

A GUIDE TO CRISIS SUPPORT SERVICES IN EAST BELFAST

east**BELFAST**
PARTNERSHIP

INTRODUCTION

In January 2014, East Belfast Partnership (EBP), in partnership with East Belfast Community Development Agency (EBCDA) and East Belfast Independent Advice Centre (EBIAC) hosted an event called 'Bridging the Gap' at East Belfast Network Centre. This aimed at bringing advice/crisis workers together, in both the independent and political sectors, in an attempt to improve local collaboration amongst those that support some of the most vulnerable people in our communities.

As you may be aware more and more people in our communities are facing very challenging winters to feed, clothe, and keep themselves and their families warm. This is likely to be exacerbated by welfare reform.

The workshop allowed people to share their understanding of the nature of the problems people are facing, the level and type of support currently on offer and to explore what else could be done; particularly in relation to collaboration.

This directory is a direct outcome of this workshop, as those involved felt it would be beneficial to have a snapshot of all available services in East Belfast so that those working in the area would be more aware of the various types of support. This in turn should directly benefit those in crises, as staff will be more equipped to signpost to the various types of available support.

The authors understand that this list may not be fully exhaustive and will endeavour where possible to provide a regularly updated version online at:

www.neighbourhoodrenewal.eastbelfastpartnership.org

Please do not hesitate to get in touch if you have any queries.



Neighbourhood Renewal Coordinator, East Belfast Partnership



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East Belfast Partnership

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ADVICE SERVICES (INDEPENDENT)

There are a range of advice services across East Belfast. These can largely be separated into two categories: independent and political. Independent advice centres generally have specific drop in times or require an appointment whereas political constituency offices are generally open 9 to 5 Monday to Friday. The range/scope of advice available varies as some services have a larger remit or more training than others.

East Belfast Independent Advice Centre (EBIAC)

Contact:

Gerard Morgan – 028 9073 5690
gerard@ebiac.org

Address:

East Belfast Network Centre, 55 Templemore Avenue, Belfast BT5 4FP

Website:

www.ebiac.org

Opening Times:

Monday, Tuesday and Wednesday drop in	09:30-11:30
Thursday drop in	14:00-15:30

For appointments and outreach services please visit the website.

Service provided:

Free, independent and confidential advice on welfare, housing, tax credits, employment and consumer issues.

Debt Advice through the Debt Action NI Project

Representation at Social Security Tribunals

Christians Against Poverty (CAP)

Contact:

Heather Purdy – 0754 1211 459
heatherpurdy@cap.org.uk

Address:

149 My Lady's Road, Woodstock Road, BT6 8FE

Website:

www.willowfieldchurch.co.uk/support/cap-debt-help

Opening Times:

Monday drop in 10:00-12:00pm

Service provided:

Debt counselling and advice, job club

Short Strand Community Centre

Contact:

Bernie McConnell – 028 9073 8831
shortstrandcc@hotmail.co.uk

Address:

26A Beechfield Street, Belfast BT5 4EQ

Website:

www.facebook.com/pages/Short-Strand-Community-Forum

Opening Times:

Monday – Friday 09:00-17:00

Service provided:

Generalised advice on welfare, housing, employment and debt

Advice NI Tax and Benefits Service

Contact:

080 0988 2377

Address:

26A Beechfield Street, Belfast BT5 4EQ

Website:

www.adviceni.net

Opening Times:

Monday – Friday 09:00-17:00

Service provided:

Free, confidential advice on:

- Tax Credits
- Child Care Costs
- Child Benefits
- PAYE
- Self Assessment
- National Minimum Wage

Northern Ireland Housing Rights Service

Contact:

028 9024 5640 or 030 0323 0310

Website:

www.housingrights.org.uk

Opening Times:

Homelessness, social tenancies, private renting

Monday to Friday 09:30-13:30

Housing Executive or association rent arrears

Monday to Friday 09:30-17:00

Mortgage debt and repossession advice

Monday to Friday 09:30-17:00 (20:00 on Tuesday/Thursday)

Service provided:

Representation at court

Citizens Advice Bureau (CAB)

Contact:

028 9022 3747

Website:

www.citizensadvice.co.uk

Address:

The Arches Centre, 1A Westminster Avenue North, Belfast BT4 1NS

Opening Times:

Monday – Friday 09:00-12:30 and 13:00-16:30 (appointment only)

Service provided:

Telephone advice, tribunal assistance, debt advice

ADVICE SERVICES (POLITICAL)

Generally all constituency offices are open Monday to Friday, 9 to 5.
Some may require an appointment.

Naomi Long MP & Chris Lyttle MLA (Alliance)

Contact:

028 9047 2004

Belfast.east@allianceparty.org

Address:

56 Upper Newtownards Road, Belfast BT4 3EL

Service provided:

Advice

EM Peter Robinson

MLA (DUP)

Contact:

028 9047 1155

info@dup.org.uk

Address:

91 Dundela Avenue, Belfast BT4 3BU

Service provided:

Advice

Advocacy services (tribunal assistance)

Dr John Kyle (PUP)

Contact:

028 9046 1012

kylej@belfastcity.gov.uk

Address:

215 Templemore Avenue, Belfast BT5 4FS

Opening Times:

Mon – Fri

09:00 - 14:00

Service provided:

Advice

Advocacy services (tribunal assistance)

Niall O'Donnghaile

(Sinn Feinn)

Contact:

028 9024 3194

sandebelfast@sinn-fein.ie

Address:

178 Ormeau Road, Belfast BT7 2ED

Opening Times:

Monday – Friday 09:00-12:30 and 13:00-16:30 (appointment only)

Service provided:

Advice

Advocacy services (tribunal assistance)

Sammy Douglas MLA (DUP)

Contact:

028 9046 7926

Sammy.douglas@mla.niassembly.gov.uk

Address:

274 Newtownards Road, Belfast BT4 1HE

Service provided:

Advice

Judith Cochrane MLA

(Alliance)

Contact:

028 9065 2317

Judith.cochrane@allianceparty.org

Address:

342 Upper Newtownards Road, Belfast BT4 3EL

Service provided:

Advice

Advocacy services (tribunal assistance)

Robin Newton (DUP)

Contact:

028 9045 9500

mail@robinnewton.co.uk

Address:

59 Castlereagh Road, Belfast BT5 5FB

Service provided:

Advice

Advocacy services (tribunal assistance)

Michael Copeland MLA (UUP)

Contact:

028 9046 3900

Michael.copeland@mla.niassembly.gov.uk

Address:

174 Albertbridge Road, Belfast BT5 4GS

Service provided:

Advice

PRACTICAL SUPPORT

There are a range of community groups and local churches in East Belfast that offer various forms of practical support. This ranges from clothing and furniture to oil, gas and electric and also family support and befriending services. All of these organisations are providing services that may be able to assist those with practical needs and difficulties that can arise on a daily basis. For some of these services, clients must meet particular criteria. This information will be available upon request.

Information on such services in East Belfast is provided below.

East Belfast Mission (EBM)

Contact:

Sandie Gallagher - 028 9045 8560

Website:

www.ebm.org.uk

Address:

EBM, Skainos Square, 239 Newtownards Road, BT4 1AF

Opening Times:

Monday to Thursday 09:00-17:00

Friday 09:00-13:00

Service provided:

Clothing and furniture

Neighbours in Need Project – referrals from community groups and statutory bodies

Food Cloud Project – linking people with food donations

Employability services

Housing (homelessness)

Counselling Services

Procedure:

Please contact Sandie on above number

Oasis Caring in Action

Contact:

Catherine Cundick - 028 9087 2277

Website:

www.oasis-ni.org

Address:

Oasis, 102-108 Castlereagh Street, Belfast, BT5 4NJ

Opening Times:

Monday to Thursday 09:00-16:30

Service provided:

Clothing

IMAGO – support for those with mental health

RECALL Project – telephone and befriending service for older and vulnerable people

Employability services

Housing (private renting)

Cleaning/Maintenance company at low price

Counselling Services

Procedure:

Please contact Catherine on above number

Homestart

Contact:

028 9045 9429

hseb@btconnect.com

Address:

140 Albertbridge Road, Belfast, BT5 4GS

Opening Times:

Monday to Friday

09:00-17:00

Service provided:

Practical family support

Clothing

Home visits

Assistance with accessing benefits, grants and financial support

Advice and befriending

Procedure:

Please contact on above number

St. Vincent de Paul

Contact:

reception@svpni.co.uk

Website:

www.svp.ie/contact-us/northern/about-us

Address:

196-200 Antrim Road, Belfast, BT15 2AJ

Opening Times:

Monday to Friday 09:00-17:00

Service provided:

Cash Assistance

Food

Clothing

Furniture

Fuel, gas, electricity

Holidays, outing and entertainment

Procedure:

Please contact main office on above number for referral

PRACTICAL SUPPORT

(STATUTORY & VOLUNTARY)

Statutory bodies, in particular Belfast Health and Social Care Trust also have an obligation, in terms of offering practical support to those in crisis. In relation to financial help, the Trust's ability is somewhat limited - they can rarely 'hand out' money, often referring people to foodbanks for support with goods. Some voluntary organisations also have a remit to provide some level of emergency support.

Information on such services in East Belfast is provided on the following pages.

Belfast Health & Social Care Trust Gateway Services

Contact:

028 9050 7000 – Monday to Friday 09:00-17:00

028 9504 9999 – Out of Hours (emergency)

Website:

www.belfasttrust.hscni.net

Address:

Gateway Services, 110 Saintfield Road, Belfast BT8 6HD

Opening Times:

Monday to Friday 09:00-17:00

Service provided:

Priority - child protection

Mandatory referral for domestic abuse cases where a child is present - must respond to child protection case within 10 days

Family support referral - longer response time. Gateway deals with the initial case.

The regional emergency social work service has responsibility for the following:

homelessness power during out of hours (normally NIHE) , Available hostels – keeping a directory, Short term help, Gateway services out of hours for all services - learning disability, mental health, elderly

Procedure:

Please contact using above details

Barnardos

Contact:

028 9067 2366

Website:

www.barnardos.org.uk

Address:

542-544 Upper Newtownards Road, Belfast, BT4 3HE

Opening Times:

Monday to Friday 09:00-17:00

Service provided:

Early Intervention programmes

Child and family support

Education support

Fostering

Procedure:

Please contact using above details

Inner East Belfast Family Support Hub

Contact:

Michelle at East Belfast Alternatives
028 9045 6766
eastbelfast@alternativesrj.co.uk

Address:

Isthmus House, Isthmus Street, Belfast, BT6 9AS

Opening Times:

Monday to Friday 09:00 - 17:00

Service provided:

Emotional health and wellbeing, family support, employability support, drug and alcohol support, education, mentoring, advice and guidance, behaviour support, youth support.

Procedure:

Please contact Michelle using above details

FOODBANKS

Foodbanks in East Belfast operate as not-for-profit, charitable organisations, which provide emergency support to those in crisis, in the form of food hampers/packages. All the foodbanks in East Belfast operate under some sort of voucher/referral system. Often foodbanks are supported by local churches or community groups; this information is available through individual websites. The level of support or the length of time that this can be provided varies across different foodbanks.

Information on foodbanks in East Belfast is provided below.

Dundonald Foodbank

Contact:

0751 4213 900

0759 3986 079

028 9543 5310

info@dundonald.foodbank.org.uk

Website:

www.dundonald.foodbank.org.uk

Address:

971 Upper Newtownards Road, Dundonald, BT16 1RL

Opening Times:

Monday 09:00 – 13:00

Wednesday 09:00 – 13:00

Friday 09:00 – 13:00

Referral Procedure:

Voucher required

Vouchers are available from a range of local groups and agencies.

These are identified on the website.

Goods Available:

Food – one visit provides 3 days worth of food

Further support – signpost to organisations who can help address the underlying problem.

Storehouse Centre

Contact:

028 9023 6333

info@storehousebelfast.com

Website:

www.storehousebelfast.com

Address:

17 Castle Arcade, Belfast, BT1 5DG

Opening Times:

Monday 10:00-12:00

Wednesday 13:00-15:30

Friday 18:00-19:30

Referral Procedure:

Referring agency must supply their client with a headed letter (for them to bring to us), signed by the referrer detailing: The client's name; their address; why they are being referred; and what they are being referred for.

Goods Available:

Emergency food bags on a one-off basis

Six food bags over a period of six months

Clothes

Furniture - a catalogue that clients can view and choose from what is available.

Forum Foodbank

Contact:

Paul McCann – 075 9421 7281
forumfood@outlook.com

Referral Procedure:

Please contact Paul directly

The Larder

Contact:

Adrian McCartney – 079 7062 6384

Adrian@boringwells.com

Address:

St Christopher's Church, Mersey Street, Belfast BT4 1EW

Opening Times:

Tuesday 10:00-12:00

Thursday 20:00-21:00

Friday 10:00-12:00

Referral Procedure:

Voucher Required

Vouchers/referral cards are available from EBM (Skainos), EBIAC (Network Centre) and St. Vincent de Paul. One card allows the client three visits, with each visit providing three days worth of food.

OTHER USEFUL LINKS

Please see below a list of other organisations,
which may be able to assist in some form:

Belfast City Council

www.belfastcity.gov.uk

Belfast Education and Library Board

www.belb.org.uk

Bloomfield Community Association

www.bloomfieldcommunity.org

Carew II

www.carewii.co.uk

Charter NI

www.charterni.com

East Belfast Alternatives

www.alternativesrj.org/east-belfast-alternatives

East Belfast Community Counselling

www.eastbelfastcommunitycounselling.org

East Belfast Community Development Agency (EBCDA)

www.ebccda.org

Greenway Women's Centre

www.greenwaywomenscentre.org

Lagan Village Youth and Community Group

www.laganvillage.com

New Life Counselling

www.newlifecounselling.net

Northern Ireland Housing Executive

www.nihe.gov.uk

PSNI

www.psnipolice.uk

SureStart

www.nidirect.gov.uk/sure-start-services

Tullycarnet Family Project

www.tullycarnetps.com/parents/tullycarnet-family-project

Walkway Community Association

www.walkway.org.uk

Willowfield Parish Community Association

www.willowfieldchurch.co.uk

eastBELFAST

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in association with

