

# This guide tells you about places where you can access support if you live in:

- Ardoyne/Marrowbone
- Ballysillan
- Crumlin Road
- Ligoniel
- Oldpark/Cliftonville
- Woodvale

Where do I get help during Covid 19 crisis?

## Helplines

### COVID19 Community Helpline

**Tel:** 0808 802 0020 (7 days a week 9am-5pm)

**Text:** ACTION to 81025

**Email:** Covid19@adviceni.net

### NHS Tel: 111

If you think you have Covid 19 symptoms

### Belfast City Council helpline

**Tel:** 0800 587 4695

**Childline Tel:** 0800 1111

**Parent Line NI Tel:** 0808 802 0400

### Women's Aid 24 Hour Domestic & Sexual Abuse Helpline

**Tel:** 0808 802 1414 (open to women & men)

### PSNI Domestic Abuse Helpline

**Tel:** 0808 802 1414

### NEXUS 24 Hour Rape Crisis & Sexual Abuse Helpline

**Tel:** 0808 802 1414

**Age NI Tel:** 0808 808 7575

### Rainbow Project LGBTQI advice & support

**Tel:** 028 9031 9030

### Covid 19 response for Refugees & Asylum Seekers

**Tel or text:** 078 7852 5870

**Samaritans Tel:** 116 123

**Lifeline Tel:** 0808 808 8000

24 hours a day, 7 days a week

**Addiction NI Tel:** 028 9066 4434

More information on support services in North Belfast go to:

[www.ardoyne.org/whats-on-in-ardoyne-html](http://www.ardoyne.org/whats-on-in-ardoyne-html)



The services in this guide are open to everyone across the community.

# Food

## North Belfast Foodbank

Food hampers, hot meals and homeless packs. During Covid 19 crisis, this service is extended to people who have received a shielding letter, older people and vulnerable families who are referred through local community groups or who self-refer by phone, and home deliveries are available. Mon to Fri, 9am-5pm.

To refer to the foodbank or to offer help: Sinead McKinley, North Belfast Advice Partnership

**Tel:** 028 9039 1225 or **text** 073 6850 6968

**Email:** advice@ligonielvillage.com

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## Ardoyne Association

**Essential shopping** for older people or people who have to self-isolate for health reasons.

**Meals at subsidised rates** from Mills Cafe for Ardoyne, Marrowbone, Oldpark area and from Ben Madigan for Cavehill & Ballysillan area. Referrals to North Belfast Foodbank.

**Tel:** 028 9071 5165 (Mon-Fri 9am- 5pm)

**Email:** info@ardoyneassociation.org or

**Email:** advice@ardoyneassociation.org

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## Artillery Youth Centre

Essential food shopping on Tuesday & Friday & Sunday dinner for older & isolated members of the community, New Lodge area. Leave a message.

**Tel:** 028 9090 7423

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## Belfast City Council food parcels

Food parcels for people who have received a letter from the NHS advising them to shield for 12 weeks.

**Belfast Community Helpline on**

**Tel:** 0800 587 4695 (9am-5pm every day)

**Email:** covid19@belfastcity.gov.uk

Give name, date of birth, address including postcode, any access or allergy issues.

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## Community Foodbank

Essential supplies to local vulnerable residents who can't get out or are struggling. Currently based at Duncairn Centre. Mon to Fri 9am-5pm & emergency distribution at weekends.

**Tel:** 077 8361 3609

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## Good Morning North Belfast

Cooked meals for those who are unable to prepare meals for themselves & other services have been withdrawn or they can no longer go & shop for themselves.

Good Morning North Belfast **Tel:** 028 9071 9200

North Belfast Alternatives **Tel:** 028 9071 7077

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## Intercomm

Delivering food supplies to people who are in isolation in partnership with Duncairn Centre. Rolling out a similar project in Carrickfergus

**Email:** gordie@intercommbelfast.com

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## Lower Oldpark Community Association

Food parcels & hot meals.

**Tel Janice Beggs:** 028 9065 1334

**Email:** locacentre@hotmail.co.uk

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## New Lodge Duncairn Community Health Partnership

Small scale assistance with food & utility vouchers during COVID 19 crisis. Mon to Thurs 9am to 5pm, Fri 9am-2pm.

**Facebook:** newlodgeduncairn

**Facebook:** supportingfamiliesnorthbelfast

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## North & West Belfast Soup Kitchen

Soup deliveries for 7 days to vulnerable & isolated people in North & West Belfast. Can keep people on longer if they are shielding, vulnerable or HSC staff. Refer yourself or others.

**Tel/Text** 075 4079 0663

**Email Mal O'Hara:** OHaraM@BelfastCity.gov.uk

**Facebook:** northandwestbelfastsoupkitchen.

**Please include:** Name / Address / Phone / Number of portions / Any info on needs or vulnerability

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## North Belfast Women's Initiative and Support Project

Emergency grocery packs for those struggling financially due to Covid-19 or self-isolating with no support network.

**Tel Alex Crossley:** 028 9039 1028

**Email:** info@nbwisp.com

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## The Vine Centre

Hot meals 3 days per week to residents in Crumlin Road area **Tel:** 028 9035 1020

## Advice & benefits

### North Belfast Advice Partnership

Advice on benefits, entitlement & debt; food bank referrals; crisis support. Mon-Fri 9am-5pm

**Contact Sinead McKinley**

**Email:** advice@ligonielvillage.com. Or phone

**Ardoyne Association:** 028 9071 5165

**Ballysillan Community Forum:** 028 9039 1272

**The Vine Centre:** 028 9035 1020

**Ligoniel Improvement Association:** 028 9039 1225

**Tar Isteach:** 028 9074 6665

**Jobs & Benefits Office:** 0800 022 4250

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### Lower Oldpark Community Association

Housing advice.

**Tel Janice Beggs:** 028 9065 1334

**Email:** locacentre@hotmail.co.uk

#### NB Housing

Advice on housing, social housing for those in need.

**Tel:** 028 9059 2110

**Email:** info@nb-housing.org

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### North Belfast Women's Initiative and Support Project

Sign posting to benefits advice & counselling services

**Tel Alex Crossley:** 028 9039 1028

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### Universal Credit Helpline

The helpline is receiving a high volume of calls at the moment. Calls may take longer to answer than usual.

**Freephone:** 0800 012 1331

**Textphone:** 0800 012 1441

(for deaf or hard of hearing users  
& people with speech difficulties)

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### Online info on benefits including Universal Credit:

[nidirect.gov.uk/coronavirus](https://nidirect.gov.uk/coronavirus)

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### Jobs & Benefits Office:

**Tel:** 0800 022 4250

## Employment & employability

### Employment Services

**Tel:** 0300 200 782

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### Ashton Projects

**Belfast Works** – for people aged 16-65 - Support to people across Belfast to get back into employment. There are currently many jobs available.

**Tel Stuart:** 074 3279 1293

**Core** – for people aged 16-24. Training & employment opportunities, one to one support. Currently taking names for training on: driving, CSR card, forklift, beauty & more.

**Tel:** 077 5219 0297 or message their Facebook page.

**Email:** core@ashtoncentre.com.

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### North Belfast Women's Initiative and Support Project

Employability support for 16-24 year olds to help gain employment or return to full-time education

**Tel Alex Crossley:** 028 9039 1028

**Email:** info@nbwisp.com

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### Women's Tec

Digital Support for trainees. DIY and gardening tutorials on social media.

**Tel:** 028 9074 9810 or on Women's Tec social media

# Health & wellbeing

## AMH New Life Counselling

One to one counselling by phone.

**Web:** [www.amh.org.uk/new-life-counselling](http://www.amh.org.uk/new-life-counselling)  
(To self-refer)

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## Cancer Lifeline

Telephone support. Online resources for people affected by cancer & their families on **[www.cancerlifeline.info](http://www.cancerlifeline.info)**.

**Tel referrals:** 079 4910 9091

**Email referrals:** [info@cancerlifeline.info](mailto:info@cancerlifeline.info)

**Tel Bryan:** 079 7605 6464

**Email:** [bryan@cancerlifeline.info](mailto:bryan@cancerlifeline.info)

All email referrals must be password protected; send the password in a separate email

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## Flex Fitness

Daily workouts posted on social media pages, workout video every Friday, weekly health & wellbeing vlog, personal training sessions & fitness classes online.

**Facebook:** Flex Fitness

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## Jigsaw Community Counselling Centre

One to one counselling by phone. When restrictions are lifted we will revert to providing face to face counselling, art therapy & play therapy.

**Tel:** 075 3925 0941 (during restrictions)

**Tel office:** 028 9543 8166 (after restrictions)

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## Lighthouse

Support by phone/video: crisis intervention; support for families bereaved by suicide; counselling; mental health check-ins (Covid-19 & other issues). Support for clergy via Lighthouse Flourish initiative.

Mon to Fri 8.30am-5pm; some remote & pre-arranged services outside of these hours.

**Tel:** 028 9075 5070

**Email:** [reception@lighthousecharity.com](mailto:reception@lighthousecharity.com)

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## Ligoniel Healthy Living Centre

Online physical activity & relaxation classes; information sharing; foodbank referrals; health & wellbeing support. Mon to Fri, 9am to 5pm

**Tel:** 077 8066 4989

**Email:** [health@ligonielvillage.com](mailto:health@ligonielvillage.com)

**Email:** [recreation@ligonielvillage.com](mailto:recreation@ligonielvillage.com)

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## New Lodge Duncairn Community Health Partnership

Phone & email information & advice, emotional support for current service users & new families referred through family support hubs & other agencies. Contact with local food banks & advice services. Mon to Thrus 9am-5pm, Fri 9am-2pm.

**Facebook:** newlodgeduncairn

**Facebook:** supportingfamiliesnorthbelfast

**Email:** [julie@communityhealthpartnership.co.uk](mailto:julie@communityhealthpartnership.co.uk),

**Email:** [fionnuala@communityhealthpartnership.co.uk](mailto:fionnuala@communityhealthpartnership.co.uk)

**Email:** [claire@communityhealthpartnership.co.uk](mailto:claire@communityhealthpartnership.co.uk)

**Email:** [trish@communityhealthpartnership.co.uk](mailto:trish@communityhealthpartnership.co.uk)

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## PIPS Charity

Support to individuals who are considering or who have considered ending their own lives or self-harming; support for families & friends who have lost someone to suicide. During current crisis, phone helpline 7 day a week for anyone who is isolated & not coping with the lockdown, to offer emotional support & be a listening ear.

**Tel:** 028 9080 5850

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## Survivors of Trauma

During Covid 19 crisis, Survivors of Trauma is providing phone support calls to its most vulnerable members (social support, health & well-being, counselling).

**Email:** [survivorsoftrauma@live.co.uk](mailto:survivorsoftrauma@live.co.uk)

# Community support

## Ardoyne Association

Working with North Belfast Advice Partnership, North Belfast Foodbank & partners. Our Street Reps engage with their neighbours & refer needs to our office.

**Tel:** 028 9071 5165 (Mon to Fri 9am to 5pm)

**Email:** info@ardoyneassociation.org

**Email:** advice@ardoyneassociation.org

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## Artillery Youth Centre

Online employability support, community library, online photo exhibition, volunteering programme

**Leave a message Tel:** 028 9090 7423

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## Cliftonville Community Regeneration Forum

Prescription collections for residents who have to self-isolate.

**Tel:** 028 9074 9147

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## Community Restorative Justice

Mediation, community safety, addressing victims' needs, support for offenders to make positive choices. Available to all residents impacted by crime/ASB or caught up in a dispute that impacts their lives negatively.

**Tel:** 028 9075 3043

**Email:** gg@crjireland.org

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## Greater Shankill Community Support Helpline

Gateway to community & statutory services in Greater Shankill.

**Tel:** 079 2561 2870

**Facebook:** GSWinterFestival

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## Ligoniel Improvement Association

Foodbank, crisis support for vulnerable & older people. Street representatives refer vulnerable neighbours' needs. Kids activities, environmental projects for older people & children.

**Tel:** 028 9039 1225

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## Marrowbone Community Association/Marrowbone Community Hub

Volunteering, food hampers & support for seniors, vulnerable families & those who have to self-isolate in Marrowbone area, in partnership with Community Foodbank other local groups.

**Tel:** 028 9074 1876

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## North Belfast Friendship Club – international meeting space

North Belfast Friendship Club normally meets at R-City Café. During social distancing, the club has virtual meet ups every Tuesday evening. To join a meet up, message North Belfast Friendship Club on their Facebook page.

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## North Belfast Interface Network / TASCIT

Coordination of community relations activity & conflict resolution in the North Belfast area. During Covid 19 crisis, we provide support for local foodbanks, & volunteers make masks for frontline workers.

**Email Rab McCallum:** rab@nbin.info

**Email:** sean@nbin.info

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## Twaddell & Woodvale Community Association

Food, basic necessities, utilities & heating, advice, deliveries for vulnerable residents.

**Tel:** 028 9071 0202

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## Woodvale Community Response

Practical support for vulnerable households, referrals to other organisations for extra support.

**Contact:** Facebook/Woodvale Community Response

**Tel:** 073 4093 6866

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## More information on Covid 19 community support:

[www.communityni.org](http://www.communityni.org)

# Older people

## 18th Belfast Holycross Scout Group

Collecting pensions, doing shopping etc for elderly residents.

**Email:** scouts18thbelfast@outlook.com

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## Ardoyne Association

Street reps engage daily with neighbours & elderly & refer their needs.

**Call:** 028 9071 5165 Mon to Fri 9am to 5pm.

**Email:** info@ardoynassociation.org

**Email:** advice@ardoynassociation.org

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## Clare CIC

Food deliveries & essential shopping – medication, personal items - for older people. Emotional support by phone to service users & new referrals. Referrals to relevant agencies.

**Tel Gretta Thompson:** 028 9077 4185

Mon-Fri from 9am-5pm

**Email:** info@clare-cic.org

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## Good Morning North Belfast and North Belfast Alternatives

Crisis Intervention - with Sunningdale Community Centre, NBWISP, Benview Community Centre, Ballysillan Community Forum, Thomas Turley at Ardoyne Youth Club, Phillip Brannan, Springmartin.

- Free phone calls 7 days a week for those self-isolating who are feeling lonely.
- Cooked meals for people unable to prepare meals for themselves & other services have been withdrawn or they can no longer go & shop for themselves.
- Prescription collection - Referrals to Benefits Advice

**Tel Good Morning North Belfast:** 028 9071 9200

**Tel North Belfast Alternatives:** 028 9071 7077

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## Ligoniel Improvement Association

Crisis support for vulnerable & older people.

**Tel:** 028 9039 1225

## North Belfast Senior Citizens Forum

Advice, information & social support for older people & their carers. Health promotion, dementia friendly & community safety initiative.

Mon-Fri 9.30 to 5pm.

**Tel:** 028 9075 5894

**Email:** nbscf1@gmail.com

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## Upper North Belfast Family Support Hub

Puts families with children (0-18yrs) in touch with the community, statutory & voluntary support services that they need. Karen, the Hub Co-ordinator, is based at the Vine Centre.

Areas covered: Cliftonville ward, Cavehill ward, Part of Crumlin Ward (Right hand side of Crumlin road when travelling from town centre) Chichester Park (part), Waterworks (part), Bellevue (Part), Ardoyne, Ballysillan, Ligoniel.

**Tel Karen McLean:** 079 3499 7234

Mon to Thurs, 9am to 4.30pm

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## Wishing Well Family Centre

Open for children of key workers.

**Tel Belfast Trust:** 028 9504 2811

# Young people

Youth clubs & centres continue to provide online support for their members. You can also contact them if you are a young person not normally involved in your local youth club or have concerns about a young person.

## 18th Belfast Holycross Scout Group

Online engagement with members.

**Email:** scouts18thbelfast@outlook.com

## Ardoyne Youth Club

Online engagement with members. Also: 'Self-Isolation Youth Work' Facebook group for youth workers.

**Email Thomas Turley:** info@ardoyneyc.com

**Facebook:** Ardoyne Youth Club

## Ardoyne Youth Enterprise

Online support for young people & youth organisations.

**Email:** fionnuala@ardoyne.org for youth services

**Email:** catherine@ardoyne.org for other services.

**Facebook:** Ardoyne Youth Enterprise

**Instagram:** ayebelfast

## Artillery Youth Centre

Online driving theory, OCN food hygiene, employability support, healthy eating, movie night, volunteering.

**Leave a message Tel:** 028 9090 7423

## Cliftonville Community Regeneration Forum

Online engagement with young people, activities packs for children.

**Tel:** 028 9074 9147

## Cliftonville Community Centre Youth Project

Online advice & support to young members and their families.

**Email:** sheila.ccc@btconnect.com

**Email:** karen.ccc@btconnect.com.

**Facebook:** cliftonvillecommunitycentre

## Cumann Óige Uí Dhochartaigh

Youth club services through Irish language. Online engagement through social media.

**Facebook:** Cumann Óige Uí Dhochartaigh

## Deanby Youth Centre

Online support & information.

**Email:** murflfc105@hotmail.com

**Email:** Lorraine\_murphy@hotmail.com

**Tel:** 078 5032 8438

## Flax Foyer

Supported accommodation for young people aged 18-25 years who are homeless. During Covid 19 crisis, referrals only for young people with low to medium needs/risk due to staff shortages.

**Tel:** 028 9059 3301

**Email:** info@flaxfoyer.com

## John Paul II Youth Club

Online engagement with members.

**Email:** johnpaul2youthclub@hotmail.com

**Facebook:** Johnpaul.club

## Lawrenson Toal Academy of Irish Dancing

Classes currently provided online, at times that suit students. Taking registration for new starts.

**Tel:** 077 3625 1740

**Email:** arlenetoal@icloud.com

## New Lodge Youth Centre

Online Online drop-in & group work.

**Facebook:** newlodgeyc

## North Belfast Alternatives

Youth & family support by phone. Work packs delivered to young people. Online group work & challenges.

**Email:** joan@alternativesrj.co.uk

**Email:** kelly@alternativesrj.co.uk

## Streetbeat Youth Centre

Online support for young people in & around Woodvale. Developing online courses & an online support app for young people to access information & support.

**Email:** info@streetbeatyouthproject.com

**Facebook:** Streetbeat YP Public Page

## YEHA - Youth Education Health & Advice

One to one mental health & wellbeing support, ages 12-21.

**Email Cara O'Kane:** yehaproject@gmail.com

Group work: recruiting for Breakthrough Programme with Ashton Centre - active citizenship, good relations, personal development, new skills & qualifications ages 14-18.

**Email:** thomas.brown@ashtoncentre.com

# Family support & childcare

## Ardoyne Afterschools Club

Afterschools provision for children of Belfast Health & Social Trust staff, 1.30pm to 5.30pm.

Contact Damien Sparks, Deanby Youth Club  
Oldpark Terrace, Belfast, BT14 6NP

**Tel:** 028 9543 8050

**Mobile:** 079 7062 1719

**Email:** ardoyneafterschoolsclub@outlook.com

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## Artillery Youth Centre

Online advice for parents & schoolwork printing & delivery programme.

**Tel:** 028 9090 7423

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## Glenbrook Surestart

One to one phone support for targeted families; phone advice; activities & ideas on Glenbrook Surestart Facebook page.

**Tel:** 028 9071 2266 Mon to Fri 9am to 5pm

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## Crisis Intervention Team

Crisis Intervention: nappies, baby milk etc. Also prescription collection, referrals to benefits advice etc.

**Contact: Good Morning North Belfast**

**Tel:** 02890 719200

**Tel North Belfast Alternatives:** 028 9071 7077

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## Little Explorers

Little Explorers has a network of childminders available for key workers.

**Email:** Patrica123mcgeown@gmail.com

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## Marrowbone Community Association

Lockdown activity books for families with small children.

**Tel:** 028 9074 1876

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## The Vine Centre

Kids activity packs & pastoral support to residents in Crumlin Road area.

**Tel:** 028 9035 1020

Published for North Belfast Foodbank by

## North Belfast Advice Partnership

Wolfhill Centre, 148 Ligoniel Road  
Belfast BT14 8DT

**Email:** advice@ligonielvillage.com

and

## Ardoyne Youth Enterprise

11a Flax St, Belfast BT14 7EJ

**Email:** communication@ardoyme.org

**www.ardoyme.org**

with support from the Executive Office

This guide was compiled by Ardoyne Youth Enterprise from information supplied by community groups. It is only as accurate as the information received. Please contact us if you notice any omissions and we will amend our online guide.

