



**Details of Amendments
to
Locality Planning Group Members
Service Delivery
During
COVID-19**

**Updated 27 March 2020
(Version 2)**

In response to current developments due to COVID-19 our Locality Planning Group Members have provided CYPSP with updates to their family support provision and how to access these

This is a live document and will be updated on a regular basis

Context

<u>Regional Services</u>
<u>Belfast Area Outcomes Group Services Available</u>
<u>South Eastern Area Outcomes Group Services Available</u>
<u>Northern Area Outcomes Group Service Available</u>
<u>Southern Area Outcomes Group Service Available</u>
<u>Western Area Outcomes Group Service Available</u>



Regional Services

Independent Counselling Service for Schools (ICSS) COVID -19 Contingency Plan for the provision of Counselling for Post Primary aged pupils in Mainstream or Special Schools Information for Pupils and Parents/Carers

Information for Pupils and Parents/Carers

The Education Authority (EA) has developed contingency plans for the continued provision of the Independent Counselling Service for Schools (ICSS) for post primary pupils in mainstream and special schools.

Counselling will be provided via telephone or online video calling.

Counselling Sessions

Counselling sessions will be provided for young people via telephone or secure online video calling. Sessions will be provided at the same time and day as when they would have been delivered in school.

Drop-In Sessions

‘Drop In’ sessions will be provided via telephone at the same time and day as when they would have been delivered in school.

Referrals

Referrals from young people, teachers and parents will be arranged as usual via the school Key Contact/Deputy Key Contact who will manage the waiting list.

The Key Contact will liaise closely with the Counsellor to ensure that all young people who request counselling receives it.

Pupils and parents should contact their school for more details.

Useful Links

For Post Primary Children

<https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>

For Primary Children

<https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf>

For Body Coach plus Mindfulness

Activities section

<https://www.childcomwales.org.uk/coronavirus/>

<https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19>

<https://www.education.ie/en/The-Department/Announcements/talking-to-children-and-young-people-about-covid-19-coronavirus-advice-for-parents-and-schools.pdf>

<https://www.psychologytools.com/psychological-resources-for-coronavirus-covid-19/>

<https://www.nhs.uk/conditions/stress-anxiety-depression/anxiety-in-children/>

Autism NI

Service available	Helpline
How to access	028 90 401729 (Opt 1) – Mon to Fri, 9am to 5pm.
Further information	• <u>Educational Resource.</u> A new educational resource kit that parents and carers can download for their children. This kit includes social stories, learning plans, routine charts etc. for children of all ages; http://www.autismni.org/educational-resource-kit.html • <u>'Why do I have to stay at home' social story-</u> http://www.autismni.org/why-do-i-have-to-stay-at-home.html • <u>28 day self-care challenge for autistic adults-</u> http://www.autismni.org/resources-for-autistic-adults.html • Anxiety resource pack http://www.autismni.org/anxiety-resource-pack.html
Area Covered	Northern Ireland

Advice NI

Service Currently Available	All Advice NI helplines are running with staff working from home
How to Access	website is www.adviceni.net EU Settlement Scheme Advice Freephone 0800 138 6545 Text EUSS to 6644 or email euss@adviceni.net Mon-Fri 10am-4pm Debt Advice Service Freephone 0808 028 1881 Mon- Fri 8am-6pm Text ACTION to 81025 or email: debt@adviceni.net Independent Welfare Changes Helpline Freephone 0808 802 0020 Mon-Fri 9am-5pm or email: welfarechanges@adviceni.net Tax and Benefits Advice Freephone 0800 988 2377 Mon-Fri 9am-5pm or email: tax@adviceni.net Business Debt Service Freephone 0800 083 8018 Mon-Fri 9am-5pm or email: bds@adviceni.net
Area Covered	All of Northern Ireland



ASCERT

Service Currently Available	DAISY (drug and alcohol intervention service for young people 11-25)
How to Access	Phone 0800 254 5123
Further information	Referral process remains the same. Send them to ashley@ascert.biz There is no face-to-face sessions at present, but clients can be contacted and have sessions either by Phone, SKYPE, WhatsApp.
Area Covered	Regional

Family Mediation NI

Service Currently Available	Family Mediation by online platforms
How to Access	02890243265 or enquiry@familymediationni.org.uk
Further information	www.familymediationni.org.uk adjusted service to offer remote sessions to those separated parents who are trying to work out contact and manage conflict
Area Covered	All of Northern Ireland

Covid 19 Update from Family Mediation NI

We recognise that separated families may experience additional stress as they navigate shared parenting and deal with the unknown progress of Covid 19.

Family Mediation NI provides support to separated parents and families throughout Northern Ireland. The health and well-being of our staff and our Panel of mediators, as well as those communities in which we offer our service, is of the utmost importance.

It is with regret that we have made the decision to temporarily suspend direct 'in person' mediation services with immediate effect. Our staff will be working from home.

We will continue to provide information and access to the service on a reduced timetable via our Enquiry Line 02890243265 10 am – 12pm Monday – Thursday and via administration@familymediationni.org.uk and enquiry@familymediationni.org.uk

In normal times, our Professional Mediators offer a face to face service in venues across all five Health Trust areas in a variety of community settings. These are all closed down in an effort to reduce the spread of this virus. Mediators will be offering separated parents the opportunity to engage in child focussed mediation via online platforms. However, as the situation continues to change quickly, we will continue to follow the guidance and advice of the Public Health Agency. I would encourage parents to keep an eye on our website for the latest on access to the service in the coming weeks and also follow our social media channels which will continue to share information.

Our website provides more information on our service and how it works and how you may contact us.

Government have issued a statement on separated parents and children's access to both parents, recognising that this is beneficial to mental well-being for all. Contact agreements are to be adhered to where possible with parents ensuring all hygiene precautions. FMNI will continue to explore how best we can assist separated parents to manage conflict and to find a practical child focussed agreement that reduces the stress on all family members. At the moment our priority is to safeguard families, Mediators and staff. We appreciate your understanding as we take precautions in part of the wider public effort to reduce the impact of the virus.

Further information

<https://www.publichealth.hscni.net/>

www.familymediationni.org.uk

Take care, Stay Safe

Joan Davis

FMNI Director

Children In Northern Ireland

Service Currently Available	ParentLine NI
How to access	Call. 0808 8020 400 Email parentline@ci-ni.org.uk or Webchat www.ci-ni.org.uk
Further information	Parentline has continued to cover the support of our helpline seamlessly. All our staff are working remotely from home.
Area Covered	Regional

Start360	
Service Currently Available	Advice, support, referral
How to access	07923129559 info@start360.org
Area Covered	Province wide (though some services area specific)

START360™
Putting YOU at the centre

AREN'T GOING ANYWHERE!

In line with government guidance and for the safety of our service users and staff, we have made the decision to close our Start360 offices in Belfast, Ballymena, Derry and Lurgan.

However, we're still working. You can reach us for **ADVICE**, **SUPPORT** or to **REFER** to our services on:

07923129559 or info@start360.org



Belfast Area Outcomes Group Services Available

Community Family Support Programme (Ashton)

Service currently available	Our Community Family Support Programme is still fully operation
How to access	Email kris.morrison@ashtoncentre.com
Further information	Provides training and employment opportunities using a holistic family support model
Area Covered	North Belfast

Ashton Early Intervention Family Support Project

Service Currently Available	1-1 Family support service to parents (at present by phone or email only)
How to access	Email: caroline.mcilwee@ashtoncentre.com or alana.mckeown@ashtoncentre.com
Area Covered	North Belfast

Integrated Services for Children and Young People

Service Currently Available	Family Support - families with children aged 4yrs+ Mentoring Support - young people aged 11-18yrs Counselling - Wrap around support for those involved in Family Support Employability Support All services are currently being offered remotely via telephone and digitally (if appropriate)
How to access	Referral Form - email Telephone - 02890311455 (Redirected line)
Further information	Links with Greater Shankill Partnership wider community response to Covid19
Area Covered	Greater Shankill

Smile SureStart	
Service Currently Available	Telephone support calls to known families. Online information, resources and materials being posted. Direct support and signposting to other organisations/agencies as appropriate
How to Access	By phone 07808 844434 Via Facebook Office opening hours :10-12noon Mon-Friday
Further Information	Our Facebook group is closed to parents registered with Smile
Area Covered	Lower North Belfast wards: Waterworks, New Lodge, Duncairn, Castlevue (Mount Vernon) and part of Chichester Park



Glenbrook Surestart

Service Currently
Available

Telephone support
Signposting
Facebook

How to access

PM on Facebook
028 9071 2266

Further information

Currently the office is open for telephone calls only:
Mon – Fri – 09:00 – 13:00
This may change, however, we are always
contactable via private message in Facebook.

Area Covered

Ardoyne, Cliftonville and Ligoniel



Beechmount SureStart

Beechmount SureStart	
Service Currently Available	Telephone contact email contact
How to access	Email penny@blackieriver.ie
Further information	Check out our Facebook page
Area Covered	Beechmount ward, Belfast

East Belfast Sure Start

Service Currently Available	Any service we can deliver virtually for 0-3 years and families. • Family Support, • Midwife support, • Additional Needs support • and SLT support, • advice on behaviour and routines, play etc.
How to Access	East Belfast Sure Start Facebook Messenger Phone 028 9073 5686 – message retrieved daily http://www.eastbelfastsurestart.co.uk
Area Covered	The Mount, Ballymacarrett, Island, Bloomfield 1, Woodstock, Cregagh, Ballybeen Housing estate

South Belfast Sure Start	
Service Currently Available	Telephone support for parents and pregnant women Possible practical support I.e. food, nappies etc.
How to access	Social media: Facebook South Belfast Sure Start Phone: 02890942525
Further Information	Facebook page updated with relevant information daily
Area Covered	Families with children 0-4 in the South Belfast Area

Saol Úr Sure Start

Service Currently Available

- Family Support – one to one support including befriending, social support and parenting support over the phone and online. Sign posting support when needed. Food Parcel service. Online parenting programmes for parents to access. One to one virtual support for parents over zoom. Virtual support over Facebook for parents and top tips to help support them over the period.
- Maternity Support – One to one support over phone and online. Online breast feeding support group over Zoom. One to one parenting support over zoom. Maternity programmes including hypnobirthing and baby massage live on Facebook.
- Speech and Language Support – One to one support to parents over phone and online and zoom. Virtual support for parents over Facebook with activities and videos around speech.

Saol Úr Sure Start

Service Currently available	Childcare team online providing support on one to one with parents and families, linking with key activities for individual children. Virtual support with all programmes going live on Facebook through video, these programmes include sing, sign and rhyme, story time and theme play. Support around everyday activities to do each day, linking with key message of the month and looking at specific activities to develop child development.
How to access	Contact is available by calling sure start office on 02890 324870, emailing s.meehan@usdt.co.uk or joining us at Saol Úr Sure Start on Facebook.
Further information	https://www.facebook.com/profile.php?id=100007861696889 https://www.facebook.com/SaolUrSureStart/
Area Covered	Upper Springfield, Whiterock Falls Park Wards

Barnardo's FLIP

Service Currently Available	Telephone support and advice for BAME families – parenting, integration, signposting
How to access	Contact Judith - 07738859064
Area Covered	South Belfast

Barnardo's Child Bereavement Service

Service Currently Available	Adviceline: continues to operate during the following days and times. The adviceline offers support to any key adult or service where there are concerns about a child or young person bereaved. Monday, Tuesday and Friday 10am-1pm. The landline number 028 90668333 has been redirected to the following work mobile. 07867 372711 We are also continuing to maintain contact and support existing children and young people and their families we have been engaged with on a regular basis.
How to Access	Call 07867372711 Mon, Tues and Friday 10-1pm
Further Information	You will be directed to appropriate resources during the online call
Area Covered	Belfast and Northern Areas

Barnardo's Traveller's Service

Service Currently Available	Telephone support and advice for Traveller Families – Parenting, play ideas, educational support
How to access	Contact Judith - 07738859064
Area Covered	Belfast and South Eastern Areas

Lower North Belfast Family Support Hub

Service Currently Available	The Hub is still open; but is dependent on service availability from members
How to Access	Referral form or advice given re: signposting through email edith.mcmanus@ashtoncentre.com
Area Covered	Lower North Belfast

Greater Shankill Family Support Hub

Service Currently Available	Signposting to family support services in Greater Shankill Area via telephone or email where appropriate
How to access	Post referral to GS HUB Spectrum Centre 331-333 Shankill Road Belfast BT13 3AA Contact – Joanne Menabney (Hub Coordinator) 07585480733 / 02890311455 Joanne.menabney@spectrumcentre.com
Area Covered	Shankill Ward Highfield Ward Glencairn Ward Woodvale Ward Part Crumlin Ward (part left hand side facing vine centre)

Greater Falls Family Support Hub

Service Currently Available	Signposting families to support services (where available) in Greater Falls area via telephone or email where appropriate
How to access	Please post referrals to: Greater Falls FSH Blackie River Community Centre 43 Beechmount Pass Belfast BT12 7NW Or phone <u>07745569549</u>
Area Covered	Greater Falls (Clonard, Beechmount & Falls Wards)



CASA FSH (South Belfast II) Windsor Women's Centre	
Service Currently Available	Food Bank Collection Signposting to family support services in South Belfast Area via telephone or email where appropriate.
How to access	FAMILY SUPPORT HUB post referral to Windsor Women's Centre 136-144 Broadway Belfast BT12 6HY Contact – Julie Kinnear (Hub Coordinator) 028 90235451 or 07874861951 casa@windsorwomenscentre.com
Area Covered	Windsor Blackstaff Finaghy Malone Upper Malone Musgrave

LORAG COVID 19 Response

Children and families	Online supports, advice and guidance through social media – daily activity posts, challenges and competitions <u>Family Support Hub Referral</u> – Open for weekly telephone support, email support and general guidance and signposting to other agencies *currently compiling list of who is delivering services etc. referral details can be emailed to nbrennan@lorag.org Childrens support and 1-1 mentoring for youth – Both services moved to remote – telephone and zoom – Referrals still open these can be self referral (weekly sessions) for those struggling with stress, anxiety etc.
Adults	Shaftesbury talking therapies – GP referral ongoing service – remote telephone therapy Connect well – Social prescribing programme across South and East Belfast will support the good morning and other local programmes taking referrals for remote telephone support and this may develop into mental health support/ counselling etc. (early days for programme)

LORAG COVID 19 Response (Continued)

Gym	We have lent out a range of fitness equipment to those who want to continue exercise at home Online support – 2 x weekly posts of at home no equipment workouts, 1-1 workouts also available by emailing nbrennan@lorag.org
Elderly and Vulnerable	Good Morning phone call support service Daily phone calls to isolated elderly and vulnerable locally and offering support and reassurance and a bit of a chat – to date this has been picking up prescriptions, essential groceries etc. (we see this as an evolving service as the crisis moves forward) Protocol in place and advice around support, mental health etc. for staff completing phone calls

East Belfast Alternatives

Service Currently Available	Family Support Hub One to one support for young people by phone/Skype etc. Prescription/grocery pick-up and delivery of care packages/food for those who can't get out
How to Access	Email rosy@alternativesrj.co.uk
Area Covered	Inner East Belfast

Sólás

Service Currently Available	Our home support service is open - and families will be supported via telephone and online. Contact number 02890247600 or 07714204088 or email michelle@solasbt7.com
How to Access	Contact number 02890247600 or 07714204088 or email michelle@solasbt7.com
Area Covered	Belfast



Mount Merrion Church

Service Currently Available	Video calls to families and children. YouTube videos for children and youth. Co-ordination of supplies to vulnerable and self-isolating on the Cregagh estate Sunday worship live stream
How to Access	For video calls: https://mailchi.mp/60ecbd46eb1a/paiscontact YouTube videos: https://www.youtube.com/channel/UCqbB4yclx4ceR9-oucu-Whg For support: Phone 07914 290193 or use this link ... https://mailchi.mp/8f10763f8d08/mountmerrion Sunday worship live stream: streaming.mountmerrionchurch.org.uk
Area Covered	Cregagh

Springboard Opportunities

Services Currently Available	Programmes for 16-24 focusing on Personal Development, Good Relations, Citizenship and Employability. We are currently implementing creative ways to continue to engage with young people including Google classrooms, daily check in's, video challenges, Google Hangout & Zoom! We feel this will be a great way to give structure and routine during these next few weeks. We can also assist young people who may be looking for work at this time. We have employability mentors who can still assist with Job Applications, CV's and interview skills.
How to Access	Social Media sites Facebook and Instagram @Springboardopps Or phone 02890 315111
Area Covered	Greater Belfast Area



BHSCT Health Visiting	
Service Currently Available	Essential visiting only 0-4 years
How to access	Health visiting Helpline 02895040846
Area Covered	Belfast

East Belfast Community Counselling	
Service Currently Available	Telephone Counselling
How to Access	Email info@eastbelfastcounselling.org
Area Covered	East Belfast



Niacro – EISS

Service currently available	Early intervention Support Service (EISS) Belfast - Offering support for families with children aged 0-18. Normally a home-visiting service, we are currently providing telephone support sessions, as well as communicating with families via email including sharing links to resources, websites etc.
How to access	Email completed referral form to eissbelfast@niacro.co.uk or phone 07483065735 with all referral details.
Further information	• Our referral form & information leaflet can be found on the Family Support NI website: https://www.familysupportni.gov.uk/Service/5324/family-support/early-intervention-service-eiss--niacro-belfast-area • Referral criteria can be found in the leaflet, which is on the above website. • We are usually a home visiting service, but at the moment all support will be via phone call and email.
Area Covered	We cover 6 out of the 10 Belfast Family Support Hubs; • Lower North Belfast • Outer (Upper) North Belfast • South Belfast 1 • Inner East Belfast • Greater Shankill • Upper Springfield & Whiterock

Greenway Womens' Group

Service Currently Available	Family Support via electronic communication and Telephone – Childcare services for children aged 0-4yrs for Keyworkers and vulnerable children. Childcare operates 9.30-1.30 Monday - Friday
How to access	Telephone 028 90799912 Or Email : manager@greenwaywomenscentre.org
Further information	Website greenwaywomenscentre.org
Area Covered	Family Support & Childcare

Parenting NI	
Service Currently Available	Family Support
How to access	Via email – help@parentingni.org
Further information	www.parentingNI.comm and social media platforms
Area Covered	All Belfast

**Organisations & services housed within and linked to
Glen Community Complex, 41c Suffolk Road, Belfast,
BT11 9PE**

- **Lenadoon Community Counselling Service**
- **Lenadoon Women's Group**
- **Glen Parent Youth & Community Group**
- **Lenadoon Community Forum**

Service Currently
Available

Telephone counselling via Lenadoon Community
Counselling Service:

Weekly telephone sessions being provided to 100+ existing clients plus working to address current waiting lists and any new referrals as a result of the Covid-19 crisis

Family Support Services via Lenadoon Women's
Group:

- Daily telephone support to existing families referred through Outer West Family Support Hub to help them cope with Covid-19 crisis
- Sharing essential service information with families who require additional supports
- Distribution of food packages to local families, especially those who include elderly, children, young people and those with underlying health issues
- Liaison with other essential services to share information regarding needs

Organisations & services housed within and linked to Glen Community Complex, 41c Suffolk Road, Belfast, BT11 9PE

- **Lenadoon Community Counselling Service**
- **Lenadoon Women's Group**
- **Glen Parent Youth & Community Group**
- **Lenadoon Community Forum**

Service
available
(continued)

Children's & Youth Services via Glenparent Youth & Community Group:

- Daily telephone support to children and young people aged 11 years and up
- Online workshops and discussions with range of young people covering variety of issues such as emotional well-being, personal development, drugs, alcohol, sports and fitness and coping with the Covid-19 crisis
- Distribution of food packages to local families especially those with vulnerable children and young people
- Operation of Facebook page to share up to date, accurate updates on Covid-19 crisis. Encouraging young people to stay home, posting resources, competitions to help keep children and young people positively focussed whilst in isolation etc.

Promotion of information regarding essential Covid-19 services located in Belfast via Lenadoon Community Forum:

Through designated Facebook page specifically for the Covid-19 crisis, sharing accurate information about staying at home, keeping safe and keeping occupied. Sharing information regarding essential services especially for those who are vulnerable and require supports such as the elderly, those with underlying health issues, those who are sick etc.

Organisations & services housed within and linked to Glen Community Complex, 41c Suffolk Road, Belfast, BT11 9PE

- **Lenadoon Community Counselling Service**
- **Lenadoon Women's Group**
- **Glen Parent Youth & Community Group**
- **Lenadoon Community Forum**

How to access	Lenadoon Community Counselling Service by telephone 02890 600641 Lenadoon Women's Group by telephone 02890 611205 Glen Parent Youth Group by telephone 02890 585544 and via Facebook: Glenparent Youth and Community Group Lenadoon Community Forum via telephone 02890 615319 (if no answer, leave voicemail and someone will return call as soon as they can).
Further information	Please refer to Facebook pages for Glenparent Youth and Community Group and Lenadoon Community Forum
Area Covered	Outer West Belfast & Belfast – Lenadoon Community Counselling Service Outer West Belfast – Lenadoon Women's Group, Glenparent Youth & Community Group and Lenadoon Community Forum

Bryson FutureSkills

Service Currently Available	• Unique learner email addresses created • Work will be submitted to learners from tutors during timetabled class times • Letters issued to all parents/guardians explaining process going forward • Good morning text from registration tutor • Dedicated daily contact team comprising of: 4 Pastoral Care members & 3 mentors • 1 dedicated contact staff member for group of identified vulnerable young people • Learner of the Month awards – cash incentive & certificate • Facebook page for all learners for motivational, inspiring, fun interactive activities with cash prizes
How to access	Training for Success/ApprenticeshipsNI Programme
Further information	Bryson FutureSkills Facebook page, Instagram, twitter, website
Area Covered	Belfast Antrim & Newtownabbey Lisburn & Castlereagh

USDT Action Ability Belfast

Service available	Advocacy Support, Befriending Service, Floating Support Service, Carers Support service, Project Support Service. All services are providing advice, support and social support based on remote working via: emails, calls, live streams, texts, sharing and networking appropriate resources etc.
How to access	All services can be accessed by contacting us via email: actionabilitybelfast@gmail.com or via our social media sites. A member of the team will receive your enquiry and will forward it to the relative service.
Further information (including links to online resources)	We share many useful online resources via: Facebook: www.facebook.com/Actionabilitybelfast/ Twitter: twitter.com/Action_Ability
Area Covered	Belfast

USDT Upper Springfield Advice

Service Currently Available	We are providing up to date information and advice on issues linked to the COVID 19 virus including employment rights, benefit entitlement, health.
How to Access	Via telephone advice service Tel: 02890619124, and email at welfareadvice@usdt.co.uk
Further Information	Updates are provided on USDT face book page
Area Covered	Upper Springfield/Whiterock and surrounding areas

USDT Youth Team	
Service available	1 to 1 support for young people via telephone and online support young people aged 11 + Online programme support, personal and social development programme for young people aged 11 +
How to access	Social Media / Or Mobile contacts
Further Information	@USDTYouthTeam (Twitter) Upper Springfield Youth Team (Facebook) Mobile Telephone Support for young people Mob: 07376283345 / 07376263686
Area Covered	Upper Springfield & Whiterock

USDT Job Assist Centre

Service available	Belfast Works, CFSP (Community Family Support Programme) and Co-Ment employability and mentoring programmes. Mentoring services are conducted via telephone and social media platforms.
How to access	T: 07930441028 / 07943830780 Or visit Job Assist Centre West Belfast Facebook page
Further information	Resources available via Job Assist Centre Facebook page
Area Covered	West Belfast

USDT Healthy Living Centre

Service available	TOTR healthy Living Centre is continuing to provide services through social media platforms. We have created a weekly platform to deliver our positive messages which will help people stay as healthy in mind and body as practicable in these challenging times. We have an online wellbeing support group to facilitate the learning of tools and skills that will enable our service users to manage their physical, mental and emotional wellbeing. Topics to be covered include through our live planned sessions include: * Stress Management * Anxiety Management * EFT * Mind Management * Take 5 * Breathing Techniques * Meditation * Food Values
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USDT Healthy Living Centre (Continued)

Service available	We are in daily contact and posting regular updates on our FB page and through our WhatsApp groups, which are aimed at providing ways to engage in good physical exercises and links to online professional advice on other physical regimes. Our counselling service is continuing with sessions provided over the phone for those requiring that support.
How to access	Facebook topofrockhlc; mobile 07487613781
Area Covered	Whiterock/Upper Springfield area

**South Eastern
Area
Outcomes Group
Services Available**

Barnardo's Traveller's Service

Service available	Telephone support and advice for Traveller Families – Parenting, play ideas, educational support
How to access	Contact Judith - 07738859064
Area Covered	Belfast and South Eastern Areas

North Down Community Network

Services Currently Available	• Befriending and support phone calls with our regular Hub users to not only stay connected with people, but assess how their health is and understand the support they need. So for example, if we are calling to check in on someone, but we then realise they cannot collect a prescription, we can do that. We have also made up food parcels for our regulars. • Online Dice Project – Our youth project has already moved online, connecting with young people and encouraging activities through Instagram and Facebook. Caitlin, the Dice Coordinator can be contacted on 07311 211 634. • Information and Support Signposting– we will be actively sharing all of the support and positive initiatives going on in the area, and will be sharing the most up to date health advice, so keep an eye on our Facebook and if you know if any that would be good to share, please email Lindsey at admin@ndcn.co.uk. • Hard copy info – of all of the above in posted A0 size on our hub windows on Main street and we have A3 posters and 1000 A4 leaflets which are distributing to shops such as Asda, but also local shops and garages for people to take. • The Storehouse North Down - people cannot self-refer and they need to be referred by an agency (they are open Mondays and Thursdays) 07526541168
How to Access	As above 02891 461386 or email: manager@ndcn.co.uk and Facebook – northdowncommunitynetwork
Area Covered	Bangor area

HERE TO HELP

We are sad to announce that our HUB needs to close due to the need to reinforce the importance of social distancing to help keep people safe.

There are a few important things we can offer:



We will continue to share useful information via social media and our Ezine so please send all information to Lindsey on: admin@ndcn.co.uk and follow us on

facebook-[northdowncommunitynetwork](https://www.facebook.com/northdowncommunitynetwork) and [Twitter@NDCN_Bangor](https://twitter.com/NDCN_Bangor)



A befriending call a few times a week – please call us on: **02891 461386** or email: manager@ndcn.co.uk to put your name down or someone you think would benefit. The service will include a phone call, support and if needed, prescription collection and delivery as well as other referrals.



For young people & parents – please stay in touch via **Instagram @dice_bangor** or facebook DICE Project, and contact Caitlin on: **07311 211634** or email: dicecoordinator@ndcn.co.uk



If you need help with a free food hamper contact Bangor Foodbank phone: **02891 271800** or **07821 791 674** or Email info@bangorni.foodbank.org.uk



If you have money to pay for groceries but can't get out or need to self-isolate, the team at Bangor Elim can come and take your shopping list and money for groceries and deliver to your home – the number is: **028 9127 1800** or email: info@bangorelim.com



To receive furniture, please contact Kiltonga Christian Centre on: **07748235009**

Please remember if you have a new cough or fever to go home and contact **NHS 111** for advice.



NDCN have also started a Justgiving 'HERE TO HELP' hardship fund page – to be able to receive donations that can be passed on for gas/electric for people in need, to donate please go to: www.justgiving.com and search for 'ndcn here to help hardship' or the link: https://www.justgiving.com/campaign/ndcnHERETOHELP?utm_term=aG4JPYKzE

NORTH DOWN COMMUNITY NETWORK

Community Hub • Flagship Centre • Main St • Bangor • BT20 5AU

www.ndcn.co.uk Charity Number: NIC102333

Please stay home, stay safe, be wise and kind as always

Family Support Hub (South Eastern Trust Area)

How to Access	Karen.otley@setrust.hscni.net or 028 92 501357
Area Covered	Entire South Eastern Trust

Newry, Mourne and Down District Council

Service available	Limited as a lot are working from home but bins and burials are operating as necessary.
How to access	Council's Web Site and Facebook page is always being updated.
Further Information	As stated above keep checking in on Facebook Page or if the Rowallane Area join the Rowallane DEA Councillors – Covid-19 response Facebook page for more local information.
Area Covered	Mainly Rowallane but Council wide

County Down Rural Community Network

Service available	- Ongoing telephone and online support/advice to 400 network organisations community & voluntary groups, foodbanks etc. re measures to support their work including best practice, funding & general day-to-day support - Linking community, voluntary and statutory sectors - Currently carrying out a mapping exercise of established community groups and the support they are offering to enable us to compile all the community group's information and promote group's activities so that vulnerable people know where to go locally to get help and volunteers know how they can give their time safely. - CDRCN are currently designing and printing a Covid-19 resource pack for community groups
How to access	Contact via email/telephone
Further information	Facebook, twitter, website being updated in-line with new information/resources/funding etc.
Area Covered	NMDDC Area and Rural Ards

Bryson FutureSkills

Service available	• Unique learner email addresses created • Work will be submitted to learners from tutors during timetabled class times • Letters issued to all parents/guardians explaining process going forward • Good morning text from registration tutor • Dedicated daily contact team comprising of: 4 Pastoral Care members & 3 mentors • 1 dedicated contact staff member for group of identified vulnerable young people • Learner of the Month awards – cash incentive & certificate • Facebook page for all learners for motivational, inspiring, fun interactive activities with cash prizes
How to access	Training for Success/ApprenticeshipsNI Programme
Further information	Bryson FutureSkills Facebook page, Instagram, twitter, website
Area Covered	Belfast Antrim & Newtownabbey Lisburn & Castlereagh



Northern Area Outcomes Group Services Available



Portrush SVP: Roisin Doherty 07766527599

Portstewart SVP: Terence Butcher 07811183769

Garvagh/Aghadowey/Kilrea: Tayna Collins 07851273122
(Available Monday - Friday 9am - 5pm)

Harpers Hill: SVP Anne Irwin 07789306587

Castlerock area: Hazel Gallagher 07731438391

Out of Hours (evenings and weekends): 07920186765

Causeway Women's Aid	
Service available	Telephone Support Only
How to access	Leave name and contact number on answer machine (028) 70356573 and someone will call you back or e-mail womensaidcoleraine@btinternet.com
Area Covered	Legacy Coleraine, Ballymoney and Moyle Council areas

SOFT-Supporting Our Families Together

Service Currently Available	Family Support
How to access	Tara: -07717411465 / Kim: 07717410393
further information	https://www.facebook.com/SOFTFamilysupport
Area Covered	Cookstown District (partner schools-see list below) Cookstown High School, Cookstown Nursery School, Cookstown Primary School, Holy Trinity Primary School, Holy Trinity College, Gaelscoil Eoghain, Phoenix Integrated Primary School, Stewartstown Primary School, Ballylifford Primary School, Coagh Primary School, Donaghy Primary School, St Mary's Stewartstown, St Peter's Moortown, St Joseph's Killeenan, Orritor Primary School, St Mary's Dunamore, Sacred Heart Primary School Rock, St Patricks Mulinahoe

How can SOFT support me
during Covid 19 Closures?



Information
community
support info
updated
regularly via
social media

Family
support
Tara & Kim are
available via
phone mon-Fri
8.30-4pm

Befriending phone
support:
Offered to those who are
self isolating and
vulnerable to loneliness
through our partners

Mental &
emotional
wellbeing: ideas
for keeping well
shared via social
media or phone
call

CONTACT:

TARA: 07717411465

KIM: 07717410393

Facebook: @SOFTFamilysupport

Nihe- South Antrim Area	
Service Currently Available	Homeless /Emergency repairs/ Housing Benefit
How to access	• 03448 920 900- General Enquiries • 03448 920 901 - Repairs • 03448 920 902- Housing Benefit • 03448 920 908- Homelessness enquiries
Area Covered	Antrim and Newtownabbey

Coleraine Sure Start Partnership

Service Currently Available	• Telephone Support by Family Support team to families already being supported but new families in our catchment can be taken on – this could include signposting to Food Bank, Housing Executive helpline etc. • Breastfeeding telephone support • Telephone contact – a hello to breakup someone's day • Daily Facebook posts with ideas for play, early learning, parenting, family support and health/wellbeing • Email resources
How to access	• Facebook page/posts • Private message Facebook • Email link on website www.colerainesurestart.org.uk • Email elaine@colerainesurestart.org.uk for families that need support
Further information	We hope to provide ideas and support for families with children in the age group of 0-4. This will include all those ages/stages e.g. videos for Baby Massage, links to story time, craft, play and garden ideas . . .
Area Covered	Electoral Wards of Ballysally, Cross Glebe, Central, Churchlands, Royal Portrush and the housing estates of Millburn and Windyhall. From ante natal stage until the child turns four.



Causeway Coast and Glen Borough Council

Services Currently Available	community response initiatives Many local community response initiatives have been set up, with local volunteers providing invaluable support such as delivering food, prescriptions, checking in on people and whatever is necessary. There will be initiatives from Department for Communities and Council will work with the Department and other organisations to provide facilities and resources.
How to access	https://www.causewaycoastandglens.gov.uk/live/community-services/covid-19-community-support

Noel McKee, East Antrim Counselling, and Mid and East Antrim PCSP

Service available	Here2Help App containing helplines for users to get support instantly while also providing a wide range of links to reading materials that can help people in their time of need.
How to access	Download the App FREE from Google Play Store and Apple iTunes App Store for your smartphone or tablet device.
Further information	Here2Help Facebook, Mid and East Antrim Borough Council website and East Antrim Counselling website all have further information about here2Help initiative.
Area Covered	Mid and East Antrim Borough

SUSE+	
Service available	SUSE+ staff are now working from home - liaising with clients by phone, email, or video calls etc. supporting existing clients. We are also continuing to take on new clients. The COVID-19 situation has put additional pressures on everyone and we will continue to support participants providing support where required. We are continuing to provide assistance with completing job applications, drawing up CVs and helping with interview preparation. If you know of someone who you think may be interested in receiving support, please contact us via email or telephone.

SUS+ (Continued)

How to access	<u>Cookstown</u> helen.mccausland@swc.ac.uk 07718 097464 rhiannon.jones@swc.ac.uk 07834 129213 <u>Magherafelt</u> alison.farquhar@swc.ac.uk 07718 097520 <u>Dungannon</u> Laura.anderson@swc.ac.uk 07870 276912 Angela.callaghan@swc.ac.uk 07739 951970 Tinashe.Madamombe@swc.ac.uk 07799 348375
Further Information	Facebook – SUSE+ Mid Ulster
Area Covered	Cookstown / Magherafelt / Dungannon

Armoy Community Association

Service Currently Available	As a Community we have set up Armoy Coronavirus Support structure (as per FB) and we are geared up in terms of competent personnel to do what 'needs to be done'. At the moment there are plans through social media to deliver 'engagement lessons' for the young; potentially local history lessons ; and most importantly from today 'access to foodbank supplies'. We are up to work with whoever and in partnership with whoever within the constraints of the present regulations. There are those willing to do it through the IT world.
How to Access	Email: armoyca@gmail.com
Further Information	Facebook – Armoy community Association
Area Covered	Armoy area

Impact Network NI



Service available	Community development support Funding support Access NI Checks Make the Call signposting CV sector support Signposting to support services Health Alliance Website NICHI Project Officer (Networks Involving Communities in Health Initiative) Suicide Prevention Development Officer Promoting Mental Health & Suicide Prevention Small Grants Scheme – opening soon!
How to access	Office number 028 9447 8645 During current times email is preferred Network Manager: Wendy@impactnetworkni.org NICHI Officer: pamela@impactnetworkni.org SPDO: janine@impactnetworkni.org
Further information	We encourage all communities to access the Northern Area Directory for mental wellbeing – this is a great source for identifying and accessing services https://www.publichealth.hscni.net/sites/default/files/2020-01/Northern_area_card_2020.pdf Our Facebook and Twitter platforms are very active with up to date information on a daily basis @impactnetworkni Our Health Alliance website is available at https://healthallianceni.com/nichi/
Area Covered	NI wide, primary focus on Boroughs of Mid & East Antrim and Antrim & Newtownabbey



Action For Children	
Service available	Family Support Hubs
How to access	Referrals from professionals and families are accepted provided there is no current involvement with Tier 3 services i.e. Social Services or Child & Adolescent Mental Health Service (CAMHS) and referral form can be located on the Family Support NI website or by emailing the service directly at the email address listed below. We are happy to post out referrals in the absence of online access.
Further information	Our email address is: familysupporthubs@actionforchildren.org.uk Any enquiries can be directed to this email and staff will be happy to answer queries and send out information. Our referral form and information on our service can also be located on www.familysupportni.gov.uk
Area Covered	Northern Health & Social Care Trust area

Barnardo's Young Carers Service

Service available	Support (more flexible than normal!) for young people aged 8-17 who are carers and their families. Service has had to adapt and begins now with phone contact with both young person and parent and develops in response to what works. This has included meeting on line (Skype), texting or posting resources, being responsive to contact from families at any time, signposting. (We are conscious that many of our families, by virtue of the fact that there is a care recipient, are very vulnerable in the current situation.)
How to access	e-mail: dougie.tyler@barnardo's.org.uk or 07833682077
Further information	Online resources currently being developed
Area Covered	Northern and Western HSCT

Barnardo's Choices Family Support Service

Service available	Support (more flexible than normal!) for young people who are aged 10-17 and deemed to be vulnerable to family breakdown, school exclusion or coming to the attention of Police. Service has had to adapt and begins now with phone contact with both young person and parent and develops in response to what works. This has included meeting on line (Skype), texting or posting resources, being responsive to contact from families at any time, signposting.
How to access	e-mail: dougie.tyler@barnardo's.org.uk or 07833682077
Further information	Online resources currently being developed
Area Covered	Northern and Western Trust Areas

Bryson FutureSkills

Service available	• Unique learner email addresses created • Work will be submitted to learners from tutors during timetabled class times • Letters issued to all parents/guardians explaining process going forward • Good morning text from registration tutor • Dedicated daily contact team comprising of: 4 Pastoral Care members & 3 mentors • 1 dedicated contact staff member for group of identified vulnerable young people • Learner of the Month awards – cash incentive & certificate • Facebook page for all learners for motivational, inspiring, fun interactive activities with cash prizes
How to access	Training for Success/ApprenticeshipsNI Programme
Further information	Bryson FutureSkills Facebook page, Instagram, twitter, website
Area Covered	Belfast Antrim & Newtownabbey Lisburn & Castlereagh



Southern Area Outcomes Group Services Available

Women's Aid Armaghdown Support Services

We continue to provide crucial support services to women affected by domestic violence.



Our staff continue to provide essential services to women and children living in refuge. Measures have been implemented to safeguard them along with our staff.



Telephone support can be accessed by calling:
Our services in Newry, Mourne and Down on: 028 30258704
Our services in Armagh, Banbridge and Craigavon on: 028 38397974
You can also access support by contacting your support worker directly.



Our Support Workers can support women using Skype and Facetime.



PSNI non emergency number - 101
In an emergency always call - 999

Helpline



The Domestic & Sexual Abuse Helpline, managed by Nexus, can be accessed any time of day or night by calling 0808 802 1414

We have developed a [safety plan](#) for women and their children who are self-isolating and may be at risk. This can be found on our Facebook and Twitter pages.

Stay safe everyone and know that
you are not alone.

women's aid
armaghdown
the opportunity to make a difference

SAFETY PLANNING

WHEN SELF ISOLATING
If you are in danger dial 999



Covid-19 or the Coronavirus is creating a lot of fear and uncertainty across the world. Being stuck in the house with your abuser whilst having to isolate due to the virus is creating a potentially dangerous situation. A safety plan can lower your risk of harm and abuse – you can't control your partner but you can take action that reduce risk or avoid situations.

Women's Aid Armaghdown
Newry, Mourne and Down on:
028 30258704

Armagh, Banbridge and
Craigavon on: **028 38397974**
24 Hour Domestic and Sexual Violence
Helpline
0800 802 1414
(managed by Nexus)

Always keep your mobile phone **charged** and **with you**.

If it is a pay as you go phone, make sure you always have **enough credit** to call for help if you need it. Even without credit you can still call 999.

Have a **CODE word** with your family and/or friends – talk about what to do if you use it. Do they come and get you? Do they call the police?

Have a **CODE word** with your children – tell them where to go if you use it, run to a specific neighbour, go to the end of the street, etc.

Women's Aid can provide
support over the phone,
Skype and Facetime
You Have the RIGHT
to be SAFE

Have an escape plan. Think about where you might go in an emergency. Are there neighbours you could trust? Keep your car keys and bank card in a place that you can grab them easily. Think about the **safest routes in and out of your house**.

Keep with you any important and **emergency telephone numbers**.

Try to keep a small amount of **money on you** at all times.

Enough change for a taxi or bus fare.

If you suspect that your partner is about to attack you, try to go to a **lower risk area of the house**.

An area where there is a way out and access to a phone.

Avoid the kitchen or garage where there are likely to be knives or weapons.

If you have to lock yourself in a room try to push a wedge under the door.

Be prepared to leave the house in an emergency.

Know where your car keys are, if you can bring your passport or other important documents with you when you leave. Bring your children with you.



ArKe Sure Start	
Service available	Telephone Support and signposting Online activities, information and advice
How to access	Contact AKe FaceBook page; websiste www.arkesurestart.com or 07511686433
Any further information (including links to online resources)	Available via FaceBook and Website
Area Covered	Armagh/Keady



Western Area Outcomes Group Services Available

Strabane Family Centre and Strabane Family Support Hub can offer support via telephone to parents on a wide range of issues that they may be facing. If you or someone you know needs extra support we are here to help.

Barnardo's project workers are **trained professionals and are working remotely from home to offer support** around issues such as:

STRABANE FAMILY CENTRE:

Helping Children with Anxiety:

- How to talk** to your children about the corona virus

- Managing your child's worries

- Strategies for children to help them deal with anxiety, worry and stress

Managing children's behaviours:

- Setting a good **routine**

- Managing **aggression** and family discord

- Establishing Routine

- Positive Discipline

- Play and special time with children to foster natural learning opportunities in the home

Building and strengthening the parent child relationship:

- Guidance using Five to Thrive Approach

- Fun activities to promote positive interactions

Support for families whose children have ASD or are awaiting assessment

Healthy eating

Other support needs as identified by families

STRABANE FAMILY SUPPORT HUB:

Strabane Family Support Hub is still operating and accepting referrals for families and children who need support and signposting to relevant services (Tier 2 and below)

Contact with families will be made via telephone to carry out assessments and support offered as appropriate.

Referrals for Strabane Family Centre or Strabane Family Support Hub can be made using the relevant referral form and sent to:

shauna.devine@barnardos.org.uk

You can also contact Shauna Devine on 07809100511

AREA COVERED:

WHST Areas

Barnardo's Young Carers Service

Service available	Support (more flexible than normal!) for young people aged 8-17 who are carers and their families. Service has had to adapt and begins now with phone contact with both young person and parent and develops in response to what works. This has included meeting on line (Skype), texting or posting resources, being responsive to contact from families at any time, signposting. (We are conscious that many of our families, by virtue of the fact that there is a care recipient, are very vulnerable in the current situation.)
How to access	e-mail: dougie.tyler@barnardo's.org.uk or 07833682077
Further information	Currently being developed
Area Covered	Northern & Western HSCT

Barnardo's Choices Family Support Service

Service available	Support (more flexible than normal!) for young people who are aged 10-17 and deemed to be vulnerable to family breakdown, school exclusion or coming to the attention of Police. Service has had to adapt and begins now with phone contact with both young person and parent and develops in response to what works. This has included meeting on line (Skype), texting or posting resources, being responsive to contact from families at any time, signposting.
How to access	e-mail: dougie.tyler@barnardo's.org.uk or 07833682077
Further information	Online resources currently being developed
Area Covered	Northern and Western Trust Areas



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

For all updates to family support services in the Fermanagh and Omagh District Council Area please follow the below link

<https://www.fermanaghomagh.com/covid-19-coronavirus-information-advice-council-services/#community>



Service	Details	Contact
Enniskillen Food Bank	A 3-day emergency food parcel is available – referral is essential – contact the foodbank to get a referral The Lakes Vineyard Church 6–8 Cross Street Enniskillen BT74 7DX Open Wed and Fri 10am -12 pm	John Shades 07512 548849 info@enniskillen.foodbank.org.uk
Elim Church – storehouse food bank	Food parcels delivered to those in need	Pastor Nigel Elliott – 07595654414 (028) 66329972 www.enniskillenelim.com/
Accommodation for health workers	Accommodation in lodges and caravans available for health workers who need to isolate, or just need some space for recuperate	028 6862 1892 www.drumhoneyholidaypark.com
Coal delivery	Delivery is free of charge within the Enniskillen area 5 bags for £22 3 bags of super heat £15	Andrew Latimer Lakeland Tyres 028 6632 2111
Butchers delivery	Free delivery service from O'Doherty's butchers	028 66 322152 or delivery@blackbacon.com



Service	Details	Contact
Groceries delivery	Costcutter – the diamond, Enniskillen are offering to deliver groceries to those unable to collect	02866340730
Groceries / prescriptions delivery	Enniskillen Gales would like to offer their service to anyone in the community who requires assistance	Contact on Facebook – search Enniskillen Gales
Home schooling assistance	Help with all ages, but specialising in 5-11yrs A primary school teacher willing to help and answer questions	Mary Jane Dooher – contact on Facebook https://www.facebook.com/jane.mitten
LIVE online PE classes for children	CORE Kids are offering daily online PE classes at 11am: The Physical Education Curriculum Fundamental Movement Skills Perceptual Motor Skill Development Physical Activity Above all, FUN	CORE NI Facebook and Instagram pages will stream free classes at 11am



Service	Details	Contact
Financial Assistance for hospitality workers	You must be currently working within the UK hospitality industry or have worked in the industry within the last month. Have savings of less than £1,000 per person or £2,000 for a family or couple (including rolling bank balance). We do not take into account any income you receive from state benefits. You are experiencing financial issues relating to your employment status owing to coronavirus.	https://www.hospitalityaction.org.uk/media/2140/covid-19-grant-190320-v9.pdf Download application form at the above link, or call 0808 802 0282
General deliveries	Berseys – collection and delivery of most items in the Enniskillen and surrounding areas	028 66 322 123 Or Facebook berseys
Advice and up to date information	The World Health Organisation has launched a new WHO Health Alert Message – available via whatsapp	Text “hi” to +41 798 931 892