



# **Carer Resource Directory**

## **Ards and North Down area**

**(Information correct as of Nov 2022)**

## **Finance and Advice**

### **Advice NI**

An independent advice network, providing advice to those who need it most. All queries will be forwarded to a local advice provider.

0800 915 4604

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

### **Advice Space**

Advice Space provides free confidential advice ranging from benefit checks, employment to other types of advice and general queries.

0300 123 3233

### **Age NI Advice Service**

Befriending, advice and advocacy services for the older generation.

Advice line 0808 808 7575

Main Office 028 9024 5729

[advice@ageni.org](mailto:advice@ageni.org)

### **Bangor NI Foodbank**

Foodbank can be accessed by requesting a voucher from a local support agency such as social services, citizen's advice.

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

028 9127 1800

0782 179 1674

### **Boiler Replacement Scheme**

Helps homeowners with the cost of replacing boilers. The boiler must be at least 15 years old. It is for homeowners with a total income of less than £40k.

[energyefficiency.psis@nihe.gov.uk](mailto:energyefficiency.psis@nihe.gov.uk)

0800 232 1271

### **Christians Against Poverty**

Offers debt counselling.

[info@capuk.org](mailto:info@capuk.org)

### **Community Advice Ards and North Down**

Helps people resolve many problems including debt, benefits, housing, legal, health, discrimination, employment, immigration, tax, relationship and consumer issues.

0300 123 9287

[zoe.parker@caand.co.uk](mailto:zoe.parker@caand.co.uk)

### **Contact Northern Ireland**

Provides information and advice to families who care for children with a disability or special needs.

0808 808 3555

[nireland.office@contact.org.uk](mailto:nireland.office@contact.org.uk)

### **Donaghadee Foodbank**

Provision of food and other essential items to people in personal or financial crisis. Referral is through various support organisations or statutory bodies.

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

028 9188 8011

### **Familyworks and Imagine If**

Pre-school breakfast club 8am Tuesday–Friday for children to get a free breakfast before school. This is at The Warehouse, 3 Glenford Way Newtownards.

[stephanie.oneill@nelni.com](mailto:stephanie.oneill@nelni.com)

028 9182 1721

### **Find Help NI**

Online community resource finder.

[info@findhelpni.com](mailto:info@findhelpni.com)

028 9188 8448

### **Habitat Restore Newtownards**

Sells donated new and used building and home improvement materials. Low cost but not free.

[info@habitatni.co.uk](mailto:info@habitatni.co.uk)

028 9189 7599

### **Here2Help App**

Provides access to advice and support services for anyone in crisis or needing help. Download the App on your phone.

### **Hospital Travel Costs Scheme**

Patients in receipt of means tested benefits or on a low income could get help with the cost of travel to hospital appointments. It does not apply to visitors. Fill in a refund claim form HC5 which can be requested at a Jobs and Benefits Office or at the hospital site.

### **Inspire Regional Advocacy Service**

One to one support to resolve advocacy issues available to every person with mild to moderate mental health issues.

[infoline@inspirewellbeing.org](mailto:infoline@inspirewellbeing.org)

0808 189 0036

### **Kilcooley Community Forum**

Offers assistance with issues such as benefits, housing, anti-social behaviour and access to statutory services for local people.

[kilcooleyforum@btconnect.com](mailto:kilcooleyforum@btconnect.com)

028 9147 9424

### **Labour Relations Agency**

Offers advice and information to employees and employers in relation to an employment issue.

[info@lra.org.uk](mailto:info@lra.org.uk)

0330 055 5300

### **Law Centre**

Offers advice and support around employment, immigration and benefit issues.

[admin@lawcentreni.org](mailto:admin@lawcentreni.org) general enquiries

[benefits@lawcentreni.org](mailto:benefits@lawcentreni.org) benefits advice

028 9024 4401

### **Lunch Club Hamilton Road Baptist Church**

Provides a free lunch on 1<sup>st</sup> Monday of every month.

Free coffee, biscuits and chat every Tuesday, Wednesday and Thursday to the Brew Dock.

[theoffice@hamiltonroadbaptist.com](mailto:theoffice@hamiltonroadbaptist.com)

028 9145 4546

### **Lunch Club Regent Street Methodist Church Newtownards**

Provides lunch for £4 3<sup>rd</sup> Wed of every month

[info@regentstreetmethodist.org](mailto:info@regentstreetmethodist.org)

### **Make the Call**

Advice about accessing benefits, supports and services. Free and confidential service.

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

0800 328 0006

### **Migrant Centre NI**

Advice and support for those from Black and Minority Ethnic communities.

[admin@migrantcentreni.org](mailto:admin@migrantcentreni.org)

[advice@migrantcentreni.org](mailto:advice@migrantcentreni.org)

028 3832 3844

### **Mindwise Ards Advocacy Service**

Advocacy for people who are affected by mental illness.

[matt.thompson@setrust.hscni.net](mailto:matt.thompson@setrust.hscni.net)

028 9151 0123

0791 862 6432

### **National Energy Action**

Charity that campaigns for affordable warmth and improved energy efficiency in the homes of people who are vulnerable to the cold. Can offer support and advice.

[northern.ireland@nea.org.uk](mailto:northern.ireland@nea.org.uk)

0800 304 7159

028 9023 9909

### **Newtownards Foodbank**

Foodbank can be accessed by referral from a local support agency such as social services, citizen's advice.

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

028 9181 7487

0790 293 3297

### **NI Energy Advice Line**

Offers free comprehensive advice on saving energy in the home and energy efficient grants.

[nienergyadvice@nihe.gov.uk](mailto:nienergyadvice@nihe.gov.uk)

0800 111 4455

### **NI Land and Property Services**

Provides advice on how to apply for reduced rates for those living in a property that has been adopted.

Information on NI Direct website

### **NI Sustainable Energy Programme**

An £8 million fund to help households across NI. Schemes include boiler update, LED light bulbs, hot water tank jacket, water widgee, remote smart heating controls, radiator panels, draught proofing.

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

### **Restore Furniture Store**

Selling preowned goods at a low cost.

[newtownards.restore@ebm.org.uk](mailto:newtownards.restore@ebm.org.uk)

028 9182 7255

### **Rural Support**

Provides impartial guidance and support for farmers and farm family members in support of their farm business and personal wellbeing.

[info@ruralsupport.org.uk](mailto:info@ruralsupport.org.uk)

028 8676 0040

### **Simon Community Low Threshold Service for people who use drugs and alcohol**

Offers advice and support on homelessness prevention, accommodation services, health and wellbeing and young people's support services.

[info@simoncommunity.org](mailto:info@simoncommunity.org)

0743 575 4304

0800 171 2222 emergency contact

### **Society of St Vincent De Paul**

Offer a confidential, person centred, non-judgemental service to individuals and families. Home visitation is carried out by volunteers who will respond to those in need.

[info@svpni.co.uk](mailto:info@svpni.co.uk)

028 9035 1561

028 9024 7699

### **Step Change**

Free confidential debt advice.

[contactus@stepchange.org](mailto:contactus@stepchange.org)

0800 1381 111

### **Storehouse North Down Foodstore**

Foodbank can be accessed by referral from a local support agency such as social services, citizen's advice.

[info@storehousenorthdown.com](mailto:info@storehousenorthdown.com)

0752 654 1168

### **The Consumer Council**

Offers energy advice for consumers and also provides an independent energy price comparison tool.

028 9025 1600

### **The Warehouse Wellfed Community Shop and Daily Activities**

Social supermarket and associated support for people in need including lunch, dinner and breakfast clubs and Wear and Share clothing shop. Meal Clubs and Wear and share are free drop in events.

[info@thewarehousenewtownards.com](mailto:info@thewarehousenewtownards.com)

028 9182 1721

### **Warm Welcome Space**

Provides a warm welcome space for those struggling to heat their homes this winter.

**1<sup>st</sup> Bangor Presbyterian Church, Main Street Bangor**

Monday to Friday 9am-4pm.

[office@firstbangor.org](mailto:office@firstbangor.org)

028 9127 0580

**Bangor West Presbyterian Church, Rathmore Road, Bangor**

community drop in Wednesday 10am-1pm.

[office@westchurchbangor.org](mailto:office@westchurchbangor.org)

028 9145 9688

**West Church Kilcooley, Drumahirk Drive, Bangor**  
community drop in Thursday 1-3pm.

[office@westchurchbangor.org](mailto:office@westchurchbangor.org)

028 9145 9688

**Bangor Salvation Army Crosby Street, Bangor**  
community drop in Monday 10.30am-12.30pm.

[linda.cunliffe@salvationarmy.org.uk](mailto:linda.cunliffe@salvationarmy.org.uk) or

[bangor@salvationarmy.org.uk](mailto:bangor@salvationarmy.org.uk)

028 9127 5100

0746 965 8405 helpline

**The Beacon 58 Movilla Road Newtownards**

community drop in Tuesday 10am-12 noon and 7pm-8.30pm and Saturday 10am-12noon (1<sup>st</sup> Saturday of every month)

[info@goodnews4u.net](mailto:info@goodnews4u.net)

0782 862 8673

**Strean Presbyterian Church West Street Newtownards**  
community drop in Thursday 2pm-4pm.

[office@strean.org](mailto:office@strean.org)

028 9181 6225

**Newtownards Salvation Army**  
**19 Regent Street Newtownards**  
community drop in Monday 9.30am-2pm

[newtownards@salvationarmy.org.uk](mailto:newtownards@salvationarmy.org.uk)

028 9182 1099

0756 319 7063

**SAF**

Café runs every Thursday at the NDCN Wellbeing Hub,  
Main Street Bangor. £2 minimum contribution.

[wellbeingndcn@gmail.com](mailto:wellbeingndcn@gmail.com)

028 9146 1386

## Assistance, Support and Emergency Contacts

### **Action for Children**

Support for young carers caring for someone in the South Eastern Trust area up to the age of 25yrs.

[nivyoungcarers@actionforchildren.org.uk](mailto:nivyoungcarers@actionforchildren.org.uk)

028 9046 0500

### **Acute Community Mental Health Services**

The Home Treatment Service is the gateway to acute mental health services and provides a comprehensive assessment of need, together with a range of interventions for people aged 18-65 years of age experiencing mental health crisis. Referral is made through a GP.

028 9151 4281

### **Addiction NI**

Drug and alcohol intervention and support services for adults and family members.

[enquiries@addictionni.com](mailto:enquiries@addictionni.com)

028 9066 4434

### **Alzheimer's Society**

Monthly carer support groups in Bangor and Ards and they offer carers CrISP Programmes throughout the year (carer information and support programme for carers caring for someone with dementia).

028 9181 0083 CrISP

0752 271 2764 helpline

0300 222 1122 support line

### **Angel Eyes**

Supports parents of blind and partially sighted children.

[info@angeleyesni.org](mailto:info@angeleyesni.org)

0777 587 3072

### **Ards Carer Support Group**

Carer support group run by and for carers. Meet fortnightly at 10am on a Thursday in St Marks, Newtownards.

028 4372 1807

### **Ards Community Network**

Support, advice and training for local communities.

[info@ardscommunitynetwork.com](mailto:info@ardscommunitynetwork.com)

028 9181 4625

### **ASCERT**

Supporting young people, adults and families to reduce alcohol and drug related harm in communities.

[info@ascert.biz](mailto:info@ascert.biz)

0800 254 5123

### **ASSISI**

Animal Sanctuary who organise an outreach service which helps families in need to keep a family pet eg, help cover costs.

[info@assisi-ni.org](mailto:info@assisi-ni.org)

028 9181 2622

### **Autism NI**

Supports individuals with Autism and their families including a helpline, support groups, training courses and an 18 plus peer network support group that meets online monthly.

[info@autismni.org](mailto:info@autismni.org)

028 9040 1729

### **Autonomie**

Empowers young people with additional needs and families raising a child or young person with additional needs. Services include workshops, outreach services, drop in centre and virtual support hubs. Practical and emotional support is also offered.

[autonomieorg@gmail.com](mailto:autonomieorg@gmail.com)

028 9591 8051

0787 251 9900

### **Bangor Alternatives**

Mediation, advocacy and community support. Support is provided for victims of anti-social behaviour or a neighbourhood dispute. Self-referral or referral can be made from statutory bodies.

[pete@alternativesri.co.uk](mailto:pete@alternativesri.co.uk)

028 9185 7812

### **Bangor Carer Support Group**

Meets 2<sup>nd</sup> Thursday of every month in NDCN Wellbeing Hub to provide information, advice and peer support to carers.

[carer.support@setrust.hscni.net](mailto:carer.support@setrust.hscni.net)

028 4372 1807

### **Barnardos**

Protects, supports and nurtures the most vulnerable children. Provides family support and early intervention. The family support service provides up to 12 sessions of direct support and therapeutic intervention for families with children aged 0-18yrs within the family home.

[receptionni@barnardos.org.uk](mailto:receptionni@barnardos.org.uk)

028 9067 2366

### **Beat Eating disorders**

Provides support, information and understanding to people with eating disorders as well as their families and friends. Online POD space supports parents and carers in their journey of caring for someone with an eating disorder.

[nihelp@beateatingdisorders.org.uk](mailto:nihelp@beateatingdisorders.org.uk)

028 9023 5959

0808 801 0677 helpline advisors

### **Beyond the Battlefield**

Looks after the ex-service men and women in Northern Ireland and Ireland.

[info@beyondthebattlefield.org](mailto:info@beyondthebattlefield.org)

028 9122 8389

### **Brain Injury Matters NI**

Provides information and support to people who have had an acquired brain injury as well as carers and families.

[info@braininjurymatters.org.uk](mailto:info@braininjurymatters.org.uk)

028 9070 5125

### **Cancer Focus**

Provide a range of care and support services including counselling, volunteer driver scheme, family support, support groups and activities.

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

[nurseline@cancerfocusni.org](mailto:nurseline@cancerfocusni.org) cancer nurse support line

0800 783 3339

028 9066 3281 nurseline

### **Cancer Lifeline**

Helps people affected by cancer build strength through supporting them in a number of ways such as one to one

support, support groups, positive well-being events and supporting carer events.

[info@cancerlifeline.info](mailto:info@cancerlifeline.info)

028 9035 1999

0794 910 9091

### **Carers NI**

Provides information, advice and support to carers.

[info@carersni.org](mailto:info@carersni.org)

028 9043 9843

### **Carer Support Service**

An information, advice, signposting and support service for people caring for someone living in the south eastern Trust area.

[carer.support@setrust.hscni.net](mailto:carer.support@setrust.hscni.net)

028 4372 1807

### **CAUSE**

A peer-led organisation run by mental health carers for mental health carers. Carer advocates provide help and support, tailored to what carers need to cope in the care-giving role.

[info@cause.org.uk](mailto:info@cause.org.uk)

028 9065 0650

0800 103 2833 helpline

### **Childline**

Free support for people up to the age of 19yrs who need someone to talk to.

0800 1111

### **Children's Law Centre**

Child-focused and child-friendly legal advice/information for children/young people and their parents/carers and representation service for children/young people at educational tribunals, mental health review tribunals, appeals.

[info@childrenslawcentre.org](mailto:info@childrenslawcentre.org)

0808 808 5678

### **County Down Rural Community Network**

A network of local community groups which promotes local events and learning opportunities.

[sandra@countydownrcn.com](mailto:sandra@countydownrcn.com)

028 9182 8884

### **Deafblind UK**

Accessible helpline, help with technology, social opportunities and emotional support.

[info@deafblind.org.uk](mailto:info@deafblind.org.uk)

BSL video relay [deafblind.org.uk/bsl](http://deafblind.org.uk/bsl)

0800 132 320 helpline

18001 then 0800 132 320 text relay

### **Dementia NI**

Promote the rights for people living with dementia to be involved in decisions that affect their everyday lives. Offers support.

[info@dementiani.org](mailto:info@dementiani.org)

028 9693 1555

### **Diabetes UK – North Down and Ards Group**

Provide information sessions.

[n.ireland@diabetes.org.uk](mailto:n.ireland@diabetes.org.uk)

028 9066 6646

028 9536 0600 helpline

### **Disability Action**

Works with people with various disabilities and service include advice, driving support, disability support services, DATS transport scheme and support around employment.

[marketing@disabilityaction.org](mailto:marketing@disabilityaction.org)

028 9029 7880

### **Down Community Transport**

Provides a safe, affordable, flexible and accessible transport service to the community. There are eligibility requirements and a charge for the service.

### **Down's Syndrome Association**

Committed to improving quality of life for people who have Down's Syndrome.

[info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)

028 9077 6176

0333 121 2300 helpline

[bookings@downct.com](mailto:bookings@downct.com)

028 4461 6323

### **Emergency Social Work Service**

Will provide services for: children and young people, older people, people with mental health problems, people with learning disabilities, people with physical disabilities and families and carers of all these groups.

Weekdays 5pm-9am and 24hour service at weekends and bank holidays.

028 9504 9999

### **Falls Prevention Service**

Trust service set up to help prevent falls for people over 65yrs. Can self-refer if over 65, live in SE Trust area and have fallen in the last 12 months or are concerned about falling.

[fallsprevention.service@setrust.hscni.net](mailto:fallsprevention.service@setrust.hscni.net)

028 9263 3705

### **GP Out of Hours**

GP Out of Hours cover 6pm om week days until surgeries open. Cover 24 hours Saturday and Sundays and bank holidays.

028 9182 2344

### **Headway**

Delivers individual and group support to adults with an acquired brain injury, The services vary according to local need and include social and community meetings, alongside information sharing and carer support.

[helpline@headway.org.uk](mailto:helpline@headway.org.uk)

0808 800 2244 helpline

0755 795 7624

### **Hourglass**

Listen, advise and support vulnerable older people and those affected by harm, abuse and exploitation through their helpline or community response team.

[nireland@wearehourglass.org](mailto:nireland@wearehourglass.org)

0808 808 8141

### **Huntington's Disease Association**

Provides support, information, advise and social connections to those living with the impact of Huntington's Disease. They run regional support groups, provide face to face and telephone advice and support as well as opportunities for families to connect through events and befriending services.

[info@hdani.org.uk](mailto:info@hdani.org.uk)

0773 393 5863



### **Inspire Regional Advocacy Service**

Supporting people with mild/moderate mental ill health, helping to ensure that they have the services they need, when they need them.

[infoline@inspirewellbeing.org](mailto:infoline@inspirewellbeing.org)

0808 189 0036

### **Lifeline**

Emergency 24hour telephone emotional support.

0808 808 8000

### **Macmillan Health and Wellbeing Service**

Provides information and confidential support to people living with cancer and their carers. Offers benefits advice, counselling and complementary therapies as well as advising on practical issues. There is a free driving service but patients need to be referred by a medical professional or social worker.

[macmillan.informationandsupport@setrust.hscni.net](mailto:macmillan.informationandsupport@setrust.hscni.net)

0808 808 0000 support line

028 9055 3246

### **Mencap**

Provides support and information for people with a learning disability, their families and other carers.

[helpline.ni@mencap.org.uk](mailto:helpline.ni@mencap.org.uk)

0808 808 1111 helpline

028 9146 6606 employment team number

### **Men's Advisory Project**

Offering support for any man facing domestic abuse. Support with understanding options, legal and benefits information and one to one support and counselling.

[info@mapni.co.uk](mailto:info@mapni.co.uk)

028 9024 1929

### **Minor Injuries Unit Ards and Bangor**

Helps with minor limb injuries, wounds, minor burns, bites and stings, minor head injuries and chest injuries.

028 9151 0110 Ards

028 9147 5120 Bangor

### **MND (Motor Neurone Disease) Association**

Provides support to people with MND, their families and carers. Offers support sessions and activities as well as one to one support.

[nibranch@mndani.com](mailto:nibranch@mndani.com)

0743 483 9842

### **Multiple Sclerosis Society**

Supports people living with or affected by the condition. Offers a wide range of support activities including counselling, Pilates, yoga and local support groups and programmes.

[www.mssociety.org.uk](http://www.mssociety.org.uk)

0808 800 8000

028 9080 2802

### **National Autistic Society**

Provide specialist help, information and care for autistic children and adults and their families.

[newtownards@nas.org.uk](mailto:newtownards@nas.org.uk)

[northern.ireland@nas.org.uk](mailto:northern.ireland@nas.org.uk)

028 9068 7066

### **National Key Scheme**

A RADAR Key is a large skeleton key that opens more than 10,000 toilets in the UK, giving people with disabilities and health conditions independent access to locked public toilets around the country.

[enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

### **Neurodiversity UK**

Helps and supports children and adults affected by learning difficulties, mental health conditions and neurodevelopmental disorders through advice, education and sport.

[comber.asg@outlook.com](mailto:comber.asg@outlook.com)

028 9189 7677

### **North Down and Ards Home Safety Team**

Home safety check service for families with children under 5, people over 65years or if someone in the house has a disability or is vulnerable.

[homesafety@ardsandnorthdown.gov.uk](mailto:homesafety@ardsandnorthdown.gov.uk)

0300 013 0333 Ext 40336

### **North Down and Ards Women's Aid**

Support to women and children affected by domestic and sexual violence.

[info@ndawomensaid.org](mailto:info@ndawomensaid.org)

028 9127 3196

0808 8021 414 24hr helpline

### **North Down YMCA**

Supports young people, families and the local community by running a number of community groups and activities including a community café Monday, Tuesday and Wednesday 10-2pm.

[info@northdownymca.org](mailto:info@northdownymca.org)

028 9145 4290

### **Northern Ireland Chest Heart and Stroke**

Provides advice to people who have had chest or heart problems or have had a stroke as well as their carers.

[mail@nichs.org.uk](mailto:mail@nichs.org.uk)

028 9032 0184

### **NSPCC**

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

0829 035 1135

0808 800 5000 helpline

### **Parentline NI**

A free service which provides advice, support and guidance to parents, carers and family members.

[parentline@ci-ni.org.uk](mailto:parentline@ci-ni.org.uk)

0808 802 0400

### **Parenting NI**

Provides free support, training and information to parents.

[help@parentingni.org](mailto:help@parentingni.org) or [info@parentingni.org](mailto:info@parentingni.org)

028 9031 0891

0808 8010 722 helpline

### **Parkinson's UK**

Provides information and support for people with Parkinson's Disease and their family and carers. Offers practical and emotional support and information on benefit entitlement, how to access grants and financial assistance.

[northernireland@parkinsons.org.uk](mailto:northernireland@parkinsons.org.uk)

[hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

028 9092 3370

0808 800 0303 helpline

### **Recovery College**

Organise and run a wide range of courses as well as providing information and resources on mental health and wellbeing.

[recovery.college@setrust.hscni.net](mailto:recovery.college@setrust.hscni.net)

028 9041 3872

### **RNIB**

Provides multiple support services for people with sight loss and carers and family members. These include counselling and parent carer support group.

[helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

[rnibni@rnib.org.uk](mailto:rnibni@rnib.org.uk)

0303 123 9999 helpline

028 9032 9373

### **RNID National Hearing Loss Charity**

Provides support and information for people with hearing loss.

[information.nireland@rnid.org.uk](mailto:information.nireland@rnid.org.uk)

0734 299 4453 liaison officer

0808 808 0123 helpline

### **Rosie's Trust**

Helps look after pets if the owner is indisposed through illness or circumstance and they have no other avenues of support. Pet walking and fostering services (dependent on availability).

[mail@rosiestrust.org](mailto:mail@rosiestrust.org)

0772 120 4061

028 9164 1340

### **SAIL (Transgender support)**

The support organisation for the families of transgender and gender variant people in Northern Ireland. They organise meetings and directly support families.

[info@sailni.com](mailto:info@sailni.com)

028 9532 0023

0751 022 8411

028 3057 0075 family support

### **Samaritans**

Emergency 24hour telephone emotional support.

116 123

**SEH&SC Trust Brain Injury Service**

028 9151 1192

**SEH&SC Trust Children's Disability Service**

028 4451 3938 and follow the options relevant to your area.

**SEH&SC Trust Gateway Services**

0300 1000 300

**SEH&SC Trust Learning Disability Service**

028 9151 1190

**SEH&SC Trust Mental Health Service**

028 9151 1199 North Down

028 91512156 Ards

**SEH&SC Trust Older People's Services**

028 9598 8098 and follow the options relevant to your area.

**SEH&SC Trust Physical Disability Service**

028 9151 1190

**SEH&SC Trust Sensory Support Team**

028 9151 0136

028 9151 0145 Fax

028 9151 0137 minicom

07734 282 646 mobile

**SERC Support for Student Carers**

Provides information, advice and support to student carers.

[studentcarers@serc.ac.uk](mailto:studentcarers@serc.ac.uk)

**Shine**

Supporting individuals with Spina Bifida or Hydrocephalus and their carers. Shines offers support groups and training and can offer guidance, friendship and support.

[firstcontact@shinecharity.org.uk](mailto:firstcontact@shinecharity.org.uk)

0173 355 5988

**Special Educational Needs Advice Centre (SENAC)**

Advises on the NI statutory SEN system. Provides information and advice on getting help and support in school for children with learning difficulties and special educational needs.

[info@senac.co.uk](mailto:info@senac.co.uk)

028 9070 5654

028 9079 5779 Advice Line

**Stepping Stones**

Provides a range of services and social enterprises that support people with learning disabilities and learning difficulties. Some services can be accessed directly while others need to be accessed through a referring agent.

[info@stepping-stones.org.uk](mailto:info@stepping-stones.org.uk)

028 9266 7124

**Stroke Association**

Emotional and post stroke support to individuals and their families. A support group is offered at Green Road community Centre, Conlig.

[northernireland@stroke.org.uk](mailto:northernireland@stroke.org.uk)

028 9050 8020

**The Link Family and Community Centre**

Works with vulnerable and at risk individuals many of whom experience deprivation, exclusion or loneliness. Provides a range of facilities, programmes and support.

[info@thelinkcenter.org](mailto:info@thelinkcenter.org)

028 9182 1124

**Tide**

A network of present and former carers of people with dementia. Offer a handbook for anyone caring for someone with dementia and carer development programmes.

[carers@tide.co.net](mailto:carers@tide.co.net)

0784 142 1158

**Versus Arthritis**

Various support services and activities for people with arthritis. Local branches and groups meet monthly and offer a welcoming space for chat, support and hear from invited speakers.

[enquiries@versusarthritis.org](mailto:enquiries@versusarthritis.org)

[j.mccormick@versusarthritis.org](mailto:j.mccormick@versusarthritis.org) Bangor group

## Managing at Home

### AGE North Down and Ards (AGEnda)

Good morning call service and housing support for the older generation.

[goodmorningcall@agenorthdownandards.co.uk](mailto:goodmorningcall@agenorthdownandards.co.uk)

028 9127 1968

### Blue Badge Scheme

A service for people with severe mobility problems. It allows badge holders to park close to where they need to go. There is a criteria and £10 charge.

[bluebadges@infrastructure-ni.gov.uk](mailto:bluebadges@infrastructure-ni.gov.uk)

0300 200 7818

### Caring Communities Safe and Well

Support service for people over 65yrs who feel lonely and socially isolated. The service helps people to meet others, get out and about, keep active and healthy and access information and advice.

[safeandwell@setrust.hscni.net](mailto:safeandwell@setrust.hscni.net)

028 9756 6934

### Crossroads Caring for Carers

Work with and support young carers and run a befriending service for older people. They provide Take Out and Shopping Calls at a charge.

[info@crossroadscare.co.uk](mailto:info@crossroadscare.co.uk)

028 9180 0661

### Family Support Hub North Down and Ards

Family support hubs provide early intervention (emotional and behavioural support) family support services to vulnerable families and children aged 0-18yrs. Support runs for 6 to 12 weeks.

[familysupporthubs@setrust.hscni.net](mailto:familysupporthubs@setrust.hscni.net)

028 9250 1357

### Home Start

Supports families with young children who are experiencing challenges including poor mental or physical health, bereavement or post-natal depression, financial worries. May be able to help by offering volunteer home visiting support or you may wish to attend one of the family groups. This is self-referral or referral through professional organisations.

[hello@homestartacapa.org.uk](mailto:hello@homestartacapa.org.uk)

028 9127 1202 Bangor

028 4278 8369 Ards and Peninsula

### Huntington Disease Association

Provides support, information, advice and social connections to those living with the impact of Huntington's Disease. They run regional support groups, provide telephone and face to face advice and support as well as offering opportunities for families to connect through events and befriending services.

[info@hdani.org.uk](mailto:info@hdani.org.uk)

0773 393 5863

### NI Direct Cost of Living Information and Advice

NI Direct has launched a new cost of living webpage which signposts to information and advice on everything from energy to housing.

[www.nidirect.gov.uk/campaigns/cost-living](http://www.nidirect.gov.uk/campaigns/cost-living)

### Silverline

Free confidential helpline for older people offering friendship, conversation and support 24/7.

[info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

0800 4708 090

### Sure Start

Works with parents and children under 4 to promote physical, intellectual, social and emotional development. People can self-refer. The services are post code dependent so contact the team to check eligibility.

[bangor@brysonsurestart.org](mailto:bangor@brysonsurestart.org)

028 4273 9322 Kircubbin

028 9181 9722 Newtownards

028 9145 7248 Bangor and Donaghadee

## Counselling and Wellbeing

### **Accord NI Catholic Marriage Care**

Offers marriage and relationships counselling.

[info@accordni.com](mailto:info@accordni.com)

028 9023 3002

### **AMH New Horizons**

Offer a range of person centred programmes for people recovering from mental illness. Referrals through local mental health services, addiction services or the job centres.

[comms@amh.org.uk](mailto:comms@amh.org.uk)

028 9182 2410 Ards

028 9127 0979 Bangor

### **AMH New Life Counselling**

Provides free counselling services. Online self-referral.

[www.amh.org.uk/new-life-counselling](http://www.amh.org.uk/new-life-counselling)

028 9039 1630

### **Aware NI**

Wellbeing group and general support at NDCN Hub alternative Wednesdays at 7pm and at 69 Frances Street Newtownards alternative Wednesdays. Email before attending.

[info@aware-ni.org](mailto:info@aware-ni.org)

028 9035 7820

### **Bekind to Your Mind**

Self-care workshops for parents/carers of children with learning disabilities.

[beindkidsclub@yahoo.com](mailto:beindkidsclub@yahoo.com)

### **Christian Guidelines Counselling**

A free counselling service for adults, open to all.

[admin@cguidelines.org.uk](mailto:admin@cguidelines.org.uk)

028 9146 8846

### **Connect Christian Counselling Service**

Offers counselling to adults and families irrespective of gender, sexual orientation, religion or ethnic origin. Free of charge.

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

028 9188 8080

### **Cruse**

Provides support to individuals who are dealing with bereavement.

[northern.ireland@cruse.org.uk](mailto:northern.ireland@cruse.org.uk)

0808 808 1677 helpline

028 9127 2444 North Down and Ards

### **Hollywood Family Trust Community Counselling**

A free counselling service to help equip individuals and families through some of the issues in their lives.

[counselling@hollywoodft.co.uk](mailto:counselling@hollywoodft.co.uk)

028 9042 7214

### **Inspire Wellbeing**

Provides a range of services and offers support or information about mental health.

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

0808 189 0036

### **NDCN, Bangor Counselling Support**

Free mentoring and counselling support.

[wellbeingndcn@gmail.com](mailto:wellbeingndcn@gmail.com)

028 9146 1386

### **Peninsula Healthy Living**

A health and wellbeing hub that offers a range of activities.

[info@peninsulahealthyliving.org](mailto:info@peninsulahealthyliving.org)

028 4273 9021

### **Relate**

Offers face to face counselling services.

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

028 9032 3454

### **Wellness Recovery Network**

Provide creative and group sessions focusing on mental health and wellbeing offering support and understanding in talking about mental health and sharing strategies for wellbeing. Meeting 2<sup>nd</sup> Friday of every month in Londonderry Park 10-12 noon.

[wellnessrecoverynetwork@setrust.hscni.net](mailto:wellnessrecoverynetwork@setrust.hscni.net)

028 9041 3872/0797 132 9525

## Social Activities

### **Ards Arts Centre, Newtownards**

Offers art and drama activities. Most charge a fee and need to be pre-booked.

[arts@ardsandnorthdown.gov.uk](mailto:arts@ardsandnorthdown.gov.uk)

028 9181 0803

### **Bangor Aurora Aquatics and Leisure Complex**

A council leisure facility offering a range of sporting and leisure activities.

[bangoraurora.com](http://bangoraurora.com)

028 9127 0271

### **Blair Mayne Wellbeing and Leisure Centre**

A council leisure facility offering a range of sporting and leisure activities. The centre runs an Autism Splash Special for children with Autism on Fridays 6.30pm-8pm.

[ardslc@ardsandnorthdown.com](mailto:ardslc@ardsandnorthdown.com)

028 9181 2837

### **Comber Leisure Centre**

The centre runs a range of classes and course and has a modern gym and weights room.

[comberlc@ardsandnorthdown.gov.uk](mailto:comberlc@ardsandnorthdown.gov.uk)

028 9187 4350

Comber Regeneration Community Partnership. The website will advise on what is happening in the Comber area.

[comberregeneration.co.uk](http://comberregeneration.co.uk)

### **Community Development Clubs**

The Ards and North Down Community Development Team run a wide range of clubs across the Borough from play clubs for Primary School age children to additional needs discos, family clubs and older people's clubs. All council run clubs are free but registration is necessary.

[enquiries@ardsandnorthdown.gov.uk](mailto:enquiries@ardsandnorthdown.gov.uk)

0300 013 3333 using extensions 40347, 40348 and 40344

### **Cuan Craic Drama Group**

Over 50's drama workshops in Maxwells Courtyard Kircubbin every Tuesday 2pm.

[admin@ndcn.co.uk](mailto:admin@ndcn.co.uk)

028 9181 0803

### **Donaghadee Community Development Association**

The website and facebook are very good ways to find out about upcoming events in Donaghadee.

[info@visitdonaghadee.com](mailto:info@visitdonaghadee.com)

### **Donaghadee Community Choir**

Rehearses every Thursday evening with a group of approx. 50 ladies. Audition necessary for potential new members.

0777 319 6245 Louise Bryson

[mail@donaghadeechoir.co.uk](mailto:mail@donaghadeechoir.co.uk)

### **Donaghadee Community Directory**

A list of all community groups in Donaghadee.

<https://visitdonaghadee.com/donaghadee-community-directory/>

### **Donaghadee Male Voice Choir**

Rehearses every Monday evening 7.45pm-10pm. New members very welcome.

028 9181 0609 Michael Pritchard

[mail@donaghadeechoir.co.uk](mailto:mail@donaghadeechoir.co.uk)

### **Go On NI**

Highlights the benefits of being online and provides free internet training.

[future@finance-ni.gov.uk](mailto:future@finance-ni.gov.uk)

0808 808 7575 free telephone advice service

### **Hollywood Shared Town**

A community based charity offers a range of initiatives including a walking group, a community garden and Hollywood Men's Shed. Check out their website and facebook for activities and projects.

[info@hollywoodsharedtown.org](mailto:info@hollywoodsharedtown.org)

0771 058 5876

### **Kilcooley & Ards North Down Women's Centre**

The centre runs many courses and activities. Check their facebook page for the most up to date information. There may be a fee attached to some course.

[info@kilcooleywomenscentre.co.uk](mailto:info@kilcooleywomenscentre.co.uk)

028 9147 8292

### **Leisure Ards and North Down**

Official site that provides information of programmes organised in various leisure centres throughout the Borough.

[leisure@ardsandnorthdown.com](mailto:leisure@ardsandnorthdown.com)

0300 013 3333

### **Libraries NI**

Free IT training and many activities run in local libraries.

028 9039 5989

### **Memory Lane Church**

A church service at Hamilton Road Baptist for people with dementia and their families. 1<sup>st</sup> Sunday of each month 3pm-4pm.

[theoffice@hamiltonroadbaptist.com](mailto:theoffice@hamiltonroadbaptist.com) or  
[memorychurchlanebangor@hotmail.com](mailto:memorychurchlanebangor@hotmail.com)

0779 352 5287 Trevor Anderson

0744 934 2493 Frank Beattie

### **Men's Sheds**

Community spaces for men to connect, converse and create. Helps to reduce loneliness and isolation.

#### **Bangor:**

NDCN Community Hub Wednesdays 2pm-4pm. No charge but request a donation.

[gregorymartin@ndcn.co.uk](mailto:gregorymartin@ndcn.co.uk)

028 9146 1386

#### **Hollywood:**

The Shed is open every day 11am-3.30pm. Annual joining fee of £20. Meets at Stable Yard Redburn Country Park,

[bill@lockhartpsychology.com](mailto:bill@lockhartpsychology.com)

#### **Portaferry:**

£20 annual membership and £5 per week for lunch and refreshments. Runs Monday, Wednesdays and Fridays 10am-2pm and Tuesdays and Thursdays 7pm-9pm. Meets at St Patrick's Community Centre, Portaferry.

[portaferrymensshed@outlook.com](mailto:portaferrymensshed@outlook.com)

028 4272 8731

#### **Millisle:**

Meets every Thursday 10am-12.30pm in Millisle Community Hub. No charge.

#### **Ballywalter:**

Meets 52-60 Main St Ballywalter fortnightly Wednesdays 7.30pm. Occasional lunch meetings.

[ballywalter.menshed@gmail.com](mailto:ballywalter.menshed@gmail.com)

### **North Down Community Network and Hub**

Offers a wide range of social and informational sessions and counselling.

[admin@ndcn.co.uk](mailto:admin@ndcn.co.uk)

028 9146 1386

### **Open Arts Take Away Theatre**

Arts and disability organisation who supports the creativity and artistic development of disabled people through weekly classes and projects. A free interactive theatre performance takes place in your own home for you and your family, for people who find accessing typical theatre a challenge. This is a free service.

[eileen@openartsni.org](mailto:eileen@openartsni.org)

028 9024 0765

### **Portaferry Leisure Centre**

The centre runs a range of classes and courses.

[portaferrysc@ardsandnorthdown.gov.uk](mailto:portaferrysc@ardsandnorthdown.gov.uk)

028 4272 8833

### **Recharge CIC**

A community interest company which organises and runs wellbeing events and activities which are open to carers. Recharge may offer free or subsidised places for carers but many have a charge. Check their website for their programme and events and any associated costs.

[enquirerecharge@gmail.com](mailto:enquirerecharge@gmail.com)

0779 131 3106

### **Resocialise CIC**

Helps men who become isolated through illness or other reasons to renew their zest for life, Meets every Monday 10am-1pm at Ards Rangers Football club.

[hello@resocialise.me](mailto:hello@resocialise.me)

0793 854 8034

### **Seacourt Print Workshop**

An open access print workshop based in Bangor offering course and resources as well as a self-arranged residency programme. There may be a cost.

[info@seacourt-ni.org.uk](mailto:info@seacourt-ni.org.uk)

028 9146 0595

**Sew Healthy**

Sewing classes meeting at the NDCN Hub, Bangor every Tuesday 10.30am-12.30pm. £15 for 3 sessions and booking is necessary.

[admin@ndcn.co.uk](mailto:admin@ndcn.co.uk)

028 9146 1386

**U3A 1<sup>st</sup> Comber Presbyterian Church**

For retired or semi-retired members. Membership is £15 per year. Meet last Monday of every month and have different speakers.

[info@u3a.org.uk](mailto:info@u3a.org.uk)

**Walk NI**

Website providing information regarding walking groups in your area.

[info@walkni.com](mailto:info@walkni.com)

028 9030 3930

**Whitehill Community Association**

A community centre service the local area. They offer support and advice around issues such as housing and benefits. Drop in coffee and chat service Monday, Wednesday and Thursday 10.30am-12.30pm and a kids club for children aged 5yrs-16yrs for which there is a £1 charge. A mums and tots club will be coming soon.

[whitehillca@hotmail.co.uk](mailto:whitehillca@hotmail.co.uk)

028 9147 3324