is available or someone considering altering their hours of work, our team of experts will be happy to work out what's best for each individual.

### How we can help

We provide information and advice on a wide range of childcare and work related issues including

- Tax-free childcare
- Universal credit
- Tax credits
- Childcare vouchers
- Disability Benefits
- Maternity/Paternity leave and pay
- Shared Paternity leave
- Flexible working
- School Uniform Allowance
- Free School Meals

### Information we may need

To help us identify the support someone may be entitled to, it can be useful to have the following information to hand when calling

- P60 income for previous tax year
- Estimated earnings and weekly working hours for this tax year
- Childcare costs
- Any disability or sickness benefits in payment housing costs including rates
- Details of Maternity Leave and Pay
- Immigration status (if applicable)

### Help towards childcare costs

If working and paying for registered childcare parents may be entitled to help through

- Universal credit
- Tax free childcare
- Tax-Credits

Parents currently using Childcare Vouchers can continue to do so, while they remain with their current employer and their youngest child is under 16 (17 registered disabled)

Our advisors can calculate which form of support is best suited to each household's circumstances. We also work directly with employers and childcare providers, to give advice and guidance.

For further information please contact us:

[hello@employersforchildcare.org](mailto:hello@employersforchildcare.org)

Freephone: **0800 028 3008**

Or visit our website:

[Employersforchildcare.org](http://Employersforchildcare.org)



Employers For Childcare is a registered charity.

Charity number 101176.



Some primary and post-primary school pupils are eligible for grants to help buy their school uniform.

Find out more: <https://nidirect.gov.uk/articles/school-uniform-and-uniform-grants>



Your child could be eligible to get free lunches or milk at school. Including school holiday food grant

Find out more: <https://nidirect.gov.uk/articles/nutrition-and-school-lunches>

[McIlveen announces £5.5m school holiday food grant | Department of Education \(education-ni.gov.uk\)](https://www.education-ni.gov.uk/news/mcillveen-announces-55m-school-holiday-food-grant)





# Cost of Living Advice

Staff are really struggling with their Financial at the moment

Our Social Enterprise can help them with areas such as:

Budget Planning

Cost of Living

Pensions

Savings

Debt

To contact us for more information  
call

02890 877777

Or email [info@kithandkinfinance.org](mailto:info@kithandkinfinance.org)

## Make the Call



# make the call

0800 232 1271\*

**Quick Call, Lasting Difference.**

Talk to us about accessing benefits, supports and services you may be entitled to.



Text: ADVICE to 079 8440 5248\*  
Visit: [indirect.gov.uk/makethecall](https://indirect.gov.uk/makethecall)  
Email: [makethecall@dfcni.gov.uk](mailto:makethecall@dfcni.gov.uk)



Department for

**Communities**

[www.communities-ni.gov.uk](http://www.communities-ni.gov.uk)

An Roinn

**Pobal**

Department for

**Commonities**

\* Network charges may apply

## Don't rule yourself out...

Even if you already claim benefits, own your own home, work, claim a pension, or have some savings, you could be entitled to additional support

- Have you been diagnosed with an illness, condition or disability?
- Are you caring for someone?
- Have you reached retirement age?
- Are you confused about benefits?



## Whatever your situation Don't miss out...find out!

Contact Make a Call for a free and confidential assessment. A friend or relative can make the call on your behalf (with your consent), providing they are with you when you call. We also offer an outreach service where we can visit you in your home to help you complete application forms.

“I would never have been able to get the things me and my wife needed without the Make the Call Service. They are invaluable. Life would have been an awful lot harder and it would have taken a lot longer to get help.”

CALLER



# make the call

0800 232 1271\*

Quick Call, Lasting Difference.

\*network charges may apply



## WORKABLE (N.I.)

SES (Supported Employment Solutions) is contracted to deliver the Department for Communities **Workable (NI) Programme** across Northern Ireland. SES is a consortium consisting of 7 Disability Organisations – Action Mental Health, Cedar, Now Group, AdaptNI, RNIB, Orchardville Society & Mencap. Workable N.I. aims to provide support to employees who are in work (10+ hrs), suffering from a disability or mental health condition and who would benefit from support to sustain and retain employment. The programme also supports the employer / manager. It is a referral based programme, with individuals being able to self-refer, or be referred by another party. Employees are initially supported for a period of a year, with the caveat of extension at 11-month stage.

### Workable (NI) can provide:

1:1 Support, specially tailored to employee needs  
 Advice & Assistance – making reasonable adjustments in the workplace  
 Pro-active corrective measures  
 Enhanced morale

### Benefits to employers include:

Long & short term absence reduced  
 Reduced need for temporary staff  
 Less HR time spent on follow up  
 Increased productivity

For further information, please contact:

**Patricia Kelly**  
 Tel: 07976640226  
 E: [pkelly@amh.org.uk](mailto:pkelly@amh.org.uk)  
[www.sesni.org.uk](http://www.sesni.org.uk)

**Peter Wilson**  
 07791 075921  
[p.wilson@cedar-foundation.org](mailto:p.wilson@cedar-foundation.org)

# NEA TRAINING SERVICES



National Energy Action (NEA) is one of the leading providers of domestic energy and fuel poverty training services for over 30 years. We are delighted to offer both face to face and online tuition across the UK. Our aim is to enhance the quality of energy advice services provided by local, regional and national organisations across various sectors.

Fuel poverty remains a sadly prevalent issue around the UK, and the net zero target means that energy efficiency and heating decarbonisation is high on the agenda, with a large-scale retrofit programme of the UK's housing stock required if net zero is to be achieved by 2050. This means that households of all kinds will need high-quality and up-to-date energy advice services and fuel poverty training.

As well as our existing suite of training NEA can create bespoke courses to respond to specific needs.

We look forward to welcoming you on one our courses soon. For further information about of the courses and fees please contact

Nichola MacDougall  
Training Officer  
T: 028 9023 9909  
E: nichola.macdougall





# ARE YOU WINTER READY?

## Energy Efficiency in the Home

At National Energy Action (NEA NI) we are concerned that higher energy prices, reduced incomes and leaky, inefficient housing could put many households in Northern Ireland at increased risk of fuel poverty this coming winter. These increases come at a time when many household budgets are already stretched thin.

However, at NEA we know that some simple changes to day to day activities could make big differences to household bills.

To assist household, NEA are providing **FREE Energy Efficiency information sessions** online or face to face across Northern Ireland

The following topics are included:

- Impact of living in cold, damp home
- Taking control – understanding your heating system
- Energy efficiency low cost/no cost top tips
- Keeping the heat where it is needed - reducing heat loss
- Causes of and remedies for consideration
- Comparing and switching energy suppliers
- Advice and Support

For further information contact

Nichola MacDougall, NEA Training Officer

Email: [Nichola.MagDougall@nea.org.uk](mailto:Nichola.MagDougall@nea.org.uk)

Keep up to date with our events on

Twitter @NEA\_Nireland | Facebook: @NEANorthernireland



## Energy Efficiency In The Home Keeping Warm and Well

At National Energy Action (NEA NI) we are concerned that higher energy prices, reduced incomes and leaky, inefficient housing could put many households in Northern Ireland at increased risk of fuel poverty this coming winter. These increases come at a time when many household budgets are already stretched thin.

**However, simple changes to day-to-day activities could make a big difference to household bills. Here are a variety of no cost/high low cost energy savings tips.**

- You can save around £55 just by remembering to turn off electric appliances and not leave many of them on standby, e.g TV, laptops, mobile phones
- Room thermostats allow you to set the temperature your home heats up to and maintains. Turning it down by only 1 degree could save you around £80-100 per year.
- Only boil the water you need in your kettle. This can save you £12 per year.
- Effective insulation of your hot water cylinder is important. Increasing the insulation 80mm thick could save you £45 a year. Increasing loft insulation to 270mm can save between £350 -£300 per year.
- Only run the dishwasher when full. 1 less run per week could save £15 per year.
- Save an average of £65 on electricity a year by drying clothes on a clothesline instead of using a tumble dryer
- Spending one minute less in the shower every day will save up to £9 per person off your household energy bill each year.
- Washing clothes at 30 degrees and 1 less cycle per week can save around £15 a year on energy.
- Switch off lights when not in use. This could save you between £4-£13 per bulb per year
- Draughtproofing windows/doors can save around £40 per year. Chimney draught excluder can save an additional £20

## **Are you experiencing financial hardship?**

Speak to your energy supplier if you are worried about your energy bills and to find out if you are eligible for additional services. To find out if you are claiming all of the benefits you are entitled to call

Advice NI

Freephone Advice Helpline: 0800 925 4604 Email:

[advice@adviceni.net](mailto:advice@adviceni.net)

Make the Call Service

Freephone (network charges may apply) 0800 232 1271 Email:

[makethecall@fdfcni.gov.uk](mailto:makethecall@fdfcni.gov.uk)

Check to see if you are getting the best deal for your energy. You could save hundreds of pounds a year on your bills by switching supplier or changing tariffs with your current supplier. Use a price comparison site.

Customer Council Tel 028 9025 1600

Email [info@consumercouncil.org.uk](mailto:info@consumercouncil.org.uk)

Web: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

### **Additional Support**

NI Energy Advice offers free independent and impartial energy advice to domestic households in Northern Ireland – including advice about energy grants and other sources of help

Freephone: 0800 111 4455 Email: [nienergyadvice@nihe.gov.uk](mailto:nienergyadvice@nihe.gov.uk)

Website: [www.nihe.gov.uk/community/NI-Energy-Advice](http://www.nihe.gov.uk/community/NI-Energy-Advice)

### **Training and Advice**

NEA are offering FREE Energy Efficiency training and advice sessions to organisations and households throughout Northern Ireland. These sessions can be delivered face to face or via Zoom.

**For further information contact**

**Nichola MacDougall, NEA Training Officer**

Email: [Nichola.MagDougall@nea.org.uk](mailto:Nichola.MagDougall@nea.org.uk)





# Family Fund

<p><b>Application deadline: Ongoing</b></p> <p><a href="https://www.familyfund.org.uk/FAQs/how-do-we-apply">https://www.familyfund.org.uk/FAQs/how-do-we-apply</a></p>	<p>Emma McKeown <a href="mailto:Emma.McKeown@familyfund.org.uk">Emma.McKeown@familyfund.org.uk</a> Partner Engagement Manager – Northern Ireland Mobile +44 7818 456378</p> <p>We help families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under. You can apply to Family Fund if:</p> <ul style="list-style-type: none"><li>• You live in England, Northern Ireland, Scotland or Wales</li><li>• You are the parent or carer of a disabled or seriously ill child or young person aged 0-17 who lives with you</li><li>• You are currently living in the UK and done so for at least six months, or three months if your child is less than six months old.</li><li>• You are eligible to work and apply for public funds</li><li>• Your child is not in Local Authority care</li><li>• You need to also have evidence of entitlement to any one of the following: *<ul style="list-style-type: none"><li>▪ Universal Credit</li><li>▪ Child Tax Credit</li><li>▪ Working Tax Credit</li><li>▪ Income-based Jobseeker's Allowance</li><li>▪ Income Related Employment Support Allowance</li><li>▪ Income Support</li><li>▪ Housing Benefit</li><li>▪ Pension Credit.</li></ul></li><li>• Your child or young person has a high level of additional support needs arising from a long-term disability or disabling condition or a serious or life limiting illness. By long term we mean lasting or likely to last 12 months or more. Please read our <a href="#">child and young person eligibility criteria</a>.</li></ul> <p>Notes: We're now urging families living on low incomes in Northern Ireland, with disabled or seriously ill children or young people aged 17 and under, to apply for urgent grant support for essential items, to see them through these final winter months. NOTE: IF A FAMILY HAS RECEIVED A GRANT WITHIN THE LAST 12 MONTHS THEN UNFORTUNATELY THEY ARE NOT ELIGIBLE – ELIGIBILITY IS AVAILABLE AT THE WEBSITE LINK BELOW.</p> <p>Few quick links to areas of our website where you will find more detailed information.</p> <p>Main grants programme: <a href="#">Grants: Northern Ireland   Family Fund</a> <a href="#">Who do we help?   Family Fund</a> <a href="#">Child and young person eligibility criteria   Family Fund</a> <a href="#">Grant items   Family Fund</a> <a href="#">Apply for a grant   Family Fund</a></p>
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Information on the Children in Need Emergency Essentials Programme with link [BBC Children in Need Emergency Essentials Programme - Family Fund Business Services](#)  
[Family Fund Business Services \(familyfundservices.co.uk\)](#)

The link to our Your Opportunity Programme is also here [Your Opportunity: Help for 18-24 year-olds | Family Fund](#)

The urgent application service

Is a dedicated service for registered third party professionals. We provide help on behalf of the parent/main carer with a disabled child or young person where the disabled child or young person is going through an unexpected medical crisis or is at the end stages of life. The urgent service aims to deal with applications within 24 - 48 working hours of receipt.

### **When to use the urgent service**

You can make an application via the urgent service where:

A child/young person is seriously ill in hospital or at home and is not expected to live for long.

A child/young person has been in hospital for over five days and there has been or is likely to be a significant financial impact on the family.

A disabled child is experiencing an unexpected medical crisis and the family need immediate assistance related to this medical crisis.

A child/young person is undergoing intensive treatment protocol and may be attending hospital throughout the week but not an inpatient.

How to register

To register, email your full work contact telephone number and address including your job title and department to:

[urgents@familyfund.org.uk](mailto:urgents@familyfund.org.uk)

We will contact you to confirm that you have been registered. You will then be able to start making applications. Please do not complete an application with a family before confirmation of your registration has been given. We must decline any urgent application that has been completed by someone not registered to use the urgent service.

[Home - Buttle UK](#)

[Chances for Children Grants - Buttle UK](#)

Grants are made directly to children and young people who are facing a range of complex issues. They are tailored to their particular needs, in order to prevent them from falling further into crisis and help them to transform their lives.

The grants pay for a range of items and costs, many of which are those we would expect any child growing up in the UK to have, but which their parents or carers cannot afford. In a small number of cases, where home is not the best place for a child to be, the grant pays for them to attend boarding school.

What makes our Chances for Children grants different is that they offer a holistic funding package designed to meet the multiple needs of vulnerable children and young people.

The grants meet immediate practical needs by paying for household items, but also meet a child's longer-term educational and emotional needs. As such, we have found that they can have a disproportionately positive impact compared to their monetary value; in some cases, they are transformational. There is nothing else like them available within the social care sector.

<p><a href="http://www.svp.ie">The Society of St. Vincent de Paul - Ireland - St Vincent De Paul (svp.ie)</a></p>	<h2><b>Society of St Vincent de Paul in the North</b></h2> <p>Each year in Northern Ireland, the Society spends almost £3m on those in need and most vulnerable in our communities. As well as expending this in direct financial assistance, other essential items such as food, fuel and household items are also given in support.</p> <p>We offer a confidential, person centred, non judgemental service to individuals and families, whoever or wherever they are. Home visitation is the cornerstone of our work. We are a member-led organisation and our pool of almost 1,800 volunteers work tirelessly to meet the needs of those seeking our help and support.</p> <p>The Society is also involved in many other activities, some of which are listed below:</p> <ul style="list-style-type: none"><li>• Breakfast &amp; Afterschool Clubs</li><li>• Childcare facilities</li><li>• New Furniture</li><li>• <a href="#">32 'Vincent's' Clothing Outlets</a></li><li>• Hospital &amp; Prison Visitation</li></ul> <p>Depending on their resources, local groups can offer help with befriending/visiting, clothing, food, furniture, debt counselling or transport. We do not normally provide financial help but this depends on the capacity of the local group. Not a grant giving organisation. However the local group, may be able to offer limited financial assistance for specific needs, depending on their local capacity.</p>
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### How do I ask for help?

To ask SVP for help, you can contact SVP by phone on tel 028 9035 1561 or via the website at [www.svp.ie/requesthelp](http://www.svp.ie/requesthelp)

When you contact SVP, a member of staff will take your contact details and someone will contact you to arrange for two members from your local Conference to visit you.

Members will try to arrange to visit as soon as possible, at a time that suits you. Usually they visit within 10 days of you contacting the Society.

### What happens after I contact SVP?

1 Where possible, SVP will phone you to arrange for members to visit you. This phone call may be from a private number so the number might not appear on your phone.

2 Two SVP members will visit you to offer friendship and support. They will talk with you about your situation and they may take notes. These notes are private.

3 When your local SVP Conference next meets, the members who visited you will explain your situation. Conference members will decide the best way to support you.

4 The SVP members who visited you may phone you to arrange another visit. When they visit, they will explain if and how they can help you.

5 The SVP members may visit you a few times or more, if needed.

6 Every situation is different and SVP members will match assistance and visits to your own needs.

Your local SVP Conference may offer you one or more of the following types of help:

Friendship and support

Help with money problems

Information about other services you can use

Help with explaining your case to other organisations (advocating for you)

Help with coming to an arrangement (negotiating for you) with other organisations you might owe money to.

### Confidentiality

SVP visits are confidential. This means that SVP does not share any information you provide without your permission. For information on GDPR/data protection, please visit [www.svp.ie](http://www.svp.ie).

The members who visit you will talk about your situation with other members of their SVP Conference. They may also talk to other SVP members or staff but only if they need to do this to help you.

Members of SVP must help protect children, young people and vulnerable adults. This means that if a member believes that a child, young person or vulnerable adult is at risk or in danger, they must report it. This policy is part of the SVP Safeguarding Policy.

If a member of SVP has any safeguarding concern, they will try to talk to you about it before they report it.

### Becoming a Member of SVP

If you would like to become a member of SVP, please email [info@svpni.co.uk](mailto:info@svpni.co.uk)

### Vincent's

If you would like to become a volunteer at one of SVP's Vincent's charity shops, please visit [www.svp.ie](http://www.svp.ie)

<b>Libraries NI</b>	
<p>Service offered to support families with cost of living</p>	<p>Libraries NI offers opportunities for all members of the community to access a range of free services.</p> <p>Whether you're looking to borrow books or need help to get online, a quiet place to study, a warm and safe place to relax or a place to chat and meet new people</p> <p>There are 96 branch libraries, two specialist libraries and multiple mobile stops across Northern Ireland. All of which provide a range of resources for people who live, work or study here.</p> <p>Branch libraries offer book borrowing, free Wi-Fi and computer use, printing and photocopying facilities as well as social activities and events. Some also have study space and access to special heritage collections. All branches are warm, welcoming places and have seated areas for study, reading and computer access. To avail of the services on offer, it is completely free to join up and use. There are weekly activities on in all branches such as rhythm and rhyme, tea and newspapers, knit and natter and monthly junior and adult book groups.</p>
<p>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, warm place etc.)</p>	<p>Free wi-fi, free access to computers, books, ebooks, e-magazines, e-newspapers, audiobooks, free weekly and monthly groups and activities, homecall services, mobile libraries, IT assistance and lessons to improve your it skills, kids board games, lego, craft and storytime sessions.</p>
<p>How to access: (phone, email, referral process etc.)</p>	<p>Phone, email or come in person to the branch for details of what is available</p>
<p>is there a waiting list?</p>	<p>No</p>
<p>Is there an expected response time? How long is this?</p>	<p>No</p>
<p>Further Information: (e.g. time frame of provision/availability etc.)</p>	<p>Opening hours for all branches are available on the librariesni website and there are also 7 'Out- Of-Hours' libraries that can be accessed outside of normal opening hours.</p>
<p>Area Covered</p>	<p>All of northern Ireland</p>

# Safe Food

For more information follow the link  
<https://www.safefood.net/transform>

## Tips for making a great shopping list

1. Keep a running “to-buy” list of items you regularly buy
2. Check what food you have in your cupboards, fridge and freezer
3. Do a meal plan for the week based on what food you have
4. Add extra ingredients you need to your “to buy list”

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- 4** Add extra ingredients you need to your “to-buy” list

**Remember** → **Stick to your list**

## Northern Ireland Oil Buying Clubs

For more information go to:

[The Housing Executive - Oil Buying Clubs \(nihe.gov.uk\)](http://nihe.gov.uk)

### What is an Oil Club?

Oil Buying Clubs are based on a simple idea - the more people that buy oil together, the lower the cost. You can buy as little as 200 litres of oil. When all club member orders are put together, the Club can get a better price.

The best way to negotiate a great price for your Club, is NI Oil Buying Network negotiating on the intended bulk order, on behalf of an area of clubs. Savings made are passed on to all members.

The more people that take part in the initial orders, the greater the savings.

We are open to new membership. We can help you set up a new club in an area of need.

For more information:

email: [oilbuyingclubs@nihe.gov.uk](mailto:oilbuyingclubs@nihe.gov.uk) or

Freephone: [0800 111 4455](tel:08001114455) to speak with an Energy Adviser

### More about Oil Buying Clubs

For your benefit, Oil Buying Club processes have changed.

#### Easy as 1.2.3.

- We take your 'intended' order and negotiate with suppliers for the best price.
- We send you the best reduced price with an order discount code via text, email or phone call.
- You place your own order by the supplier deadline, in 1 to 3 days  
(\*Or, the selected supplier may choose to follow-up on your order by phone)

### What are the Benefits?

You can buy as little as 200 litres without having to buy larger bulk orders.

It is free to join.

Ordering through an Oil Club means you can avoid having to buy 'emergency 20 litre oil drums', which can be much more per litre than a distributor might charge.

You avoid the risks with transporting oil in your car and transferring oil into the tank.

Save money - members benefit from a reduction in price per litre with the larger volume order.

Supplier saves on delivery costs.

Fewer vehicle movements equals a reduction in CO2 emissions - fewer deliveries reduces the number of tanker journeys – safer for the community and better for the environment.

Produces social cohesion and sense of community spirit.

**Membership open to home owners, private renters, and NIHE/Housing Association tenants.**



## ASDA Meal Deals for OAPs and Kids

### **£1 meal deal for OAPs is part of the new 'winter warmer' initiatives**

We're launching a range of new 'winter warmer' initiatives to support customers and community groups struggling with the cost-of-living crisis.

Throughout November and December we're offering people aged 60 and over the chance to enjoy soup, a roll and unlimited tea and coffees for just £1 in any of our cafes.

The offer is available all day, every day and will run alongside the current 'Kids eat for £1' offer which continues to be hugely popular.

### **For Community Groups**

Meanwhile, the cost of living grant programme led by Asda's charity The Asda Foundation will support grassroots organisations who are providing a lifeline in their communities during these tough times. "The Asda Foundation is providing funding worth £500,000 to support community groups that are struggling with rising operating costs or increased demand for their vital services in the current climate

Individual grants worth up to a maximum of £2,000 are available and priority will be given to groups and charities that need financial help to cover increased energy costs or who want to use their facilities to create 'warm banks' – spaces where people can keep warm this winter if they can't afford to always heat their homes.

We're also running a 'Community Cuppa' campaign in our cafes by creating space for community groups who may otherwise struggle to meet due to rising energy costs. Spaces will be available on weekdays in November and December from 2pm to 6pm and all community group members who visit will receive unlimited free tea or coffee.

<https://corporate.asda.com/20221006/1-meal-deal-for-oaps-is-part-of-our-new-winter-warmer-initiatives>

## Scamwise NI

For more information  
[Scamwise NI | nidirect](#)

We're urging you to be on your guard against fraudsters operating cost of living scams such as falsely offering grants, or scam energy discount texts.

We want you to be

**#ScamAware**

**You don't need to apply or provide your bank details to get the energy discount. If you are asked to apply, it's probably a scam**

We are now officially in autumn and the clocks go back on the 30<sup>th</sup> of this month, meaning shorter days and colder weather. This can be a cosy time for many, but we understand the cost of living may make this a worrying time too. We in the Money Guiders NI Network want to support you and your colleagues, so that in turn we all are able to support ourselves and our service users. This month we encourage you to reach out and **#AskTheQuestion** – the Network is there to help! Read on to find out what's going on across the **Money Guiders Northern Ireland network** in October, what **free-to-access events** are coming up this month and read some useful **hints and tips** for saving money that you can share with your service users and colleagues.

We're here to help you support your customers & service users

The [Money and Pensions Service](#) set up the Money Guiders Northern Ireland Network in March 2021 as part of the wider [Money Guiders](#) programme, which aims to support their UK-wide [Strategy for Financial Wellbeing](#). Delivered by [Reed in Partnership](#), Money Guiders Network NI aims to support organisations that deliver non-accredited money advice throughout Northern Ireland, by creating a community of money guiders where learning and sharing about good practice is at the heart of the conversation.

Our [Network](#) provides a range of provisions to support this including free monthly events, webinars and peer-to-peer pathfinder clinics where you can connect with other organisations that can help you learn and support your end-users. Please feel free to forward this newsletter onto any colleagues who you feel might find it of interest!

## Who is a 'Money Guider'?

Anyone who delivers non-accredited money guidance in their day-to-day duties. By this we mean those day-to-day money issues your end-users deal with. For example, how to manage on a low income, resolving credit card debt, affording a car, a house, how to save, lifestyle budgeting' etc.

Our Network includes a wide range of members in different roles including Youth Workers, Welfare Officers, Support Workers, Housing Officers, Employment Advisers, Consumer Rights Advisers, Skills Trainers, Project Officers amongst many others.

**If you're not a member yet and you would like to join, click [here](#). Alternatively, if you would like more information, please send us an email to [moneyguidersni@reed.com](mailto:moneyguidersni@reed.com).**

**About the scheme**, The Troubles Permanent Disablement Payment Scheme is being run by the Victims' Payments Board (VPB). It acknowledges the harm suffered by those injured in the NI Troubles/conflict and aims to promote reconciliation between people in connection with NI's troubled past. It also recognises the implications of living with a permanent disability caused by a Troubles-related injury, including the financial impact on individuals and their families. The scheme can provide payments to those who have suffered permanent disability (either physical or psychological) as a result of an injury caused, through no fault of their own, in an incident related to the troubles/conflict.

**What evidence do I need to provide?** When you have made an application VPB (victims payments board) will assess the extent of your permanent disability to make a decision on your entitlement to payments. You do not need to get any additional medical information before applying.

**Who can apply?** Your application will need to meet a number of criteria to be entitled to payments. For example, an injury caused by a Troubles-related incident must have resulted in a permanent disability level of at least 14%, as assessed by a suitably qualified healthcare professional. You can make an application on behalf of someone who has died if that person could have nominated you to receive payments from the scheme. What payments are available under the scheme? The level of payment will depend on the extent of your permanent disability resulting from a Troubles-related incident. Payments could range from about £2,000 to £10,000 per year. You may be able to nominate someone close to you to receive payments for up to 10 years after your death. You may also be entitled to a payment backdated to 23 December 2014, but you must apply by 31 August 2024 (or a later date if decided by the Secretary of State for NI). If you make an application on behalf of someone who has died, any payments you receive will depend on the extent of the permanent disability of the person who has died.

**How to apply?** The scheme is open for applications from 31 August 2021 to 31 August 2026 (or a later date if the Secretary of State for NI extends the scheme). You can apply online at [www.victimspaymentsboard.org.uk](http://www.victimspaymentsboard.org.uk) or let one of our experienced Pension Officers help you with completing this application.

If you or someone you know needs any help, advice or assistance with this, please get in touch with Bridge of Hope, [www.bridgeofhope.support](http://www.bridgeofhope.support) Thomas or Ronan on Tel: (028) 90322289 or email [thomas.ferguson@ashtoncentre.com](mailto:thomas.ferguson@ashtoncentre.com) or [ronan.mccaffrey@ashtoncentre.com](mailto:ronan.mccaffrey@ashtoncentre.com)




Information and advice about support with the cost of living, including:

- help with energy costs
- help for families and children
- help with your income
- help for older people
- help with housing
- help with other costs

Find out more: <https://nidirect.gov.uk/cost-of-living>



# **Belfast Area**



**Come along to our TOY SWAP  
On 16<sup>th</sup> and 17<sup>th</sup> May  
12.30pm-1.30pm**

How does it work?

Adults and small babies are invited to attend the Toy Swap

Everyone coming will leave their toys in the week before the swap.  
Please give these toys to James/Caroline at reception.

You can donate as many toys as you like, but a minimum of 2  
Toys should be clean and in good condition  
Toys should be suitable for age 0 to 6 years

On the days of the Toy Swap:

12.30pm-12.45pm: Browse the toys on offer

12.45pm: Let the swap commence! Everyone will be given the opportunity to take their 1<sup>st</sup> preference 'new to you' toy. You will then have the opportunity to take a second toy. After everyone has 2 toys, people can take whatever else they like.

Tea and coffee will be provided. Anything left will be donated to local charities



Mencap Centre  
5 School Rd  
Belfast BT8 6BT



16 and 17 May, 12.30pm-1.30pm



028 9069 1351 (Cathy Mannus)

## Farset Hotel Belfast



1-4pm Monday to Friday anyone in the community who needs clothing support in these hard times pop into our clothing bank and let up help.

Farset, 466 Springfield Road,  
Belfast  
BT12 7DW  
028 9089 9833 or  
074 9531 6968

The team is ready to help  
#communityengagement





# Belfast City Council

Our Stay Warm fuel stamp scheme helps households spread the cost of home heating oil. Our website lists retailers where you can pick up stamps or start a saving card, along with details of participating oil companies.

Lots more information is available on our website – [www.belfastcity.gov.uk/staywarm](http://www.belfastcity.gov.uk/staywarm)



# The Parent Rooms



## Coffee & Play

*FRIDAYS 10AM-11.30AM @HOUBEN CENTRE  
(INSIDE HOLY CROSS CHURCH), 432 CRUMLIN  
ROAD, BELFAST*

Join us at our drop-in coffee mornings with or without your little one,  
whichever you prefer.





Grab yourself a cuppa and have a chat with other parents.  
We have a range of sensory toys and play equipment for your little one  
to enjoy.

**FREE** drop in coffee morning – no pre booking required – if you want  
more info email [carly@theparentrooms.co.uk](mailto:carly@theparentrooms.co.uk)

## Queen's Students' Union

As part of our ongoing campaign to mitigate the impact of the cost-of-living crisis on our students, we have teamed up with the University to provide The Pantry, a free refill station, located on the Ground Floor of One Elmwood.

Products include:

-  cereals/grains
-  pasta/noodles/pulses
-  herbs & spices
-  household items

Opening Hours\*

Mon 12-2pm & 5-6:30pm

Tues 12-2pm

Wed 12-2pm & 5-6:30pm

Thurs 12-2pm

Fri 12-2pm



\*subject to change depending on stock availability



## Warm Spaces

### Warm Welcomes

Our community centres are opening their doors this winter to support older people in the community.

Our warm spaces warm welcomes campaign will see each community centre dedicate time each week for older people to drop into their local centre for company, chat and a hot cuppa

#BelfastTogether



[www.belfastcity.gov.uk/warmspaces](http://www.belfastcity.gov.uk/warmspaces)



Belfast  
City Council

Centre	Day	Time	Contact
Ardoyne	Wednesday & Thursday	2-4pm	028 9074 8523
Braniel	Wednesday & Thursday	9.30-1.30pm	028 9040 1444
Clonduff	Friday	9.30-12.30pm	028 9040 1444
Concorde	Monday & Wednesday	1-4pm	028 9071 2450
Cregagh	Monday Tuesday & Wednesday	9.30-12.30pm 1-4pm	028 9040 1444
Dee Street	Wednesday & Friday	1-4pm	028 9045 8113
Divis	Monday & Tuesday	11-2pm	028 90458113
Donegall Pass	Wednesday & Friday	9.30-12.30pm	028 9032 7661
Duncairn	Tuesday	9.30-12.30pm	028 9074 0212
Finaghy	Monday & Friday	6.30-9.90pm	028 9062 0474
Glen Road	Monday Wednesday	10-12 noon 4pm	028 9062 7189
Highfield	Friday Tuesday & Wednesday	10-1pm 2-4pm	028 9039 1009
Glen Road	Monday	10-12 noon	028 9062 7189
Hammer	Wednesday	1.30-4pm	028 9033 2860
Highfield	Friday Tuesday & Wednesday	10-1pm 2-4pm	028 9039 1009
Inverary	Monday Tuesday	1-4pm 9.30-12.30pm	028 9047 1456
Knocknagoney	Friday	9.30am-12.30pm	028 9076 1432
Ligoniel	Monday, Tuesday & Thursday	10am-1pm	028 9071 9337
Markets	Wednesday	1-4pm	028 9023 5969
Morton	Tuesday & Thursday	9.30-12.30pm	028 9068 1874
North Queens Street	Monday, Wednesday, Friday	10-1pm	028 90323945
Sandy Row	Tuesday and Wednesday	1-4pm	028 9032 3945
Suffolk	Monday & Friday	9.30am-12 noon	028 9060 2564
Tullycarnet	Wednesday & Friday	2pm-4pm	028 9048 1816
White City	Tuesday Monday & Thursday	10-12 noon 2-4pm	028 9058 6180
Whiterock	Monday & Wednesday	2pm-4.30pm	028 9032 8623

For more information, email  
[community@belfastcity.gov.uk](mailto:community@belfastcity.gov.uk)

[www.belfastcity.gov.uk/warmspaces](http://www.belfastcity.gov.uk/warmspaces)



**Belfast**  
City Council



## Belfast City Council

Cost of living

# Cost of living support

[Cost of living support \(belfastcity.gov.uk\)](http://belfastcity.gov.uk)

- Fuel poverty hardship fund
- Help with food
- Help for families and children
- Volunteering opportunities
- Top ten tips to save energy from NEA
- Help with energy costs
- Warm and welcome spaces
- Help for older people
- Other support and advice



# South Belfast Cost of Living Crisis Plan

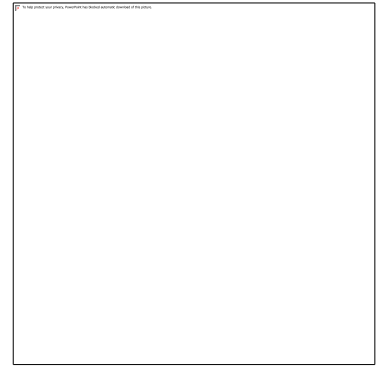
A guide providing practical  
support, resources and helplines  
for South Belfast

Contact Strategic Health Officer, Emily Brown  
emily.brown@forwardsouth.org /  
07394569153



[Forward South Partnership Health & Wellbeing](#)  
recently launched the South Belfast Cost of Living  
Plan at South Belfast Health Forum. The guide  
provide practical support and resources to the cost of  
living crisis. Please view the plan at

<https://forwardsouth.sharepoint.com/:b:/g/EWufmMMiXYhMkanIV8NFobwB2u-Jyuluu86fdQLbRFH70>



## Support and advice

Community Foodbank and advice at MCA  
The **Community Foodbank** is now based at  
Marrowbone Community House.

Opening hours are **Monday, Tuesday, Thursday  
and Friday 10.30am to 1pm.**

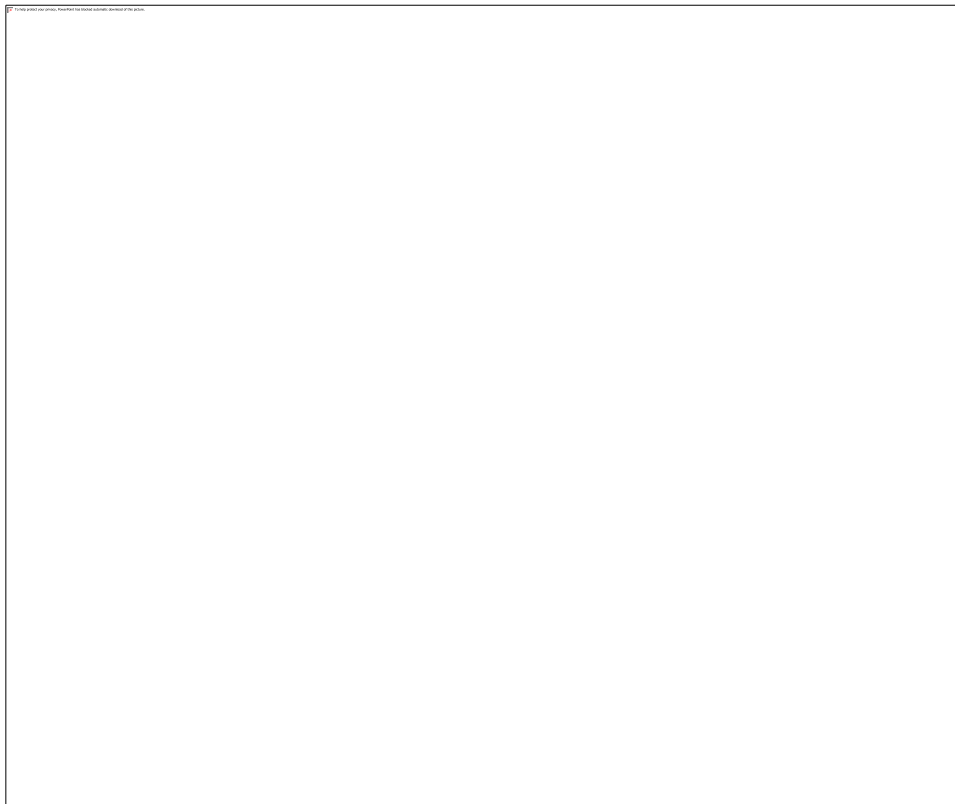
Call in to request help and support, to donate or to  
volunteer.

Or ring **07783613609**

Or you can make [online donations here](#)

**Benefits advice clinic is Thursday 10am to 1pm.**





**Ardoyne Association** has extended its opening hours to include Wednesdays from 5pm onwards and Saturday mornings, for those who are unable to attend their advice sessions during office hours. Advisers are urging everyone to get a Full Benefit Check, including those who are working and may have an entitlement.

To book an appointment, phone  
**028 9071 5165.**

**North Belfast Advice Partnership** is now holding advice sessions in Grove Community Housing Association on Tuesdays, Wednesdays and Thursdays. Free advice on benefits, debt and housing, as well as crisis intervention food parcels across North Belfast.

To speak to an adviser, drop in Tuesday mornings between 9.30am and 12.30pm or make an appointment through the Vine Centre 028 9035 1020.

## Do you need benefits advice?

Ashton is delighted to have an Advice Service available at the Ashton Centre each week

If you would like an appointment for advice or support with completing forms.

Contact Christine McKeown or Fionnuala Black for an appointment.

[Christine@ashtoncentre.com](mailto:Christine@ashtoncentre.com)  
[Fionnuala@ashtoncentre.com](mailto:Fionnuala@ashtoncentre.com)  
Or telephone: 028 9074 2255

<b>Aston/Lower North Belfast Family Support Hub</b>	
<b>Service offered to support families with cost of living</b>	Various forms of Support through Ashton/Lower North Belfast Family Support Hub
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Supermarket Vouchers (£50 or £100 depending on the size of the family )  Uniform Drive (during summer)
<b>How to access: (phone, email, referral process etc.)</b>	Referral to the Family Support Hub
<b>Is there a waiting list?</b>	No
<b>Is there an expected response time? How long is this?</b>	If referral for finance as soon as it arrives from referrer
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	Limited amount of vouchers so available until all are allocated
<b>Area Covered</b>	Lower North Belfast

## Ashton Launches Community Food Store – The Pantry

Ashton Community has just embarked on a new community project. The initiative is called “The Pantry”, a Community Food Store project based in the Ashton Centre.

### **Whole Service Approach**

A community Food Store differs from Food Bank in that it doesn't just provide food but works to provide a “whole service ”approach. This means the pantry operates on a membership basis where participants will be provided with support from trained volunteer mentors. This is aimed at helping members develop skills including things like budgeting, debt management, cooking, nutrition and help with advice

### **Membership**

Once you join the Pantry, you pay a weekly membership fee of £5. This five pounds enables you to avail of a weekly shop of approximately £40 for a period of 12 weeks. Both food and hygiene products are available through the Pantry. Members purchase items based on their own preference. Items are colour according to their value.





## Food Values Course

Are you interested in eating better, feeling better and having more money in your pocket? If so our Food Value Course is for you”



Learn how to cook on a budget, shop smart to make your money go further, understand the link between food and mood and how “fakeaway a takeaway”

Free course starting soon – limited places available

This programme is being delivered in partnership with New Lodge, Duncairn Community Health Partnership

Email: [Eileen.oprey@ashtoncentre.com](mailto:Eileen.oprey@ashtoncentre.com),  
[caroline.mcilwee@ashtoncentre.com](mailto:caroline.mcilwee@ashtoncentre.com),  
[alana.mckeown@ashtoncentre.com](mailto:alana.mckeown@ashtoncentre.com) or call 028 90742255 and ask for any of the team



# FREE FOOD FRIDAY

Partnering with the food waste charity FareShare, our free food table will be placed on Castleton Avenue each Friday from 9.30am, until the food has gone.

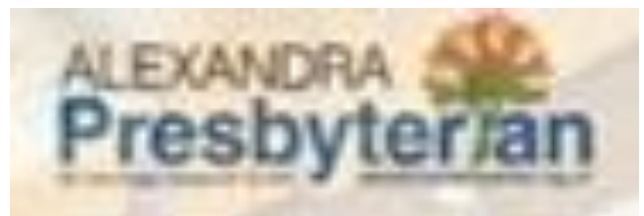
The table is unmanned, and you can simply come along and take what you need for yourself, a friend or neighbour - it is all completely free of charge.



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# WALK INN FOOD BANK

## FREE FOOD

We Are Stronger Together

Every Thursday

11am – 2pm

HOMESLESS

POVERTY

HUNGER

CRISIS

WALK INN FOOD  
BANK

**FREE**  
**FOOD**

We Are Stronger Together

**EVERY THURSDAY**

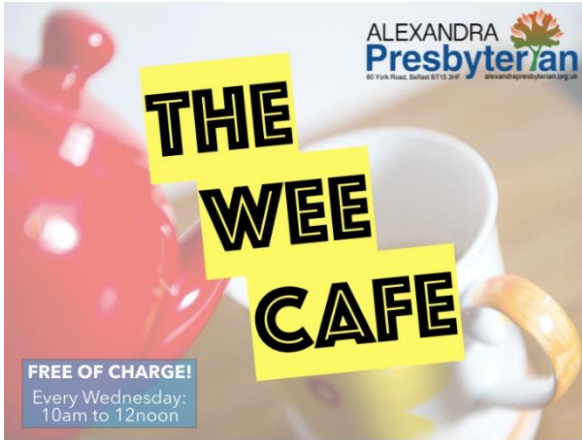
11.00 am - 02.00 pm

**HOMELESS**

**POVERTY**

**HUNGER**

**CRISIS**



## The Wee Café

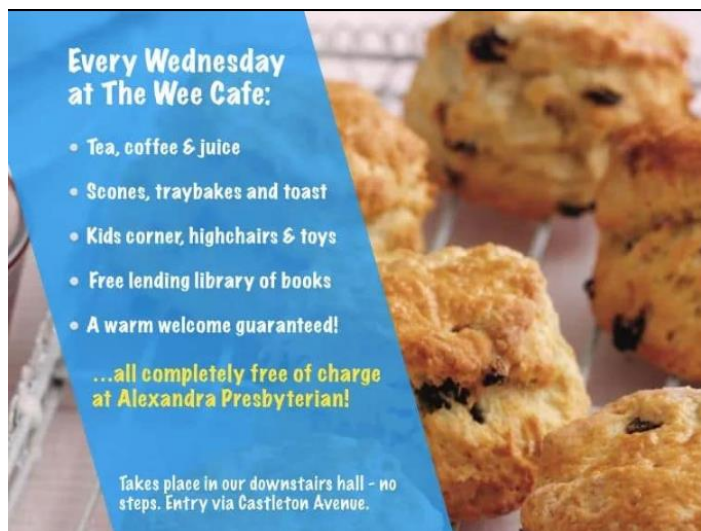
**Free of charge!**  
**Every Wednesday: 10am to 12 noon**

### Everywhere Wednesday at The Wee Café

- Tea, coffee and Juice
- Scones, traybakes and toast
- Kids corner, highchairs and toys
- Free lending library of books
- A warm welcome guaranteed!

**All completely free of charge at Alexandra Presbyterian!**

**Take place in our downstairs hall – no steps. Entry via Castleton Avenue**





STARTING TUESDAY 15TH NOVEMBER

# WARM WELCOME TUESDAY

Church open every  
Tuesday from 10am to  
7pm EVERYONE  
WELCOME!

## CLUB



Meet new friends  
Free wifi  
Free tea & coffee  
Free heating



Lunch served @ 12.30pm Hot Dinner @ 5.30pm

We are opening our church from 10am to 7pm as a warm space for those in our community to come for heat and fellowship with others. Tea, coffee and other refreshments served all day with lunch served at 12.30pm and a hot dinner at 5.30pm.  
All welcome!

**Join us for our new Cozy Club**

**Tuesday 1-3pm  
(Fortnightly)**

**Grab something to eat and enjoy socialising with others in  
the heat and comfort of the church**

**Cost £1**

**Donegall Road Methodist Church**



# Cosy Hubs

## Ballynafeigh

Monday – Ballynafeigh Methodist : 12.30-3pm

Tuesday- Annadale Community Centre: 10-12pm

Cooke Centenary: 12.20-2.30pm

Wednesday- St Judes: 12-1pm

Thursday – Good Shapherd: 10.30-12.30pm

BCDA: 5-8pm

Ballynafeigh Methodist : 6-7pm

Friday – St. Johns : 10.30 – 12.30pm

Lets stay warm together this winter!



*Cosy Hubs*  
**BALLYNAFEIGH**

**Monday** - Ballynafeigh Methodist : 12.30-3pm  
**Tuesday** - Annadale Community Centre : 10-12pm  
- Cooke Centenary : 12.30-2.30pm  
**Wednesday** - St Judes : 12-1pm  
**Thursday** - Good Shepherd : 10.30-12.30pm  
- BCDA : 5-8pm  
- Ballynafeigh Methodist : 6-7pm  
**Friday** - St John's : 10.30-12.30pm

*Let's stay warm together this winter!*

## **Ballynafeigh Methodist Church**

Community Meal Every Thursday 6-7pm at  
Ballynafeigh Methodist Church Hall.

All welcome, loads of craic, please come as you  
are and join us.

No Charge

 **1-10 Florenceville Drive, Belfast, GB-  
NIR**

# Belfast Met – Student Union

A promotional poster for the 'Wear n' Share' initiative. At the top left, the title 'Wear n' Share' is written in a blue, cursive font, with a blue clothes hanger icon above the 'n'. To the right is the 'belfast met' logo. Below the title is a question: 'Do you have good quality clean clothing sitting in your wardrobe? Would you like to donate and swap them for other items that you could reuse?'. The middle section features a photograph of several hoodies hanging on wooden hangers. To the left of the photo, there are four sections: 'Location' (Students' Union, Titanic Quarter Campus), 'When' (Every Thursday, starting 6th October 2022), 'Time' (11.00am - 3.00pm), and 'Resuse & Recycle' (You can donate and swap up to 10 items). At the bottom left, contact information for Heather Houston is provided. At the bottom right, there is a circular blue logo for the '2022 Sustainability Hub' featuring a globe and a leaf.

## ***Wear N' Share***

Do you have good quality clean clothing sitting in your wardrobe? Would you like to donate and swap them for others items that you could recuse?

Come along to Wear n' Share items at Belfast Met's Clothing Sustainability Scheme

### **Location**

Students' Union  
Titanic Quarter Campus

### **When**

Every Thursday, starting  
6 October 2002

### **Time**

11.am – 3.00pm

### **Rescue and Recycle**

You can donate and swap up to 10 items

Contact Heather Houston for further details  
[hhouston@belfastmet.ac.uk](mailto:hhouston@belfastmet.ac.uk)

# Belfast Met – Student Union

## Taste Not Waste

Around 1 million tonnes of food are thrown away by food businesses each year. Our Taste Not Waste project works closely with the Hospitality department aiming to be a zero-food waste entity.

In a bid to also support food poverty amid the rising cost of living, please come along to Taste Not Waste and collect some healthy meals.



The poster features the Belfast Met and Student Union logos at the top. Below them, the title 'Taste Not Waste' is prominently displayed. The main text explains the project's goal of reducing food waste and supporting food poverty. It includes details on location, timing, and duration. At the bottom, there is a photograph of fresh produce in a paper bag and a circular logo for the Sustainability Hub.

**belfast met** | **SU**

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- 📍 Location: Students' Union, Titanic Quarter Campus
- 📅 When: Every Thursday, starting 6th October 2022
- 🕒 Time: 11.00am - 3.00pm

20 Sustainability Hub 22

## Heat and eat scheme for people struggling during cost of living crisis launched in Belfast

A SCHEME to provide heat and a warm meal to people struggling amid the cost of living crisis has been launched in Belfast.

Available to anyone aged over 55, the 'Heat and Eat' scheme aims to help those in need during the continuing challenging times and the forthcoming winter months.

The initiative has been launched by the Springfield Charitable Association (SCA), which will provide dinner every Monday between 4pm and 6pm at its Cupar Street centre.

At the end of every four weeks those attending will receive a voucher for £20 to help with their energy bills.

The scheme, which aims to accommodate around 20 people, will last for 26 weeks and it is hoped that if additional support is received it could be extended further.

With the cost of living at its highest level in a decade, this winter could see some people forced to make the difficult decision between choosing to keep food on the table or heat their homes.

Gerard O'Neill from the SCA said they are "trying to make sure people have a little help over the next few months".

"The scheme is open to anyone over 55 to come in for a meal and we will also assist them with payment towards their energy costs," he said.

"We also hope that as the group gets together every week that they will support each other in the times ahead.

It comes at a time when there are real issues for people trying to manage their heating and food bills. We haven't got great resources ourselves, but we will do all we can to provide a meal and help with energy costs.

"It will also be a way of exploring other ways of supporting each other as a community, I think people will pull together.

"While it is set to run for 26 weeks, we hope that with further support, we could keep it going for longer."

For further information, please contact the SCA on 02890 235350.

<b>East Belfast Sure Start</b>	
<b>Service offered</b>	SureStart service providing a range of play and learning, health and family and social support to families in the SureStart area, from antenatal to up to 4 years.
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Family Support to access community support including fuel and food support, clothing, uniforms, pe kits, baby products Keep Warm Packs Distributor of hygiene products Slow Cooker and Smoothie Programmes
<b>How to access: (phone, email, referral process etc.)</b>	Self referral, Community, Voluntary and Statutory referrals to:-  <a href="mailto:admin@surestarteast.org.uk">admin@surestarteast.org.uk</a>  Or call 02890735686 or send a private message to our facebook page at East Belfast Sure Start  Referrals for midwife, play programmes, speech and language support and additional needs
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	Referrals dealt with weekly – we are responsive to need.
<b>Area Covered</b>	East Belfast Wards:- Mount, Island, Woodstock, Ballymacarrett, Cregagh, Bloomfield 1 and 3, Ballybeen Housing Estate



## Welfare benefits advice

We are here to help  
Food stock are offering free confidential welfare and benefits advice with an accredited advisor every Monday at our hub between 11am and 1pm


Book your appointment today – 07794304259

Paul. [Doherty@Foodstockcharity.com](mailto:Paul.Doherty@Foodstockcharity.com)



f t i

**FOODSTOCK**  
TACKLING POVERTY IN  
OUR COMMUNITIES

 Foodstock  
150 Andersonstown  
Road, Belfast, BT11  
9BY

**WELFARE  
BENEFITS  
ADVICE**

**WE ARE HERE  
TO HELP**

Foodstock are offering free confidential welfare and benefits advice with an accredited advisor every Monday at our hub between 11am and 1pm.

**Book your appointment today:**

 07794304259

 [Paul.Doherty@Foodstockcharity.com](mailto:Paul.Doherty@Foodstockcharity.com)



## **Kid's Winter Coat Scheme - Roar and Explore, Dairy Farm Shopping Centre, Stewartstown Road, Dunmurray.**

On Monday 17 October we are launching a "Kids winter coat scheme" to help families with young kids as we come into the winter months. The Coat Rail will be located in our entrance porch so you don not need to come into Roar and Explore to avail of the scheme.

What this means:

1: If you have an old coat (which is still in good condition) you can exchange it for a different size.

Or

2: You can simply take whatever you need from the coat rail

If you have a spare kid's coat that is in good condition, or if you would like to donate a new coat to this scheme, please leave it at Roar and Explore's reception. All donations will be greatly appreciated, by both us, and more importantly the families they will help this winter.

# Dundonald Salvation Army

Enler Park East, Ballybeen

*Open Doors*

*Drop in*

**Every Thursday**

**9.30am – 12pm**

Our aim at Open doors is to provide a safe, friendly and positive environment for everyone

We do not charge for our refreshments but do ask for a donation if possible

Our minster is also available during this time if you need to chat or seek help and support

Why not drop in, we cant wait to welcome you

Find us on facebook @Dundonaldsalvationarmy

Call us on  
9048 6489

Dundonald Salvation Army  
Enler park east, Ballybeen

**THE SALVATION ARMY**

**OPEN DOORS**  
**Drop in**

Dundonald@salvationarmy.org.uk

**EVERY THURSDAY**  
**9:30AM - 12PM**

Free refreshments, cake and toast

always something fun to do

play area for young children

**Our aim at Open doors is to provide a safe, friendly and positive environment for everyone.**

We do not charge for our refreshments but do ask for a donation if possible.

Our minster is also available during this time if you need to chat or seek help and support.

**Why not drop in, we can't wait to welcome you.**

Find us on facebook @Dundonaldsalvationarmy



# Northern Area

## **Community Food Cupboards/ Small Foodbanks**

Some local community organisations provide food support for people living in the area or for their service users. Details of drop in times are listed below. These organisations are reliant on donations and are happy to also receive donations during their drop in times.

### **COLERAINE**

#### **Building Ballysally Together (BBT)**

101 Daneshill Road, Ballysally BT52 2QJ

Open Monday to Friday 9am to 2pm

#### **Oasis, Ashes to Gold**

35 Abbey Street, Coleraine BT52 1EX

Open Monday to Thursday 9am -4.30pm and Friday 9am – 2.30pm

### **PORTRUSH**

#### **Reach Portrush**

Parochial Hall, Holy Trinity Church of Ireland, 62 Main Street, Portrush  
BT56 8BN

Telephone 07929369228

Drop in Tuesdays 1-3pm

### **LIMAVADY**

#### **Roe Valley Residents Association**

13-14 Keady Way, Limavady, BT49 0AU

Available Tuesdays during daytime

#### **The Glens Community Association (Limavady)**

5 Glenlea Park, Limavady BT49 0RR

Open Tuesday 12.30 – 3pm (small fee applies per bag)



## Community Fridges

Community fridges are spaces where local people can share fresh food to save it from going to waste. This can be food which is surplus from supermarkets, local food businesses, producers, households and gardens. There are a number of community fridges operating in Causeway Coast and Glens and details are listed below. Opening days and times will vary depending on what food is available.

<b>Ballycastle</b>	BCW Training Ltd (Unit 18), Moyle Enterprise Centre, 61 Leyland Road, Ballycastle, BT54 6EZ.	d.smyth@bcwtrianing.co.uk	Facebook; <a href="#">Community Fridge Ballycastle</a>
<b>Bushmills</b>	Bushmills Presbyterian Church, Main Street, Bushmills BT57 8QA		Facebook: <a href="#">Bushmills Co-Op Community Fridge</a>
<b>Cloughmills</b>	Cloughmills Community Action Team, The Old Mill, 60 Main Street, Cloughmills BT44 9LF	climatesmartcloughmills@gmail.com	Facebook: <a href="#">Cloughmills Foodshare</a>
<b>Dungiven</b>	Dungiven Regeneration Club, 136 Main Street, Dungiven, BT47 4LG	dungivencommunityfridge@gmail.com	Facebook: <a href="#">Dungiven Regeneration Club</a>
<b>Magilligan</b>	Magilligan Community Centre, 394 Seacoast Road, Magilligan BT49 0LA	magilligancommunity@hotmail.com	Facebook: <a href="#">Magilligan Community Fridge</a>

# LOCAL WARM SPACES YOU CAN POP INTO IN MARCH & APRIL 2023

**MONDAY**  
**Glenariffe Luncheon Club (50+)**  
Lunch & Activities  
Glenariffe Improvement Group  
The Mariners Lounge,  
Glenariffe

First times – please book

**Tuesday**  
**Glens Early Years Playtime**  
9.15am-11.00am  
Pre-schools play group (term time)  
St Mary's Parish Hall, Cushendall  
**Knit & Natter**  
10.30am – 12.30pm  
Glenariffe Community & Recreation Centre  
Tuesday Get Together  
12.30pm – 2.30pm  
Next date: Tuesday 14 March – light lunch  
The Old Church Centre, Cushendun

**THURSDAY**  
**Glens Social Club (55+ Luncheon Club)**  
**12.30pm – 2.30pm**  
Lunch & Activities  
Cushendall Parish Centre

First timers – please book  
(turn over for contract details)

## CUSHENDALL LIBRARY

Tuesday: 2.00pm – 8.00pm  
Thursday: 10.00am – 1.00pm  
2.00pm – 5.00pm  
Saturday: 10.00am – 1.00pm  
2.00pm – 5.00pm  
Tea & Newspapers

Reopens Tuesday 4 April



**FRIDAY**  
**Knit & Natter**  
**10.00 - 12 noon**  
St. Mary's Parish Centre, Cushendall

**Friday Get Together**  
**10.30am – 12.30pm**  
Glenariffe Community & Recreation Centre  
Tea, coffee & buns with activities & entertainment

<b>Organisation/Service Name</b>	
<b>Service offered to support families with cost of living</b>	CAP Money and Debt Advice
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Debt counselling Debt Advice CAP Money management course 1:1 Budget support
<b>How to access: (phone, email, referral process etc.)</b>	CAP Debt: Freephone 0800 328 0006  CAP Money : Vineyard Compassion
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	<p><b>CAP Debt Counselling</b> Debt Counselling - CAP is an award-winning UK wide charity offering hope &amp; a solution to anyone in debt through confidential home visits. 'Hands on' expert advice &amp; practical assistance will empower people to help themselves out of debt while teaching essential budgeting skills that will last a lifetime. Call 0800 328 0006 to book an appointment</p> <p><b>CAP Money</b> Money management – Explains basic money skills and how to take control of personal finances, helping people gain a better knowledge of what they earn &amp; spend, how to set up a manageable budget, get their accounts in order &amp; learn to save. Call 7022 0005 to register for next course or for further information about the course</p> <p><b>CAP Money Matters</b> 1:1 budgeting session: This is a 1:1 'learn how to budget' session which takes place during the Open Door sessions</p> <p><b>Call 7022 0005 to book an appointment</b></p>
<b>Area Covered</b>	Causeway Coast & Glens area





**Listening Ear Rathcoole  
Dunanney Centre,  
Rathmullan Drive, BT37 9DQ**

[www.listeningear.co.uk](http://www.listeningear.co.uk)

**Wednesday 11am to 1pm:** The Natter Group: a group for everyone and anyone to come along and meet your neighbours. Come along for a cup of tea, a chat, guest speakers and start to build a program of activities that you want.



## **Green Dog Walkers – Pet Food Bank**



As a Council we don't want any animal - or their owner - to go hungry and are here to help.

Sadly, the cost-of-living crisis means that more pet owners are struggling to afford to feed their pets.

A recent study suggests that 7 in 10 pet owners are worried about the cost of caring for their animals and a 1/5 are concerned about how they'll afford to feed them.

Anyone who wishes to donate dry or canned pet food can do so at any of our three 'drop off' locations:

- **Ardeevin, Galgorm Road, Ballymena**
- **Smiley, Victoria Road, Larne**
- **Civic Centre, Antrim Street, Carrickfergus**

If you are struggling to feed your pet and wish to avail of a donation, then please speak in confidence to a member of our team on

**T: 028 25 633 394.**

If you simply want to find out more about our Pet Food Bank then contact us on the number above



# Community Tea Dance at The Old Courthouse

Community Tea Dance at The Old Courthouse

Wed, 9 November - Wed, 1 March

2.00PM - 4.00PM

The Old Courthouse

Join us this winter for a 'Warm Welcome'. Enjoy FREE activities, hot refreshments and keep warm. All sessions are open to everyone and are a great chance to socialise. Please note, booking is not required.

Open to everyone. Exercise at a relaxed pace.

**In the Old Courthouse**

**Market Square, Antrim, BT41 4AW**

Dates:

Wed 3 May, 2-4pm

Wed 7 June, 2-4pm



## Warm Welcome

Join us this winter for a 'Warm Welcome'. Enjoy FREE activities, hot refreshments and keep warm.

For further details in each DEA please follow the link below

[Community Initiatives - Antrim & Newtownabbey Borough Council \(antrimandnewtownabbey.gov.uk\)](http://antrimandnewtownabbey.gov.uk)

<b>Mid and East Antrim Borough Council</b>	
<b>Service offered to support families with cost of living</b>	<p>Community programmes:</p> <p><b>Cook Slow Eat Well</b> – slow cooker programme offered to vulnerable groups. Short session on using a slow cooker to make nutritious meals on a budget.</p> <p><b>Sew Energy Efficient</b> – sewing machine lending service to encourage community based groups to come together to learn a new skill and make a draught excluder.</p>
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	<p><b>Cook Slow Eat Well</b> – practical demonstration with attendees provided with our cookbook. For vulnerable groups slow cookers and bag of ingredients provided (subject to available funding) Cookbook available to download from Council website.</p> <p><b>Sew Energy Efficient</b> – use of up to 10 sewing machines and equipment boxes. Material to make draught excluder.</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>T: 025 25633394 wellbeing@midandeantrim.gov.uk</p>
<b>is there a waiting list?</b>	Normally no
<b>Is there an expected response time? How long is this?</b>	7-10 working days
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	
<b>Area Covered</b>	Mid and East Antrim Borough Council area

<b>Mid and East Antrim Borough Council</b>	
<b>Service offered to support families with cost of living</b>	<p><b>Energy Efficiency Service</b> – provides bespoke advice and guidance to each household. The service can include home visits, onward referrals and signposting and access to insulation and heating grants and support services.</p> <p><b>Heater lending Scheme</b> – Provides energy efficient electrical heaters as a temporary heating source to those with limited or no heating who are navigating the grant schemes. May also be extended to struggling households during the cost of living crisis.</p> <p><b>Home safety service</b> – free Home safety check if you are over 65, are a vulnerable adult with mobility issues. A home safety officer will visit and carry out a quick, relaxed and informal risk assessment of your home. They will assess risk of slips, falls, burns, fire safety and carbon monoxide. We will provide small pieces of safety equipment and signpost onwards for additional support.</p>
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	<p><b>Energy Efficiency service</b> – practical advice and support individual to each household. Assessment of insulation and heating system. Support to access grant schemes, help changing energy providers, practical advice and equipment e.g. chimney balloons, radiator foils, draughtproofing, bleeding radiators etc. Keep warm packs where eligible</p> <p><b>Heater lending scheme</b> – loan of 2000 watt energy efficient oil free room heaters, number of heaters and duration of loan time is individually assessed.</p> <p><b>Home safety service</b> – small pieces of equipment, touch lamps, helping hands, sox on etc</p>
<b>How to access: (phone, email, referral process etc.)</b>	T: 025 25633394 <a href="mailto:wellbeing@midandeantrim.gov.uk">wellbeing@midandeantrim.gov.uk</a>
<b>is there a waiting list?</b>	Yes (8 -10 weeks)
<b>Is there an expected response time? How long is this?</b>	No priority cases dealt with first, then processed by date received
<b>Area Covered</b>	Mid and East Antrim Borough Council area

# Where to Turn?

Where to Turn is a Causeway Coast and Glens Borough Council campaign which aims to make sure you are aware of available support services if you are facing difficulty. These organisations provide a range of wraparound services and will be able to provide you with further details of these when you contact them

## Advice Centres

In the Coleraine, Limavady, Ballymoney, Ballycastle and The Glens areas contact

### Community Advice Causeway

T: 028 7034 4817

E: [advice@advicecauseway.com](mailto:advice@advicecauseway.com)

In the Dungiven area contact

### Glenshane House

T: 028 7774 2494

[Advice and Support - Causeway  
Coast & Glens Borough Council  
\(causewaycoastandglens.gov.uk\)](http://causewaycoastandglens.gov.uk)

## Food Banks

### Ballycastle Foodbank

T: 075 3698 6448

E: [info@Ballycastle.foodbank.org.uk](mailto:info@Ballycastle.foodbank.org.uk)

### Causeway Foodbank (Coleraine)

T: 028 7022 0005

E: [info@vinyardcompassion.co.uk](mailto:info@vinyardcompassion.co.uk)

### Ballymoney Foodbank

T: 075 6584 0571

E: [info@Ballymoney.foodbank.org.uk](mailto:info@Ballymoney.foodbank.org.uk)

### Roe Valley Community Foodbank

T: 028 7776 5438

E: [manager@lcdi.co.uk](mailto:manager@lcdi.co.uk)

## Fuel Support

If you need emergency fuel support your local advice centre can direct you to a local organisation who may be able to help you with emergency electric or gas top up, fuel stamps or other support

## **Welcoming Places**

**Mid Ulster District Council operates at the heart of our community. In doing so, we're working with our local partners to promote a network of places where our residents can come together in a warm welcoming environment, somewhere where they can connect with others or simply read a newspaper and enjoy a cup of tea or coffee.**

We've listed all the places available to our residents across the public, private, health and voluntary sectors across the district.

We'll add to this list as we become aware of more places that come up across our district. If you wish to add your organisation you can [email](#) our Community Development team.

**[Welcoming Places | Mid Ulster District Council \(midulstercouncil.org\)](http://midulstercouncil.org)**





<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Energy Efficiency Advice Service</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The Energy Efficiency Advice scheme is a Public Health Agency funded programme that offers a personal one to one approach to help manage the energy efficiency of people's homes. The Energy Efficiency Advisor can make onward referrals to support schemes and grants if applicable. With the cold winter months and with people expected to be in their homes more, now is the time to ensure that homes are as energy efficient as possible.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Energy Efficiency Advisor on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	3-5 days
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Fuel Stamp Saving Scheme</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. You can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of your oil when placing an order. At present we have approximately 80 Retailers and 60 Fuel Suppliers involved in the scheme. The scheme is available throughout Mid Ulster.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Stamps can be bought at local retailers. List can be found on the Mid Ulster Councils website.
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Home Safety Scheme</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>Mid Ulster <a href="#">Home Safety Scheme</a> helps those over 65, families with children under 5 and vulnerable adults/children avoid serious accidents within the home.</p> <p>The scheme includes:</p> <ul style="list-style-type: none"><li>• Free Home Safety visits</li><li>• Home Safety equipment (where criteria is met)</li><li>• Home Safety talks to groups (open to all age groups)</li></ul> <p>The Mid Ulster Home Safety Scheme aims to reduce the number of accidents which happen in the home by providing information and advice.</p>
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Home Safety Officer on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	Yes
Is there an expected response time? How long is this?	2-4 weeks
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap to organise visit.
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Make A Change</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>Make A Change offers one-to-one support to help you 'make a change'. This service is confidential and FREE of charge.</p> <p>Are you?</p> <ul style="list-style-type: none"><li>• Aged 50 or over?</li><li>• Do you live in the Mid Ulster area?</li><li>• Are you interested in making a small change for your health and getting support to do so?</li></ul> <p>Whether you want to improve your diet or get more active, Make A Change could be for you. The dedicated Health and Wellbeing Officer will work closely with you over a period of weeks or months, to help you along the way. You don't have to do it alone!</p> <p>You decide what you want to change. We provide you with help and support to change it.</p>
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Our Officers will contact you and work together with you to implement a specific plan for you to Make A Change.
Area Covered	Mid Ulster District Council

## Community Advice Antrim & Newtownabbey

<p>Service offered to support families with cost of living</p>	<p>CAAN (formerly Citizens Advice) is an independent charity, providing an advice service that is confidential and free.</p> <p>We provide advice and support on a wide range of matters, including</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Money matters such as benefit entitlement, debt and budgeting</li> <li><input type="checkbox"/> Employment rights</li> <li><input type="checkbox"/> Housing issues</li> <li><input type="checkbox"/> Consumer rights</li> <li><input type="checkbox"/> Challenging benefit decisions</li> <li><input type="checkbox"/> Representation at appeal tribunals</li> <li><input type="checkbox"/> Immigration</li> </ul> <p>Last year we dealt with over 42,000 enquiries from people across the community, helping to generate over £8million income for individuals and families.</p>
<p>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</p>	<p>In addition to providing advice that can increase income, CAAN's partnerships enables our clients to be provided with emergency support in times of crisis. This can include a wide range of support such as food, fuel, clothing, furniture, baby items, etc.</p>
<p>How to access: (phone, email, referral process etc.)</p>	<p>Phone 02895 906 505</p> <p>In Person at our main offices and outreaches (see website for details)</p> <p>Email <a href="mailto:advice@advicean.com">advice@advicean.com</a></p> <p>Webchat – <a href="http://communityadvicean.co.uk">communityadvicean.co.uk</a></p>
<p>is there a waiting list?</p>	<p>No</p>
<p>Is there an expected response time? How long is this?</p>	<p>Initial contact within 1-3 days; same day for urgent enquiries.</p>
<p>Further Information: (e.g. time frame of provision/availability etc.)</p>	<p><a href="#">Community Advice Antrim and Newtownabbey - Contact</a></p>
<p>Area Covered</p>	<p>Core service area is Antrim and Newtownabbey.</p> <p>Advice4Health Project covers Antrim, Ballymena, Larne, Carrickfergus and Newtownabbey</p> <p>Macmillan Project is NI wide.</p>

<b>SureStart – Ballymena and Little Steps</b>	
Service offered to support families with cost of living	SureStart service providing a range of play and learning, health and family & social support to families in a SureStart area, from pregnancy up to 4 years old.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<ul style="list-style-type: none"> <li>• Practical support to access Food Banks, and local community supports such as SVP, Action for Children, Buttle Trust</li> <li>• Keep Warm Packs partner</li> <li>• Hygiene Bank partner</li> <li>• The service delivers Cook IT and Food Values (PHA) programmes to support families with economical and nutritious food preparation and budgeting</li> <li>• Slow Cooker programmes</li> <li>• Wide range of play and learning, health and family support services</li> <li>• Access to play resources-Toy &amp; Book Library service</li> </ul>
How to access: (phone, email, referral process etc.)	<p>Self Referral or Community, Voluntary, Statutory referrals to:-</p> <p><a href="mailto:Ballymena.LittleStepsSS@actionforchildren.org.uk">Ballymena.LittleStepsSS@actionforchildren.org.uk</a></p> <p>Or call 028 256 42883</p>
is there a waiting list?	Responsive to demand
Is there an expected response time? How long is this?	Referrals are allocated monthly
Further Information: (e.g. time frame of provision/availability etc.)	Services are responsive to local need and allocated as per available resource
Area Covered	<p>Ballymena:- <b>Ballee, Ballykeel, Castle Demesne, Dunclug, Harryville, Moat, Summerfield</b></p> <p>Antrim:- <b>Steeple, Farranshane, Ballycraigy</b></p>



<b>Solas Wellbeing</b>	
Service offered to support families with cost of living	<b>Support for the mental health impact of cost of living</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Warm Welcome drop in – food and warmth when visiting for lunch or tea  Anxiety management – to help reduce stress & anxiety and improve sleep
How to access: (phone, email, referral process etc.)	Activities can be booked at <a href="http://www.bookwhen.com/solaswellbeing">www.bookwhen.com/solaswellbeing</a> call 028 2024 8088 or email <a href="mailto:activities@solaswellbeing.org.uk">activities@solaswellbeing.org.uk</a> to find out more or book a place
is there a waiting list?	None at present
Is there an expected response time? How long is this?	One week
Further Information: (e.g. time frame of provision/availability etc.)	Warm Welcome drop in available initially until end October to assess demand Anxiety Management and other wellbeing activities available until end of current programme in December
Area Covered	Causeway Coast & Glens

**Shop Cook Save!**

## Brand Swap and Save!

More people than ever are using supermarket own brand products. Often you won't notice the difference.

Swap and save up to 30% on your weekly food bill

Try swapping one item each week

Our Dietitians say supermarket own brand foods are...

- Cheaper
- Equally nutritious
- Taste just as good
- Worth a try!

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**Shop Cook Save!**

## Tips to Save Money on Your Food Shop

- Make a weekly meal plan
- Make a shopping list and stick to it!
- Try supermarket own brands
- Look for items with a yellow "reduced" sticker
- Check use by dates!
- Look for special offers on canned or dried food
- Shop after you have eaten

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**Shop Cook Save!**

## The Budget-Friendly Way to 5 A Day

Top Tips from our Registered Dietitians

- Choose seasonal and shop local
- Use frozen: Handy, healthy, cheaper and reduce waste!
- Choose loose and prepare yourself
- Tinned fruit & veg count! Cheaper than fresh (Choose fruit in own juice)
- Cook with pulses, beans and lentils
- Visit a local allotment or community garden

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**Shop Cook Save!**

## Money-saving Tips for Cooking at Home

Top Tips from our Registered Dietitians

- Batch cook: Cook once, eat twice
- Try a meat-free day
- Make meals go further: Add beans, pulses or grated veg
- Fakeaway not takeaway!
- Use leftovers: Great for lunch or freeze for again
- Use a slow cooker: Uses less energy than the oven

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For further information click

<https://www.bda.uk.com/resource/food-facts-eat-well-spend-less.html>



<b>Belfast Central Mission</b>	
<b>Service offered</b>	Housing support for young people 16-25 year olds
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	Practical support, help with budgeting, accessing grants, food banks, donated items, help to maintain the tenancy whether it be private rented, social housing or sofa surfing. Help to increase their independent skills and manage their health needs
<b>How to access: (phone, email, referral process etc.)</b>	<p><a href="mailto:tmiles@belfastcentralmission.org">tmiles@belfastcentralmission.org</a> - 07917304841</p> <p><a href="mailto:jmccourt@belfastcentralmission.org">jmccourt@belfastcentralmission.org</a> – 07789518785</p> <p>Referral can be made on the phone or on Belfast central mission's webpage, this can be from a professional or a self referral</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	We can work with young people for up to 2 years and they can refer back if needed
<b>Area Covered</b>	Armagh/Dungannon/Magherafelt

<p><b>COSTA</b>  <b>Community Organisations of South Tyrone &amp; Areas Ltd</b>          President Grants Homestead, 45 Dergenagh Road, Dungannon, BT70 1TW          Tel: 028 855 56880 Email: <a href="mailto:info.costa@btconnect.com">info.costa@btconnect.com</a>          Web: <a href="http://www.costaruralsupportnetwork.org">www.costaruralsupportnetwork.org</a>          Facebook: <a href="http://www.facebook.com/costa.network">www.facebook.com/costa.network</a></p>	
<b>Service offered</b>	Information, Signposting, Capacity Building and assistance.
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>We will Signpost individuals to appropriate services, information, support and feedback and lobby on behalf of the community.</p> <p>We assist and build capacity of local Community Groups to access Funding, resources and facilitate them to assist their communities.</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Lorraine Griffin – Manager          Tel: 028 855 56880  <a href="mailto:info.costa@btconnect.com">info.costa@btconnect.com</a></p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	We will assist as soon as possible.
<b>Area Covered</b>	Dungannon & South Tyrone area of Mid Ulster District Council area.

<b>The Community Family Support Programme (Network Personnel)</b>	
<b>Service offered to support families with cost of living</b>	Support to find work, upskill, check benefits, access specialist services,
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Support to find work, upskill, check benefits, access specialist services
<b>How to access: (phone, email, referral process etc.)</b>	<p><b>(Antrim &amp; Newtownabbey Council Area)</b> Jude - 07813 014093 <a href="mailto:jude.murphy@networkpersonnel.org.uk">jude.murphy@networkpersonnel.org.uk</a></p> <p><b>(Mid &amp; East Antrim Council Area)</b> Melanie – 07776 534784 <a href="mailto:Melaine.maxwellmcilroy@networkpersonnel.org.uk">Melaine.maxwellmcilroy@networkpersonnel.org.uk</a></p> <p><b>(Mid Ulster District Council Area)</b> Jillian - 07736 350773 <a href="mailto:jillian.lennox@networkpersonnel.org.uk">jillian.lennox@networkpersonnel.org.uk</a></p>
<b>is there a waiting list?</b>	Not currently
<b>Is there an expected response time? How long is this?</b>	Immediate
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	When engaged with the participant we offer, information and signposting to support a variety of Health or Social Care issues including, housing, debt, physical & mental health, social isolation etc. We encourage participation in some of our relevant workshops and training courses, as appropriate. These include Money Management, Understanding Anxiety and Managing Challenging Behaviour, Business Administration, Customer Service, Food Hygiene etc.
<b>Area Covered</b>	Mid Ulster, Mid & East Antrim And Antrim & Newtownabbey Council Areas

**FREE BREAKFAST**

**JOIN THE BREAKFAST CLUB**

**NORTHERN**

Regional College



Enjoy toast or cereal plus a hot drink on us!

*08:30 – 10:00*

*Every Monday and Wednesday*



# **South-Eastern Area**

# Social Café

Each Monday\*

\*except bank holidays

Drop in from 11am-2pm

3D Youth Centre

65 Drumbeg Drive



Everyone Welcome


**CAP**  
money:course

A free course to help you manage your money better and learn to budget, save and spend well.

“ For the first time in months I could sleep without worrying

budget. save. spend.

**LV** CAP Money Course  
Over 3 Thursday Nights, Starting April 20th  
7:30PM @ Hillhall Youth Centre



SCAN ME

## **CAP Money:Course**

A free course to help you manage your money better and learn to budget, save and spend well.

Over 3 Thursday Nights, Starting April 20  
7.30pm at Hillhall Youth Centre

## The Parent Rooms

Did you know our Parent Playdates are all hosted by Parent Volunteers? They are relaxed, informal, and a safe space for parents to Drop in and chat with other parents while the wee ones play.

We look forward to welcoming you at The Lodge, Castlewellan, this Monday!

**Parent Playdates Feb '23**

The Parent Rooms

**COFFEE & PLAY**

the lodge,  
1 Dublin Road  
Castlewellan  
Down

Mon Mornings 10.00-11.30am

KINDLY HOSTED BY:

Jools & Carly



STARTING TUESDAY 15TH NOVEMBER

# WARM WELCOME TUESDAY CLUB

Church open every Tuesday from 10am to 7pm EVERYONE WELCOME!



Meet new friends  
Free wifi  
Free tea & coffee  
Free heating

 Lunch served @ 12.30pm Hot Dinner @ 5.30pm

## Church on the Green – Dundonald Presbyterian

### WARM WELCOME TUESDAY CLUB

we are opening our church from 10am to 7pm as a warm space for those in our community to come for heat and fellowship with others.

Tea, coffee and other refreshments served all day with lunch served at 12.30pm and a hot dinner at 5.30pm. All welcome!

Meet new friends  
Free wifi  
Free tea & coffee  
Free heating

Call us on  
028  
90486489

*Dundonald Salvation Army  
Enler Park East, Ballybeen*



## OPEN DOORS

Drop in Every Thursday  
9.30AM – 12PM



Our aim at Open Doors is to provide a safe, friendly and positive environment for everyone.

We do not charge for our refreshments but do ask for a donation if possible

Our minister is also available during this time if you need to chat or seek help and support

Why not drop in, we can't wait to welcome you

Find us on facebook @  
dundonaldsalvatinoarmy

[www.Dundonald@salvationarmy.org.uk](http://www.Dundonald@salvationarmy.org.uk)



**Patrician Youth Centre  
John Street  
Downpatrick**

Providing Youth Services for children and young people age  
4–11 and Year 8 plus, afternoons and evenings.

Food served at all sessions.

Further information available from  
[yvonne.maguire@patricianyc.com](mailto:yvonne.maguire@patricianyc.com)

<b>Mourne SureStart</b>	
Service offered to support families with cost of living	Family Support on a 1:1 basis and in our centre. Programmes for parents and children Cook IT programmes which focus on healthy eating on a budget
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Supporting families through advice, support and referrals to organisations such as Corner Stone food bank g Bolster Community, Home Start and SVP
How to access: (phone, email, referral process etc.)	Families must live in the Sure Start area and have children under 4 years. Tel: 02841764718 <a href="mailto:info@mournesurestart.com">info@mournesurestart.com</a> Any one can self refer, including referrals from Midwives, Health Visitors Home Start, Social Services. NIMATs
is there a waiting list?	There is no waiting list at present
Is there an expected response time? How long is this?	We aim to respond within 1 working week
Further Information: (e.g. time frame of provision/availability etc.)	Once registered with Mourne Sure Start, support will be provided until the youngest child reaches 4 years of age.
Area Covered	We cover Kilkeel Central 2, Kilkeel South 2 and Annalong 2

<b>North Down Community Network          WELLBEING CENTRE          25-27 Main Street, Bangor, BT20 5AF</b>	
<b>Service offered</b>	<ul style="list-style-type: none"> <li>• Drop-in space</li> <li>• Wellbeing Activities &amp; sessions</li> <li>• Signposting to other services &amp; support</li> <li>• Advice &amp; guidance</li> <li>• Urban Garden</li> <li>• Accessible social activities</li> </ul>
<b>What is available:          (Food, Fuel,          clothing, financial          support etc.)</b>	<ul style="list-style-type: none"> <li>• Drop-in space offers free tea, coffee &amp; fruit.</li> <li>• People are welcome to sit in the centre to enjoy the space, heat, company &amp; refreshments.</li> <li>• Warm packs (clothing) are available to people who meet criteria.</li> <li>• Referrals can be made for people in need to foodbanks, clothing, gas/electric, social supermarket and furniture.</li> <li>• Thursdays 10am – 12pm Community Advice Bangor run a drop-in session.</li> <li>• Community Café 12-1pm on Thursdays.</li> <li>• When funding available we can provide small crisis vouchers for ASDA or hot food.</li> </ul>
<b>How to access:          (phone, email,          referral process          etc.)</b>	<ul style="list-style-type: none"> <li>• Drop-in for everyone</li> <li>• Agency referral</li> <li>• Self referral</li> <li>• Tel: 02891 461386</li> <li>• <a href="http://www.ndcn.co.uk">www.ndcn.co.uk</a></li> <li>• Email: <a href="mailto:manager@ndcn.co.uk">manager@ndcn.co.uk</a></li> </ul>
<b>Further          Information:          (e.g. time frame of          provision etc.)</b>	<ul style="list-style-type: none"> <li>• NDCN Wellbeing Centre</li> <li>• Monday – Thursday 9am – 5pm</li> <li>• Friday - 9am – 4pm</li> </ul>
<b>Area Covered</b>	<p>We warmly welcome people from across Bangor and the wider Ards and North Down Borough Council. We also welcome people from further afield</p>



<b>Welcome Project</b>	
<b>Service offered</b>	Supporting pathways to services including Welfare, Housing, Education, Health and Employment for Minority Ethnic Groups, Asylum Seekers, Refugees and Others
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	Advice, Guidance, Information and Signposting to services as above - Welfare, Housing, Education, Health and Employment. Links with Lisburn Foodbank; Churches Forum; Resurgam Trust (Community Development and Social Enterprise); Lisburn Castlereagh City Council and NIHE Good Relations Officers
<b>How to access: (phone, email, referral process etc.)</b>	<a href="mailto:welcomehouse@resurgamtrust.co.uk">welcomehouse@resurgamtrust.co.uk</a> 02892664443 Welcome House, 28-30 Bridge Street, Lisburn, BT28 1XY
<b>Further Information: (e.g. time frame of provision etc.)</b>	9am-5pm, by appointment
<b>Area Covered</b>	Lisburn City – access to support in surrounding areas and Castlereagh

<b>LCC COMMUNITY TRUST</b>	
<b>Service offered</b>	<p>LCC Community Trust aims to serve the local community through Projects which help people physically, mentally, emotionally, financially, spiritually and relationally especially in areas of need and short term crisis.</p> <p>'Kickstart Social Supermarket' at LCC Community Trust – is aimed at those struggling with Food Poverty and aims to support families and individuals with food and wraparound care.</p>
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<ul style="list-style-type: none"> <li>- Kickstart Social Supermarket (food support)</li> <li>- Volunteer benefits and debt advisors</li> <li>- Budgeting support</li> <li>- ESOL classes</li> <li>- Craft classes</li> <li>- WRAP - Wellness Recovery Action Plan courses</li> </ul>
<b>How to access: (phone, email, referral process etc.)</b>	<ul style="list-style-type: none"> <li>- Phone (07860578409 or 07756965868)</li> <li>- General enquiries – <a href="mailto:hello@lcccommunitytrust.org">hello@lcccommunitytrust.org</a></li> <li>- Kickstart Social Supermarket enquiries – <a href="mailto:kickstart@lcccommunitytrust.org">kickstart@lcccommunitytrust.org</a></li> <li>- Referral from one of our referral agencies e.g local council offices, housing officers, social workers – please call LCC Community Trust for a full list of referral agencies).</li> </ul>
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>Opening times:  Monday to Thursday – 9:30am – 4:30pm  Friday – 9:30am – 3:30pm</p>
<b>Area Covered</b>	Lisburn & Castlereagh

<b>LISBURN FOODBANK</b>	
<b>Service offered</b>	We don't think anyone in our community should have to face going hungry. That's why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger.
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<ul style="list-style-type: none"> <li>- Emergency food support</li> </ul>
<b>How to access: (phone, email, referral process etc.)</b>	<ul style="list-style-type: none"> <li>- Phone (07756965868)</li> <li>- Email (<a href="mailto:team@lisburnfoodbank.org">team@lisburnfoodbank.org</a>)</li> <li>- Referral</li> <li>- In order for people in need to access a food parcel they will need a food voucher. A food voucher can be obtained from any of our referral agencies (e.g local council offices, housing officers, social workers – please call the Lisburn Foodbank for a full list of referral agencies).</li> </ul>
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>The Lisburn Foodbank provides 3 day emergency food parcels. Families / individuals can receive 3 food parcels in a 6 month period.</p> <p>The Lisburn Foodbank is open Monday, Tuesday, Thursday and Friday from 11am – 1pm.</p>
<b>Area Covered</b>	Lisburn & Castlereagh



## Resurgam Healthy Living Centre (rhlc)

<b>Service offered</b>	<p>Support for children, young people, families and adults for a range of health, wellbeing and social supports through referral and self referral in eg SPRING social prescribing, SE Mind Matters (SEMM), Better Days Pain support &amp; Community Fridge. Referrals via Primary Care, Mental health, social care, EWO, Schools links with CAMHS.</p>
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<ul style="list-style-type: none"> <li>- Advice, Guidance, Information and Signposting to services as above including - Welfare, Housing, Education, Health and Employment.</li> <li>- Distribute warm packs (Nov-Dec) for adults as part of Public Health Agency Partnership</li> <li>- Access to talking &amp; other therapies</li> <li>- Community Fridge – reduction of food waste in partnership with local supermarkets and other suppliers, not means tested and run by rhlc volunteers (also includes lending library)</li> <li>- Partner with hygiene bank – provision of sanitary and other hygiene products including nappies.</li> <li>- Community food programs for families</li> <li>- Holiday lunch programmes</li> </ul>
<b>How to access: (phone, email, referral process etc.)</b>	<p><a href="mailto:Gillian.lewis@resurgamtrust.co.uk">Gillian.lewis@resurgamtrust.co.uk</a>  02892 528233/ 07710394983  Referral forms for SEMM &amp; SPRING available</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>9-5, by appointment Saturday 11-3pm (community fridge)</p>
<b>Area Covered</b>	<p>Lisburn City  Referrals from GP practices within GP Federation area (Dunmurry/Stewartstown Rd, Dromara, Glenavy, Lisburn)  Across SET area in partnership with HLCA</p>

## Newry, Mourne and Down District Council

<b>Newry, Mourne and Down District Council</b>	
<b>Service offered</b>	Affordable Warmth Scheme
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>The Affordable Warmth Scheme helps address the effects of fuel poverty and energy inefficiency. The scheme is directed at low income households.</p> <p>(It is not available for tenants living in social housing; you are not eligible if you are a Housing Executive or housing association tenant.)</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p><a href="mailto:affordablewarmth@nmandd.org">affordablewarmth@nmandd.org</a> 0330 137 4000</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	
<b>Area Covered</b>	Newry, Mourne and Down District Council area.



## **Store House**

### **CAN WE HELP YOU?**

We at shore Street Presbyterian Church are working in conjunction with Storehouse North

Down to serve our local community in Donaghadee & beyond by distributing food parcels to those in need.

For more information please contact Nigel or Christine at:

[Compassion@shorestreet.org](mailto:Compassion@shorestreet.org)



# WELL FED

Eat Well. Spend Less.

Are you struggling financially, at risk of or currently experiencing food poverty, living in Ards and North Down & willing to focus on your wellbeing?

**APPLY TO JOIN THE COMMUNITY SUPERMARKET REVOLUTION**



Weekly Shop  
£10 & under

Members Support

Scan the QR  
code for more  
info



Call Megan on 02891821721



[www.thewarehousenewtownards.com](http://www.thewarehousenewtownards.com)



Shop Locality – 2 Glenford Way, Newtownards, Co Down BT23 4BX



Mobile Supermarket covering Ads & North Down – call for info



# THE WAREHOUSE NEWTOWNARDS



[www.facebook.com/thewarehouse](https://www.facebook.com/thewarehouse)  
[www.thewarehousenewtownards.com](http://www.thewarehousenewtownards.com)

3 Glenford Way, Newtownards, Co.Down, BT23 4BX (028 9182 1721)

# What's On

**Stay warm  
Fill your belly  
Make new friends  
Charge your devices**

***Come in, get a cuppa, stay all day***

## **OPEN Mondays**

For  
courses  
Only

Courses – Freeze It, Cook It, Eat It – Slow Cooker  
Recipes for the winter  
Sign Up with Tracy & Megan

## **OPEN Tuesdays**

9am –  
8pm

Drop in all day, dinner served at 6pm  
Wear 'N Share  
Community Fridge  
Funky Fashion (Sign up with Tracy & Megan)  
Homework Club 2-4pm  
Mental Health Support Drop in 5-7pm  
Extended Table – Book Club

## **OPEN Wednesdays**

9am-  
2pm

Drop in all day, lunch served from 12pm  
Wear'N Share donations accepted  
Community Fridge  
Book Club – 11am

## **OPEN Thursdays**

9am-  
2pm

Drop in All Day, lunch served from 12pm  
Wear'N Share  
Community Fridge  
Parents Drop in 11-12pm

## **Open Fridays**

9am –  
1pm

Drop in till 1pm breakfast served from 10am  
Community Advice – 11am-1pm  
Get creative – arts & crafts – 11am-1pm  
The Caravan – 11am-1pm – gardening, joinery, up  
cycling etc.  
Community Fridge  
Wear'N Share

## **OPEN Sundays**

10.30am  
–  
11.30pm

Drop In – Breakfast, discussions around faith,  
prayer & Sunday school

3 Glenford Way, Newtownards, Co. Down, BT23 4BX (028 9182 1721)



## **Kid's Winter Coat Scheme - Roar and Explore, Dairy Farm Shopping Centre, Stewartstown Road, Dunmurray.**

On Monday 17 October we are launching a "Kids winter coat scheme" to help families with young kids as we come into the winter months. The Coat Rail will be located in our entrance porch so you don not need to come into Roar and Explore to avail of the scheme.

What this means:

1: If you have an old coat (which is still in good condition) you can exchange it for a different size.

Or

2: You can simply take whatever you need from the coat rail

If you have a spare kid's coat that is in good condition, or if you would like to donate a new coat to this scheme, please leave it at Roar and Explore's reception. All donations will be greatly appreciated, by both us, and more importantly the families they will help this winter.

<b>Clanrye Group</b>	
Service offered to support families with cost of living	<p><b>Carer's First event in Banbridge</b> - Clanrye Group and Action for Children are coming together to provide a 'one stop shop' event to offer vital support and information for Carer's in the community, to support them through the cost-of-living crisis. Care packages provided.</p> <p><b>Family Foundations Programme</b> - Social Café's; Finance/Benefits advice; Parenting groups, Cooking on a budget; signposting to local food banks and SVDP for Fuel vouchers and electric/utilities costs; signposting to social supermarket; support for access to benefits and charities grants</p>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>4-week programme during the month of November Available to anyone in the community.</p> <p>Support and advice on the following areas:            Budgeting, Tips to help you heat your home            Information session with Advice NI            Cooking on a Budget            Tips and Ideas for Christmas on a Budget            Supporting your mental health</p> <p>The Family Foundations services above are opportunities for participants to get social support and advice. Tea/coffee and snacks are available at social cafes and parenting group support sessions which serve as 'chat and play' sessions. Where necessary signposting to other organisations is provided. Recipe booklets for cooking on a budget.</p>
How to access: (phone, email, referral process etc.)	<p>Phone, email and Drop in service.            Telephone No: 028 3089 8119  <a href="mailto:info@clanryegroup.com">info@clanryegroup.com</a></p>
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 48 hours
Area Covered	<p>Newry &amp; Mourne,            Armagh &amp; Dungannon            Craigavon &amp; Banbridge            Downpatrick – Family Foundations programme only.</p>



## **Christians Against Poverty**

Fresh Start can help you break free from life-controlling habits, through an eight-week course, community, and one-to-one sessions

This Fresh Start group is run in partnership with Lowe Memorial Presbyterian Church

**Fresh Start Coach:** Matthew Gault

**Email:** [matthewgault@capfreshstart.org](mailto:matthewgault@capfreshstart.org)

## **CAP Debt Help**

This is a charity that gives free help to anyone in debt. Thousands of people have already been given hope and a solution.

This CAP Debt Centre is run in partnership with Lisburn Cathedral

**Paul Bailie**

Debt Centre Manager

**Tel:** [0800 328 0006](tel:08003280006)

**Website:** <https://capuk.org/about-us>



## **Salvation Army**

The Salvation Army has [22 debt advice centres](#) across the UK, regulated by the Financial Conduct Authority (FCA), providing practical advice and pastoral care to those facing financial hardship.

Debt advisors and volunteers work with people to develop debt repayment plans, negotiate with creditors and provide money education to change habits and minimise the chance of debt recurring in the future.

[13 Bridge St, Lisburn BT28 1XZ](#)

**Tel:** [020 7332 0101](tel:02073320101)

Rushmore Drive, Lisburn, BT28 2HN

**Tel:** [02892672212](tel:02892672212)

**Website:** <https://www.salvationarmy.org.uk/>

## **Money Advice**

**Website:** <https://www.moneyadviceservice.org.uk>

**Bangor Sure Start - Sharing Larder is now open.**

**At times we can all struggle, no more so with the cost of living increases at the minute. If you feel you need some help with the essentials please visit the Sharing Larder, this is free and open to families registered with Bangor Sure Start.**

**Opening hours:**

**Mondays -10am - 12noon**

**Wednesdays- 10am 12noon**

**Fridays 10am - 12noon**





# **Southern Area**

## **Bolster Community**

Our Social Kitchen is open! ☕

Meet others and of course we have tea and snacks!

Our staff are available to help with any form filling, booking appointments or signposting to support organisations.

Contact Joanne 028 3083 5764



## **Crisis Drop in Café, Newry**

Drop In Cafe Mondays 3.30-6.30pm.

Feeling flat, down, overwhelmed, anxious or a sense of hopelessness? We are here to listen and support you. Call in and connect with us in a relaxed friendly space.

You can avail of 1 to 1 support from one of the practitioners. Or you can relax in the warm friendly safe cafe space and have time to switch off from the stressors of the outside world.

We are located in The Sticky Fingers Arts building 10 Upper Edward Street , Newry, BT35 6AX.

Call in and Connect with Us.

No appointment or referral necessary.



## The Parent Rooms

invite you to join them at our drop-in coffee mornings with or without your little one, whichever you prefer. Grab yourself a hot drink and have an informal chat with other parents.

Every Monday

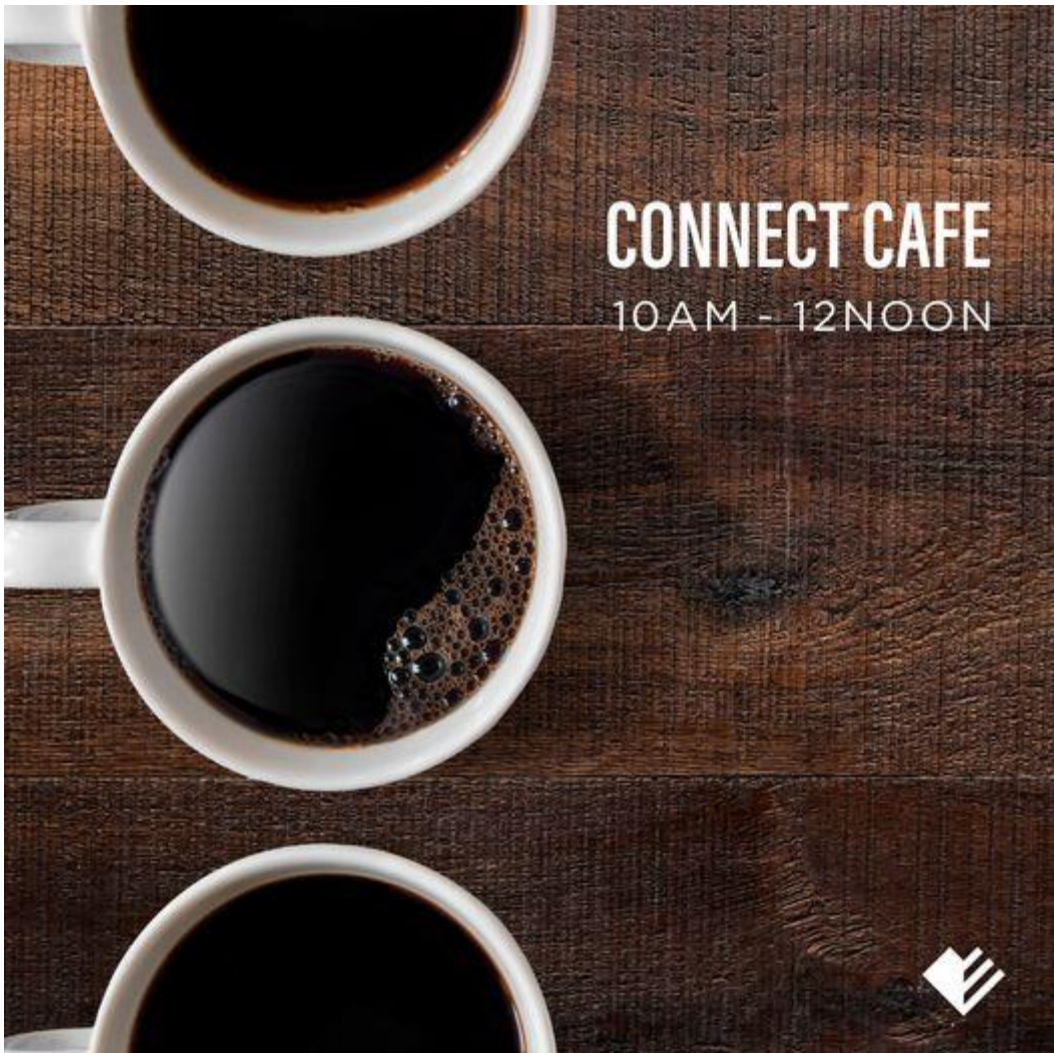
Time: 10.30 am - 12 pm

Where: Tesco Extra Outlet (Community Room),  
Bridgewater Retail Park, Banbridge



## Emmanuel Church Lurgan

Call in for a cuppa and a chat at our **Connect Cafe every Wednesday**. Our amazing team will be on hand to make sure everyone is made welcome.



Freedom Foods Pantry



**Welcome to Freedom Foods Pantry, our first in Northern Ireland!**

Freedom Foods Pantry in Lurgan opened in March 2022!  
For a small weekly subscription of £4.00 (or £6.00 for families),  
members of this pantry can access food including fresh fruit and  
vegetables and store cupboard favourites that will often value £15-20  
or more!

Membership is open to the community and local families are strongly  
encouraged to join.

**You can find the pantry at:**

Emmanuel Church  
23a Castle Lane  
Lurgan  
Craigavon  
BT67 9BD

**Opening times:**

Tuesday: 7.00pm - 9.00pm  
Wednesday: 11.00am -1.00pm

**Have a question about the pantry?**

Contact Nicola on [compassion@emmanuel-church.co.uk](mailto:compassion@emmanuel-church.co.uk)  
or call **0333 050 3223**.



## Portadown Freedom Foods Pantry



### **Welcome to Freedom Foods Pantry, Portadown!**

For a small weekly subscription of £4.00 (or £6.00 for families), members of this pantry can access food including fresh fruit and vegetables and store cupboard favourites that will often value £15-20 or more!

Membership is open to the community and local families are strongly encouraged to join.

### **You can find the pantry at:**

Emmanuel Church  
32 Meadow Lane  
Portadown  
BT62 3NH

### **Opening times:**

Thursday: 6:30 - 8:30 pm

Have a question about the pantry?

Contact Nicola on [freedomfoodsportadown@emmanuel-church.co.uk](mailto:freedomfoodsportadown@emmanuel-church.co.uk)  
or call 0333 050 3223.

# FUSE Spring 2023 – Newsletter for Craigavon Neighbourhood Renewal Health Project



NEWSLETTER FOR CRAIGAVON NEIGHBOURHOOD RENEWAL HEALTH PROJECT

## Warm Well and Welcome @ Verve

This winter and spring all Verve organisations offer a warm welcome to local people.

A wide range of programmes are available to support everyone with their wellbeing and we do hope you come along, take the opportunity to

get active, perhaps learn something new or meet new people.

The cost of living has placed pressure on all of us. Heating and lighting our homes and weekly shopping bills have become more challenging. To provide some relief local community

organisations are opening their doors to provide a warm space and the opportunity for an informal chat, games and refreshments. These are just some of the places in your community opening their doors to local people during this challenging time.



Every Wednesday 11am-2pm at Drumcree Community Trust and Friday's 11am-2pm at Darby and Joan Club

Edgarstown Residents Association  
Friday 10am-12pm

Drumellan Family Learning Complex  
Tuesdays 10am-2pm

The Chrysalis Women's Centre every  
Friday 10-12.30pm

Drumbeg Community House,  
501 Drumbeg South 12-2pm



Booking Essential  
028 3756 3952  
verve.network@  
southerntrust.nacnl.net

### Chatty Walks

OXFORD ISLAND  
Wednesdays from 10am.  
Meeting at the  
Discovery Centre  
LURGAM PARK  
Monday's 10-11am, meeting  
at the gate on Windsor Ave.  
SOUTH LAKES  
Thursday's 10-11am,  
meeting at Cafe Incredible

You will also receive a warm welcome at the chatty walks available throughout the week. Enjoy getting your step count up by joining our chatty walks. Our health trainers will lead the walk and there is usually time for refreshments to keep the conversation going a little longer!

The Oxford Island group of chatty walkers often enjoy travelling further afield.

Here they have made it to Rostrevor for an afternoon exploring the local walks.



*New members  
are welcome*

For more information visit [www.verve-network.co.uk](http://www.verve-network.co.uk)



**EVERY  
WEDNESDAY**

*In*



**Warrenpoint Town  
Hall**



**10AM-1PM**

**A drop in space for  
everyone to enjoy**



Comhairle Ceantair  
an Iúir, Mhúrn  
agus an Dúin  
**Newry, Mourne  
and Down**  
District Council



<b>Craigavon Area Foodbank</b>	
<b>Service offered to support families with cost of living</b>	Emergency Food Parcels
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)</b>	Food, toiletries, pet food, nappies
<b>How to access: (phone, email, referral process etc.)</b>	Referral process (more info on website)
<b>is there a waiting list?</b>	No
<b>Is there an expected response time? How long is this?</b>	24-48 hours
<b>Area Covered</b>	Lurgan, Portadown and Craigavon



<b>Home Start Craigavon</b>	
Service offered to support families with cost of living	Home-visited support by parent volunteers. Online counselling. Walking group with free refreshments.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	Support in the home re budgeting, cooking on a budget, accessing free services. Advice, signposting & accompanying to services eg foodbanks. Referral to services eg slow cooker programme. 4 free online counselling sessions for parents struggling to cope. Weekly walking group.
How to access: (phone, email, referral process etc.)	028 38 345 357 <a href="mailto:Homestart.Craigavon@btopenworld.com">Homestart.Craigavon@btopenworld.com</a> Facebook/Instagram message Referral or self referral
is there a waiting list?	None for counselling or walks. Short for home-visiting volunteer.
Is there an expected response time? How long is this?	Within a week.
Further Information: (e.g. time frame of provision/availability etc.)	6-12 months volunteer home-visited support. 4 free weeks of online counselling. Up to one year for walks.
Area Covered	Lurgan, Brownlow, Portadown, and general Craigavon area

<b>Jethro Centre</b>	
Service offered to support families with cost of living	Jethro Centre The Living Room
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	High backed chairs, newspapers, Mags, Jigsaws, Tea & Coffee with TV
How to access: (phone, email, referral process etc.)	Facebook or phone 028 38 325673
is there a waiting list?	Not at the minute
Is there an expected response time? How long is this?	n/a
Further Information: (e.g. time frame of provision/availability etc.)	Monday afternoon 1pm – 5pm
Area Covered	Lurgan, Craigavon

<b>ArKe Sure Start</b>	
<b>Service offered</b>	<b>Family Support and Signposting</b>
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	Food Bank Vouchers Keep Warm Packs via PHA 1-1 sessions with EfC Referrals to Vibe Church; SVP etc. SS Maternity Grant information Warm and Well Connected resources via ABC council
<b>How to access: (phone, email, referral process etc.)</b>	Registered families can request this support and or it is identified via FSW team <a href="mailto:Arke.surestart@southerntrust.hscni.net">Arke.surestart@southerntrust.hscni.net</a> or 02837518569
<b>Further Information: (e.g. time frame of provision etc.)</b>	
<b>Area Covered</b>	Sure Start Members ArKe SS area (details available on request)

<b>Newry SureStart</b>	
Service offered to support families with cost of living	<b>Eco Boutique</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Pre-loved clothing and books. 1. You can exchange some of yours with the boutiques OR 2. You can make a donation of preloved items OR 3. You can just take what you need
How to access: (phone, email, referral process etc.)	Users of Newry SureStart Services
is there a waiting list?	No – drop in service
Is there an expected response time? How long is this?	N/A
Further Information: (e.g. time frame of provision/availability etc.)	Open Monday to Friday 9.30 to 4.30.
Area Covered	Newry City (SureStart catchment area)



Strategy	Supporting families experiencing financial hardship
Background	<p>Northern Ireland will face a number of significant challenges in the economy over the coming months. The conflict in Ukraine and associated economic sanctions on Russia, coupled with China's continuing lockdown policy is not only causing disruption to supply chains, but is also increasing costs of commodities and energy. This means it costs more to heat homes, fuel cars and feed families. UK inflation rates currently sit at a 40-year high, with the immediate impact being sharply felt by households and families.</p> <p>The project intends to take a co-ordinated approach to support local families in the short, medium and longer term. While the project will give immediate help to those in need the longer-term objective will focus on a continued investment in skills, innovation, sustainability and resilience building within families.</p> <p>As with all SureStart services a non-stigmatising a sensitive approach will be taken especially with targeted services.</p>
Short Term: Within one month	<p>For those in immediate need:</p> <ul style="list-style-type: none"> <li>• A <b>breakfast club</b> will be introduced before services begin for parents and children (starting Monday 12<sup>th</sup> September 2022). Breakfast cereal, breakfast bars/pastries, fresh fruit, yogurts and tea/coffee will be provided.</li> <li>• A <b>snack rack</b> will be set up for parents dropping children off at the DP2-3YO's (starting Monday 12<sup>th</sup> September 2022). Grab snacks such as breakfast bars, instant porridge, fruit will be provided.</li> <li>• More substantial <b>snacks</b> will be provided at the DP2-3YO's and creche with immediate effect. Buffet basket available throughout for children to eat fruit etc.</li> <li>• <b>Sanitary products, nappies and wipes</b> will be made available in all toilets in the centre and outreach venues.</li> </ul> <p>Immediate referrals will be made to:</p> <ol style="list-style-type: none"> <li>1) Community Advice Newry, Mourne and Down for benefit checks and advice.</li> <li>2) Clanrye Group Community Health Trainers for support in relation to mental health, stress management, diet, smoking cessation etc.</li> <li>3) Employers for Childcare for support with childcare costs</li> <li>4) St Vincent De Paul for support with oil and household items.</li> <li>5) Children in Need for support with white goods.</li> <li>6) Womens Aid when domestic abuse is identified (statistics show a rise in DV rates at present)</li> <li>7) Newry Food Bank</li> </ol> <ul style="list-style-type: none"> <li>• The project will no longer use food items for play in services and other items will be used to provide sensory experiences.</li> <li>• The project has registered with the Fare Share Scheme in order to keep food costs down.</li> </ul>

Medium Term: 2-7 months

**Universal:**

- An **Eco-Boutique** will be set up in the centre with clothes, toys, books and other non-electrical items, Families can take what they need, and leave something in return, however this is optional.
- Two **Information days** will be held in the centre, in partnership with other organisations, to provide families with information in relation to the following:
  - 1) Benefit advice
  - 2) Support with childcare costs
  - 3) Employment opportunities
  - 4) Training for employment
  - 5) Budgeting advice
  - 6) Ways to reduce your electric/gas bills
  - 7) Ways to embrace the pre-loved and recycled ethos
  - 8) Stress management support and advice
  - 9) Healthy living advice
  - 10) Assistance available from a variety of other sources (Contact a family, Bolster, Family fund etc)
- An **A-Z booklet** of advice and support available for families will be finalised and distributed.
- The **low cost/no cost play** theme will continue to be promoted in services showing parents ways to provide play and development opportunities for children with little or no cost.
- **Basic skills videos** such as sewing and making repairs to clothing will be posted on the project's website and Facebook pages.
- **Cooking on a budget programme** will be provided.
- **Using a slow cooker workshops** will be provided.
- **Cookery demonstration videos** will be made and posted on the projects Facebook and website.
- Ongoing **referrals** will be made to support families (as outlined in short term strategies).
- **Christmas crafts workshops** – make your own presents will be offered to reduce pressures for families.
- **Toy Exchange Programme** – for the Christmas period

**Targeted:**

- **Store cupboard starter packs** and a cookbook will be distributed to include spices, herbs, tinned tomatoes/puree etc.
- **Slow cookers** will be distributed.
- **Keep warm packs** will be distributed.
- **Hospital packs** will be distributed to expectant mothers.
- During the **Christmas** period the project will work with local charities and businesses to support families with gifts from Santa and Christmas food hampers.

Longer Term: within one year	<ul style="list-style-type: none"><li>• All short and medium term strategies will continue.</li><li>• A consultation will take place with families to identify their needs.</li><li>• A new annual plan will be devised taking into account the needs identified by families.</li></ul>
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<https://wetransfer.com/downloads/b5c768ceec78336ef74909dd756af00f20221011085504/1dd33f7f19a58bfc9d5d4a1b506de9e20221011085526/c1b9cd>

<b>Mourne SureStart</b>	
Service offered to support families with cost of living	Family Support on a 1:1 basis and in our centre. Programmes for parents and children Cook IT programmes which focus on healthy eating on a budget
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Supporting families through advice, support and referrals to organisations such as Corner Stone food bank g Bolster Community, Home Start and SVP
How to access: (phone, email, referral process etc.)	Families must live in the Sure Start area and have children under 4 years. Tel: 02841764718 <a href="mailto:info@mournesurestart.com">info@mournesurestart.com</a> Any one can self refer, including referrals from Midwives, Health Visitors Home Start, Social Services. NIMATs
is there a waiting list?	There is no waiting list at present
Is there an expected response time? How long is this?	We aim to respond within 1 working week
Further Information: (e.g. time frame of provision/availability etc.)	Once registered with Mourne Sure Start, support will be provided until the youngest child reaches 4 years of age.
Area Covered	We cover Kilkeel Central 2, Kilkeel South 2 and Annalong 2



<b>Chrysalis Women's Centre – Warm Well Hub</b>	
Service offered to support families with cost of living	Centre will be open to older ladies throughout the winter <b>commencing 21 October, every Friday 10am-1pm</b> (in partnership with Verve)  Cooking on a budget for young mums
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Safe Warm Space, tea/coffee/buns throughout the morning. Lots of activities, e.g. jigsaws and puzzles. Tutor on hand to teach them about keeping in touch safely online.  Intergenerational cooking on a budge. Younger women will cooks a hot meal with the more mature ladies, sharing ideas whilst keeping warm  Food items to take home provided by M&S
How to access: (phone, email, referral process etc.)	Email: <a href="mailto:Chrysaliscentre93@outlook.com">Chrysaliscentre93@outlook.com</a> Tel 02838341846 9am till 4pm Mon-Thurs, 9am till 1pm Friday.  Self referral
is there a waiting list?	No
Is there an expected response time? How long is this?	Response within 2 days if not sooner
Further Information: (e.g. time frame of provision/availability etc.)	Warm well space will run from Oct till early March. Cooking on a budget October till December approx. 8 weeks
Area Covered	Armagh, Craigavon ,Banbridge [ we will never turn anyone away from other areas if they need our help]

<b>Bolster Community</b>	
Service offered to support families with cost of living	<ul style="list-style-type: none"> <li>• Newry and Mourne Family Support Hub</li> <li>• Star Bites 57 Community Kitchen</li> <li>• Early Intervention and Prevention Family Support Services</li> <li>• Kilkeel SureStart</li> <li>• Markethill Parent Support Group</li> </ul>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Bolster Community offers practical support to families. We can provide advice on budgeting, supporting grant applications, accessing small grants and emergency funds, access to food banks, hot meals through our sustaining tenancies project; signposting, 2 <sup>nd</sup> hand equipment plus a wide range of resilience and capacity building programmes and activities
How to access: (phone, email, referral process etc.)	<a href="mailto:info@bolstercommunity.org">info@bolstercommunity.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	We respond to all requests for help within 48 hours.
Further Information: (e.g. time frame of provision/availability etc.)	We can offer a minimum of 8 weeks support.
Area Covered	Newry, Mourne and South Armagh

# THE JUNCTION WARM BANK

- Call in for a cuppa
- Read a paper
- Meet friends
- Stay warm

**Monday – Friday 10am – 4pm**  
**Everyone Welcome**

The Junction, 12 Beechvalley Way, Dungannon – Beside Tesco



<b>THE FITZONE FOUNDATION</b>	
Service offered to support families with cost of living	Warm place and meal for men of all ages
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	Food which could include breakfast and lunch. Warm place Also cooking opportunity
How to access: (phone, email, referral process etc.)	Contact Sean Collins on 07780812312 or Facebook The Fitzone Foundation
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 2 days
Further Information: (e.g. time frame of provision/availability etc.)	The Warm place will be Mondays from 11am-1pm and will start in November and last until February 2023
Area Covered	Craigavon



## **New Warm Spaces Scheme and Online Cost of Living Support Hub Launched in Armagh City, Banbridge and Craigavon Borough Council**

**Warm Spaces Scheme:** Eligible community groups can now make up to five **free** bookings across a network of local warm spaces to deliver their programmes this autumn and winter.

With an offering of 18 council community centres, town halls and recreation centres (subject to availability), the scheme will help groups save on costs such as heating, electric and room hire charges. To be eligible to apply you must be:

- a constituted community group based in the borough of Armagh City, Banbridge and Craigavon
- delivering a programme or project aimed at supporting borough residents through the cost of living crisis.

**Online Cost of Living Support Hub:** Local residents can find out what assistance and support is out there to help individuals and families during the current cost of living pressures. The online hub features information on local food banks, details on help with managing finances and energy bills, as well as signposting to key support organisations, charities, and helplines.

For full details on the Warm Spaces Scheme, visit:

<https://bit.ly/3Dy7cfL> or to access the online Cost of Living Support Hub, visit: <https://bit.ly/3NqV0BK>

## **Welcoming Places**

**Mid Ulster District Council operates at the heart of our community. In doing so, we're working with our local partners to promote a network of places where our residents can come together in a warm welcoming environment, somewhere where they can connect with others or simply read a newspaper and enjoy a cup of tea or coffee.**

We've listed all the places available to our residents across the public, private, health and voluntary sectors across the district.

We'll add to this list as we become aware of more places that come up across our district. If you wish to add your organisation you can [email](#) our Community Development team.

[Welcoming Places | Mid Ulster District Council  
\(midulstercouncil.org\)](http://midulstercouncil.org)



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Energy Efficiency Advice Service</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The Energy Efficiency Advice scheme is a Public Health Agency funded programme that offers a personal one to one approach to help manage the energy efficiency of people's homes. The Energy Efficiency Advisor can make onward referrals to support schemes and grants if applicable. With the cold winter months and with people expected to be in their homes more, now is the time to ensure that homes are as energy efficient as possible.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Energy Efficiency Advisor on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	3-5 days
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Fuel Stamp Saving Scheme</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. You can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of your oil when placing an order. At present we have approximately 80 Retailers and 60 Fuel Suppliers involved in the scheme. The scheme is available throughout Mid Ulster.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Stamps can be bought at local retailers. List can be found on the Mid Ulster Councils website.
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Home Safety Scheme</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>Mid Ulster <a href="#">Home Safety Scheme</a> helps those over 65, families with children under 5 and vulnerable adults/children avoid serious accidents within the home.</p> <p>The scheme includes:</p> <ul style="list-style-type: none"><li>• Free Home Safety visits</li><li>• Home Safety equipment (where criteria is met)</li><li>• Home Safety talks to groups (open to all age groups)</li></ul> <p>The Mid Ulster Home Safety Scheme aims to reduce the number of accidents which happen in the home by providing information and advice.</p>
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Home Safety Officer on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	Yes
Is there an expected response time? How long is this?	2-4 weeks
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap to organise visit.
Area Covered	Mid Ulster District Council



<b>MID ULSTER DISTRICT COUNCIL</b>	
Service offered to support families with cost of living	<b>Make A Change</b>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>Make A Change offers one-to-one support to help you 'make a change'. This service is confidential and FREE of charge.</p> <p>Are you?</p> <ul style="list-style-type: none"><li>• Aged 50 or over?</li><li>• Do you live in the Mid Ulster area?</li><li>• Are you interested in making a small change for your health and getting support to do so?</li></ul> <p>Whether you want to improve your diet or get more active, Make A Change could be for you. The dedicated Health and Wellbeing Officer will work closely with you over a period of weeks or months, to help you along the way. You don't have to do it alone!</p> <p>You decide what you want to change. We provide you with help and support to change it.</p>
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email <a href="mailto:health.wellbeing@midulstercouncil.org">health.wellbeing@midulstercouncil.org</a>
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Our Officers will contact you and work together with you to implement a specific plan for you to Make A Change.
Area Covered	Mid Ulster District Council

<b>Clanrye Group</b>	
Service offered to support families with cost of living	<p><b>Carer's First event in Banbridge</b> - Clanrye Group and Action for Children are coming together to provide a 'one stop shop' event to offer vital support and information for Carer's in the community, to support them through the cost-of-living crisis. Care packages provided.</p> <p><b>Family Foundations Programme</b> - Social Café's; Finance/Benefits advice; Parenting groups, Cooking on a budget; signposting to local food banks and SVDP for Fuel vouchers and electric/utilities costs; signposting to social supermarket; support for access to benefits and charities grants</p>
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>4-week programme during the month of November Available to anyone in the community.</p> <p>Support and advice on the following areas:            Budgeting, Tips to help you heat your home            Information session with Advice NI            Cooking on a Budget            Tips and Ideas for Christmas on a Budget            Supporting your mental health</p> <p>The Family Foundations services above are opportunities for participants to get social support and advice. Tea/coffee and snacks are available at social cafes and parenting group support sessions which serve as 'chat and play' sessions. Where necessary signposting to other organisations is provided. Recipe booklets for cooking on a budget.</p>
How to access: (phone, email, referral process etc.)	<p>Phone, email and Drop in service.            Telephone No: 028 3089 8119  <a href="mailto:info@clanryegroup.com">info@clanryegroup.com</a></p>
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 48 hours
Area Covered	<p>Newry &amp; Mourne,            Armagh &amp; Dungannon            Craigavon &amp; Banbridge            Downpatrick – Family Foundations programme only.</p>



<b>N.H.T.H Armagh Outreach Team</b>	
<b>Service offered to support families with cost of living</b>	Armagh Outreach Team NHTH
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Food stall on Friday evenings at 6:30-7:30pm outside Danske Bank. Serving hot meals, sandwiches, refreshments etc to anyone experiencing homelessness, food poverty or isolation.
<b>How to access: (phone, email, referral process etc.)</b>	Drop over to food stall or find us on facebook
<b>is there a waiting list?</b>	No
<b>Is there an expected response time? How long is this?</b>	No
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	Every Friday evening
<b>Area Covered</b>	Open to anyone who can call to food stall.



<b>Children's Disability Service Southern Health and Social Care Trust</b>	
<b>Service offered to support families with cost of living</b>	Article 18 Payments. Letters of support/advocacy to local charities/business. Carers Cash Grant. Family Support Hubs.
<b>What is Available?</b>	One off payments for essential items. Charities can provide oil stamps, food banks. A Cash Grant may be provided as an outcome of a Carers Assessment Family Support Hubs can assist with budgeting, signposting and referring to other agencies that can offer assistance.
<b>How to access.</b>	Via social worker, local Family Support Hub and Family Support Forum (walk-in or phone/email).
<b>Is there a waiting list?</b>	Families in critical need are fast-tracked and Family Support Forum cases are considered on a monthly basis.
<b>Is there an expected response time?</b>	Most requests are responded to within 4 working weeks.
<b>Further Information.</b>	Provision/availability varies but critical need is prioritised in line with significant harm criteria within legislation.
<b>Area Covered.</b>	Southern Health and Social Care Trust wide. Family Support Hub (Disability Specific worker) is Armagh and Dungannon only but families can access generic hubs in other localities.



## Richmount Rural Community Association

2 Derrylettiff Road, Portadown, Co Armagh. BT62 41QU Tel: 07934186635  
 Email : joegar@hotmail.co.uk [www.richmountruralcommunityassoc.chessck.co.uk](http://www.richmountruralcommunityassoc.chessck.co.uk)

### Working together for all in our community

<https://www.facebook.com/groups/359392197497621>

Service offered	Community Shop Some food at 20p per item (Token priced food) Fresh fruit and vegetables and some groceries at market prices
What is available: (Food, Fuel, clothing, financial support etc.)	Prepacked ready to cook fresh vegetables ( ex Gilfresh) all within date Potatoes ( local grower)– small and large Various foods from Tesco short sell by dated (any perishable food will be frozen)  We all sell fresh fruit and vegetables at competitive and some general groceries.
How to access: (phone, email, referral process etc.)	Come along to community centre Open Wednesday, Thursday, Friday 5.00 pm to 7.30pm and Saturday 9.00am to 12.30pm  To check availability of goods text or email or Facebook message. See Facebook page: <a href="https://www.facebook.com/groups/359392197497621">https://www.facebook.com/groups/359392197497621</a>
Further Information: (e.g. time frame of provision etc.)	Prepacked vegetables are available every Wednesday evening through to Saturday. Food ex Tesco will be available from Thursday Preference for token priced food for elderly and families with young children
Area Covered	Within 5 miles of the village of Scotch Street ( 2.5 miles from Portadown on Moy Road

<b>Belfast Central Mission</b>	
<b>Service offered</b>	Housing support for young people 16-25 year olds
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	Practical support, help with budgeting, accessing grants, food banks, donated items, help to maintain the tenancy whether it be private rented, social housing or sofa surfing. Help to increase their independent skills and manage their health needs
<b>How to access: (phone, email, referral process etc.)</b>	<p><a href="mailto:tmiles@belfastcentralmission.org">tmiles@belfastcentralmission.org</a> - 07917304841</p> <p><a href="mailto:jmccourt@belfastcentralmission.org">jmccourt@belfastcentralmission.org</a> – 07789518785</p> <p>Referral can be made on the phone or on Belfast central mission's webpage, this can be from a professional or a self referral</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	We can work with young people for up to 2 years and they can refer back if needed
<b>Area Covered</b>	Armagh/Dungannon/Magherafelt

<p><b>COSTA</b>  <b>Community Organisations of South Tyrone &amp; Areas Ltd</b>  President Grants Homestead, 45 Dergenagh Road, Dungannon, BT70 1TW  Tel: 028 855 56880 Email: <a href="mailto:info.costa@btconnect.com">info.costa@btconnect.com</a>  Web: <a href="http://www.costaruralsupportnetwork.org">www.costaruralsupportnetwork.org</a>  Facebook: <a href="http://www.facebook.com/costa.network">www.facebook.com/costa.network</a></p>	
<b>Service offered</b>	Information, Signposting, Capacity Building and assistance.
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	We will Signpost individuals to appropriate services, information, support and feedback and lobby on behalf of the community. We assist and build capacity of local Community Groups to access Funding, resources and facilitate them to assist their communities.
<b>How to access: (phone, email, referral process etc.)</b>	Lorraine Griffin – Manager Tel: 028 855 56880 <a href="mailto:info.costa@btconnect.com">info.costa@btconnect.com</a>
<b>Further Information: (e.g. time frame of provision etc.)</b>	We will assist as soon as possible.
<b>Area Covered</b>	Dungannon & South Tyrone area of Mid Ulster District Council area.

## Newry, Mourne and Down District Council

<b>Service offered</b>	Affordable Warmth Scheme
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>The Affordable Warmth Scheme helps address the effects of fuel poverty and energy inefficiency. The scheme is directed at low income households.</p> <p>(It is not available for tenants living in social housing; you are not eligible if you are a Housing Executive or housing association tenant.)</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p><a href="mailto:affordablewarmth@nmandd.org">affordablewarmth@nmandd.org</a> 0330 137 4000</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	
<b>Area Covered</b>	Newry, Mourne and Down District Council area.

<b>The Community Family Support Programme (Network Personnel)</b>	
<b>Service offered to support families with cost of living</b>	Support to find work, upskill, check benefits, access specialist services,
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	Support to find work, upskill, check benefits, access specialist services
<b>How to access: (phone, email, referral process etc.)</b>	<p><b>(Antrim &amp; Newtownabbey Council Area)</b> Jude - 07813 014093 <a href="mailto:jude.murphy@networkpersonnel.org.uk">jude.murphy@networkpersonnel.org.uk</a></p> <p><b>(Mid &amp; East Antrim Council Area)</b> Melanie – 07776 534784 <a href="mailto:Melaine.maxwellmcilroy@networkpersonnel.org.uk">Melaine.maxwellmcilroy@networkpersonnel.org.uk</a></p> <p><b>(Mid Ulster District Council Area)</b> Jillian - 07736 350773 <a href="mailto:jillian.lennox@networkpersonnel.org.uk">jillian.lennox@networkpersonnel.org.uk</a></p>
<b>is there a waiting list?</b>	Not currently
<b>Is there an expected response time? How long is this?</b>	Immediate
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	When engaged with the participant we offer, information and signposting to support a variety of Health or Social Care issues including, housing, debt, physical & mental health, social isolation etc. We encourage participation in some of our relevant workshops and training courses, as appropriate. These include Money Management, Understanding Anxiety and Managing Challenging Behaviour, Business Administration, Customer Service, Food Hygiene etc.
<b>Area Covered</b>	Mid Ulster, Mid & East Antrim And Antrim & Newtownabbey Council Areas

# The Living Room

A warm space

Open to the public every Monday

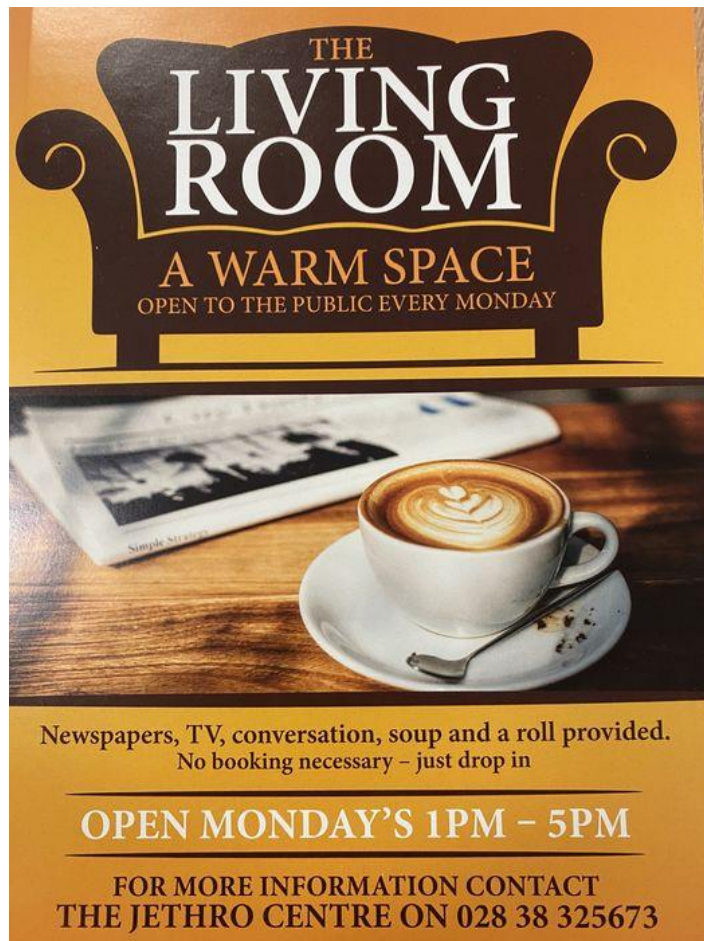
Newspapers, TV, conversation, soup and a roll provided.

No booking necessary – just drop in

Open Monday's 1pm -5pm

For more information contact

The Jethro Centre on 028 3832 5673



**THE**  
**LIVING ROOM**  
**A WARM SPACE**  
OPEN TO THE PUBLIC EVERY MONDAY

Newspapers, TV, conversation, soup and a roll provided.  
No booking necessary – just drop in

**OPEN MONDAY'S 1PM – 5PM**

FOR MORE INFORMATION CONTACT  
THE JETHRO CENTRE ON 028 38 325673

# Armagh City Banbridge & Craigavon Borough Council

## WARM HUB – Chat, Connect, Relax and Stay Warm

Open to all, you can drop in and enjoy a hot drink, have a chat or read the paper

Free Wi-Fi, tea/coffee & biscuits and newspapers & advice packs

**Where:** Tommy Makem Arts & Community Centre;  
and  
Portadown Town Hall

**When:** Every Tuesday and Thursday until 23 February

**Time:** 10.00am - 1.00pm

**WARM HUB**  
CHAT, CONNECT,  
RELAX, AND  
STAY WARM

Free Wi-Fi  
Free Tea, coffee & biscuits  
Free newspapers & advice packs

- Tommy Makem Arts & Community Centre
- Portadown Town Hall

From 10.00am to 1.00pm on

Tues 24 Jan	Thurs 26 Jan
Tues 31 Jan	Thurs 02 Feb
Tues 07 Feb	Thurs 09 Feb
Tues 14 Feb	Thurs 16 Feb
Tues 21 Feb	Thurs 23 Feb

PILOT SCHEME

Everyone welcome

Armagh City Banbridge & Craigavon Borough Council



The background features three large, overlapping, curved shapes in shades of green, blue, and purple. The shapes are semi-transparent and overlap in a way that creates a sense of depth and movement. The text 'Western Area' is centered within the white space created by these overlapping shapes.

# **Western Area**



<b>Dove House Community Trust 'Know It Change It Live It'</b>	
Service offered to support families with cost of living	We provide Budgeting advice, that helps build better financial capacity and confidence. We run a cooking on a budget programme over a four week period this helps families to maximise their income and expenditure.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Budgeting Advice General Debt Advice Cooking Programmes Sign posting
How to access: (phone, email, referral process etc.)	Contact Alex- by phone 02871269327 Or email: <a href="mailto:kcl dovehouse@gmail.com">kcl dovehouse@gmail.com</a>
is there a waiting list?	No waiting list when you phone in will book you appointment or help over the phone if needed.
Is there an expected response time? How long is this?	Usual response time within a day if you call on Friday will respond by end of day Monday
Further Information: (e.g. time frame of provision/availability etc.)	Available Monday to Thursday 9am-5pm Friday 9am-2pm
Area Covered	Citywide



<b>Dove House Community Trust</b>	
Service offered to support families with cost of living	Dove House Community Trust Advocacy Project- Supporting woman and men survivors of domestic abuse
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	One to one support for the impact of domestic and sexual abuse. Group activities/ programmes Coffee mornings Referral agent for the foodbank Signpost to NIHE And other services
How to access: (phone, email, referral process etc.)	Call Cathy Sweeney on 02871269327 to arrange and appointment or email <a href="mailto:advocacy@dovehousecommunitytrust.org">advocacy@dovehousecommunitytrust.org</a>
is there a waiting list?	Appointments arranged by phone where clients will be given a timeslot asap. Allocated time can be managed for emergencies.
Is there an expected response time? How long is this?	Usual response between 1 – 2 days
Further Information: (e.g. time frame of provision/availability etc.)	Monday to Thursday 9-5 Friday 9-2
Area Covered	Primarily covers the Triax area and other areas of DCSDC will be considered

# The Old Docks Bar & Grill

Pensioners can  
get

# FREE

# Soup!

With any main  
course



Kids Eat  
FREE!

Under 12s Only  
Monday-Friday  
3pm-5pm

UNDER 12s ONLY  
MONDAY-FRIDAY  
3PM-5PM



## Menu

The Old Docks  
Bar & Grill  
**KIDS EAT  
FREE!**

**KIDS BURGER**  
with side order

**KIDS CHICKEN BURGER**  
with side order

**KIDS FISH FINGERS**  
with side order

**KIDS SAUSAGES**  
with side order

**KIDS CHICKEN NUGGETS**  
with side order

AVAILABLE  
THROUGHOUT  
NOVEMBER

MONDAY  
-FRIDAY  
3PM-5PM

## sides/sauces

skinny fries, chips, garlics,  
mash potatoes, gravy,

## PICCOLLAGE

Flow strict hygiene practices in our kitchen  
due to the presence of allergenic ingredients  
the products there is a small possibility that  
nuts traces may be found in any item.  
If speak to a member of staff if you have  
food allergies or intolerances.



<b>Action for Children Sperrin &amp; Lakeland Floating Support Service</b>	
Service offered to support families with cost of living	We support young people aged 16-25 years old who are homeless or at risk of homelessness, to help tackle the underlying issues that can lead to homelessness.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	<p>We provide support and signposting services to help with:</p> <ul style="list-style-type: none"> <li>• Practical life skills</li> <li>• Maintaining a tenancy</li> <li>• Budgeting</li> <li>• Benefit support</li> <li>• Access to Food Bank</li> <li>• Access support from St. Vincent de Paul</li> <li>• Rent Deposit scheme</li> <li>• Physical and emotional well being</li> </ul>
How to access: (phone, email, referral process etc.)	<p>Contact number: 028 822 59495            Manager: Alison Kettyle            Email: <a href="mailto:alison.kettyle@actionforchildren.org.uk">alison.kettyle@actionforchildren.org.uk</a></p> <p>Self referrals or professionals can refer over the phone or via email.</p>
is there a waiting list?	Short waiting list – 2 weeks. This can change at any time.
Is there an expected response time? How long is this?	Referrers should get a response within 24 hours of referral. This will indicate how long it will be before case is allocated and support can be given.
Further Information: (e.g. time frame of provision/availability etc.)	<p>The service can offer support to a young person for a maximum of 2 years.</p> <p>We can support young people within our office or out in the community and in their own homes.</p>
Area Covered	Fermanagh and Omagh area.

<b>Women's Aid - Omagh</b>	
<b>Service offered to support families with cost of living</b>	<p>Range of practical support and advice available to Omagh Women's Aid service users.</p> <p>One to one holistic needs assessment and support planning for women and children experiencing domestic abuse in the Omagh area that includes Benefit Entitlement check, basic budgeting skills, support to access independent back account and referral to specialist welfare rights and debt advice.</p> <p>Access to practical support e.g. food, sanitary products, toiletries, nappies, etc...</p>
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	<p>Access to food, emergency clothing, sanitary products, toiletries.</p> <p>One to one personal budgeting advice and support</p> <p>Referral to practical support e.g. emergency furniture, fuel, etc... from community charity partners</p> <p>Support to apply for grants, as relevant</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Contact key worker who will support woman to assess her needs and access timely and appropriate support</p> <p>028 8224 1414</p>
<b>is there a waiting list?</b>	<p>There is a waiting list for ongoing community-based support.</p> <p>Initial Triage Needs Assessment completed within 5 working days of receipt of referral</p>
<b>Is there an expected response time? How long is this?</b>	<p>Community based - Monday to Friday 9am – 5pm</p>
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	<p>Provision of or referral to practical support as part of a holistic domestic violence support service.</p>
<b>Area Covered</b>	<p>Omagh area</p>

Reduced income?  
In crisis? Need help?



[causewaycoastandglens.gov.uk/advice](https://causewaycoastandglens.gov.uk/advice)

Causeway Coast & Glens Borough Council | Communities | Fibal | Communities

## Where to Turn?

Where to Turn is a Causeway Coast and Glens Borough Council campaign which aims to make sure you are aware of available support services if you are facing difficulty. These organisations provide a range of wraparound services and will be able to provide you with further details of these when you contact them

### Advice Centres

In the Coleraine, Limavady, Ballymoney, Ballycastle and The Glens areas contact

#### Community Advice Causeway

T: 028 7034 4817

E: [advice@advicecauseway.com](mailto:advice@advicecauseway.com)

### Food Banks

#### Ballycastle Foodbank

T: 075 3698 6448

E: [info@Ballycastle.foodbank.org.uk](mailto:info@Ballycastle.foodbank.org.uk)

#### Ballymoney Foodbank

T: 075 6584 0571

E: [info@Ballymoney.foodbank.org.uk](mailto:info@Ballymoney.foodbank.org.uk)

### Fuel Support

If you need emergency fuel support your local advice centre can direct you to a local organisation who may be able to help you with emergency electric or gas top up, fuel stamps or other support

In the Dungiven area contact

#### Glenshane House

T: 028 7774 2494

[Advice and Support - Causeway  
Coast & Glens Borough Council  
\(causewaycoastandglens.gov.uk\)](https://causewaycoastandglens.gov.uk)

#### Causeway Foodbank (Coleraine)

T: 028 7022 0005

E: [info@vinyardcompassion.co.uk](mailto:info@vinyardcompassion.co.uk)

#### Roe Valley Community Foodbank

T: 028 7776 5438

E: [manager@lcdi.co.uk](mailto:manager@lcdi.co.uk)

# Derry City and Strabane District Council

<p><a href="http://derrystrabane.com">Derry City &amp; Strabane - Advice Services (derrystrabane.com)</a></p>	<p><b>Extended Advice Services</b></p> <p>More people than ever are facing debt and money worries, this has increased because of Covid-19.</p> <p>Many households have experienced unexpected changes in circumstance such as redundancy, sickness, reduction of income or insecure income.</p> <p>Advice North West, Dove House and the Resource Centre have come together to offer a tailored provision to meet the immediate financial and debt needs of the citizens of Derry and Strabane. The advice centres will operate “out of hours” and in addition to current advice service provision. Services offered will include benefit maximisation, debt advice, financial health checks, advice on setting up a bank account, budgeting advice.</p> <p>The advice centres can:</p> <ul style="list-style-type: none"> <li>• help make sure you are getting all</li> <li>• benefits that you are entitled to</li> <li>• offer debt advice</li> </ul>
<p><b>Disability Living Allowance (DLA)</b></p>	<p>for children may help with the extra costs of looking after a child who:</p> <ul style="list-style-type: none"> <li>• is under 16</li> <li>• has difficulties walking or needs much more looking after than a child of the same age who does not have a disability</li> </ul> <p>They will need to meet all the <a href="#">eligibility requirements</a>.</p> <p>The <a href="#">DLA rate</a> depends on the level of help the child needs.</p>
<p><b>Discretionary support</b></p>	<p>If the family are housing executive or housing association tenants they may be able to contact the Housing Body for discretionary support</p>



<b>SureStart Shantallow</b>	
<b>Service offered to support families with cost of living</b>	SureStart Shantallow provides range of Family Support services including emotional support/listening ear.
<b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b>	<p>The Project delivers the Cook it Programme which supports families to cook healthy meals on a budget, ingredients are provided to participants.</p> <p>The Project can support families to access appropriate support through signposting to foodbanks, welfare advisers or seek practical support/grants from relevant agencies on behalf of a family.</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Contact Number: 028 71352522 or 028 71356110</p> <p>Self Referrals and/or referrals from professionals are accepted via telephone</p>
<b>Further Information: (e.g. time frame of provision/availability etc.)</b>	Immediate support
<b>Area Covered</b>	<p>SureStart Shantallow covers the following ward areas:</p> <p>Carnhill, Shantallow East, Shantallow West, Ballynashallog, Super Output Areas 2 and 3 of the Culmore Ward</p>

<b>ARC HLC Ltd - Cherish SureStart</b>	
<b>Service offered</b>	<p>Family Support            Access to advice through Employers for Childcare on a 1:1 basis in our centre            Access to food banks            Referrals to organisations such as SVP/            Programmes such as HENRY, Cook IT Solid Start which focus on healthy eating on a budget</p>
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>Advice, support and referrals to organisations that support with fuel, food and offer advice through services mentioned above.</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Families must live in the Sure Start area and have children under 4 years.            Tel: 028 68621970            Email: <a href="mailto:Cherish@archlc.com">Cherish@archlc.com</a></p> <p>Self-referral, Midwives, Health Visitors and Social Services are main referrers. However, anyone can refer into services. NIMATs</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>Mon-Fri 9am-5pm</p>
<b>Area Covered</b>	<p>Irvinestown; Newtownbutler; Roslea            Kesh, Ederney &amp; Lack            Lisnarick; Ballinamallard            Trillick; Devenish            Portora; Lisnaskea            Erne</p>

<b>Home-Start Lakeland</b>	
<b>Service offered</b>	Support for families with young children in Co Fermanagh.
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>Children's clothes            Baby/Children equipment            School shoes            Referral to Foodbank            Referral for fuel (oil, electricity)            Forwarding items donated into the office            Referral for home safety equipment through Council            Slow Cooker Programme with equipment &amp; food provided</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Phone – 028 6634 6818            Email – <a href="mailto:info@homestartlakeland.com">info@homestartlakeland.com</a>            Message Facebook page 'Home-Start Lakeland'            Items are primarily for referred families but happy to support all families in any way we can.            Families can be referred from Health professional or self refer. Use contact details above.</p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	No set time frame.
<b>Area Covered</b>	Co Fermanagh (Other Home-Starts in other areas)

<b>L.A.S.T SureStart</b>	
<b>Service offered</b>	<p>Antenatal – 4 Years.</p> <p>Sure Start aims to improve the health and well-being of families and children before and from birth, so children are ready to flourish when they go to school.</p> <p>- Programmes for parents and children/Allocated Family Support Worker/ Creche/ Workshops – Hypnobirthing, Breastfeeding, Potty Training, Baby Massage &amp; Reflexology / Antenatal Event/Home Safety/Events/ Dads programmes/</p>
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p>Support with signposting to support services for food/fuel/clothing.</p> <p>Allocated Family Support Worker to help and assist families with various barriers. Programmes and workshops in parenting and child's development. Support from health Visitor and Speech and Language.</p>
<b>How to access: (phone, email, referral process etc.)</b>	<p>Self Referral, Referral from external organisation (midwife/health visitor/ support services),</p> <p>Telephone – <a href="tel:02882252936">02882252936</a></p> <p>Email – <a href="mailto:winniekelly@lastsurestart.co.uk">winniekelly@lastsurestart.co.uk</a></p> <p>Online- <a href="http://www.lastsurestart.co.uk">www.lastsurestart.co.uk</a></p>
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>To involve parents;</p> <p>To avoid stigma;</p> <p>To ensure lasting support;</p> <p>To be sensitive to local families' needs and</p> <p>To promote participation of all local families</p>
<b>Area Covered</b>	<p>Services are publicised and made accessible to all children and families within our four wards areas Fintona, Termon, Killyclogher, Strule, Gortrush, Camowen, Drumragh and Lisanelly</p>

<b>AMH New Horizons Foyle</b>	
<b>Service offered</b>	We provide life skills training, information & support to adults 18+ diagnosed with mental ill-health.
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	<p><b>Practical Life Skills Training in the following;</b></p> <ul style="list-style-type: none"> <li>• Cooking on a Budget;</li> <li>• Basic Food Hygiene;</li> <li>• Learn to Grow your own;</li> <li>• Budgeting;</li> <li>• Benefit Checks;</li> <li>• Living Frugality in 2022;</li> <li>• How to stay mentally well &amp; build your resilience through the 5 ways to wellbeing,</li> <li>• Diet &amp; Nutrition</li> <li>• Physical Wellbeing</li> <li>• Addiction support</li> <li>• Recycle, Reuse, Repurpose</li> </ul>
<b>How to access: (phone, email, referral process etc.)</b>	Referrals through GP's, Community Mental Health Teams, GP Federation Multidisciplinary teams, Addiction Support Organisations, & Jobs & Benefits.
<b>Further Information: (e.g. time frame of provision etc.)</b>	<p>Once accepted on to our project, support will be provided virtually or face to face up to a maximum of 2 years.</p> <p>We provide free transport to the Service. We are based in Unit 13 Springtown Industrial Estate Derry/Londonderry BT48 0LY</p>
<b>Area Covered</b>	All of County L'Derry

<b>AWARE</b>	
<b>Service offered</b>	Mental Health Support
<b>What is available: (Food, Fuel, clothing, financial support etc.)</b>	Free support groups for people experiencing low mood, depression, anxiety and bipolar Free mental health training programmes and workshops Mental health advice and signposting
<b>How to access: (phone, email, referral process etc.)</b>	Email <a href="mailto:info@aware-ni.org">info@aware-ni.org</a> Or visit <a href="http://www.aware-ni.org">www.aware-ni.org</a>
<b>Further Information: (e.g. time frame of provision etc.)</b>	Provided all year round
<b>Area Covered</b>	All of Northern Ireland

## Family Nurse Partnership

<p><b>Service offered to support families with cost of living</b></p>	<p>Families supported to access food banks, Family Nurses often seek clarity in relation to benefits to ensure clients are getting what they are entitled to.</p>
<p><b>What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)</b></p>	<p>Food bank St Vincent's Salvation army</p>
<p><b>How to access: (phone, email, referral process etc.)</b></p>	<p>Food bank via email St Vincent's and Salvation Army via phone</p>
<p><b>Further Information: (e.g. time frame of provision/availability etc.)</b></p>	<p>The above are all very responsive to our clients needs, they frequently provide help within one-two days.</p>
<p><b>Area Covered</b></p>	<p>The services above will address need for all FNP clients across the trust area.</p>

<b>Home-Start Omagh District</b>	
Service offered to support families with cost of living	Support for families with young children living in Omagh District
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Forwarding of clothes and baby equipment donated to Home-Start Omagh District Referral to foodbanks, SVP Referral to Council for home safety equipment and Keep Warm pack Referral for food and fuel vouchers (depending on availability and funding)
How to access: (phone, email, referral process etc.)	Email <a href="mailto:info@homestartomaghdistrict.org.uk">info@homestartomaghdistrict.org.uk</a> Phone 028 8224 0902 (9am to 4pm Monday to Thursday) Phone or text 078 4374 9852 Families who have been referred are prioritised. However, we can support or signpost families throughout Omagh District
is there a waiting list?	Waiting list for home-visiting volunteer support No set waiting list for families seeking support with cost of living
Is there an expected response time? How long is this?	Response time is dependent on availability of staff and resources.
Further Information: (e.g. time frame of provision/availability etc.)	No set time frame
Area Covered	All of Omagh District area including Omagh town, Drumquin, Dromore, Trillick, Fintona, Seskinore, Beragh, Sixmilecross, Carrickmore, Loughmacrory, Mountfield, Greencastle, and Gortin