



**This guide tells you about
places where you can
access support**

**Where do
I get help during
Covid 19 crisis?**

**The services in this guide are open to everyone
across the community, if you live in:**

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

More information on support services in North Belfast

www.ardoyne.org/where-do-i-get-help-in-north-belfast

Many face-to-face youth services listed in the YOUNG PEOPLE section have now reopened with reduced hours and numbers.

Contact your local youth club or group for more information.

We hope that more places will reopen their face-to-face services as restrictions are relaxed.

Stay safe, follow health guidelines, get support.

Helplines

- **COVID19 Community Helpline**
Tel: 0808 802 0020 - 7 days a week 9am-5pm.
Text: ACTION to 81025
Email: Covid19@adviceni.net
- **NHS phone 111**
if you think you have Covid 19 symptoms
- **Childline Tel: 0800 1111**
- **Parent Line NI Tel: 0808 802 0400**
- **Women's Aid 24 Hour Domestic and Sexual Abuse Helpline**
Tel: 0808 802 1414 (open to women and men)
- **PSNI Domestic Abuse Helpline**
Tel: 0808 802 1414
- **NEXUS 24 Hour Rape Crisis and Sexual Abuse Helpline**
Tel: 0808 802 1414
- **Age NI Tel: 0808 808 7575**
- **Rainbow Project LGBTQI advice and support**
Tel: 028 9031 9030
- **Covid 19 response for Refugees and Asylum Seekers**
Tel/text: 078 7852 5870
(Monday and Wednesday only)
- **Samaritans Tel: 116 123**
- **Lifeline Tel: 0808 808 8000**
24 hours a day, 7 days a week
- **PIPS Suicide Prevention**
Freephone helpline
Tel: 0800 088 6042
- **Addiction NI Tel: 028 9066 4434**
- **Advice NI Tel: 028 90645919**

Food

Community Foodbank

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

Tel: 077 8361 3609

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. Monday to Friday, 9am-5pm.

Contact - to refer to the foodbank or to offer help Sinead McKinley, North Belfast Advice Partnership.

Text: 073 6850 6968

Email: foodbank@northbelfastadvice.org

Ardoyne Association

Food parcels and weekly hot meal deliveries in partnership with North Belfast Foodbank.

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

Email: info@ardoynassociation.org or

Email: advice@ardoynassociation.org

Artillery Youth Centre

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

Tel: 028 9090 7423

Good Morning North Belfast

Cooked meals for service users of Good Morning North Belfast who are unable to prepare meals for themselves and other services have been withdrawn or they can no longer go and shop for themselves.

Good Morning North Belfast

Tel: 028 9071 9200

North Belfast Alternatives

Tel: 028 9 71 7077

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

Lower Oldpark Community Association

Food parcels & hot meals.

Janice Beggs Tel: 028 9065 1334

Email: locacentre@hotmail.co.uk

New Lodge Duncairn Community Health Partnership

Nutritional food boxes to families in North Belfast in partnership with Loveworks Cooperative.

Facebook: Facebook/newlodgeduncairn

Facebook: supportingfamiliesnorthbelfast

Email: julie@communityhealthpartnership.co.uk

Email: fionnuala@communityhealthpartnership.co.uk

Email: claire@communityhealthpartnership.co.uk

Email: trish@communityhealthpartnership.co.uk

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.

Alex Crossley Tel: 028 9039 1028

Email: info@nbwisp.com

Advice & benefits

North Belfast Advice Partnership

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

Email: sinead@northbelfastadvice.org

Ardoyne Association Tel : 028 9071 5165

Ballysillan Community Forum Tel : 028 9039 1272

The Vine Centre Tel : 028 9035 1020

Ligoniel Improvement Association

Tel: 028 9039 1225

Tar Isteach Tel: 028 9074 6665

Lower Oldpark Community Association

Housing advice.

Janice Beggs Tel: 028 9035 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

North Belfast Women's Initiative and Support Project

Sign posting to benefits advice and counselling services.

Alex Crossley Tel: 028 9039 1028

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 and people with speech difficulties)

Universal Credit information online

www.nidirect.gov.uk/campaigns/universal-credit

Jobs & Benefits Office:

Tel: 0800 022 4250

Online Covid 19 Support

www.nidirect.gov.uk/coronavirus

Employment & employability

Employment Services

Tel: 0300 200 782

Ashton Projects

Belfast Works age 16-65 – Support to people across Belfast to get back into employment. Currently many jobs available.

Stuart Tel: 074 3279 1293

Core age 16-24 raining and employment opportunities, one to one support. Currently taking names for training on: driving, CSR card, forklift, beauty and more.

Tel: 077 5219 0297

Email: core@ashtoncentre.com

Essential skills age 16 and over Qualifications in English and Maths. Currently taking names for next available courses.

Email: hilary.adair@ashtoncentre.com

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

Alex Crossley Tel: 028 9039 1028

Email: info@nbwisp.com

Women's Tec

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

Tel: 028 9074 9810

Search social media: Women's Tec

Health & wellbeing

AMH New Life Counselling

One to one counselling by phone and online.

www.amh.org.uk/new-life-counselling

Tel: 028 9039 1630

Bridge of Hope

Telephone counselling and support, health and wellbeing caseworker support, online training.

Liz Tel: 074 2570 0630

Email: liz.white@ashtoncentre.com

Martina Tel: 075 5178 0599

Email: martina.donnelly@ashtoncentre.com

Ellen Tel: 078 2539 3875

Email: ellen.harmon@ashtoncentre.com

Cancer Lifeline

Telephone support (face-to-face support when restrictions allow). Online resources for people affected by cancer and their families.

www.cancerlifeline.info

Contact referrals

Tel: 028 9035 1999

Tel: 079 4910 9091

Bryan Tel: 07976 056464.

Email: info@cancerlifeline.info

Email: bryan@cancerlifeline.info

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

Jigsaw Community Counselling Centre

One to one counselling by phone. Face to face sessions for children and young people. When restrictions are lifted we will revert to providing face to face counselling, art therapy and play therapy.

Tel: 075 3925 0941 (during restrictions)

Tel: 028 9543 8166 (after restrictions)

Lighthouse

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

Monday-Friday 8.30am-5pm remote and pre-arranged services outside of these hours.

Tel: 028 9075 5070

Email: reception@lighthousecharity.com

Ligoniel Healthy Living Centre

Online physical activity and relaxation classes; information sharing; foodbank referrals; health and wellbeing support. Monday to Friday, 9am to 5pm.

Tel: 077 8066 4989

Email: health@ligonielvillage.com

Email: recreation@ligonielvillage.com

New Lodge Duncairn Community Health Partnership

During lockdown, services can be accessed by phone and email.

Home visiting for Family Support

Email: trish@communityhealthpartnership.co.uk

Mentoring for children 5-12 years on referral through Family Support Hubs

Flower Essence and Aromatherapy packs

Email: fionnuala@communityhealthpartnership.co.uk

Food Values healthy eating programme

Email: claire@communityhealthpartnership.co.uk

Monday to Thursday 9am-5pm, Friday 9am-2pm.

Tel: 028 9074 5588

Facebook: Facebook/newlodgeduncairn supportingfamiliesnorthbelfast

Email: julie@communityhealthpartnership.co.uk

PIPS Charity

Support to individuals who are considering or who have considered ending their own lives or self-harming; support for families and friends who have lost someone to suicide. Phone helpline 7 day a week for anyone who is isolated and not coping with the lockdown, to offer emotional support and be a listening ear. Face to face counselling also available. Contact: 028 9080 5850 Monday to Friday 9am to 9pm, Saturday and Sunday 2pm to 6pm.

Freephone helpline: 0800 088 6042

Survivors of Trauma

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

Tel: 028 9074 9944

Email: survivorsoftrauma@live.co.uk

Community support

Ardoyne Association

Ongoing programme to support families during Covid 19 crisis, with North Belfast Advice Partnership, North Belfast Foodbank and partners. Street Reps engage with their neighbours and refer needs to the office.

Tel: 028 9071 5165 Monday to Friday 9am to 5pm

Email: info@ardoyneassociation.org

Email: advice@ardoyneassociation.org

Artillery Youth Centre

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

Leave a message Tel: 028 9090 7423

Cliftonville Community Regeneration Forum

Prescription collections for residents who have to self-isolate.

Tel: 028 9074 9147

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

Grace Family Centre

Help to book Covid 19 vaccines and tests. Working together with local foodbanks. Childcare facility now open. Back to courses and groups work when restrictions allow.

Tel: 028 9074 3536

Greater Shankill Community Support Helpline

Phone helpline. Will connect people in Greater Shankill to foodbanks, befriending and mental health support, financial and benefit help, daily living.

Tel: 079 2561 2870

Ligoniel Improvement Association

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

Tel: 028 9039 1225

Monday to Friday 9am to 5pm

Marrowbone Community Association/Marrowbone Community Hub

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

Tel: 028 9074 1876

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.

Facebook: North Belfast Friendship Club

North Belfast Interface Network /TASCIT

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

Email: rab@nbin.info

Email: sean@nbin.info

Twaddell and Woodvale Community Association

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

Tel: 028 9071 0202

More info on Covid 19 community support:

www.communityni.org

Older people

18th Belfast Holycross Scout Group

Collecting pensions, doing shopping etc for elderly residents.

Email: scouts18thbelfast@outlook.com

Ardoyne Association

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

Tel: 028 9071 5165 Monday to Friday 9am to 5pm.

Email: info@ardoyneassociation.org

Email: advice@ardoyneassociation.org

Clare CIC

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

Shane Coulter Tel: 028 9077 4185

Mon-Fri from 9am-5pm

Email: info@clare-cic.org

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 Enterprise, Phillip Brannan, Springmartin.

Free phone calls 7 days a week for those self-isolating who are feeling lonely.

Prescription collection - Referrals to Benefits Advice

Cooked meals service now at full capacity and reserved for service users.

Good Morning North Belfast

Tel: 028 9071 9200

North Belfast Alternatives

Tel: 028 9071 7077

Ligoniel Improvement Association

Crisis support for vulnerable and older people.

Tel: 028 9039 1225

North Belfast Senior Citizens Forum

Advice and information for older people and their carers. Social and health promotion activities, dementia friendly and community safety initiative. Mon-Fri 9.30 to 5pm.

Tel: 028 9075 5894

Email: nbscf1@gmail.com

Family support & childcare

Ardoyne Afterschools Club

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

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

Tel: 028 9543 8050

Tel: 079 7062 1719

Email: ardoyneafterschoolsclub@outlook.com

Artillery Youth Centre

Online advice for parents and schoolwork printing and delivery programme.

Tel: 028 9090 7423

Ashton Community Family Support Programme

Training and employment support for people who have family support needs and are not in education, training or employment.

Email: kris.morrison@ashtoncentre.com

Ashton Early Intervention Family Support Project

Works with families on a range of issues such as behavioural issues and practical support. Currently phone and online support.

Email: caroline.mcilwee@ashtoncentre.com

Email: alana.mckeown@ashtoncentre.com

Glenbrook Surestart

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

Tel: 028 9071 2266

Monday to Friday 9am to 5pm

Crisis Intervention Team

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

Good Morning North Belfast

Tel: 02890 719200

North Belfast Alternatives

Tel: 02890 717077

Little Explorers

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

Email: Patrica123mcgeown@gmail.com

Marrowbone Community Association

Lockdown activity books for families with small children.

Tel: 028 9074 1876

The Vine Centre

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

Tel: 028 9035 1020

Upper North Belfast Family Support Hub

Puts families with children (0-18yrs) in touch with the community, statutory and 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, Ligoneil. Contact Karen McLean.

Tel: 079 3499 7234

Monday to Thursday, 9am to 4.30pm

If you live in other parts of North Belfast, contact Lower North Belfast Family Support Hub.

Tel: 073 9637 4764

Email: edith.mcmanus@ashtoncentre.com

Wishing Well Family Centre

Open for children of key workers.

Belfast Trust Tel: 028 9504 2811

Young people

Many face-to-face youth services listed in this section have now reopened with reduced hours and numbers. Contact your local youth club or group for more information.

Youth clubs and centres continue to provide online support for their members, and bespoke group work when restrictions allow. 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. Mentoring and family support. Street based outreach in partnership with Ardoyne Youth Enterprise and John Paul II Club. Face to face bespoke group work when restrictions allow. Contact Joe McNeill.

Email: joe.mcneill@ardoyneyc.com

Facebook: Ardoyne Youth Club

Ardoyne Youth Enterprise

Online support for young people and youth organisations. Street based outreach in partnership with Ardoyne Youth Club and John Paul II Club. Face to face bespoke group work when restrictions allow. Contact Thomas Turley.

Email: thomas@ardoyne.org

Email: fionnuala@ardoyne.org for youth services.

Facebook: Ardoyne Youth Enterprise

Instagram: ayebelfast

Artillery Youth Centre

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

Tel: 028 9090 7423 Leave a message

Ashton Breakthrough Programme

Mentoring and employability support.

Email: rosemary.mccusker@ashtoncentre.com

Facebook: Facebook/ breakthroughbelfast

BlueHouses (BYFC)

Online group work. Face to face bespoke programmes when restrictions allow.

Tel: 028 9071 4255

Cliftonville Community Regeneration Forum

Online engagement with young people. Face to face bespoke group work when restrictions allow.

Tel: 028 9074 9147

Cliftonville Community Centre Youth Project

Online advice and support to young members and their families. Face to face bespoke group work when restrictions allow. Contact Nikki Richardson.

Tel: 028 9074 9332

Tel: 075 2526 8124; nikki@ccrf.org.uk .

Facebook: cliftonvillecommunitycentre

Cumann Óige Uí Dhochartaigh

Youth club services through Irish language. Online engagement through social media. Face to face bespoke group work when restrictions allow. Contact Cumann Óige Uí Dhochartaigh.

Email: caoimhe@glornamona.com

Deanby Youth Centre

Online support, info and advice. Face to face bespoke group work when restrictions allow.

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

Young people

Many face-to-face youth services listed in this section have now reopened with reduced hours and numbers. Contact your local youth club or group for more information.

John Paul II Youth Club

Online engagement with members. Street based outreach in partnership with Ardoyne Youth Enterprise and Ardoyne Youth Club. Face to face bespoke group work when restrictions allow.

Email: johnpaul2youthclub@hotmail.com

Facebook: Johnpaul.club

Marrowbone Youth Club

Online drop-in, group work and mentoring. Face to face group work when restrictions allow. Contact Shannen O'Connor.

Facebook: Facebook/Marrowbone Youth Club

New Lodge Youth Centre

Online drop-in and group work, mentoring, outreach/detached. Face to face group work when restrictions allow.

Facebook: Facebook/newlodgeyc

North Belfast Alternatives

Youth and family support by phone. Work packs delivered to young people. Online group work and challenges. Face to face bespoke group work when restrictions allow.

Email: joan@alternativesrj.co.uk

Email: kelly@alternativesrj.co.uk

Star Neighbourhood Centre

Outreach, issue-based youth led programmes.

Tel: 028 9074 0693

Streetbeat Youth Centre

Online support for young people in and around Woodvale. Developing online courses and an online support app for young people to access information and support. Face to face group work when restrictions allow.

Email: info@streetbeatyouthproject.com

Facebook: Streetbeat YP Public Page

YEHA - Youth Education Health and Advice

One to one mental health and wellbeing support, ages 12-21. Face to face bespoke group work when restrictions allow. Contact Cara O'Kane.

Email: yehaproject@gmail.com

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

The services in this guide are open to everyone across the community, if you live in:

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

**Where do
I get help during
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Update published March 2021 by

Ardoyne Youth Enterprise

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www.ardoyne.org



With support from Belfast City Council

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.