

ORGANISATION

Al-Anon Family Group

Cathedral Buildings
64 Donegal StreetBelfast
BT1 2FJ
(028) 90 243489

Returned:

N

OPENING HOURS**AGES GROUPS**

10-18 years

HELPLINE1

(028) 90243489

SERVICE

Offers information and support for those affected by someone else's drinking. Information available to schools, health services, churches, pastoral centres. Also provide group and one-to-one meetings.

HOW CAN THE SERVICE BE ACCESSED?**ORGANISATION**

Alcoholics Anonymous - Helpline

PO Box 1
Stonebow House
Stonebow
YorkYO1 7NJ
(028) 90 434848

Returned:

N

OPENING HOURS**AGES GROUPS**

All ages

HELPLINE1

(028) 90 434848

www.alcoholics-anonymous.org.uk
lemongsoyork@btconnect.com

SERVICE

Provides an opportunity for alcoholics to share their experiences, strength and hope with each other to aid the recovery of alcoholism

HOW CAN THE SERVICE BE ACCESSED?**ORGANISATION**

Alliance Youth Works

Artillery House
Artillery RdColeraine
BT52 1QI
028 70 320814

Returned:

Y

OPENING HOURS

Closed on Mondays

AGES GROUPS

0-25 years

HELPLINE1

www.allianceyouthworks.org.uk
info@allianceyouthworks.org.uk

SERVICE

Alliance Youth Works is a youth work organisation that works in alliance with other agencies and organisations to bring the best resources and opportunities to children, young people and their leaders.

HOW CAN THE SERVICE BE ACCESSED?

ORGANISATION

Barnardos

Young Carers Service

36a Westland Road

Magherafelt

BT45 5AY

028 79634402

OPENING HOURS**AGES GROUPS**

4-18 years

HELPLINE1

www.barnardos.org.uk

tony.mcgurk@barnardos.org.uk

SERVICE

Provides support to children and young people who undertake the role of primary or secondary carers to parents or siblings. Furthermore provides support to groups and clubs across the Board area.

HOW CAN THE SERVICE BE ACCESSED?

Self and professional referral. Contact local club in your area.

Returned:

Y

ORGANISATION

Barnardos

Young Parents Network

Somerset House

234 Ormeau Road

Belfast

BT7 2F2

028 90646515

OPENING HOURS

9.30 - 4.30 Monday - Friday

AGES GROUPS

16-25 years

HELPLINE1

www.barnardos.org.uk

ni.youngparents@barnardos.org.u

SERVICE

Provides support to young parents, addresses relevant issues and assists in ways to overcome problems. The service is provided in conjunction with local Sure Start (in Coleraine Area). Overseas the School Age Mothers Support Service in each ELB area. Provides an outreach advice service to young parents, their families and agencies that work with them.

HOW CAN THE SERVICE BE ACCESSED?

Referral through local Sure-Start Projects in different district council areas

Returned:

Y

ORGANISATION

Barnardo's

SAM - School Age Mothers

Loughview Regional Offices

2-6 Jordanstown Rd

BT37 0QF

028 90 862568

OPENING HOURS**AGES GROUPS**

Mothers of Compulsory School age

HELPLINE1**SERVICE**

The interagency group provides support to 'Children in Need'. Maintains home/school link, promotes re-integration and social inclusion and assists in accessing DE funded childminding assistance through early years team.

HOW CAN THE SERVICE BE ACCESSED?

Referral through education, health and social care staff.

Returned:

Y

ORGANISATION

Blind Centre

37 Abbey St

Coleraine

BT52 4XN

(028) 70 320333

OPENING HOURS

Monday - Friday 9:30am - 5:00pm

AGES GROUPS

All ages

HELPLINE1

www.bcni.co.uk

coleraine@bcni.co.uk

SERVICE

The aim of the blind centre is to enhance the quality of life for blind and visually impaired people through 4 strands of service provision -Direct Service, Leisure, Communication, Research.

HOW CAN THE SERVICE BE ACCESSED?

GP, social worker, self referral or family member

Returned:

Y

ORGANISATION

Brook Advisory Centre

29A North Street

Belfast

BT1 1NA

(028) 90 328866

OPENING HOURS

Mon/Tues/Wed 2.30 - 5.00, Thurs
5.30 - 8.00 Fri 2.00 - 4.30 (4.00 on the
last Fri of the Month) Sat 1.30 - 4.00
Sun 1.30 - 3.00 Young Men's Clinic
4.00 - 5.30

AGES GROUPS

Females 19 years and under.
Males 24 years and under.

HELPLINE1

028 9032 2023

www.brook.org.uk

belfast.brook@talk21.com

SERVICE

Provides free confidential sexual health advice and contraception to young people. Services provided include contraception, pregnancy testing, emergency contraception, Chlamydia screening, condoms and having someone to talk to.

HOW CAN THE SERVICE BE ACCESSED?

Drop in service.

Returned:

Y

ORGANISATION

Cara Friend - Helpline

PO Box 44

Belfast

BT1 2GT

(028) 90 322023

OPENING HOURS**AGES GROUPS****HELPLINE1**

07707216921

www.glyni.org.uk

cara.friend@btinternet.com

SERVICE

Information service for gay men, lesbians and bisexuals.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

N

ORGANISATION

Carers Northern Ireland

58 Howard Street

Belfast

BT1 6PJ

(028) 90 439843

Returned:

Y

OPENING HOURS**AGES GROUPS**

All ages.

HELPLINE1

CarersLine: 0808 808 7777

www.carersni.org

info@carersni.demon.co.uk

SERVICE

Operating an information service for carers and professionals, dealing with a range of issues such as carers' benefits, community care and services for carers. Providing a wide range of leaflets and booklets and a regular newsletter for carers, members and professionals. Offering free one to one internet taster sessions for carers to enable them to access information on the web.

HOW CAN THE SERVICE BE ACCESSED?

Self referral. Contact either Lyn Campbell or Brenda Liddy on the number provided for details of services in your area.

ORGANISATION

Carrickfergus Community Drug and Alcohol Advisory Group

4 Cheston Street

Carrickfergus

BT38 7BH

028 93351562

Returned:

Y

OPENING HOURS

Monday - Friday 9.00am - 5.00pm

AGES GROUPS

All ages.

HELPLINE1

www.cddaag.org

office@cddaag.org

SERVICE

Provides the community with confidential information, advice and support in relation to drugs and alcohol related issues.

HOW CAN THE SERVICE BE ACCESSED?

Self.

ORGANISATION

Causeway ADHD Support Group.

41 Castlevue Park

Portrush

BT56 8AS

028 70 823915

Returned:

Y

OPENING HOURS

Monthly meetings - 3rd Tuesday of every month, in the Old Technical College, Duncluse Avenue, Portrush. 7-30pm to 9.30pm.

AGES GROUPS**HELPLINE1****SERVICE**

Offers support and advice for families who have recently received diagnosis of ADHD.

HOW CAN THE SERVICE BE ACCESSED?

Self referral.

ORGANISATION

Causeway Volunteer Bureau

70A Union Street

Coleraine

BT52 1QB

(028) 70 358285

OPENING HOURS**AGES GROUPS**

16+ years

HELPLINE1

info@causewayvb.org

SERVICE

Recruit, interview and place volunteers in a wide ranges of areas of work with organisations in the voluntary, community and statutory sectors. Provides advice, support and training for the volunteers.

HOW CAN THE SERVICE BE ACCESSED?

Referral by professional or self

Returned:

Y

ORGANISATION

Childline (NI)

1st Floor

Queens House

14 Queens Street

Belfast

BT1 6ED

0870 336 2945

OPENING HOURS

24 hours a day

AGES GROUPS

10-18 years

HELPLINE1

08001111

www.childline.org.uk

SERVICE

Provides confidential, emotional support for young people in danger, distress or with any problem.

HOW CAN THE SERVICE BE ACCESSED?

Online or via the telephone

Returned:

Y

ORGANISATION

Children's Disability Team

Riverside House

28 Portstewart Road

Coleraine

BT52 1RN

(028) 70 358158

OPENING HOURS**AGES GROUPS**

0-17 years

HELPLINE1**SERVICE**

This team works with children/young people with a range of severe learning or physical disabilities or sensory impairments, to enable them to live as normal a life as possible in their own homes.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Children's Law Centre

Philip House
123-137 York StreetBelfast
BT15 1AB
(028) 90 245704**OPENING HOURS**

Monday - Friday 9-5

AGES GROUPS

0-18 years

HELPLINE108088085678
www.childrenslawcentre.org
info@childrenslawcentre.org**SERVICE**

Legal information, advice and representation for children and young people. Free telephone advice line.

HOW CAN THE SERVICE BE ACCESSED?

Telephone or email

Returned:

Y

ORGANISATION

Chinese Welfare Association

Generation Y

133-135 University Street

Belfast
BT07 1HQ
(028) 90 288277**OPENING HOURS****AGES GROUPS**

All ages.

HELPLINE1

www.cwa-ni.org

SERVICE

Provides support to the local Chinese Community and provides services which meet both the health and social needs of adults and children.

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATION

Citizens Advice Bureau

24 Lodge Rd.

Coleraine
BT52 1NB
(028) 70 344817**OPENING HOURS**

Monday - Friday 9.30am-4.00pm

AGES GROUPS

All ages

HELPLINE1

www.citizensadvice.org.uk

SERVICE

Advice is available face-to-face and by telephone and e-mail advice helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems and is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

HOW CAN THE SERVICE BE ACCESSED?

Self Referral, drop in and appointments.

Returned:

Y

ORGANISATION

Coleraine Area Rural Transport
(CART)

31a New Row

Coleraine

BT52 1AE

028 70356090

OPENING HOURS

Monday -Friday 9.00am -5.00pm

AGES GROUPS

All ages

HELPLINE1

www.carttransport.com

sandra@carttransport.com

SERVICE

Community transport for community groups. "Social car" to enable people who are isolated through location, age, disability, low income to have access to health and well being activities and to also have access to training facilities and job interviews.

HOW CAN THE SERVICE BE ACCESSED?

Service available to community groups and limited transport for small charge

Returned:

ORGANISATION

Contact Youth

139 Ravenhill Rd

Belfast

028 90 457848

OPENING HOURS

9.30 - 4.30

AGES GROUPS

11-25 years

HELPLINE1

0808 808 8000

nb@contactyouth.org

SERVICE

Offers one on one issue based counselling to young people, free and confidential service for physical and emotional abuse.

HOW CAN THE SERVICE BE ACCESSED?

Self-referral, parents, social workers, GPs, Youth Justice and EWOs.

Returned:

ORGANISATION

Council for the Homeless

72 North St

BELFAST

BT11 1LD

(028) 90 246440

OPENING HOURS**AGES GROUPS****HELPLINE1**

www.chni.org.uk

info@chni.org.uk

SERVICE

Council for the Homeless NI is primarily an umbrella organisation, providing information, advocacy, lobbying, research and training services to those organisations that provide services, whether directly or otherwise, to the homeless population in NI. This said, CHNI does have members in ROI, Scotland & England. CHNI would provide a signposting service to all homeless people, if they approach us for information (all age groups and household types). Furthermore, CHNI provides a youth - training programme, providing essential skills and multi-media training to 16-25yr olds. This programme is delivered by our Youth Participation Officer.

HOW CAN THE SERVICE BE ACCESSED?

Self referral

Returned:

N

ORGANISATIONCRUN Coleraine Rural & Urban
Network (CRUN)

Railway Road

Coleraine

BT51 3TP

028 70 344934

OPENING HOURS

Monday- Friday 9.00am-5.00pm

AGES GROUPS**HELPLINE1**

www.crun.org

SERVICE

Network organisation which promotes and supports community & voluntary groups. Assist groups to access funding, offers advice on a range of issues including committee skills, helps with the organisation of meetings/seminars/festivals.

HOW CAN THE SERVICE BE ACCESSED?

Self referral

Returned:

N

ORGANISATION

Cruse Bereavement Care

Causeway Cruse Office

Robinson Memorial Hospital

Newal Road

Ballymoney

BT53 6HH

(028) 27 666686

OPENING HOURS**AGES GROUPS**

18+ years

HELPLINE1

causewaycruse@yahoo.co.uk

SERVICE

Provides support, advice and counselling for those who have suffered a bereavement.

HOW CAN THE SERVICE BE ACCESSED?

GP, social worker, paramedic, relative/friend, self

Returned:

Y

ORGANISATION

Disability Action - Helpline

Portside Business Park

189 Airport Road West

Belfast

BT3 9ED

(028) 90 491011

OPENING HOURS**AGES GROUPS****HELPLINE1**www.disabilityaction.orginformation@disabilityaction.org**SERVICE**

Advice and information on all aspects for anyone affected by disability.

HOW CAN THE SERVICE BE ACCESSED?

Telephone or email

Returned:

Y

ORGANISATION

Extern

Linden Services

208 Ballyduff Road

N'TOWNABBEY

BT36 6UX

(028) 90 839410

OPENING HOURS**AGES GROUPS**

13-17 years

HELPLINE1www.extern.organgela.linden@extern.org**SERVICE**

Extern believes feeling safe and secure within our neighbourhoods, within our living arrangements and within our families is every citizen's right. Yet, for some these are not attainable without assistance and Extern provides neighbourhood programmes wherein residents can consider their own needs and solutions; accommodation services for those who are homeless; and support services for vulnerable adults, children and families. Extern respects and builds upon the strengths of individuals, families and communities, working in partnership with them and the public sector, to overcome challenging issues, reduce crime and promote social inclusion.

HOW CAN THE SERVICE BE ACCESSED?

Via Social Worker

Returned:

Y

ORGANISATION

Family Fund

4 Alpha Court

Moalks Cross Drive

Huntington

York

YO32 9WN

(028) 70 355660

OPENING HOURS**AGES GROUPS**

0-16 years

HELPLINE1www.familyfund.org.ukjuk@familyfund.org.uk**SERVICE**

Financial Assistance and information for families with children with severe disability or serious illness

HOW CAN THE SERVICE BE ACCESSED?

Professional or self referral

Returned:

Y

ORGANISATION

Focus on Family

11 Glenburn Crescent

Coleraine

BT52 2QR

028 703 29550

OPENING HOURS**AGES GROUPS**

0-11 years

HELPLINE1**SERVICE**

Offers a variety of activities to parents of young children helping them to further develop and enhance skills and interests including educational and vocational subjects.

HOW CAN THE SERVICE BE ACCESSED?

Professional or self referral

Returned:

N

ORGANISATION

Fostering Network NI

Unit 10

40 Montgomery Road

Belfast

BT6 9HL

02890705056

OPENING HOURS

Monday-Friday 9am-5pm

AGES GROUPS

10+ years

HELPLINE1

www.fostering.net

ni@fostering.net

SERVICE

Provide information about fostering to the general public. Independent information, advice, training and support for foster carers, social workers and others interested in fostering. Support for sons and daughters of carers.

HOW CAN THE SERVICE BE ACCESSED?

Professional or self referral

Returned:

Y

ORGANISATION

Gamcare - Helpline

Gambling Therapy

OPENING HOURS

Mon - Fri 1.00pm - 5.00pm

AGES GROUPS**HELPLINE1**

0845 6000133

www.gamblingtherapy.org

SERVICE

Confidential counselling, advice and information for anyone affected by a gambling problem.

HOW CAN THE SERVICE BE ACCESSED?

On line or by phone.

Returned:

Y

ORGANISATION

Gingerbread NI

Supporting One Parent Families

169 University St

Belfast

BT7 1HR

(028) 90 23147

OPENING HOURS**AGES GROUPS**

All ages.

HELPLINE1

0808 808 8090

www.gingerbreadni.org

enquiries@gingerbreadni.org

SERVICE

Supports lone parents and their children. Services provided include advice, information, career and educational guidance, training, childcare and children and young people services.

HOW CAN THE SERVICE BE ACCESSED?

Self referrals, referrals from statutory and voluntary organisations. Contact the above number for services in your area.

Returned:

Y

ORGANISATION

Harpers Hill Community Early Years Project

Harpers Hill Community Early Years Project

Cuilrath Corner

Cuilrath Street

Coleraine

BT52 2ER

028 70 321620

OPENING HOURS

Monday- Friday 9.00am- 5.00pm

AGES GROUPS

0-11years and parents

HELPLINE1

harpurshill-eyp@hotmail.com

SERVICE

Childcare, playgroup, crèche, after school club. Family groups, parent and toddler, special needs, drop in centre for parents and infant massage. Also offers a range of personal development courses. Also offers a range of personal development courses.

HOW CAN THE SERVICE BE ACCESSED?

Self referral or professional

Returned:

Y

ORGANISATION

Health Information Service - Helpline

OPENING HOURS

Monday-Thursday 9am- 7pm Friday 9am-5pm

AGES GROUPS

All ages

HELPLINE1

www.mindbodysoul.gov.uk

SERVICE

Provides information on HPSS services, and coping with illnesses and treatment. Support groups and help lines including smoking, mental health, sexual health, pregnancy/abortion.

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

Health Promotion Service

Mountfern House
10 Rugby AvenueColeraine
BT52 1JL
(028) 70 3321373**OPENING HOURS****AGES GROUPS**

All ages

HELPLINE1**SERVICE**

Provides resources and materials to assist and support health education.

HOW CAN THE SERVICE BE ACCESSED?

Via Causeway Staff

Returned:

Y

ORGANISATIONHomes for Homeless People -
HelplineUnit 1-2
Inkerman Street
Luton
Bedfordshire
LU1 1JB**OPENING HOURS****AGES GROUPS****HELPLINE1****SERVICE**

Advice and information for anyone who is homeless or in housing crisis.

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

Home-Start

Causeway

74-76 Railway Road

Coleraine
BT52 1PG
(028) 70 321765**OPENING HOURS****AGES GROUPS**All ages of parents and
children.**HELPLINE1**

ann@home-startcauseway.fsnet.c

SERVICEProvides befriending service offering a range of advice and support for families.
Visiting families in their own homes to offer support, friendship and practical
assistanceReassuring parents that their childcare problems are not unusual or unique
Encouraging parents' strengths and emotional well-being for the ultimate benefit of
their children
Trying to get the fun back into family life**HOW CAN THE SERVICE BE ACCESSED?**Health Visitors, Midwife, Social Worker or self, education departments or anyone
working with a family.

Returned:

Y

ORGANISATION

Kilcranny House

21 Cranagh Road

Coleraine

BT51 3NN

(028) 70 321816

Returned:

Y

OPENING HOURS**AGES GROUPS**

10-18 years

HELPLINE1

www.kilcrannyhouse.org

info@kilcrannyhouse.org

SERVICE

Daily & residential training offered in a range of subjects. Small scale cross community projects. Environmental projects including urban farm; work with special needs groups, schools and youth groups; community work- 'CRISP' (concern relations innovative support programme) 24 bed residential facility.

HOW CAN THE SERVICE BE ACCESSED?

Telephone and email

ORGANISATION

Lesbian and Gay Switchboard - Helpline

PO Box 7324

London

N1 9QS

020 7837 6768

Returned:

Y

OPENING HOURS

24 hours

AGES GROUPS

All ages.

HELPLINE1

02078377324

www.llgs.org.uk

admin@llgs.org.uk

SERVICE

LLGS is a helpline aiming to offer 24 hour information and support for lesbians, gay men, bisexuals and anyone concerned about their sexuality or wishing to discuss or consider lesbian and gay issues. LLGS operates a UK wide search directory at www.queery.org.uk

HOW CAN THE SERVICE BE ACCESSED?

Telephone

ORGANISATION

Mencap

3 Victoria Street

Ballymoney

BT53 6DW

028 27 66666

Returned:

Y

OPENING HOURS**AGES GROUPS**

All ages

HELPLINE1

www.mencap.org.uk

mencapni@mencap.org.uk

SERVICE

Offers practical support and advice to families with children who have learning disabilities. One to one/group information sessions for parents and children covering a wide range of topics.

HOW CAN THE SERVICE BE ACCESSED?

Self Referral

ORGANISATION

Message Home - Helpline

OPENING HOURS**AGES GROUPS****HELPLINE1**

0800 700740

help@messagehome.org.uk

SERVICE

Confidential helpline to let someone know that you are safe if you have runaway of left home.

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

National Aids - Helpline

OPENING HOURS**AGES GROUPS****HELPLINE1**

www.avert.org

SERVICE

Information and advice on HIV and AIDS.

HOW CAN THE SERVICE BE ACCESSED?

Free phone

Returned:

N

ORGANISATION

National Drugs - Helpline

OPENING HOURS

24 hours a day

AGES GROUPS

All ages.

HELPLINE1

0800 77 66 00

SERVICE

Provides a range of services on drug related issues.

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

National Missing Persons - Helpline

OPENING HOURS**AGES GROUPS****HELPLINE1**

0500 700 700

enquiries@missingpersons.org

SERVICE

Counselling, listening and practical support for anyone missing relatives or immediate family members.

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

NEELB

School Based Care Teams

Behaviour Management Dept

Antrim Board Centre

17 Lough Road

Antrim

BT41 4DH

028 94482305

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE**

Provides multi-agency support for schools through meeting together on a regular basis, sharing information, prioritising, planning and reviewing

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

Video Conference through the internet

Sunlea Complex

180 Ballycastle Rd

Coleraine

028 70 353179

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE**

Promotes inclusion of rural young people. Equips rural young people with the skills to communicate with other groups through video conferencing.

HOW CAN THE SERVICE BE ACCESSED?

Returned: Y

ORGANISATION

NEELB

LAC Support Service

Loughview Regional Offices
2-6 Jordanstown Road

N'ABBEY
BT37 0QF
(028) 90 865293

OPENING HOURS

AGES GROUPS

HELPLINE1

www.neelb.org.uk
lorraine.oneill@neelb.org.uk

SERVICE

Support and advice for looked after children.

HOW CAN THE SERVICE BE ACCESSED?

Returned: Y

ORGANISATION

NEELB

Thornberry centre

Sunlea Complex
Ballycastle Rd

Coleraine
028 70 356679

OPENING HOURS

AGES GROUPS

HELPLINE1

SERVICE

Part-time provision of service for pupils who have severe emotional and behavioural difficulties. Outreach provision available to primary schools.

HOW CAN THE SERVICE BE ACCESSED?

Returned: Y

ORGANISATION

NEELB

ICT Training Suite

Sunlea Complex
180 Ballycastle Rd

Coleraine

028 70 353179

OPENING HOURS**AGES GROUPS****HELPLINE1**

www.neelb.org.uk

SERVICE

Providing youth work with an ICT base.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

PAM - Primary Attendance Matters

Variety of Primary Schools in NHSSB Area
Loughview Regional Offices
2-6 Jordanstown RdBT37 0QF
028 90 862568**OPENING HOURS****AGES GROUPS**

5-11 year olds and their parents

HELPLINE1**SERVICE**

In-school initiatives aimed at early intervention and establishing pro-attendance attitudes and behaviours.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

Parenting Skills and Adolescent
Drug UseSchools, Town Halls, Churches, public pre
Antrim Board Centre

17 Lough Centre

Antrim

BT41 4DH
02894482334**OPENING HOURS****AGES GROUPS**

Parents

HELPLINE1**SERVICE**

Prevents Solvent/Drug Abuse.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

Story Sack

St Brigid's PS

Castle St.

Ballymoney

028 27 662664

OPENING HOURS**AGES GROUPS**Year 1 Parents Primary
Schools**HELPLINE1****SERVICE**

Develops literacy by encouraging parents and children to read together. Enables parents and children to enjoy sharing books together. Promotes a communal sense of achievement. Parents participate in regular meetings. Increases liaison between parents and schools.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

SCRP - Schools Community
Relations Programmes

Antrim Board Centre

17 Lough Rd

Antrim

BT41 4DH

028 94 482309

OPENING HOURS**AGES GROUPS**

Primary Schools

HELPLINE1**SERVICE**

Parents assist as group leaders in ice breaking workshops as part of Schools Community Relations Programmes.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

Educational Psychology Offices -
Northern Team

Schools Campus,

Carthall Rd

Coleraine

BT51 3LR

(028) 70 328462

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE****HOW CAN THE SERVICE BE ACCESSED?**

Returned:

Y

ORGANISATION

NEELB

Educational Welfare Officers

North Eastern Education & Library Board

County Hall

Galgorm Road

Ballymena

BT42 1HN

(028) 25 662563

OPENING HOURS**AGES GROUPS**

5-16 years

HELPLINE1**SERVICE**

Helps young people who are not going to school when they are supposed to, also helps young people when they are being bullied or are bullying others. Supports young people who are feeling lonely and also those who are getting into trouble a lot. Talk to young people on a one-to-one basis and also runs groups that can help young people.

HOW CAN THE SERVICE BE ACCESSED?

When a young person is having a problem that is preventing them from making the most of their classes or from learning properly in school. The school will usually try to help but if this fails they should get in touch with the Educational Welfare Officers.

Returned:

Y

ORGANISATION

NEELB

Bookstart

Ballymena Library HQ

25-31 Demense Ave

Ballymena

BT43 7BG

028 25664145

OPENING HOURS**AGES GROUPS**

Pre-School Parents

HELPLINE1

kim.aiken@ni-libraries.net

SERVICE

National scheme based on the concept of encouraging parents to share books with children from 6 months old.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEELB

Educational Support for Young
People in Residential Care

Loughview Regional Office

2-6 Jordanstown Rd

BT37 0QF

(028) 90 862568

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE**

Helping young people receive the level of support that non-looked after peers receive from their parents. Targets essential skills and preparation for employment by encouraging participation in education, vocational training and academic attainments. Addresses the low education attainments and school exclusion rates of young people in public care. Redresses disadvantage, discrimination and labelling which occur as a result of a looked after child's circumstances.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

NEXUS

38 Claredon Street

L'Derry

BT48 7ET

028 7126 0566

OPENING HOURS**AGES GROUPS**

17 years+

HELPLINE1

www.nexusinstitute.org

info@nexusinstitute.org

SERVICE

Offers support and advice to those who have suffered sexual abuse family support and counselling is also offered.

HOW CAN THE SERVICE BE ACCESSED?

Can be accessed through referral by health professionals and by contacting the organisation directly

Returned:

Y

ORGANISATION

NI Association for Mental Health

Child & Parent Support Project

Clarendon Street Beacon Centre

20 Clarendon Street

Londonderry

BT48 7ET

(028) 71 269677

OPENING HOURS**AGES GROUPS****HELPLINE1**

niamhteamb@talk21.com

SERVICE**HOW CAN THE SERVICE BE ACCESSED?**

Returned:

N

ORGANISATION

NI Deaf Youth Association

Wilton House

5 College Square North

Belfast

BT1 6AR

(028) 90 438566

OPENING HOURS**AGES GROUPS**

10-18 years

HELPLINE1

www.nidya.org.uk

SERVICE

Provides social, educational and psychological needs of Northern Ireland's young deaf people. Mentor service, children's clubs, youth clubs, transition support services, volunteer and training services

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATION

NI Mother and Baby Action

54 Scotch Quarter

Hope House

Carrickfergus

BT38 7DP

(028) 93 329933

OPENING HOURS**AGES GROUPS**

0-2 years

HELPLINE1

www.nimba.org.uk

information@nimba.org.uk

SERVICE

Provides support and services to parents of premature babies, infants requiring intensive nursing care and multiple births .

HOW CAN THE SERVICE BE ACCESSED?

Telephone

Returned:

N

ORGANISATION

NIACRO

Family Links

4 Amelia House

Belfast

BT2 7GS

028 90 320157

OPENING HOURS

Monday- Friday 9am-5pm

AGES GROUPS

All ages.

HELPLINE1

www.niarco.co.uk

marcyc@niacro.co.uk

SERVICE

Provides practical and emotional support for prisoners, ex-prisoners and their families.

HOW CAN THE SERVICE BE ACCESSED?

All professionals and probation services.

Returned:

Y

ORGANISATION

NIACRO

PACS Project (Parent and child support - Children of prisoners)

Amelia House

4 Amelia St

Belfast

BT2 7GS

(028) 90 320157

OPENING HOURS**AGES GROUPS**

Pre-school to 17 years

HELPLINE1

www.niacro.co.uk

niarco@niacro.co.uk

SERVICE

Provides support to prisoner's partners and their children including transport information, welfare & benefits advice, information on prison visits, one to one practical and emotional support for adults & children, and various group activities.

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATION

NICMA - NI
Childminding Association

16/18 Mill Street

Newtownards

BT23 4LU

(028) 91 811015

Returned:

Y

OPENING HOURS**AGES GROUPS**

0-12 years

HELPLINE1

www.nicma.org

info@nicma.org

SERVICE

Offers advice, support and training to registered childminder's. Provides vacancy service to assist parents looking for childcare. Information and advice line, business line, childminding vacancy service, support of local development officer, public and legal liability insurance, training and support groups, publications.

HOW CAN THE SERVICE BE ACCESSED?**ORGANISATION**

Northern Health and Social Care
Trust

Looked After Children Team

Riverside House

28 Portstewart Road

Coleraine

BT52 1RN

(028) 70 358158 (1)

Returned:

Y

OPENING HOURS**AGES GROUPS**

0-17 years

HELPLINE1**SERVICE**

This team prepares and implements an individual care plan for each child who is looked after by Causeway Trust for over a year (looked after children's team 2), and the looked after children's team 1 provide a social work service

HOW CAN THE SERVICE BE ACCESSED?

Professional Referral

ORGANISATION

Northern Health and Social Care
Trust

Community Addiction Service

1A Parkmore Drive

Cullybackey Road

Ballymena

BT43 5DT

(028) 25 658462

Returned:

Y

OPENING HOURS

Monday- Friday 9:00am- 5:00pm

AGES GROUPS

18+ years

HELPLINE1

www.northerntrust.hscni.net

enquiries.cas@northerntrust.hscni.

SERVICE

Information, advice, assessment & treatment for individuals and their families with alcohol or drug related problems.

HOW CAN THE SERVICE BE ACCESSED?

GP, hospital doctor or consultants

ORGANISATION

Northern Health and Social Care Trust

Dhu Varren Children's Home

45 Dhu Varren

Portrush

BT56 8LN

028 7082 3278

OPENING HOURS**AGES GROUPS**

12-17 years

HELPLINE1**SERVICE**

Dhu Varren House is the only residential provision for young people in the Causeway trust area. The home provides short and long term care for up to 8 young people, staff also provide an outreach service to young people in the community.

HOW CAN THE SERVICE BE ACCESSED?

Referral by professional

Returned:

N

ORGANISATION

Northern Health and Social Care Trust

Early Years Team.

Riverside House

28 Portstewart Rd

Coleraine

BT52 1RN

028 70 358158

OPENING HOURS

Monday- Friday 9am- 5pm

AGES GROUPS

under 12 years

HELPLINE1

www.northerntrust.hscni.net

early_years@northerntrust.hscni.

SERVICE

This service is responsible for registration, monitoring and inspection of child care provision for children. Furthermore the team offers support and guidance to groups and individuals seeking to establish child care provision in their local communities.

HOW CAN THE SERVICE BE ACCESSED?

Self Referral

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust

Family Placement Team

Coleraine

OPENING HOURS**AGES GROUPS**

All ages

HELPLINE1**SERVICE**

This service undertakes the recruitment, training, assessment and management of foster carers and adoptive parents.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust

S.A.L.T. - Sport and Leisure Together Scheme

Children's Disability Team

Riverside House

Portstewart Rd

Coleraine

BT52 1RN

(028) 70 358158

OPENING HOURS

10am- 4pm

AGES GROUPS

7-18 years

HELPLINE1**SERVICE**

Provides activities including Arts & Crafts, Horse Riding, Swimming, Canoeing, Indoor games, Day Trips, Quizzes etc for children with a Disability

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust

Causeway Family Resource Centre

7f Castlerock Rd

Coleraine

BT51 3HP

(028) 70 325456

OPENING HOURS**AGES GROUPS**

0-18 years

HELPLINE1www.northerntrust.hscni.netalison.hayes@northerntrust.hscni.net**SERVICE**

Assessment, therapeutic and preventative service to families and children in need of support. Offers support and to help enhance the skills of parenting. Provides families and children with information and advice to help empower them. Works in collaboration with other statutory, voluntary and community groups within Causeway.

HOW CAN THE SERVICE BE ACCESSED?

Professional or self referral

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust

Share the Care Respite Team

Riverside House
28 Portstewart Rd

Coleraine
BT52 1RN
(028) 70 358158

OPENING HOURS**AGES GROUPS**

0-18 years

HELPLINE1

ruth.hayes@northerntrust.hscni.ne

SERVICE

Children with disabilities can spend some time with other families who are carefully chosen and vetted by Trust staff. The purpose of this is; to enhance the quality of a child's life by providing opportunities to make new friends, and the chance to enjoy new experiences and to offer parents with a disabled child respite.

HOW CAN THE SERVICE BE ACCESSED?

Professional referral

Returned:

N

ORGANISATION

Northern Health and Social Care Trust

Intake and Assessment Team

7a Castlerock Road

Coleraine
BT51 3HP
(028) 70 352221

OPENING HOURS**AGES GROUPS**

0-17 years

HELPLINE1**SERVICE**

This team responds to child protection referrals and also makes an initial assessment of children referred to team who may be in need.

HOW CAN THE SERVICE BE ACCESSED?

Self, Family, any professionals, public

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust

Hospital Social Work Team

Causeway Hospital
4 Newbridge Rd

Coleraine
028 70 327032

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE**

Provides assessment of patients needs & their home situation and needs of carers. Advice to patients and carers about services and resources available to meet their needs.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust
Family Support Team

Trust Headquarters
8E Coleraine Rd

Ballymoney

OPENING HOURS**AGES GROUPS****HELPLINE1****SERVICE**

Provides short term assistance to parents in the home setting on assessing areas of need to improve parenting skills and the prevention of family breakdown through support.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Northern Health and Social Care Trust
The Gap Project

Riverside House
28 Portstewart Road

Coleraine
BT52 1RN
(028) 70 358158

OPENING HOURS**AGES GROUPS**

16+ years

HELPLINE1**SERVICE**

This project aims to provide support to care leavers and to vulnerable young people who are aged over 16, to enable them to make the transition to adult independent living. This project works in partnership with young people to help make positive choices for themselves within a supportive framework.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Northern Ireland Hospice

74 Somerton Road

Belfast
BT15 3LH
02890778898

OPENING HOURS**AGES GROUPS**

All ages

HELPLINE1

www.nihospice.com
information@nihospice.com

SERVICE

Provides support and helps young people in difficult situations. They talk to young people face-to-face to help them cope with difficult feelings, they also provide groups and work with families as a whole. They also have a residential weekend every year.

HOW CAN THE SERVICE BE ACCESSED?

Anyone can refer children and young people for support, either pre or post bereavement. However the person who is ill/died must be or have been a hospice patient, either an inpatient or in the community.

Returned:

Y

ORGANISATION

Parents Advice Centre

Franklin House

12 Brunswick St

Belfast

BT2 7GE

028 90 238800

OPENING HOURS**AGES GROUPS**

13+

HELPLINE1

belfast@pachelp.org

SERVICE

Advice and information service available to parents and children. Free phone helpline, parenting courses including anger management, men's projects and a parenting forum

HOW CAN THE SERVICE BE ACCESSED?

Self referral and referral by professionals

Returned:

Y

ORGANISATION

PBNI

12 Lodge Road

Coleraine

BT52 1NB

(028) 70 353141

OPENING HOURS

Monday-Friday 9am-5pm

AGES GROUPS

12-17 years

HELPLINE1

www.pbni.org.uk

admin.coleraine@pbni.org.uk

SERVICE

Provides rehabilitation for offenders, protection to the public, punishment issued as required and a programme to reduce re-offending

HOW CAN THE SERVICE BE ACCESSED?

Referrers from Youth Court (Pre Sentencing for preparation of Pre Sentence Report) and (Post Sentencing for community supervision).

Returned:

Y

ORGANISATION

Probation Board NI

123 Doagh Road

NEWTOWNABBEY

BT39 9QP

(028) 90 854123

OPENING HOURS

Monday-Friday 9am-5pm

AGES GROUPS**HELPLINE1**

www.pbni.org.uk

admin.doagh@pbni.org.uk

SERVICE

Provides various services to reduce crime within the community.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

N

ORGANISATION

PSNI

Youth Diversion

17-19 Lodge Rd,

Coleraine

BT52 1LY

0845 600 8000

OPENING HOURS**AGES GROUPS**

Under 18

HELPLINE1

0800 600 8000

www.psni.police.uk

coleraine@psni.pnn.police.uk

SERVICE

Diverts young people from crime.

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATIONRape Crisis and Sexual Abuse
Centre NI

29 Donegall Street

Belfast

BT1 2FG

(028) 90329 001

OPENING HOURS

Monday - Friday 9.00 am - 6.00pm

AGES GROUPS

16+ years

HELPLINE1**SERVICE**

Confidential support and counselling for all survivors of sexual assault. Adult survivors of child abuse and support and counselling also available to family members of survivors.

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATION

STARS

Early Years Initiative

157 Drumagarber Road

Kilrea

BT51 5TW

(028) 29 540047

OPENING HOURS

Monday-Friday 9-5

AGES GROUPS

2-4 years

HELPLINE1**SERVICE**

Provides a structured learning environment, through play, for children aged 2-4 who may have autistic spectrum disorders or developmental delays, alongside their normally developing peers. Provide parents with skills to work with challenging behaviours, enhance communication on and social skills to become confident in using Applied Behaviour Analysis.

HOW CAN THE SERVICE BE ACCESSED?

Professional or Self Referral

Returned:

N

ORGANISATION

Sure Start

Coleraine Sure Start Project

19 Glenburn Crescent

Coleraine

BT52 2QR

02870321032

OPENING HOURS

Monday-Friday 9am-5pm

AGES GROUPS

0-4 years

HELPLINE1

www.surestart.org.uk

colerainesurestart@surestart.fsbu

SERVICE

Provides home support, Toy library, Safety Equipment, Training for parents, baby massage - services for families with disability - support for ethnic minority families, all within a community development framework.

HOW CAN THE SERVICE BE ACCESSED?

Referrals accepted from all services including self. All new births will be visited by a Sure Start Health Visitor within eight weeks.

Returned:

Y

ORGANISATION

The Samaritans - Helpline

20 Logde Road

Coleraine

BT52 1NB

028 7032 0000

OPENING HOURS

24 hours a day

AGES GROUPS

All Ages

HELPLINE1

0845 7909090

www.samaritans.org.uk

jo@samaritans.org

SERVICE

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

HOW CAN THE SERVICE BE ACCESSED?

Self referral

Returned:

Y

ORGANISATION

Threshold

432 Antrim Road

Belfast

BT15 5GB

(028) 90 871312

OPENING HOURS**AGES GROUPS**

16+ years

HELPLINE1

www.thresholdservices.com

info@thresholdservices.com

SERVICE

Offers treatment for many different problems. They have a residential unit in the Northern board area that helps people recover from mental illness or emotional breakdown. They also run groups to help people who have been emotionally affected by "the troubles". Threshold use a type of talking treatment where they help a person to look at their relationships with other people and how this may affect their emotional wellbeing.

HOW CAN THE SERVICE BE ACCESSED?

Professional referral

Returned:

N

ORGANISATION

Victim Support (NI)

Floor 2

124 Broughshane Street

BALLYMENA

BT43 6EE

(028) 25 630784

OPENING HOURS

Monday -Friday 9am- 5pm

AGES GROUPS

All ages

HELPLINE1

(028) 90244039

www.victimsupport.org

ita.mcerlean@victimsupportni.org.

SERVICE

Emotional support and practical advice for victims of crime. Criminal injuries compensation service, court support for witnesses

HOW CAN THE SERVICE BE ACCESSED?

Police referral, self referral

Returned:

Y

ORGANISATIONVoice of Young People in Care
(VOYPIC)

9-11 Botanic Gardens

Belfast

BT7 1JG

028 90 244888

OPENING HOURS

Monday-Friday 8am-5.30pm

AGES GROUPS

Under 25 years

HELPLINE1

www.voypic.org

info@voypic.org

SERVICE

Advice, information, advocacy, befriending and support for young people who are or who have been in care. Promotes the rights of young people and identifies gaps in existing policy and practice. Aims to improve and develop services for all children who are in care in Northern Ireland.

HOW CAN THE SERVICE BE ACCESSED?

Self or professional referral

Returned:

Y

ORGANISATION

Women's Aid

Domestic Violence and Children

Ballymena

BT43 5DF

(028) 25632136

OPENING HOURS**AGES GROUPS**

0-25 years

HELPLINE1**SERVICE**

Provides a continuum of support ranging from low key interventions to providing a parenting framework and support programmes to mothers to help them deal with children's behaviour. Develops professionals knowledge regarding children and domestic violence. Co-coordinates a local prevention education campaign aimed at all children. Offers personal development courses: Self esteem courses. Provides an advice worker to offer support on matters such as benefits and other difficulties. Children's project also available for children who have experienced domestic violence.

HOW CAN THE SERVICE BE ACCESSED?

Returned:

Y

ORGANISATION

Youth Justice Agency

Coleraine Adolescent Partnership

4 Castle Lane

Coleraine

BT51 3DR

(028) 70 320346

OPENING HOURS

AGES GROUPS

10-18 years

HELPLINE1

alison.barber@yjni.gov.uk

SERVICE

Individual work, educational support, family work, group work, diversionary/adventure learning activities, links to other services.

HOW CAN THE SERVICE BE ACCESSED?

Access through court, youth officer, probation, social services, education welfare service, other professionals or self-referral.

Returned:

ORGANISATION

Youth Line - Helpline

Young Citizens

OPENING HOURS

Mon - Fri 4pm - 9 pm

AGES GROUPS

All ages.

HELPLINE1

0808 8088000

www.childline.org.uk

info@contactyouth.org

SERVICE

Advice for young people on alcohol and it's effects.

HOW CAN THE SERVICE BE ACCESSED?

Returned: