



# SUPPORTING FAMILIES

## DIRECTORY OF SERVICES FOR LISBURN

updated  
version  
January 2019

# Family Support Hub

The Family Support Hub brings together representatives from community, voluntary and statutory organisations who deliver services for children and families. The members of the Family Support Hub are from local services and can connect families to services when needed.

Support is provided for families up to 12 weeks. Some of the areas where support can be provided are:

## Who can make a referral?

- GP or other health professional
- Teacher
- Health Visitor
- Someone working on your behalf
- Local Community Groups
- Gateway

## A referral can be made for:

- Families with children aged 0-17 years' old
- Support required is short-term
- No social work service currently involved with the family
- Referral must be signed by the parent/carer or young people if they are over 16 years' old



There are some programmes and services listed in this directory that are also available through the Family Support Hub.

**familysupporthubs@setrust.hscni.net**  
**Tel: 028 9250 1357**

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**Disclaimer:** This directory doesn't include all services/programmes in the Lisburn area, but covers most of the main providers and services for children, young people and families.

## Family Support Services



Organisation:	Action For Children
<b>Service offered:</b>	<p><b>NI Fostering Service</b> - Providing foster placements for children and young people 0-18 years old. This includes respite, short and long term and emergency placements. Therapeutic focus on placements for harder to place children and young people. Parent and child placements are available and placements for children and young people with disabilities.</p> <p><b>Young Carers Service</b> - Providing tailored support to children and young people aged 8-18 years old who have caring responsibilities. This includes 1:1 support, fun group activities, and personal development groups.</p>
<b>Tel No</b>	028 9046 0500
<b>Website</b>	<a href="http://www.actionforchildren.org.uk">www.actionforchildren.org.uk</a>
<b>Geographical areas covered:</b>	SE Trust area & Lisburn

Organisation:	Adult Training Learning & Support (ATLAS) Women's Centre
<b>Service offered:</b>	<p><b>Education &amp; Training</b> - Non accredited training &amp; accredited training to help build confidence and skills</p> <p><b>Social Learning</b> – Enjoyable activities that help remove isolation and improve life skills</p> <p><b>Childcare</b> – Atlas registered crèche promotes all round development for 0-5 year olds</p> <p><i>see page 21 for Programmes available</i></p>
<b>Tel No</b>	028 9260 5806 / 07927 970847
<b>Website</b>	<a href="http://www.atlaswomenscentre.co.uk">www.atlaswomenscentre.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>Barnardos</b>
<b>Service offered:</b>	<b>Early Intervention Family Support</b> – This is a community based service that offers support to families of children 8-13 years old who are in need. The service will promote children's safety and wellbeing by providing direct support to children; their parents and by linking the family into wider community supports.
<b>Tel No</b>	028 9064 4335
<b>Website</b>	<a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a>
<b>Geographical areas covered:</b>	South Eastern Trust Area

<b>Organisation:</b>	<b>Barnardo's and South Eastern Trust</b>
<b>Service offered:</b>	<b>ABC PiP Service</b> – is a structured and therapeutic intervention delivered in the antenatal period and also for parents/carers with children 0-24 months. The aim is to strengthen relationships in the early years and to promote attachment, bonding and communication. It can be delivered as a 1:1 home visiting service or in a group setting.
<b>Tel No</b>	028 9598 8056
<b>Website</b>	<a href="mailto:ABCPiP@setrust.hscni.net">ABCPiP@setrust.hscni.net</a>
<b>Geographical areas covered:</b>	South Eastern Trust Area



Organisation:	Barnardo's NI
Service offered:	<b>Family Support</b> – A service for families with children 0-18 years old, it provides advice and support for families on a wide range of issues, some of these include social support- helping parents gain better understanding of their child's development. Emotional support- helps children explore their feelings. Behavioural support- supporting parents in understanding and managing behaviours. Work can be completed directly with children, with parents or with both together.
Tel No	028 9260 7537
Website	<a href="http://www.barnardos.org.uk/northernireland">www.barnardos.org.uk/northernireland</a>
Geographical areas covered:	All of Lisburn

Organisation:	Belfast and Lisburn Women's Aid
Services offered:	<p><b>Outreach Support</b> – Provides a range of emotional and practical support and information which can be accessed in the family home, a safe community setting or at the women's aid resource centre.</p> <p><b>Refuge Services</b> – Temporary, safe accommodation provision in Lisburn. A safe place where women, children and young people can come to escape domestic violence. It is a space where women can have time and space to make decisions free from fear or pressure. Children and young people will be involved in group work and personal development programmes. Children will also receive one to one support with a child worker.</p> <p><b>Children services and floating support</b> – Involves helping hands &amp; transformers groups, art workshops, family work and one to one support for young people in both refuge and community setting. The service addresses issues and helps the child and young person to cope.</p>
Tel No	028 9066 6049
Website	<a href="http://www.belfastwomensaid.org.uk">www.belfastwomensaid.org.uk</a>
Geographical areas covered:	All of Lisburn



<b>Organisation:</b>	<b>Bryson Care Children &amp; Young People's Service</b>
<b>Service offered:</b>	Home visiting Family Support Service to provide families with practical and emotional support during difficult periods in their lives. The overall aim is to enhance parenting skills and strengthen families. Advice and guidance can be given around parenting, routines, home management, behaviour support etc. Referrals are accepted from Social Work Family Intervention Teams.
<b>Tel No</b>	028 9061 4433
<b>Email</b>	fsdunmurry@brysongroup.org
<b>Website</b>	www.brysongroup.org
<b>Geographical areas covered:</b>	All of Lisburn

## Five to Thrive

Your child's body grows better when you give the child good food.

Your child's brain grows better when you do five simple things...


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<b>Organisation:</b>	<b>CAMHS (Child and Adult Mental Health Service)</b>
<b>Service offered:</b>	<p>Aims to promote emotional well-being and deliver care, treatment and preventative mental health services to children and young people aged 0–18 years of age who experience significant mental health difficulties. This service helps children and young people when they are feeling sad, anxious, scared or distressed that it begins to affect their day to day lives.</p> <p><b>Provide therapeutic help for children/ young people experiencing mental health difficulties</b></p> <p><b>Promote the psychological, emotional and social development of children and young people within their family and wider community.</b></p>
<b>Tel No</b>	028 9250 1265
<b>Website</b>	<a href="http://www.belfasttrust.hscni.net/CAMHS.htm">www.belfasttrust.hscni.net/CAMHS.htm</a>
<b>Geographical areas covered:</b>	All of Lisburn

**familysupport** NI.gov.uk

Helping You Find the Services You Need

This website is a database of family support and childcare services for everyone across Northern Ireland to access. It includes services for all help and advice.

**Tel: 0845 600 6483**  
**Email: [info@familysupportni.gov.uk](mailto:info@familysupportni.gov.uk)**  
**[www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)**





Organisation:	Cara-Friend
<b>Service offered:</b>	<p><b>Cara-Friend</b> is a voluntary organisation that supports and empowers the LGBTQ+ community. Providing information, support and training to all.</p> <p><b>LGBT Switchboard</b> – Confidential listening ear service for all who need to talk about anything LGBTQ related. Enquiries, information, support, referrals and more.</p> <p><b>Mentoring</b> – Provide LGBTQ people with someone to chat with through peer learning, support and exploring new opportunities.</p> <p><b>Supporting families</b> – Help immediate family members understand and come to terms with a lesbian, gay, bisexual, trans or questioning young person</p> <p><b>LGBTQ Youth Groups</b> – Cara-Friend run a youth club for all LGBT young people ages 12-25 in Lisburn YMCA.</p> <p><b>Volunteering opportunities</b> Offers a range of volunteer opportunities for people ages 16+ from administration, fundraising, LGBT Switchboard, LGBT Facilitation &amp; mentoring. More details on website on <a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a></p>
<b>Tel No</b>	028 9089 0202
<b>Website</b>	<a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>New Colin Counselling</b>
<b>Service offered:</b>	<p>Offers a range of services for everyone aged 16 years old and older,</p> <p><b>Conflict related trauma</b>  <b>Childhood trauma</b>  <b>Abuse issues</b>  <b>Anxiety</b>  <b>Depression</b>  <b>Low self esteem</b>  <b>Bereavement and loss</b>  <b>Self-harm, suicidal thoughts and feelings</b>  <b>Domestic violence</b></p>
<b>Tel No</b>	028 9060 4347
<b>Geographical areas covered:</b>	Old Warren and Hillhall

<b>Organisation:</b>	<b>Extern</b>
<b>Service offered:</b>	<p><b>Time Out (Social worker referral only)</b> – A responsive and effective service which aims to avert a crisis and prevent young people aged 10-17 entering into residential care. It is a short term intervention providing a 3-4 day (2-3 nights) social, educational, cultural and recreational break at one of Extern's youth facilities. Staff will engage the child or young person in a range of activities which can help him or her to examine lifestyle issues.</p>
<b>Tel No</b>	028 9084 0555
<b>Website</b>	<a href="http://www.extern.org">www.extern.org</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>Education Authority Youth Services</b>
<b>Service offered:</b>	<p><b>The EA Youth Service</b> offers a range of opportunities for young people to participate in programmes which enhance their personal and social development and contribute to improved educational outcomes.</p> <p><b>Key areas of our work includes:</b></p> <ul style="list-style-type: none"> <li>- Confidence building</li> <li>- Developmental Group Work</li> <li>- Citizenship</li> <li>- School Based Youth Work</li> <li>- Residential Experience</li> <li>- Outdoor Education</li> <li>- Specific Interventions during holiday periods</li> <li>- Outreach and Detached work</li> </ul> <p>In addition to this we offer support to a range of full time and part time projects in the voluntary sector through our sponsorship scheme.</p> <p>We operate full time youth centres and projects in the areas listed below.</p>
<b>Tel No</b>	Lisburn Youth Office 028 9056 6878
<b>Geographical areas covered:</b>	Colin Area, Dunmurry, Lisburn Central, Rural Lisburn

## Family Support Services



Organisation:	Home-start
<b>Service offered:</b>	<p>Offers volunteer support to families with young children and families who are going through a difficult time for a variety of reasons, services offered:</p> <p><b>Home-visiting</b> - Weekly support in the home by a volunteer and Family Support Worker. Supporting children's development through play activities, stories and music. Emotional support and encouragement for parents and help for families to access other services. Support is for 12 weeks.</p> <p><b>Family group</b> - Small group for parents to have a morning with their child/children in a safe and stimulating environment. Activities in the group support children's speech and language skills and social skills. Play activities, craft, music, action songs and stories. Emotional support and encouragement for parents and help to build confidence for parents and children.</p>
<b>Tel No</b>	028 9262 8585
<b>Website</b>	<a href="http://www.home-start.org.uk">www.home-start.org.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn

Organisation:	Lifeline
<b>Service offered:</b>	<p>Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair. No matter what your age or where you live in Northern Ireland, if you are or someone you know is in distress or despair, Lifeline is here to help.</p>
<b>Tel No</b>	0808 808 8000
<b>Website</b>	<a href="http://www.lifelinehelpline.info">www.lifelinehelpline.info</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>Lisburn Sure Start (Bryson Care)</b>
<b>Service offered:</b>	<p>Lisburn Sure Start provides services for 0 - 3 year olds within areas mentioned below:</p> <p><b>Home visiting support</b> - for families with a child aged 0 - 3. Providing support to Parents based on a Family's individual needs. Areas of support include: Routines, boundaries and stimulation, maintaining a home, social isolation, behaviour management, emotional support, budgeting and money advice and Parenting programmes (See page 25).</p> <p><b>Antenatal and postnatal home visiting</b> - Our Child Health Workers can provide support in the following areas: Breastfeeding, Weaning and Feeding support, Antenatal support (Preparing for labour and birth), Postnatal support (Practical advice on having a newborn baby and self care), dental health, advice on nutrition and promoting a healthy lifestyle. We also have weekly Bumps and Babies Clinics (see website for more details).</p> <p><b>Speech and Language therapy</b> - Direct work with children 0 - 3 years old, by a Speech and Language Therapist, who provides interactive programmes to help the child progress. Programmes include Chatterbox and Rhythm, Rhyme and Story Time.</p>
<b>Tel No</b>	<p>Lisburn Sure Start - 028 9267 2292</p> <p>Speech and Language - 028 9266 6987</p>
<b>Website</b>	<p><a href="http://www.lisburnsurestart.org">www.lisburnsurestart.org</a></p> <p>find us on Facebook – Lisburn Sure Start</p>
<b>Geographical areas covered:</b>	Old Warren Estate, Tonagh, Knockmore Estate and Hillhall Estate.



<b>Organisation:</b>	<b>MACS</b>
<b>Service offered:</b>	<p>MACS in supporting children and young people 11-25 with different complex or multiple needs; this could be mental health, education, substance misuse or homelessness and supporting them in different ways.</p> <p><b>Wellbeing Support Service</b> - supports young people aged 11-25 years with their mental health so they can live, dream and succeed. This service is also available in schools.</p> <p><b>Supported Housing Service</b> – For young people aged 16-21 who are leaving care or are homeless to make the transition to independence and their own tenancy.</p> <p><b>Floating Support Service</b> - Providing housing support to young people aged 16-25 to enable them to establish and maintain interdependent living in the community.</p>
<b>Tel No</b>	028 9264 6329
<b>Website</b>	<a href="http://www.macsni.org">www.macsni.org</a>
<b>Geographical areas covered:</b>	All of Lisburn

24 HOUR

## Domestic & Sexual Violence Helpline

FREEPHONE

# 0808 802 1414

Open to *all women and men* affected by domestic & sexual violence

✉ text support to 07797 805 839    ✉ 24hrsupport@dvhelpline.org

CONFIDENTIAL, CARING SERVICE 24/7, 365 DAYS A YEAR



<b>Organisation:</b>	<b>NewLife Counselling</b>
<b>Service offered:</b>	<p>Provides counselling support for children between the ages of 5-11 years old and their parents/carers.</p> <p>Offers counselling support to young people aged between 12 and 25. Young People are offered direct support on a one to one basis or in a group work situation.</p> <p>Family therapy is also available. It enables family members to explore difficult thoughts and feelings safely, to understand each other's experiences and views, build on family strengths and make useful changes in their lives.</p> <p>Provides support on a wide range of presenting issues including bullying, bereavement, suicidal feelings, confidence issues, abuse and self-harm.</p>
<b>Tel No</b>	028 9039 1630
<b>Website</b>	<a href="http://www.newlifecounselling.net">www.newlifecounselling.net</a>
<b>Geographical areas covered:</b>	All of Lisburn



Organisation:	People 1st
<b>Service offered:</b>	<p><b>Family Support Service</b> – For families with a young person aged 16+ who are not in education, employment or training can receive help and support to address any health, social and economic issues that impact their daily lives.</p> <p><b>Training Opportunities</b> – Can offer training and experience in a range of apprenticeships and accredited training.</p>
<b>Tel No</b>	028 9266 5100 & 07436 535388
<b>Website</b>	<a href="http://www.people-1st.co.uk">www.people-1st.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn

Organisation:	Police Service Northern Ireland (PSNI)
<b>Service offered:</b>	<p><b>Youth Diversion Scheme</b> – For young people who are at risk of getting involved in Criminal Activity or who come to Police attention on a regular basis. This is a preventive project used to help lower Criminal and Anti-Social Behaviour by young people and also offer support to their Families.</p>
<b>Tel No</b>	101
<b>Website</b>	<a href="http://www.PSNI.police.uk">www.PSNI.police.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn





Organisation:	Parenting NI
Service offered:	<p><b>Parents Helpline</b> – a freephone service based in Northern Ireland, available Mon – Thurs 9am – 8pm and Fri 9am – 5pm. The helpline supports parents and families by discussing issues or concerns on the telephone, email or via 'Web Chat'. The helpline can be accessed directly on our free phone 0808 8010 722.</p> <p><b>Parents Counselling/Face to Face Support</b> – focused on finding realistic, manageable solutions for parents and their families, empowering them to meet their needs and goals. A confidential, professional service is provided, in a warm, friendly atmosphere, where parents will be listened to and given space to explore any issues relating to parenting. Parenting NI also offer a face to face support service for children &amp; young people which is currently being piloted in Belfast (2016).</p> <p><b>Parenting Programmes</b> – Parenting NI offer a range of parenting programmes throughout Northern Ireland to help parents build on their skills and knowledge about parenting.</p> <p><b>Parental Participation</b> – Parents can have their say on the issues which are important to them through consultation in order to influence policy, planning and service delivery.</p>
Tel No	0808 8010 722
Website	<a href="http://www.parentingni.org">www.parentingni.org</a>
Geographical areas covered:	All of Northern Ireland



<b>Organisation:</b>	<b>Resurgam Community Development Trust</b>
<b>Service offered:</b>	<p><b>Youth Provision</b> - Resurgam Youth Initiative runs different programmes and projects, these are initiated by the community for young people aged 5 to 25 years old, some of the projects look at areas around health, education, community relations, equality &amp; diversity, citizenship, community action and political awareness, in Hillhall, Old Warren, Hilden and the Maze.</p> <p><b>Resurgam Women's Network</b> - is formed by women who are local and live in Lisburn. The Network is supported by a committee which seeks funding, plans events and organises programmes. In addition the committee is supported by individuals and groups who come together to connect, learn, socialise and develop new skills and interests. New members are always welcome.</p> <p><b>The Welcome House</b> - Offers a wide range of advice and practical help to support ethnic minorities, migrant workers and local population. Its primary aim is to create a truly inclusive and safe community which welcomes all regardless of religion, culture or race.</p>
<b>Tel No</b>	028 9267 0755
<b>Website</b>	<a href="http://www.resurgamtrust.co.uk">www.resurgamtrust.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>SERC Health (you do not need to be a student at SERC to attend).</b>
<b>Service offered:</b>	<p><b>Youth Health Advice Service:</b> 16-25 years old.                      The service includes:                      Testing for sexually transmitted diseases (not involving any intimate examination)                      Pregnancy test                      Emergency hormonal contraception (morning after pill)                      Condom distribution                      Advice on contraception</p> <p><b>Sign posting</b> (professionals, parents and carers can also avail of this support):                      Drugs &amp; alcohol, smoking cessation, and emotional health &amp; wellbeing issues.</p>
<b>Tel No</b>	077 5331 0352
<b>Appointments made:</b>	serchealth@setrust.hscni.net
<b>Geographical areas covered:</b>	Lisburn Campus – Monday 9.30 – 12.30 N'Ard's Campus – Tuesday 9.30 – 12.30 D'Patrick Campus – Wednesday 9.30 – 12.30 Bangor Campus – Friday 9.30 – 12.30

## make the call



To ensure you're getting all the money and supports you are entitled to



# 0800 232 1271



Organisation:	Stepping Stones
<b>Service offered:</b>	<p>Youth Service provides young people aged 16 – 24 with learning disabilities / learning difficulties with the support they need to realise their full potential.</p> <p>Group engagement (three times per week)                      One-to-one mentoring                      Access to accredited and bespoke training                      Work tasters and work placements                      Community and volunteering projects                      Residential trips</p>
<b>Tel No</b>	028 9266 6404
<b>Website</b>	steppingstonesni.com/
<b>Geographical areas covered:</b>	All of Lisburn



**South Eastern Health  
and Social Care Trust**

**If you are concerned about the safety  
or wellbeing of a child or young person  
contact the Gateway Service**

**GATEWAY**  
**to Children's Social Work**

**One call - One number**

**0300 1000 300**

## Family Support Services



<b>Organisation:</b>	<b>YMCA</b>
<b>Service offered:</b>	<p><b>Family Support and Young Person Service</b> Provides a different range of interventions which are tailored to help promote welfare of families and young person 10-18 years old.</p> <p><b>Family Support Core Services</b> - Individual support or tailor made packages of support for individuals or families experiencing stress or in crisis. All referrals must be through a social worker for a young person between 10-18 years old.</p>
<b>Tel No</b>	028 9267 0918
<b>Website</b>	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
<b>Geographical areas covered:</b>	All of Lisburn

<b>Organisation:</b>	<b>YMCA M-Power</b>
<b>Service offered:</b>	<p>M-Power is a 24 week programme of up to 18 hours per week for young people aged 14-24 years old. It is a needs based approach to learning and development. The aim is to build good relations, personal development and citizenship. Incentive payments available.</p>
<b>Tel No</b>	07391 417183
<b>Website</b>	<a href="http://Ymcampower.net">Ymcampower.net</a>
<b>Geographical areas covered:</b>	Lisburn



Organisation:	Action for Children
<b>Programmes available:</b>	Specialist group work programmes to support young carers aged 8-18 year olds.  <b>Steps to Cope</b> - supports young carers who are supporting someone with an addiction.
<b>Tel No</b>	028 9046 0500
<b>Website</b>	<a href="http://www.actionforchildren.org.uk">www.actionforchildren.org.uk</a>
<b>Geographical areas covered:</b>	South Eastern Trust area & Lisburn



Sing a rhyme anytime  
Start your child learning  
for a lifetime!



South Eastern Health  
and Social Care Trust



Public Health  
Agency



SureStart



Organisation:	Atlas
<b>Programmes available:</b>	<p><b>Adult training courses</b> – Parenting for life, Confidence, Mindfulness, Stress Management, Behaviour Management, Dealing with Anxiety, I.C.T for Beginners, Art Therapy, History and Basic English.</p> <p><b>Accredited/Certificated Courses</b> – I.C.T, English, Maths, Safeguarding Children, First Aid, Personal &amp; Professional Development, and Enjoy your Baby.</p> <p><b>Adult Support</b> – One to one counselling, motivational group sessions and relaxation group sessions.</p> <p><b>Active Learning Courses</b> – Art, Craft &amp; Painting Clubs, Jewellery Making, Cook IT healthy options, Laughter Therapy, Flower Arranging and Dance</p> <p><b>Crèche Facilities</b> – Atlas crèche is a learning and development centre in your local community for 0-5 year olds. A registered service that provides stimulating and enjoyable activities by qualified experienced childcare workers &amp; enthusiastic volunteers. <i>While you learn your child learns and develops new skills too.</i></p> <p><b>Incredible Years</b> – 5 &amp; 14 week evidence based parenting programme covering child directed play, promoting toddler's language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old</p>
<b>Tel No</b>	028 9260 5806 / 07927 970847
<b>Website</b>	<a href="http://www.atlaswomenscentre.co.uk">www.atlaswomenscentre.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



<b>Organisation:</b>	<b>Barnardo's NI</b>
<b>Programmes available:</b>	<p><b>Parent &amp; Infant Project (PIP)</b> – For parents with children aged 0-3 year olds. Helps parents understand their child's temperament, individual needs and stage of development, it includes practical play based activities which parents can replicate within the home.</p> <p><b>Incredible Years</b> – 5 &amp; 14 week evidence based parenting programme covering child directed play, promoting toddler's language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old</p> <p><b>Strengthening Families</b> – A family intervention for young people aged 10-14. A family skills training programme designed to increase resilience by focusing on building upon strengths within the family and reducing family-related risk factors for adolescent problem behaviour and substance misuse.</p>
<b>Tel No</b>	028 9260 7537
<b>Website</b>	<a href="http://www.barnardos.org.uk/northernireland">www.barnardos.org.uk/northernireland</a>
<b>Geographical areas covered:</b>	All of Lisburn



South Eastern Health  
and Social Care Trust

### South Eastern Trust provide a number of Childrens services...

information on Fostering, Midwifery, Bereavement,  
Health Visiting, Speech and Language and many more

for more details on all services available please search

**[www.setrust.hscni.net](http://www.setrust.hscni.net)**



## Family Support Programmes



Organisation:	Bryson Charitable Group/YMCA
Programmes available:	<p><b>Partnership with Parents</b> – A home based programme for parents who would benefit from additional help. All work is done with the parent with a focus on achieving better outcomes for children.</p> <p>Bryson Charitable Group (parents with children 0-10 years) YMCA (parents with a young person 11-18 years)</p>
Tel No	028 9032 5835
Geographical areas covered:	All of Lisburn

Organisation:	Extern
Programmes available:	<p><b>LINX Project (Social Worker referral only)</b> – Provides intensive support to young people (and their families) who are at risk of entering a care placement, vulnerable on leaving care, and / or who need help re-integrating into the family and community.</p>
Tel No	Linx - 028 9266 2081
Website	<a href="http://www.extern.org">www.extern.org</a>
Geographical areas covered:	All of Lisburn



Organisation:	Homestart
<b>Programmes available:</b>	<p><b>Incredible Years</b> – 14 week evidence-based parenting programme covering child directed play, promoting toddler's language, social and emotional coaching, praise and encouragement. For all parents with children 3-6 years old</p> <p><b>Cook It! Programme</b> – A five week nutrition education programme which aims to provide hands on experience of cooking and preparing healthy, good food, enhance knowledge of healthy good food and nutrition and increase awareness about the safe handling of food.</p> <p><b>Partnership with Parents</b> – A home based programme for parents who would benefit from additional help. All work is done with the parent with a focus on achieving better outcomes for children.</p>
<b>Tel No</b>	028 9262 8585
<b>Website</b>	<a href="http://www.home-start.org.uk">www.home-start.org.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



Organisation:	Lisburn Sure Start (Bryson Care)
<b>Programmes available:</b>	<p>Lisburn Sure Start provides programmes for 0 - 3 year olds within the areas mentioned below.</p> <p><b>Little Adventurers</b> - For Parents, Carers and children aged 0 - 3 years old. This weekly programme involves interactive activities and stimulating play.</p> <p><b>Programme for Two - Three Year Olds and Little Stars</b> - For children aged 2 - 3 years old. These play based sessions provide a range of age appropriate activities to enhance learning, development and creativity.</p> <p><b>Cook it! Programme</b> - A 6 week programme promoting the importance of healthy eating and providing a practical approach to learning how to cook.</p> <p><b>Baby and Toddler Swim programmes</b> - are a stimulating and exciting introduction to water, promoting water confidence.</p> <p><b>Bumps and Babies Clinic</b> - For antenatal Mum's and Parents with babies under the age of 1. Parents can avail of getting their baby weighed by one of our Child Health Workers and also enjoy some baby arts and crafts.</p> <p><b>Infant Massage</b> - For babies up to 1 year, this helps Parents bond with baby through massage.</p> <p><b>Parent Programmes</b> - To include Incredible Babies (for babies 0 - 6 months old), Incredible Toddlers (for Parents who have toddlers aged 1 - 3 years old), First Aid for Parents, Walkers and Talkers and Mellow Bumps.</p>
<b>Tel No</b>	028 9267 2292
<b>Website</b>	<a href="http://www.lisburnsurestart.org">www.lisburnsurestart.org</a> find us on Facebook – Lisburn Sure Start
<b>Geographical areas covered:</b>	Old Warren Estate, Tonagh, Knockmore Estate and Hillhall Estate.

## Family Support Programmes



<b>Organisation:</b>	<b>Lisburn YMCA</b>
<b>Programmes offered:</b>	<b>Talking About Tough Issues (TATI)</b> A 4 session parenting programme for all parents with young people 10-14 years old. It is based on developing parental self-efficacy to engage in communication about risk taking behaviour and identification of risk and protective strategies
<b>Tel No</b>	028 9267 0918
<b>Website</b>	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
<b>Geographical areas covered:</b>	All of the Lisburn area

<b>Organisation:</b>	<b>Resurgam Community Development Trust</b>
<b>Programmes available:</b>	<b>Healthy Living Centre</b> - Provides free advice and information on: <ul style="list-style-type: none"> <li>• health conditions</li> <li>• practical ways to improve your health</li> <li>• local support groups and organisations</li> <li>• Programmes to improve your health</li> <li>• Training</li> <li>• stop smoking services</li> </ul> Opening Hours: Monday, Wednesday and Thursday 9:30am - 5pm, Friday 9:30am -1:30pm
<b>Tel No</b>	028 9252 8233
<b>Email</b>	<a href="mailto:hlc@resurgamtrust.co.uk">hlc@resurgamtrust.co.uk</a>
<b>Geographical areas covered:</b>	Laganview Enterprise Centre, 69 Drumbeg Drive, BT28 1QJ

<b>Organisation:</b>	<b>South Eastern Health &amp; Social Care Trust</b>
<b>Programmes available:</b>	<b>Mellow parenting</b> – A series of parenting and relationship programmes that supports parents and their children in developing good relationships. Programmes involve participation, modelling, group discussions, video feedback, personal reflection, lunchtime activities and home practice for parents of 0-5 year olds. <i>See page 27 for contact details.</i>

## Family Support Programmes



<b>Organisation:</b>	<b>South Eastern Health &amp; Social Care Trust cont'd</b>
<b>Programmes available:</b>	<b>Family Nurse Partnership</b> – A home visiting programme for young mums aged 19 and under which helps to improve health, wellbeing and self-sufficiency of first time young parents and their children.
<b>Tel No</b>	Mellowing Parenting - 028 9250 1373 Family Nurse Partnership - 028 9060 2705
<b>Website</b>	<a href="mailto:www.setrust@hscni.net">www.setrust@hscni.net</a>
<b>Geographical areas covered:</b>	All of Lisburn

Words by **one** make talking fun...copy my actions, sounds and words



Sing a rhyme anytime  
Start your child learning  
for a lifetime!

HSC South Eastern Health and Social Care Trust HSC Public Health Agency SureStart

Take your place face to face...  
I learn the most when you are close



Sing a rhyme anytime  
Start your child learning  
for a lifetime!

HSC South Eastern Health and Social Care Trust HSC Public Health Agency SureStart

## Drug and Alcohol Services

### WHERE ARE YOU AT - WHAT MIGHT HELP AND WHERE CAN YOU GO





### SUPPORT IS ONLY A CALL AWAY

Information and advice, brief intervention and self-help material

- Your GP
- Your community staff or hospital liaison staff
- Self-help for alcohol [www.alcoholandyouni.com](http://www.alcoholandyouni.com)
- **SE Connections** for information about alcohol/other drugs and the services available **0800 254 5123** [drugsandalcoholni.info](http://drugsandalcoholni.info)

**Adult community counselling program (Step 2)**

- Alcohol and You **0800 254 5123** [www.alcoholandyouni.com](http://www.alcoholandyouni.com)
- Dunlewey Addiction Services **028 9039 2547**

**More intensive support (Adult Step 3)**

- The South Eastern Trust's Community Addiction Team (CAT) is accessed through your GP.
- Admission to residential treatment is through CAT

**Self-help fellowships**

- Alcoholics Anonymous **028 9043 4848**
- Narcotic Anonymous **07810 172991**
- Life Ring [www.liferingni.com](http://www.liferingni.com)
- Al Anon **028 9068 2368**

**Low threshold service**

- The Simon Community **02890741222 / 07595067688**

**Criminal Justice**

- AD:EPT and AD:EPT 2 providing a range of services to people in custody **028 9043 5810**

Support for family members affected by someone's substance misuse.

- Dunlewey Addiction Services **028 9039 2547**
- Family Support Meeting every Tuesday night in Downshire hospital
- Steps to Cope for 11- 18 year olds affected by their parents drinking: **0800 254 5123** or on line support [www.stepstocope.co.uk](http://www.stepstocope.co.uk)
- Barnardo's Pharos Project. Intensive Support for Children and Families affected by parental substance misuse. Referrals are from children's and addiction services. **028 9066 3470**

**Young people's services**

- Daisy Youth Treatment age eleven to twenty five year olds **028 9043 5810**
- Children and Adolescents Mental Health Services (referrals from your G.P. or health professionals).

**Prevention**

- Targeted prevention Lisburn YMCA **028 9267 0918**
- School Health Alcohol Harm Reduction SHARP **028 9267 0918**
- ASCERT **028 9260 4422**

**Other contact details**

- Addiction NI **028 9033 0499**
- Colin Counselling **028 9060 4347**
- Recovery college **028 9041 3872**
- Connections Service: Linking Communities Services and organisations: **0800 254 5123**

For more information on training available check this website [www.ascert.biz](http://www.ascert.biz).

## School Based Programmes



Organisation:	Barnardo's NI
Programmes offered:	<b>Time for Me</b> – School-Based Counselling Service - Individual sessions for children 4-18 years old and wrap around support for parents and school staff. Psychological interventions provided by a trained counsellor to help children, families and schools cope better with adverse life experiences which affect a child's learning and development.
Tel No	Time for me: 028 9064 6515
Website	<a href="http://www.barnardos.org.uk/northernireland">www.barnardos.org.uk/northernireland</a>
Geographical areas covered:	All of Lisburn

Organisation:	Lisburn YMCA
Programmes offered:	<b>Talking About Tough Issues (TATI)</b> A 4 session parenting programme for all parents with young people 10-14 years old. It is based on developing parental self-efficacy to engage in communication about risk taking behaviour and identification of risk and protective strategies
Tel No	028 9267 0918
Website	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
Geographical areas covered:	All of the Lisburn area



## School Based Programmes



<b>Organisation:</b>	<b>Police Service Northern Ireland (PSNI)</b>
<b>Programmes offered:</b>	<b>CASE</b> – Enhances relationships between the PSNI, young people, parents and teachers. It encourages young people to be mindful of personal safety. CASE promotes positive citizenship through a mutual understanding and learning for life and work and allows young people to contribute to their communities and be role models through responsible actions.
<b>Tel No</b>	101
<b>Website</b>	<a href="http://www.PSNI.police.uk">www.PSNI.police.uk</a>
<b>Geographical areas covered:</b>	Lisburn primary & post primary schools

<b>Organisation:</b>	<b>Mentoring for Achievement (MAP)</b>
<b>Programmes offered:</b>	A two year school based mentoring programme for 10-16 year olds. This programme builds upon existing school attendance, behaviour and achievement records. The mentor provides strategies for young people for improving academic and behaviour outcomes. This programme can assist primary school children transitioning from primary to post primary school.
<b>Tel No</b>	YMCA - 028 9267 0918
<b>Website</b>	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
<b>Geographical areas covered:</b>	A range of schools in Lisburn



<b>Organisation:</b>	<b>South Eastern Health &amp; Social Care Trust</b>
<b>Programmes offered:</b>	<p><b>Rise NI</b> – A service delivered in schools and aims to provide early intervention to children with school based difficulties in any of the following areas: speech, language and communication, social, emotional and behavioural, motor skills, sensory/perceptual skills and dietary needs. Available for Primary 1 into Primary 4 children</p> <p><b>Roots of Empathy</b> – A school based programme addressing emotional attachment and increasing social/emotional confidence and empathy. Roots of Empathy is for school aged Primary 1 – primary 7. Parents with a new born baby giving birth in June, July or August can volunteer for the programme to support the programme through the academic year.</p> <p><b>The SEHSCT Community Health Development Practitioners</b> can deliver health awareness sessions or signpost to other appropriate providers for a range of health topics such as healthy eating, benefits of physical activity and personal hygiene.</p>
<b>Tel No</b>	<p>Rise NI - 028 9752 0941</p> <p>Roots of Empathy - 028 9250 1387</p> <p>Health Development Department - 028 9250 1373</p>
<b>Website</b>	<a href="http://www.setrust.hscni.net">www.setrust.hscni.net</a>
<b>Geographical areas covered:</b>	All of Lisburn

# Take5

for your emotional wellbeing



**Making life better,  
together**  
*Belfast Strategic Partnership*

**GIVE**



**BE ACTIVE**



**CONNECT**



**KEEP LEARNING**



**TAKE NOTICE**



## Services for Young People not in Education, Employment & Training



Organisation:	Jobs and Benefit Office
<b>Services offered:</b>	The Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people and adults make informed choices about their future career paths. Find out below how you can contact one of the Careers Service's professionally qualified careers advisers.
<b>Tel No</b>	0300 200 7820 (Monday to Friday 9.00 am to 5.00 pm)
<b>Website</b>	<a href="http://www.nidirect.gov.uk">www.nidirect.gov.uk</a>
<b>Geographical areas covered:</b>	71 Bow Street, Lisburn BT28 1BJ

Organisation:	People 1st
<b>Services offered:</b>	<b>Not in Education, Employment or Training (NEET) Services</b> – All young people ages 16+ can avail of training and qualifications offered in a range of courses, e.g. Training for Success, Steps 2 Success and Skills to Succeed.
<b>Tel No</b>	028 9266 5100 & 07436 535388
<b>Website</b>	<a href="http://www.people-1st.co.uk">www.people-1st.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



## New Horizons Credit Union Limited

Everyone who lives, works or studies within a seven-mile radius  
of our registered office at 126 Grand Street Lisburn and family  
living within the same household as a member

The Credit Union is:

**Not for Profit • Not for Charity • But for Service**

**Working for Today.....Planning for Tomorrow**

**New Horizons Credit Union Limited  
Lisburn Branch**

**126 Grand Street, Lisburn, BT27 4UE, Telephone: 028 9266 7744  
Opening Hours Thursday from 10.30am – 3.30pm**

**Dunmurry Branch**

**Upper Dunmurry Lane, Dunmurry Belfast BT17 0AA, Telephone: 028 9266 7744  
Opening Hours Friday from 12.00pm – 4.00pm**



## Services for Young People not in Education, Employment & Training



Organisation:	South Eastern Regional College (SERC)
<b>Services offered:</b>	<p>Professionally qualified Careers Advisors provide a service that is accessible, impartial, confidential, and focused on needs. Careers advice is given even to anyone not just SERC members. Learn about work and education opportunities:</p> <p>Explore career options with one-to-one advice and guidance service</p> <p>Complete job applications and CV's</p> <p>Prepare for job and Higher Education course interviews</p> <p>Make applications for further study</p> <p>Plan career development</p> <p>Explore opportunities, develop key skills</p>
<b>Tel No</b>	028 9267 7225 ext: 1600
<b>Website</b>	<a href="http://www.serc.ac.uk">www.serc.ac.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn

Organisation:	YMCA
<b>Services offered:</b>	<b>Princes Trust Programme</b> – Personal development and employability programme supporting 16–24 years olds not currently in employment, training or education.
<b>Tel No</b>	028 92670918
<b>Website</b>	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
<b>Geographical areas covered:</b>	All of Lisburn

# RESURGAM HEALTHY LIVING CENTRE

69 DRUMBEG DRIVE, LISBURN, BT28 1NY



We're a  
partner in  
the **RAPID**  
Initiative.



## **RAPID (Remove All Prescription and Illegal Drugs)**

is a community-led initiative supported regionally by the PSNI and Public Health Agency, and locally by Drug and Alcohol Coordination Teams and Policing and Community Safety Partnerships.

**RAPID** raises awareness of the risks and harms to individuals, to families and to communities of using and misusing drugs.

In support of this initiative we have agreed that a RAPID drug disposal bin can be sited in this establishment. This allows for members of the public to dispose of unwanted drugs (prescribed and/or illegal/illicit) safely.



For more information on RAPID please visit  
[www.drugsandalcoholni.info/rapid](http://www.drugsandalcoholni.info/rapid)

Together, making our community a **safer place to live.**



Policing & Community  
Safety Partnership  
making Lisburn & Castlereagh safer



Public Health  
Agency

The  
ResurgamTrust



Connecting individuals  
Transforming Communities



DRUG & ALCOHOL



<b>Organisation:</b>	<b>Lisburn SAFE</b>
<b>Services offered:</b>	<p>Lisburn SAFE are trained community safety volunteers who provide this service in Old Warren, Hilden, Hillhall, Ballymacash and the Maze.</p> <p>Lisburn SAFE help in:</p> <ul style="list-style-type: none"> <li>Tackling anti-social behaviour</li> <li>Be a trusted friend for the community</li> <li>Improves access to other relevant services</li> <li>Provides information and sign post to other services</li> <li>Promotes inclusion and addresses isolation of vulnerable individuals</li> </ul>
<b>Tel No</b>	<p>Old Warren Area – 07512 023732</p> <p>Hilden Area – 07594 510538</p> <p>Hillhall Area – 07512 677469</p> <p>Maze Area – 07926 482049</p>
<b>Website</b>	<a href="https://www.facebook.com/lisburnsafe">www.facebook.com/lisburnsafe</a>
<b>Geographical areas covered:</b>	Old Warren, Hilden, Hillhall, Ballymacash and Maze





<b>Organisation:</b>	<b>Police Service Northern Ireland (PSNI)</b>
<b>Services offered:</b>	<p><b>Neighbourhood Policing Team</b> – Lisburn and Castlereagh City Policing and Community Safety Partnership work to reduce:</p> <p>The number of people killed on our roads,</p> <p>Anti-social behaviour,</p> <p>Harm caused by drugs,</p> <p>The number of domestic burglaries,</p> <p>Levels of violent crime.</p>
<b>Tel No</b>	Lisburn PSNI – 101
<b>Website</b>	<a href="http://www.PSNI.police.uk">www.PSNI.police.uk</a>
<b>Geographical areas covered:</b>	Lisburn and Castlereagh



**Public Health  
Agency**

Public Health Agency links to  
other useful websites and information:

<http://www.publichealth.hscni.net/links>



Organisation:	Premier Taxi Company
<b>Services offered:</b>	<p>Premier Taxi Company office is an official Safe Zone in Lisburn City. This is designed to act as a safe haven for anyone who feels threatened with a situation, feels vulnerable or unwell.</p> <p>Office staff has been trained to use a defibrillator. This is a portable device that checks the heart rhythm and can send an electric shock to the heart to try to restore a normal rhythm. Defibrillators are used to treat someone whose heart has suddenly and unexpectedly stopped beating. Emergency services will be contacted and a member of staff will stay with the person until the emergency services arrive.</p> <p>Premier Taxi Company is one of the Resurgam Trust's social enterprise businesses and offers a range of services some of these include:</p> <p>School runs</p> <p>Airport runs</p> <p>6, 7 and 8 seater taxi buses</p> <p>Executive cars</p> <p>Contract/Account work</p>
<b>Tel No</b>	028 9266 6666
<b>Website</b>	<a href="http://www.taxi66.co.uk">www.taxi66.co.uk</a>
<b>Geographical areas covered:</b>	All of Lisburn



My Mummy chose a  
smoke-free womb

## Volunteering Opportunities



<b>Organisation:</b>	<b>Atlas Women's Centre</b>
	Volunteer in the crèche, café or help out with DIY jobs in the centre, volunteer as a group facilitator sharing skills with others.
<b>Tel No</b>	028 9260 5806 / 07927 970847
<b>Website</b>	<a href="http://www.atlaswomenscentre.co.uk">www.atlaswomenscentre.co.uk</a>
<b>Organisation:</b>	<b>Barnardo's NI</b>
	Barnardo's offers a range of volunteering opportunities including working with children and young people, volunteering within retail outlets and supporting Barnardos to raise vital funds.
<b>Tel No</b>	028 9067 2366
<b>Website</b>	<a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a> <a href="mailto:ni-volunteering@barnardos.org.uk">ni-volunteering@barnardos.org.uk</a>
<b>Organisation:</b>	<b>Bryson Care</b>
	There are a number of volunteering opportunities available which can range from administration, youth, inter-cultural, and older people services.
<b>Tel No</b>	028 9061 4433
<b>Website</b>	<a href="http://www.brysongroup.org">www.brysongroup.org</a>
<b>Organisation:</b>	<b>Cara-Friend</b>
	Offers a range of volunteer opportunities for people ages 16+ from administration, fundraising, LGBT Switchboard, facilitation & mentoring. More detail on <a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a>
<b>Tel No</b>	028 9089 0202
<b>Website</b>	<a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a>

## Volunteering Opportunities



Organisation:	Home-Start Lisburn/Colin
	<p><b>Home visiting family support volunteers</b> - Supporting families in their own homes on a weekly basis. Providing emotional support and encouragement for parents help to become more involved in the local community, support children's development through play and stories.</p> <p><b>Family group support volunteers</b> - support parents and young children at Family Group on Tuesday or Thursday morning.</p> <p><b>Trustees</b> - to contribute to the governance, leadership and direction of the scheme. Meetings every six weeks.</p>
Tel No	028 9262 8585
Website	homestartlisburn@btconnect.com

Organisation:	Lisburn Sure Start (Bryson Care)
	<p><b>Volunteering</b> – Provides volunteer opportunities in service provision for young children and families and for those who would like to gain experience in an administration/office environment.</p>
Tel No	028 9267 2292
Website	find us on Facebook – Lisburn Sure Start

# Lifeline

## 0808 808 8000

## Volunteering Opportunities



<b>Organisation:</b>	<b>Lisburn YMCA</b>
	Provides volunteering opportunities for anyone aged 18+ who is interested in gaining experience or a qualification in youth work.
<b>Tel No</b>	028 9267 0918
<b>Website</b>	<a href="http://www.lisburnymca.com">www.lisburnymca.com</a>
<b>Organisation:</b>	<b>MACS</b>
	Provides volunteers as a 1-2-1 mentor for young people, help in driving young people to groups, volunteer as a group facilitator sharing skills and supporting young people or even help in fundraising for MACs itself.
<b>Tel No</b>	028 9264 6329
<b>Website</b>	<a href="http://www.macsni.org">www.macsni.org</a>
<b>Organisation:</b>	<b>People 1st</b>
	Young people aged 16+ can gain experience in a range of areas, help develop skills and test out different careers.
<b>Tel No</b>	028 9266 5100 & 07436 535388
<b>Website</b>	<a href="http://www.people-1st.co.uk">www.people-1st.co.uk</a>

**Call Lifeline on:  
0808 808 8000**

**Deaf and hard of hearing  
Text phone users:  
18001 0808 808 8000**

## Volunteering Opportunities



Organisation:	Resurgam Community Development Trust
	There are a range of opportunities for all ages in one of Resurgam's six social enterprises, youth work or Lisburn Safe.
<b>Tel No</b>	028 9267 0755
<b>Website</b>	<a href="http://www.resurgamtrust.co.uk">www.resurgamtrust.co.uk</a>
Organisation:	South Eastern Health & Social Care Trust
	<p>The South Eastern Health and Social Care Trust offers a variety of volunteering roles within its hospitals and community facilities, such as residential homes for both children and elderly and training &amp; resource centres supporting clients with physical and learning disabilities. These volunteering roles offer opportunities for volunteers over 16 years of age to get involved in a role that interests them.</p> <p>Volunteers can gain experience, learn new skills, or maybe use existing skills. Build new relationships, help others and give something back; while making a positive impact and improving the experience of patients and clients.</p>
<b>Tel No</b>	028 9056 4817
<b>Website</b>	<a href="mailto:www.setrust@hscni.net">www.setrust@hscni.net</a>
Organisation:	Volunteer Now
	<p>Volunteer Now works to promote, enhance and support volunteering - connecting with individuals and organisations to build healthy communities and create positive change.</p> <p>Volunteering can give you the opportunity to try something new, gain valuable experience, share your knowledge &amp; skills, build confidence, help others and meet new people. Whatever your goals and interests are, there is a volunteering opportunity for you.</p>
<b>Tel No</b>	028 9023 2020
<b>Website</b>	<a href="http://www.volunteernow.co.uk">www.volunteernow.co.uk</a>

## Parent & Toddler Groups



Day	Where	Time	Contact
Mon	Little Adventurers, Lisburn Sure Start, Laganview Enterprise Centre, 69 Drumbeg Drive, Lisburn, BT28 1QJ	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
	Hillhall Presbyterian Church, 49 Market Square, Lisburn, BT28 1AG	10am-12pm	07595 163068 hello@hillhallchurch.com
Tues	Little Adventurers, Lisburn Sure Start, 161 - 162 Longstone Street, Lisburn, BT28 1TT	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
	Lisburn Free Presbyterian Church 1 Windemere Road, Lisburn, BT28 2GY	10am-11.30am	028 9266 0786 07740 084807
	St Columba's Church of Ireland, 21 Belsize Road, Lisburn, BT27 4DP	10am-12pm	028 9258 3634
	St. Patricks Pastoral Centre, Chapel Hill, Lisburn, BT28 1EP	10am-12pm	07860 7888527
	Bumps and Babies Clinic, Lisburn Sure Start, Laganview Enterprise Centre, 69 Drumbeg Drive, Lisburn, BT28 1QJ	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
Wed	Lisburn Congregational Church, Saintfield Road, Lisburn	10.30am-12pm	028 9267 7088
	Seymour Street Methodist Church, 35 Mount Royal, Lisburn, BT27 5BF	10am-11.45am	028 9266 3684 07773 983981 secretary@seymour-street.org
	Elmwood Presbyterian Church 105 Ballymacash Rd, Lisburn	10am-12pm	07710 789694



## Parent & Toddler Groups



Day	Where	Time	Contact
Wed	Mount Zion Free Methodist Church, Gregg Street, Lisburn	10.30am-12pm	028 9266 5647
	Lisburn Cathedral 24 Castle Street, Lisburn, BT27 4XD	10am-12pm	028 9260 2400
	Journey Tots Laganview Enterprise Centre, 69 Drumbeg Drive, Old Warren, BT28 1NY	10am-11.30am	07749 419594
	Christ Church Lisburn Hillsborough Road, Lisburn, BT28 1JL	10am-12pm	028 9267 0524 028 9267 3271
Thurs	Bumps and Babies Clinic, Lisburn Sure Start, 14 - 16 Hillhall Road, Lisburn, BT27 5BU	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
	Sloan Street Presbyterian Church, Lisburn, BT27 5AF	10.30am-12pm	028 9266 3837 info@sloanstreet.org
	Lisburn Baptist Church Longstone Street, Lisburn, BT28 1TR	10am-11.45am	info@lisburnbaptist.com 07907 220626
	Trinity Methodist Church, Ballymacoss Ave, Lisburn, BT28 2GX	10.00am-12pm	07543 817228 028 9260 5335
	Hillsborough Elim Pentecostal Church Moira Road, Hillsborough	10am-11.30am	028 9268 2751
Fri	Bumps and Babies Clinic, Lisburn Sure Start, 161 - 162 Longstone Street, Lisburn, BT28 1TT	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
	Little Adventurers, Lisburn Sure Start, 14 - 16 Hillhall Road, Lisburn, BT27 5BU	9.15am-10.45am	Lisburn Sure Start 028 9267 2292
	Emmanuel Baptist Church, Glenavy Road, Lisburn, BT28 3QW	10am-11.30am	ebclisburn@gmail.com 028 9263 4311

## Useful Helplines

### Adviceline

**citizens  
advice**

**0300 1 233 233**

Monday to Friday  
9am - 12.30pm  
1pm - 4pm

[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

### Advice and Advocacy Service

**age NI**  
Love later life

**0808 808 7575**

Seven days a week  
8am - 7pm  
365 days a year

[www.ageni.org.uk/advice](http://www.ageni.org.uk/advice)

### Money and Debt Service

**advice<sup>ni</sup>**  
the independent  
advice network

**the trussell  
trust**  
Stop UK Hunger

**0808 801 0665**

Monday to Wednesday  
9.30am - 3.30pm

[www.adviceni.net](http://www.adviceni.net)

### ChildLine

**childline**

**0800 1111**

24/7

Online 1-2-1 &  
Email Service Available at  
[www.childline.org.uk](http://www.childline.org.uk)

### Debt Advice

**citizens  
advice**

**0800 028 1881**

Monday to Friday  
9.00am - 8.00pm  
Saturday 9.30am - 1.00pm

[www.citizensadvice.org.uk/  
nireland/Debt-and-money/](http://www.citizensadvice.org.uk/nireland/Debt-and-money/)

### Christians Against Poverty Debt Help

Christians  
against  
poverty  
**CAP**  
debt help

**0800 328 0006**

Monday to Friday  
8.30am - 5pm

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

### Kinship Care NI

Northern Ireland  
**Kinship Care**  
Keeping families together

**0800 022 3129**

Monday to Friday  
9.00am - 5.00pm

[www.kinshipcareni.com](http://www.kinshipcareni.com)

### Learning Disability Helpline

**mencap**  
The voice of  
learning disability

**0808 808 1111**

Monday to Friday  
9am - 5pm

[www.mencap.org.uk/  
northern-ireland](http://www.mencap.org.uk/northern-ireland)

### Crisis Telephone & Counselling Service

**Lifeline**

**0808 808 8000**

24/7  
365 days a year

[www.lifelinehelpline.info](http://www.lifelinehelpline.info)

## Useful Helplines

### Alzheimer's Society National Dementia Helpline



**0300 222 11 22**

Monday to Wednesday  
9.00am - 8.00pm,  
Thursday & Friday  
9.00am - 5.00pm,  
Saturday & Sunday  
10.00am - 4.00pm  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Business Debtline



**0800 0838 018**

Monday to Friday  
9am - 5pm

[www.adviceni.net](http://www.adviceni.net)  
[www.businessdebtline.org](http://www.businessdebtline.org)

### Carers NI



**028 9043 9843**

Monday to Thursday  
9am - 4pm  
Friday 9am - 12.30pm

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

### 24 Hour Domestic & Sexual Violence Helpline

Open to *all women and men*  
affected by domestic and  
sexual violence

**0808 802 1414**

24/7  
365 days a year

Text 'Support' to 07797805839  
[24hrsupport@dvhelpline.org](mailto:24hrsupport@dvhelpline.org)  
Live online chat via website:  
[www.womensaidni.org](http://www.womensaidni.org)

### Eating Disorders Association NI



**028 9023 5959**

24 hour helpline

[www.eatingdisordersni.co.uk](http://www.eatingdisordersni.co.uk)

### Family Planning Association Sexual Health Helpline



**0345 122 8687**

Monday to Friday  
9.00am - 5.00pm

[www.fpa.org.uk/  
northern-ireland](http://www.fpa.org.uk/northern-ireland)

### LGB&T Switchboard Cara-Friend



**0808 8000 390**

Monday to Friday  
1pm - 4pm  
And Wednesday  
6pm-9pm

Live online chat via Website  
[www.cara-friend.org.uk](http://www.cara-friend.org.uk)

### NSPCC Helpline

**NSPCC**

**0808 800 5000**

24/7  
365 days a year

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

### Parents Helpline



ParentingNI

**0808 8010 722**

Monday to Thursday  
9am - 8pm  
Friday 9am - 5pm

Live online chat via Website  
[www.parentingni.org](http://www.parentingni.org)

## Useful Helplines

### CAUSE: Helpline



**0845 60 30 29 1**

Monday, Wednesday &  
Friday: 10 am - 4 pm  
Tuesday & Thursdays:  
12 pm - 8 pm

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

### Child Bereavement Service



**028 9066 8333**

Monday 9.30am - 12.30pm  
Tuesday 9.30am - 12.30pm  
Friday 10am - 12.30pm

[www.barnardos.org.uk/  
childbereavementservice](http://www.barnardos.org.uk/childbereavementservice)

### Rural Support Helpline



**0845 606 7 607**

Seven days a week  
8am - 11pm  
365 days a year

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

### Housing Rights



**028 9024 5640**

Monday to Friday  
9.30am - 2.30 pm

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

### Independent Welfare Changes Helpline



**0808 802 0020**

Monday to Friday  
9.00am - 5.00pm

### SandsNI Helpline



**077 4099 3450**

Monday to Friday  
9am - 5pm

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

### HIV & Sexual Health Helpline NI



**0800 137 437**

Monday to Friday  
10am - 4pm

[www.positivelifeni.com](http://www.positivelifeni.com)

### Pancreatic Cancer UK



**0808 801 0707**

Monday to Friday  
10am - 4pm  
(except Bank Holidays)

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

### Tax and Benefits Service



**0800 988 2377**

Monday, Wednesday and  
Friday 9am - 5pm Tuesday  
and Thursday  
9am - 7pm

[www.adviceni.net](http://www.adviceni.net)

## Useful Helplines

**Samaritans**



**116 123**

24/7  
365 days a year

Jo@samaritans.org  
www.samaritans.org



**Relate NI**

**relate**  
Northern Ireland

**028 9032 3454**

Open Tuesday 10am - 12  
at Enterprise House  
2-4 Balloo Avenue, Bangor

email: office@relateni.org  
www.relateni.org

**Simon Community  
Central Access  
Point**

**simon community**  
Northern Ireland

**0800 171 2222**

24/7  
365 days a year

www.simoncommunity.org

**Northern Ireland  
Housing Executive**

**Housing  
Executive**

**0344 892 0900**

Open Mon-Wed 9.30-4  
Thurs 9.30-12.30  
Friday 9.30-12

www.nihe.gov.uk

**www.helplinesnetworkni.com**

A SINGLE POINT OF ACCESS TO  
NORTHERN IRELAND HELPLINE  
NUMBERS AND WEBSITES

OVER 26 NORTHERN IRELAND  
HELPLINE ORGANISATIONS

EASY TO NAVIGATE

FIND THE RIGHT HELPLINE  
TO SUIT YOUR NEEDS



# foodbank

[www.lisburn.foodbank.org.uk](http://www.lisburn.foodbank.org.uk)

LCC Community Trust  
1-3 Graham Gardens  
Lisburn  
BT28 1XE

 **07756 965868**

**OPEN**

**Monday 11am - 1pm**

**Tuesday 11am - 1pm**

**Thursday 11am - 1pm**

**Friday 11am - 1pm**



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# PREMIER

TAXI COMPANY

Premier Taxi Company office is an official Safe Zone in Lisburn city. This provides a safe haven for anyone who feels threatened with a situation, feels vulnerable or unwell, the office is open 24 hours. Staff at the premises have been trained in the use of a defibrillator machine.

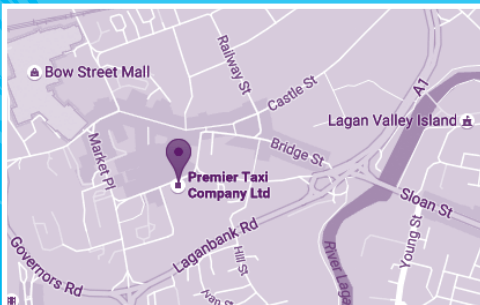
## **Premier Taxi Company offers a range of services including:**

- School runs
- Airport runs
- 6, 7 and 8 seater taxi buses
- Executive cars
- Contract/Account work

## **Why choose Premier Taxi Company?**

Competitive prices, friendly, reliable service, 24-hour service, smart uniformed drivers.

# 028 9266 6666



## **Where are we?**

**13 Smithfield Square,  
Lisburn BT28 1TH**

**Find us on  
Facebook**



**The ResurgamTrust**  
*Connecting Individuals  
Transforming Communities*

