



Cost of Living Crisis

A Guide to Locality Based Targeted Resources and Practical Support for Families and Children Struggling with the Current Cost of Living Crisis

This is a live document and will be updates on a regular basis

Updated 18 November 2022

The information in this guide has been provided by services.

If you would like to include information about your service
please email: una.casey@hscni.net

**Please click on the link below to give feedback on this
guide**

<https://www.surveymonkey.co.uk/r/H96DHP7>

Sections

[Regional Services](#)

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[South Eastern](#)

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Regional Services



Cost of living

Information and advice

For information on help with Energy Costs, Help with your income etc. click on the link below

[Cost of Living | nidirect](#)



Family Benefits Advice Service

Providing free, impartial and confidential advice to parents, carers, childcare providers and employers

Employers For Childcare

Working For Parents

Our Family Benefits Advice Service provides free, impartial and confidential advice to parents and carers to help them maximise their income and inform them of their rights and entitlements. We operate a Freephone helpline 0800 028 3008 - Monday to Friday from 8am to 5pm.

Many people don't realise that even if they are working, they may still be entitled to financial help. Whether it's a first-time parent wanting to know what support is available or someone considering altering their hours of work, our team of experts will be happy to work out what's best for each individual.

How we can help

We provide information and advice on a wide range of childcare and work-related issues including:

- Tax-Free Childcare
- Universal Credit
- Tax Credits
- Childcare Vouchers
- Disability Benefits
- Social Security Benefits
- Maternity/Paternity Leave and Pay
- Shared Parental Leave
- Flexible Working
- School Uniform Allowance
- Free School Meals

Information we may need

To help us identify the support someone may be entitled to, it can be useful to have the following information to hand when calling:

- P60 income for previous tax year
- Estimated earnings and weekly working hours for this tax year
- Childcare costs
- Any disability or sickness benefits in payment
- Housing costs including rates
- Details of Maternity Leave and Pay
- Immigration status (if applicable)

Help towards childcare costs

If working and paying for registered childcare parents may be entitled to help through:

- Universal Credit
- Tax-Free Childcare
- Tax Credits

Parents currently using Childcare Vouchers can continue to do so, while they remain with their current employer and their youngest child is under 16 (17 if registered disabled).

Our advisors can calculate which form of support is best suited to each household's circumstances. We also work directly with employers and childcare providers, to give advice and guidance.

For further information please contact us:
hello@employersforchildcare.org

Freephone: 0800 028 3008

or visit our website:
employersforchildcare.org



Helplines Network NI

listen. support. inform

Employers For Childcare is a registered charity.

Charity number 101176.

Talk Learn Do Training for professionals who work with parents

Did you know that nearly a third of parents say they never or rarely discuss where money comes from with their children?

79% of children would turn to their parents for money advice. This shows the importance of financial education at home

The Money and Pensions Service hugely successful programme, '[Talk Learn Do: Parents Kids and Money](#)' demonstrates that supporting parents to develop the confidence and skills to talk to and teach their children about money can positively impact on the financial wellbeing of both parents and children. Since 2016, we have worked with over 1,500 professionals across the UK to deliver TLD to parents and carers they support. We are now looking to upskill more professionals so they can deliver Talk Learn Do to parents they work with.

What is Talk Learn Do (TLD)?

TLD is a facilitator led group session that encourages parents of 3–11-year-olds to talk to their children about money and create opportunities for their children to experience managing it. The programme provides parents with tools, ideas, and fun activities to help include money in everyday conversations and activities.

With the increase in personal finance related news and ongoing cost of living pressures, there continues to be a demand for financial wellbeing work with parents and training for professionals who support them.

We are working with Campaign for Learning and Quaker Social Action to expand our training programme for professionals who support parents across the UK. The training is free and open to organisations across the UK. Each organisation will initially be allocated one training space on a first come first served basis. Further spaces to be allocated if available.

Timing

Weds 16th November

Wednesday 23rd November

Wednesday 7th December PM

Thursday 12th Jan

Tuesday 17th January

Wednesday 8th February

The workshop sessions are expected to run for three to four hours with breaks in-between.

Location

Training will take place virtual

Requirements

Participants will be expected to take part in an optional short survey before and after the training. This will help MaPS to understand the effectiveness of the training.

For further information and to indicate interest, please send an email to cyp@maps.org.uk

Cost of Living Support Payments for Low Income Benefits



If you receive any of these benefits you will receive your second £324 payment from 8 November to 23 November.

Pension Credit

Universal Credit

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Income Support

You do not need to do anything. If you are eligible you will receive your payment automatically in the same way you normally receive your benefits.

The eligibility period is 26 August - 25 September 2022
www.nidirect.gov.uk/cost-living-support



Department for

Communities

www.communities-ni.gov.uk

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Commonities



Some primary and post-primary school pupils are eligible for grants to help buy their school uniform.

Find out more: <https://nidirect.gov.uk/articles/school-uniform-and-uniform-grants>



Your child could be eligible to get free lunches or milk at school. Including school holiday food grant

Find out more: <https://nidirect.gov.uk/articles/nutrition-and-school-lunches>

[McIlveen announces £5.5m school holiday food grant | Department of Education \(education-ni.gov.uk\)](https://www.education-ni.gov.uk/news/mcillveen-announces-5.5m-school-holiday-food-grant)

Cost of Living Advice

Staff are really struggling with their Financial Wellbeing at the moment.

Our Social Enterprise can help them with areas such as :

Budget Planning

Cost of Living

Pensions

Savings

Debt

To contact us for more
information call 02890 877777
or email

info@kithandkinfinance.org



smartpass

blue badge



**Are you getting all the money,
supports and services you're
entitled to?**

**With just one simple call, text
or email you can find out.**



school meals

make the call

0800 232 1271*

disability

text: CHECK to 67300*

email: makethecall.telephony@nlssa.gsl.gov.uk

visit: nldirect.gov.uk/makethecall



Department for

Communities

www.communities-nl.gov.uk

*network charges may apply



benefits



WORKABLE (N.I.)

SES (Supported Employment Solutions) is contracted to deliver the Department for Communities **Workable (NI) Programme** across Northern Ireland. SES is a consortium consisting of 7 Disability Organisations – Action Mental Health, Cedar, Now Group, AdaptNI, RNIB, Orchardville Society & Mencap. Workable N.I. aims to provide support to employees who are in work (10+ hrs), suffering from a disability or mental health condition and who would benefit from support to sustain and retain employment. The programme also supports the employer / manager. It is a referral based programme, with individuals being able to self-refer, or be referred by another party. Employees are initially supported for a period of a year, with the caveat of extension at 11-month stage.

Workable (NI) can provide:

1:1 Support, specially tailored to employee needs
Advice & Assistance – making reasonable adjustments in the workplace
Pro-active corrective measures
Enhanced morale

Benefits to employers include:

Long & short term absence reduced
Reduced need for temporary staff
Less HR time spent on follow up
Increased productivity

For further information, please contact:

Patricia Kelly
Tel: 07976640226
E: pkelly@amh.org.uk
www.sesni.org.uk

Peter Wilson
07791 075921
p.wilson@cedar-foundation.org



Energy Efficiency in the Home

At National Energy Action (NEA NI) we are concerned that higher energy prices, reduced incomes, and leaky, inefficient housing could put many households in Northern Ireland at increased risk of fuel poverty this coming winter. These increases come at a time when many household budgets are already stretched thin.

However, at NEA we know that some simple changes to day-to-day activities could make big differences to household bills.

To assist households, NEA, are providing **FREE Energy Efficiency information sessions** online or face to face across Northern Ireland.

The following topics are included:

- Impact of living in a cold, damp home
- Taking control - understanding your heating system
- Energy efficiency low cost/no cost top tips
- Keeping the heat where it is needed – reducing heat loss
- Causes of and remedies for condensation
- Comparing and switching energy suppliers
- Advice and Support

For further information contact,

Nichola MacDougall, NEA Training Officer

Email: Nichola.MacDougall@nea.org.uk Phone: 028 9023 9909

Keep up to date with our events on
Twitter @NEA_NIreland | Facebook: @NEANorthernIreland



Action for Warm Homes

Energy Efficiency In The Home

Keeping Warm and Well

NEA are concerned that the 'perfect storm' of higher energy prices, reduced incomes, and leaky, inefficient housing could put many households in Northern Ireland at increased risk of fuel poverty. These increases come at a time when many household budgets are already stretched thin.

However, simple changes to day-to-day activities could make big differences to household bills. Here are a variety of no cost/low-cost energy savings tips.



You can save around £55 just by remembering to turn off electric appliances and not leave many of them on standby e.g. TV, laptops, mobile phones



Save an average of £65 on electricity a year by drying clothes on a clothesline, instead of using a tumble dryer



Room thermostats allow you to set the temperature your home heats up to and maintains. Turning it down by only 1 degree could save you around £80-£100 per year



Spending one minute less in the shower every day will save up to £9 per person off your household energy bill each year.



Only boil the water you need in your kettle. This can save you £12 per year.



Washing clothes at 30°C and 1 less cycle per week can save around £15 a year on energy



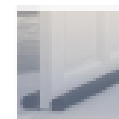
Effective insulation of your hot water cylinder is important, increasing the insulation 80mm thick, could save you £45 a year. Increasing loft insulation to 270mm can save between £35 - £300 per year.



Switch off lights when not in use. This could save your household £20 a year. Switching to LED bulbs could save you between £4-£13 per bulb per year



Only run the dishwasher when full. 1 less run per week could save £15 per year.



Draughtproofing windows/doors can save around £40 per year. Chimney draught excluder can save an additional £20

Sources: Information sourced from Energy Saving Trust. Northern Ireland savings are for a typical three-bedroom, semi-detached home in Northern Ireland using an oil price of 9.2p/kWh and an electricity price of 30.9p/kWh (as of July 2022).

Are you experiencing financial hardship?

Speak to your energy supplier if you are worried about your energy bills and to find out if you are eligible for additional services. To find out if you are claiming all of the benefits you are entitled to call:

- **Advice NI**

Freephone Advice Helpline: 0800 915 4604 | Email: advice@adviceni.net

- **Make the Call Service**

Freephone (Network charges may apply): 0800 232 1271 | Email: makethecall@dfoni.gov.uk

Check to see if you are getting the best deal for your energy

You could save hundreds of pounds a year on your bills by switching supplier or changing tariffs with your current supplier. Use a price comparison site. **Consumer Council** Tel: 028 9025 1600 | Email: info@consumercouncil.org.uk | Web: www.consumercouncil.org.uk

Additional Support

NI Energy Advice offers free independent and impartial energy advice to domestic householders in Northern Ireland - including advice about energy grants and other sources of help.

Freephone: 0800 111 4455 | Email: nienergyadvice@nihe.gov.uk

Website: www.nihe.gov.uk/Community/NI-Energy-Advice

Training and Advice

NEA are offering **FREE** Energy Efficiency training and advice sessions to organisations and households throughout Northern Ireland. These sessions can be delivered face to face or via zoom.

Please contact Nichola MacDougall for further information:

Tel: 028 9023 9909 | Email: nichola.macdougall@nea.org.uk

Keep up to date with our events on Community NI, Eventbrite and our social media:

Twitter: [@NEA_NIreland](https://twitter.com/NEA_NIreland) | Facebook: [@NEANorthernIreland](https://www.facebook.com/NEANorthernIreland)



Family Fund
Helping disabled children

Family Fund

Application deadline: Ongoing

<https://www.familyfund.org.uk/FAQs/how-do-we-apply>

Emma McKeown Emma.McKeown@familyfund.org.uk

Partner Engagement Manager – Northern Ireland

Mobile +44 7818 456378

We help families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under. You can apply to Family Fund if:

- You live in England, Northern Ireland, Scotland or Wales
- You are the parent or carer of a disabled or seriously ill child or young person aged 0-17 who lives with you
- You are currently living in the UK and done so for at least six months, or three months if your child is less than six months old.
- You are eligible to work and apply for public funds
- Your child is not in Local Authority care
- You need to also have evidence of entitlement to any one of the following: *
 - Universal Credit
 - Child Tax Credit
 - Working Tax Credit
 - Income-based Jobseeker's Allowance
 - Income Related Employment Support Allowance
 - Income Support
 - Housing Benefit
 - Pension Credit.
- Your child or young person has a high level of additional support needs arising from a long-term disability or disabling condition or a serious or life limiting illness. By long term we mean lasting or likely to last 12 months or more. Please read our [child and young person eligibility criteria](#).

Notes:

We're now urging families living on low incomes in Northern Ireland, with disabled or seriously ill children or young people aged 17 and under, to apply for urgent grant support for essential items, to see them through these final winter months.

NOTE: IF A FAMILY HAS RECEIVED A GRANT WITHIN THE LAST 12 MONTHS THEN UNFORTUNATELY THEY ARE NOT ELIGIBLE – ELIGIBILITY IS AVAILABLE AT THE WEBSITE LINK BELOW.

Few quick links to areas of our website where you will find more detailed information.

Main grants programme:

[Grants: Northern Ireland | Family Fund](#)

[Who do we help? | Family Fund](#)

[Child and young person eligibility criteria | Family Fund](#)

[Grant items | Family Fund](#)

[Apply for a grant | Family Fund](#)

Information on the Children in Need Emergency Essentials Programme with link [BBC Children in Need Emergency Essentials Programme - Family Fund Business Services](#)
[Family Fund Business Services \(familyfundservices.co.uk\)](#)

The link to our Your Opportunity Programme is also here [Your Opportunity: Help for 18-24 year-olds | Family Fund](#)

The urgent application service

Is a dedicated service for registered third party professionals. We provide help on behalf of the parent/main carer with a disabled child or young person where the disabled child or young person is going through an unexpected medical crisis or is at the end stages of life. The urgent service aims to deal with applications within 24 - 48 working hours of receipt.

When to use the urgent service

You can make an application via the urgent service where:

A child/young person is seriously ill in hospital or at home and is not expected to live for long.

A child/young person has been in hospital for over five days and there has been or is likely to be a significant financial impact on the family.

A disabled child is experiencing an unexpected medical crisis and the family need immediate assistance related to this medical crisis.

A child/young person is undergoing intensive treatment protocol and may be attending hospital throughout the week but not an inpatient.

How to register

To register, email your full work contact telephone number and address including your job title and department to:

urgents@familyfund.org.uk

We will contact you to confirm that you have been registered. You will then be able to start making applications. Please do not complete an application with a family before confirmation of your registration has been given. We must decline any urgent application that has been completed by someone not registered to use the urgent service.

[Home - Buttle UK](#)

[Chances for
Children Grants -
Buttle UK](#)

Grants are made directly to children and young people who are facing a range of complex issues. They are tailored to their particular needs, in order to prevent them from falling further into crisis and help them to transform their lives.

The grants pay for a range of items and costs, many of which are those we would expect any child growing up in the UK to have, but which their parents or carers cannot afford. In a small number of cases, where home is not the best place for a child to be, the grant pays for them to attend boarding school.

What makes our Chances for Children grants different is that they offer a holistic funding package designed to meet the multiple needs of vulnerable children and young people.

The grants meet immediate practical needs by paying for household items, but also meet a child's longer-term educational and emotional needs. As such, we have found that they can have a disproportionately positive impact compared to their monetary value; in some cases, they are transformational. There is nothing else like them available within the social care sector.

CASH FOR KIDS DAY GRANT FUND IS NOW OPEN

Cash for Kids Day Grants are available to organisations and service providers who support children who have a genuine need for support and are suffering from disadvantage due to poverty, ongoing impact of the pandemic and increases in the cost of living. These grants are for emergency situations only and funds are limited so if you do plan to apply, please only apply for individual families who are in an emergency situation.

Grants will be £35 per child for items that support children and young people's physical and mental well-being. Items we will consider funding include food, clothing, household fuel and well-being packs.

<https://www.cashforkidsgive.co.uk/emergency-appeals/northern-ireland/bed5fe3e-6aef-46f4-b5e9-fa10619a6d96/>

Individuals / families cannot self-refer or apply directly for

support. Applications on behalf of children must be made by a recognised referral source such as professionals within a governing body (e.g., social services, GP, teacher etc.) from a registered charity or community organisation with a formal constitution / governance document.

We issue funds via bank transfer to the official charity/community group/organisation bank account. These funds can then be used to purchase essentials such as food vouchers, hampers, heating, clothing or learning resources – whatever you feel the families need most.

Documentation required for upload:

1. Bank statement and/or paying in slip for the account funds are to be paid in to (matching the details on application).
 2. Community Groups/Organisations – copy of constitution or formal governance documentation.
 3. A letter on headed paper from a senior member of your organisation to confirm your eligibility to apply for a grant on behalf of the families you support.
- Applications without the correct documentation uploaded will not be considered.

To check the eligibility criteria and make an application, please visit coolfm.co.uk/cfkday and scroll down to the APPLY FOR HELP section

Mission Christmas 2022 - Applications Now Open

Applications will be reviewed on a first come, first serve basis and the link will be removed as soon as we reach capacity.

This year we know there will be bigger demand for support than ever before. This will be compounded by the prediction that gift donation levels may be lower than usual due the ongoing impact of the cost of living crisis.

Actions that must be taken by our beneficiaries:

Application numbers:

Consider the points above and be realistic in your ask, verify that the children you are applying for are the most in need. Remember we aim to give each child you apply for 4-5 gifts each so consider this as well.

DO NOT APPLY FOR GIFTS UNLESS YOU CAN CONFIRM:

You will be available to pick up your order up to and including Friday 23rd December.

2. We can contact you via the email address you provide in the application form to come and pick up your gifts. You must therefore monitor your emails regularly.
3. You must have access to a vehicle big enough to collect the gifts you have ordered in one trip.

IF YOU ARE HAPPY WITH ALL OF THE ABOVE PLEASE APPLY FOR GIFTS HERE:

<https://planetradio.co.uk/cool-fm/charity/events/mission-christmas-2022-northern-ireland/>

The Society of St. Vincent de Paul - Ireland - St Vincent De Paul (svp.ie)	Society of St Vincent de Paul in the North Each year in Northern Ireland, the Society spends almost £3m on those in need and most vulnerable in our communities. As well as expending this in direct financial assistance, other essential items such as food, fuel and household items are also given in support. We offer a confidential, person centred, non judgemental service to individuals and families, whoever or wherever they are. Home visitation is the cornerstone of our work. We are a member-led organisation and our pool of almost 1,800 volunteers work tirelessly to meet the needs of those seeking our help and support. The Society is also involved in many other activities, some of which are listed below: • Breakfast & Afterschool Clubs • Childcare facilities • New Furniture • 32 'Vincent's' Clothing Outlets • Hospital & Prison Visitation Depending on their resources, local groups can offer help with befriending/visiting, clothing, food, furniture, debt counselling or transport. We do not normally provide financial help but this depends on the capacity of the local group. Not a grant giving organisation. However the local group, may be able to offer limited financial assistance for specific needs, depending on their local capacity.
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How do I ask for help?

To ask SVP for help, you can contact SVP by phone on tel 028 9035 1561 or via the website at www.svp.ie/requesthelp

When you contact SVP, a member of staff will take your contact details and someone will contact you to arrange for two members from your local Conference to visit you.

Members will try to arrange to visit as soon as possible, at a time that suits you. Usually they visit within 10 days of you contacting the Society.

What happens after I contact SVP?

1 Where possible, SVP will phone you to arrange for members to visit you. This phone call may be from a private number so the number might not appear on your phone.

2 Two SVP members will visit you to offer friendship and support. They will talk with you about your situation and they may take notes. These notes are private.

3 When your local SVP Conference next meets, the members who visited you will explain your situation. Conference members will decide the best way to support you.

4 The SVP members who visited you may phone you to arrange another visit. When they visit, they will explain if and how they can help you.

5 The SVP members may visit you a few times or more, if needed.

6 Every situation is different and SVP members will match assistance and visits to your own needs.

Your local SVP Conference may offer you one or more of the following types of help:

Friendship and support

Help with money problems

Information about other services you can use

Help with explaining your case to other organisations (advocating for you)

Help with coming to an arrangement (negotiating for you) with other organisations you might owe money to.

Confidentiality

SVP visits are confidential. This means that SVP does not share any information you provide without your permission. For information on GDPR/data protection, please visit www.svp.ie.

The members who visit you will talk about your situation with other members of their SVP Conference. They may also talk to other SVP members or staff but only if they need to do this to help you.

Members of SVP must help protect children, young people and vulnerable adults. This means that if a member believes that a child, young person or vulnerable adult is at risk or in danger, they must report it. This policy is part of the SVP Safeguarding Policy.

If a member of SVP has any safeguarding concern, they will try to talk to you about it before they report it.

Becoming a Member of SVP

If you would like to become a member of SVP, please email info@svpni.co.uk

Vincent's

If you would like to become a volunteer at one of SVP's Vincent's charity shops, please visit www.svp.ie

Libraries NI	
Service offered to support families with cost of living	Libraries NI offers opportunities for all members of the community to access a range of free services. Whether you're looking to borrow books or need help to get online, a quiet place to study, a warm and safe place to relax or a place to chat and meet new people There are 96 branch libraries, two specialist libraries and multiple mobile stops across Northern Ireland. All of which provide a range of resources for people who live, work or study here. Branch libraries offer book borrowing, free Wi-Fi and computer use, printing and photocopying facilities as well as social activities and events. Some also have study space and access to special heritage collections. All branches are warm, welcoming places and have seated areas for study, reading and computer access. To avail of the services on offer, it is completely free to join up and use. There are weekly activities on in all branches such as rhythm and rhyme, tea and newspapers, knit and natter and monthly junior and adult book groups.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, warm place etc.)	Free wi-fi, free access to computers, books, ebooks, e-magazines, e-newspapers, audiobooks, free weekly and monthly groups and activities, homecall services, mobile libraries, IT assistance and lessons to improve your it skills, kids board games, lego, craft and storytime sessions.
How to access: (phone, email, referral process etc.)	Phone, email or come in person to the branch for details of what is available
is there a waiting list?	No
Is there an expected response time? How long is this?	No
Further Information: (e.g. time frame of provision/availability etc.)	Opening hours for all branches are available on the librariesni website and there are also 7 'Out- Of-Hours' libraries that can be accessed outside of normal opening hours.
Area Covered	All of northern Ireland

Safe Food

For more information follow the link
<https://www.safefood.net/transform>



Tips for making a great shopping list

- 1** Keep a running “to-buy” list of items you regularly buy
- 2** Check what food you have in your cupboards, fridge, freezer
- 3** Do a meal plan for the week based on the food you have
- 4** Add extra ingredients you need to your “to-buy” list

Remember → **Stick to your list**

Northern Ireland Oil Buying Clubs

For more information go to:

[The Housing Executive - Oil Buying Clubs \(nihe.gov.uk\)](http://nihe.gov.uk)

What is an Oil Club?

Oil Buying Clubs are based on a simple idea - the more people that buy oil together, the lower the cost. You can buy as little as 200 litres of oil. When all club member orders are put together, the Club can get a better price.

The best way to negotiate a great price for your Club, is NI Oil Buying Network negotiating on the intended bulk order, on behalf of an area of clubs. Savings made are passed on to all members.

The more people that take part in the initial orders, the greater the savings.

We are open to new membership. We can help you set up a new club in an area of need.

For more information:

email: oilbuyingclubs@nihe.gov.uk or

Freephone: [0800 111 4455](tel:0800 111 4455) to speak with an Energy Adviser

More about Oil Buying Clubs

For your benefit, Oil Buying Club processes have changed.

Easy as 1.2.3.

- We take your 'intended' order and negotiate with suppliers for the best price.
- We send you the best reduced price with an order discount code via text, email or phone call.
- You place your own order by the supplier deadline, in 1 to 3 days
(*Or, the selected supplier may choose to follow-up on your order by phone)

What are the Benefits?

You can buy as little as 200 litres without having to buy larger bulk orders.

It is free to join.

Ordering through an Oil Club means you can avoid having to buy 'emergency 20 litre oil drums', which can be much more per litre than a distributor might charge.

You avoid the risks with transporting oil in your car and transferring oil into the tank.

Save money - members benefit from a reduction in price per litre with the larger volume order.

Supplier saves on delivery costs.

Fewer vehicle movements equals a reduction in CO2 emissions - fewer deliveries reduces the number of tanker journeys – safer for the community and better for the environment.

Produces social cohesion and sense of community spirit.

Membership open to home owners, private renters, and NIHE/Housing Association tenants.

ASDA Meal Deals for OAPs and Kids

£1 meal deal for OAPs is part of the new 'winter warmer' initiatives

We're launching a range of new 'winter warmer' initiatives to support customers and community groups struggling with the cost-of-living crisis.

Throughout November and December we're offering people aged 60 and over the chance to enjoy soup, a roll and unlimited tea and coffees for just £1 in any of our cafes.

The offer is available all day, every day and will run alongside the current 'Kids eat for £1' offer which continues to be hugely popular.

For Community Groups

Meanwhile, the cost of living grant programme led by Asda's charity The Asda Foundation will support grassroots organisations who are providing a lifeline in their communities during these tough times. "The Asda Foundation is providing funding worth £500,000 to support community groups that are struggling with rising operating costs or increased demand for their vital services in the current climate

Individual grants worth up to a maximum of £2,000 are available and priority will be given to groups and charities that need financial help to cover increased energy costs or who want to use their facilities to create 'warm banks' – spaces where people can keep warm this winter if they can't afford to always heat their homes.

We're also running a 'Community Cuppa' campaign in our cafes by creating space for community groups who may otherwise struggle to meet due to rising energy costs. Spaces will be available on weekdays in November and December from 2pm to 6pm and all community group members who visit will receive unlimited free tea or coffee.

<https://corporate.asda.com/20221006/1-meal-deal-for-oaps-is-part-of-our-new-winter-warmer-initiatives>

Scamwise NI

For more information
[ScamwiseNI | nidirect](#)

We're urging you to be on your guard against fraudsters operating cost of living scams such as falsely offering grants, or scam energy discount texts, like this one pictured. We want you to be [#ScamAware](#)

GOVUK: We have identified you as eligible for a discounted energy bill under the Energy Bills Support Scheme. You can apply via: <https://energybills-project.com>

You don't need to apply or provide your bank details to get the energy discount. If you are asked to apply, it's probably a scam

We are now officially in autumn and the clocks go back on the 30th of this month, meaning shorter days and colder weather. This can be a cosy time for many, but we understand the cost of living may make this a worrying time too. We in the Money Guiders NI Network want to support you and your colleagues, so that in turn we all are able to support ourselves and our service users. This month we encourage you to reach out and **#AskTheQuestion** – the Network is there to help! Read on to find out what's going on across the **Money Guiders Northern Ireland network** in October, what **free-to-access events** are coming up this month and read some useful **hints and tips** for saving money that you can share with your service users and colleagues.

We're here to help you support your customers & service users

The [Money and Pensions Service](#) set up the Money Guiders Northern Ireland Network in March 2021 as part of the wider [Money Guiders](#) programme, which aims to support their UK-wide [Strategy for Financial Wellbeing](#). Delivered by [Reed in Partnership](#), Money Guiders Network NI aims to support organisations that deliver non-accredited money advice throughout Northern Ireland, by creating a community of money guiders where learning and sharing about good practice is at the heart of the conversation.

Our [Network](#) provides a range of provisions to support this including free monthly events, webinars and peer-to-peer pathfinder clinics where you can connect with other organisations that can help you learn and support your end-users. Please feel free to forward this newsletter onto any colleagues who you feel might find it of interest!

Who is a 'Money Guider'?

Anyone who delivers non-accredited money guidance in their day-to-day duties. By this we mean those day-to-day money issues your end-users deal with. For example, how to manage on a low income, resolving credit card debt, affording a car, a house, how to save, lifestyle budgeting' etc.

Our Network includes a wide range of members in different roles including Youth Workers, Welfare Officers, Support Workers, Housing Officers, Employment Advisers, Consumer Rights Advisers, Skills Trainers, Project Officers amongst many others.

If you're not a member yet and you would like to join, click [here](#). Alternatively, if you would like more information, please send us an email to moneyguidersni@reed.com.

About the scheme, The Troubles Permanent Disablement Payment Scheme is being run by the Victims' Payments Board (VPB). It acknowledges the harm suffered by those injured in the NI Troubles/conflict and aims to promote reconciliation between people in connection with NI's troubled past. It also recognises the implications of living with a permanent disability caused by a Troubles-related injury, including the financial impact on individuals and their families. The scheme can provide payments to those who have suffered permanent disability (either physical or psychological) as a result of an injury caused, through no fault of their own, in an incident related to the troubles/conflict.

What evidence do I need to provide? When you have made an application VPB (victims payments board) will assess the extent of your permanent disability to make a decision on your entitlement to payments. You do not need to get any additional medical information before applying.

Who can apply? Your application will need to meet a number of criteria to be entitled to payments. For example, an injury caused by a Troubles-related incident must have resulted in a permanent disability level of at least 14%, as assessed by a suitably qualified healthcare professional. You can make an application on behalf of someone who has died if that person could have nominated you to receive payments from the scheme. What payments are available under the scheme? The level of payment will depend on the extent of your permanent disability resulting from a Troubles-related incident. Payments could range from about £2,000 to £10,000 per year. You may be able to nominate someone close to you to receive payments for up to 10 years after your death. You may also be entitled to a payment backdated to 23 December 2014, but you must apply by 31 August 2024 (or a later date if decided by the Secretary of State for NI). If you make an application on behalf of someone who has died, any payments you receive will depend on the extent of the permanent disability of the person who has died.

How to apply? The scheme is open for applications from 31 August 2021 to 31 August 2026 (or a later date if the Secretary of State for NI extends the scheme). You can apply online at www.victimspaymentsboard.org.uk or let one of our experienced Pension Officers help you with completing this application.

If you or someone you know needs any help, advice or assistance with this, please get in touch with Bridge of Hope, www.bridgeofhope.support Thomas or Ronan on Tel: (028) 90322289 or email thomas.ferguson@ashtoncentre.com or ronan.mccaffrey@ashtoncentre.com



Information and advice about support with the cost of living, including:

- help with energy costs
- help for families and children
- help with your income
- help for older people
- help with housing
- help with other costs

Find out more: <https://nidirect.gov.uk/cost-of-living>



Belfast

Warm Clothes Pop-up Shop

ashton

Supporting
North Belfast

Ashton Centre

Wednesday 16th November to

Wednesday 23rd November

10am to 3pm

Please come along to Ashton
Centre and take what warm
clothes you need for yourself
or your family!



Help Ashton, Help the Environment!

Warm Clothes Pop-up Shop

ashton

Supporting
North Belfast

Ashton Centre

Wednesday 16th November to

Wednesday 23rd November

10am to 3pm

Please come along to Ashton
Centre and take what warm
clothes you need for yourself
or your family!



Help Ashton, Help the Environment!

Aston/Lower North Belfast Family Support Hub	
Service offered to support families with cost of living	Various forms of Support through Ashton/Lower North Belfast Family Support Hub
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Supermarket Vouchers (£50 or £100 depending on the size of the family) Uniform Drive (during summer)
How to access: (phone, email, referral process etc.)	Referral to the Family Support Hub
Is there a waiting list?	No
Is there an expected response time? How long is this?	If referral for finance as soon as it arrives from referrer
Further Information: (e.g. time frame of provision/availability etc.)	Limited amount of vouchers so available until all are allocated
Area Covered	Lower North Belfast

Ashton Launches Community Food Store – The Pantry



Ashton Community has just embarked on a new community project. The initiative is called 'The Pantry', a Community Food Store project based in the Ashton Centre.

Whole Service Approach

A Community Food Store differs from Food Banks in that it doesn't just provide food but works to provide a 'whole service' approach. This means the pantry operates on a membership basis where participants will be provided with support from trained volunteer mentors. This is aimed at helping members develop skills including things like budgeting, debt management, cooking, nutrition and help with advice.

Membership

Once you join the Pantry, you pay a weekly membership fee of £5. This five pounds enables you to avail of a weekly shop of approximately £40 for a period of 12 weeks. Both food and hygiene products are available through the Pantry. Members purchase items based on their own preference. Items are colour coded according to their value.

West Belfast Drop-in Fuel and Cost of Living Event

Thursday 24 November 2022

10.30am — 12.30pm

St Paul's Pastoral Centre

125 Falls Road, Belfast

(in the grounds of the Church)

**FREE Raffle ticket for all attending
prize kindly donated by
Noel Grimley Electrics**

In Attendance

PHA Dietician
Springfield Charitable Association
Food Stock
Pastor Tony Food Bank
Belfast City Council
Trading Standards
Better Gym
MD Primary Care GP Team
Health Improvement Team



This event is open to everyone and there will be a range of organisations to provide information, advice and tips on how to best manage your money through the current cost of living crisis.



**Free
Tea or Coffee**

Have a Brew Have a Chat, Have a Look



SUPPORT | CARE | ADVICE



STARTING TUESDAY 15TH NOVEMBER

WARM WELCOME TUESDAY CLUB

Church open every
Tuesday from 10am to
7pm EVERYONE
WELCOME!



Meet new friends
Free wifi
Free tea & coffee
Free heating

Lunch served @ 12.30pm Hot Dinner @ 5.30pm

Starting next Tuesday the 15th November we are opening our church from 10am to 7pm as a warm space for those in our community to come for heat and fellowship with others. Tea, coffee and other refreshments served all day with lunch served at 12.30pm and a hot dinner at 5.30pm. All welcome!



JOIN US FOR OUR NEW
COZY CLUB

TUESDAYS 1-3PM
(FORTNIGHTLY)
STARTING TUESDAY 8TH NOV

Grab something to eat & enjoy
socialising with others in the heat
and comfort of the church
cost £1

DONEGALL ROAD METHODIST
CHURCH

Cosy Hubs

BALLYNAFEIGH



Monday - Ballynafeigh Methodist : 12.30-3pm

Tuesday - Annadale Community Centre : 10-12pm

- Cooke Centenary : 12.30-2.30pm

Wednesday - St Judes : 12-1pm

Thursday - Good Shepherd : 10.30-12.30pm

- BCDA : 5-8pm

- Ballynafeigh Methodist : 6-7pm

Friday - St John's : 10.30-12.30pm

Let's stay warm together this winter!

Ballynafeigh Methodist Church
Community Meal Every Thursday 6-7pm at
Ballynafeigh Methodist Church Hall.
All welcome, loads of craic, please come as you
are and join us.
No Charge

 **1-10 Florenceville Drive, Belfast, GB-
NIR**

Belfast Met – Student Union



Wear n' Share



Do you have good quality clean clothing sitting in your wardrobe? Would you like to donate and swap them for other items that you could reuse?

Come along to Wear n' Share swap items at Belfast Met's Clothing Sustainability Scheme.

📍 Location

Students' Union
Titanic Quarter Campus

📅 When

Every Thursday, starting
6th October 2022

🕒 Time

11.00am - 3.00pm

♻️ Resuse & Recycle

You can donate and swap
up to 10 items

Contact Heather Houston for further details:
hhouston@belfastmet.ac.uk





Project Can Do!

Have you ever wanted to find out more about making your money stretch a little further? Energy Efficiency? Keeping yourself and your family safe? Local community support? Cooking on a budget?

Then come along to Project Can Do!

For more info contact Margaret at
margaretmclean@roc.uk.com or 02890351020

Where & When?



Glengormley Methodist Church

1 Glencairn Drive,
Glengormley, BT36 5EP



**Wednesday
mornings
10.30am-12pm**

OCTOBER

19th, 26th

NOVEMBER

9th, 16th,
23rd, 30th

DECEMBER

7th, 14th



(Tea & Coffee also available!)



Taste Not Waste

Around 1 million tonnes of food are thrown away by food businesses each year. Our Taste Not Waste Project works closely with the Hospitality department aiming to be a zero- food waste entity.

In a bid to also support food poverty amid the rising cost of living, please come along to Taste Not Waste and collect some healthy meals.

-
- 📍 Location: Students' Union, Titanic Quarter Campus
 - 📅 When: Every Thursday, starting 6th October 2022
 - 🕒 Time: 11.00am - 3.00pm



A Peculiar Tea
44 University Road Belfast



“As everyone knows, times are tough, people are struggling financially and with Christmas on the horizon, everyone is under pressure with paying bills, heating homes, and buying presents. I promised myself when I opened the restaurant that it would be about community, helping others and being a safe place for everyone. So We will do what we do best and try and help people who need it.

Every Sunday from now (30 October) until 18 December, we will be cooking free Sunday roast dinners for any family or individual who needs it.

Absolutely FREE. This will run from 12 noon until 3pm at the restaurant where you can sit and have **a family meal including dessert and juice. We will try our best to make parcels of food to take home too.**

If you would like to come along, you must email
chefgemmaaustin@gmail.com

Or

text 07842828240 to let me know you're attending and with how many people by Thursday evening at the latest.

I don't want anything going to waste so I'll only be cooking for the amount I know are coming.

You can attend every week or as many times as you like.
No social media will be used to ensure its anonymous to those who attend

It doesn't matter if you're a full time worker or a single parent/carer with children who just need a hand. We all need help sometimes

(We hope that people who have large disposable incomes won't use this as an excuse for free grub as we won't be asking any questions about those attending. We hope only people who will benefit from this will take part”).⁴³

Heat and eat scheme for people struggling during cost of living crisis launched in Belfast

A SCHEME to provide heat and a warm meal to people struggling amid the cost of living crisis has been launched in Belfast.

Available to anyone aged over 55, the 'Heat and Eat' scheme aims to help those in need during the continuing challenging times and the forthcoming winter months.

The initiative has been launched by the Springfield Charitable Association (SCA), which will provide dinner every Monday between 4pm and 6pm at its Cupar Street centre.

At the end of every four weeks those attending will receive a voucher for £20 to help with their energy bills.

The scheme, which aims to accommodate around 20 people, will last for 26 weeks and it is hoped that if additional support is received it could be extended further.

With the cost of living at its highest level in a decade, this winter could see some people forced to make the difficult decision between choosing to keep food on the table or heat their homes.

Gerard O'Neill from the SCA said they are "trying to make sure people have a little help over the next few months".

"The scheme is open to anyone over 55 to come in for a meal and we will also assist them with payment towards their energy costs," he said.

"We also hope that as the group gets together every week that they will support each other in the times ahead.

It comes at a time when there are real issues for people trying to manage their heating and food bills. We haven't got great resources ourselves, but we will do all we can to provide a meal and help with energy costs.

"It will also be a way of exploring other ways of supporting each other as a community, I think people will pull together.

"While it is set to run for 26 weeks, we hope that with further support, we could keep it going for longer."

For further information, please contact the SCA on 02890 235350.

East Belfast Sure Start	
Service offered	SureStart service providing a range of play and learning, health and family and social support to families in the SureStart area, from antenatal to up to 4 years.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Family Support to access community support including fuel and food support, clothing, uniforms, pe kits, baby products Keep Warm Packs Distributor of hygiene products Slow Cooker and Smoothie Programmes
How to access: (phone, email, referral process etc.)	Self referral, Community, Voluntary and Statutory referrals to:- admin@surestarteast.org.uk Or call 02890735686 or send a private message to our facebook page at East Belfast Sure Start Referrals for midwife, play programmes, speech and language support and additional needs
Further Information: (e.g. time frame of provision/availability etc.)	Referrals dealt with weekly – we are responsive to need.
Area Covered	East Belfast Wards:- Mount, Island, Woodstock, Ballymacarrett, Cregagh, Bloomfield 1 and 3, Ballybeen Housing Estate



WELFARE BENEFITS ADVICE

WE ARE HERE TO HELP

Foodstock are offering free confidential welfare and benefits advice with an accredited advisor every Monday at our hub between 11am and 1pm.

Book your appointment today:



07794304259



Paul.Doherty@Foodstockcharity.com

FOODSTOCK

TACKLING POVERTY IN
OUR COMMUNITIES



Foodstock
150 Andersonstown
Road, Belfast, BT11
9BY



Kid's Winter Coat Scheme - Roar and Explore, Dairy Farm Shopping Centre, Stewartstown Road, Dunmurray.

On Monday 17 October we are launching a "Kids winter coat scheme" to help families with young kids as we come into the winter months. The Coat Rail will be located in our entrance porch so you don not need to come into Roar and Explore to avail of the scheme.

What this means:

1: If you have an old coat (which is still in good condition) you can exchange it for a different size.

Or

2: You can simply take whatever you need from the coat rail

If you have a spare kid's coat that is in good condition, or if you would like to donate a new coat to this scheme, please leave it at Roar and Explore's reception. All donations will be greatly appreciated, by both us, and more importantly the families they will help this winter.

Dundonald Salvation Army
Enler park east, Ballybeen



Call us on
9048 6489

OPEN DOORS

Drop in

Dundonald@salvation
army.org.uk



EVERY THURSDAY
9:30AM - 12PM

Free refreshments, cake and toast



always something fun to do



play area for young children

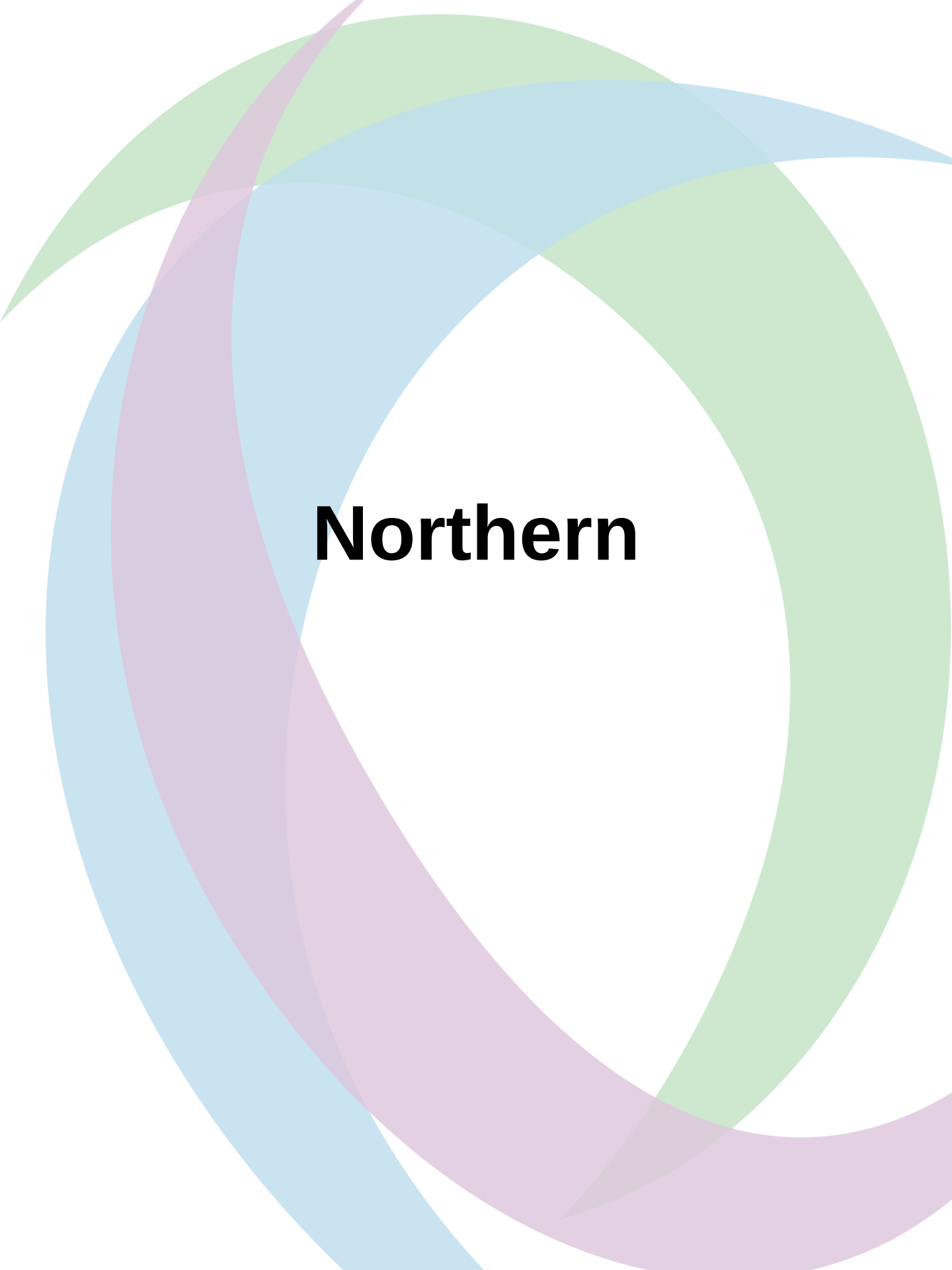
Our aim at Open doors is to provide a safe, friendly and positive environment for everyone.

We do not charge for our refreshments but do ask for a donation if possible.

Our minister is also available during this time if you need to chat or seek help and support.

Why not drop in, we can't wait to welcome you.

Find us on facebook @Dundonaldsalvationarmy



Northern

MQP PTA CHRISTMAS Jumper Swap



Donate your old (washed) Christmas Jumpers & swap for a new (to you) one.

Great for the planet, and budget friendly too!

Saturday 26th November

12-3pm - Parish Hall

All donations welcome

Boxes are in both schools for collection in advance, or you can bring along on the day. (all sizes accepted)

WINTER WELLNESS

CARRICKFERGUS AND GREENISLAND
COMMUNITY CLUSTERS

Join us at Carrickfergus Town Hall on Friday 9 December between
11am - 1pm for our cost of living advice workshop.

midandeastantrim.gov.uk



Winter Wellness [#Carrickfergus](#) and [#Greenisland](#) Community Clusters



Join us at Carrickfergus Town Hall on Friday 9 December between
11am - 1pm for our [#FREE](#) Cost of Living Advice workshop.

KEYNOTE SPEAKERS FROM:

- ✚ MEA Community Advice Services
- ✚ MEA Council Health and Wellbeing
- ✚ CHILL (Carrickfergus Hub Improving Lives Locally)

TOPICS WILL INCLUDE:

- ✚ Support / Advice on energy costs
- ✚ Help for families and children
- ✚ Assistance for older people
- ✚ Entitlements and debt advice
- ✚ Winter mental health and wellbeing advice

Contact alison.kane@midandeastantrim.gov.uk to book a space.
Spaces are limited and will be allocated on a first come first served basis.

[#PuttingPeopleFirst](#) [#CostOfLiving](#)



Project Can Do!

Have you ever wanted to find out more about making your money stretch a little further? Energy Efficiency? Keeping yourself and your family safe? Local community support? Cooking on a budget?

Then come along to Project Can Do!

For more info contact Margaret at
margaretmclean@roc.uk.com or 02890351020

Where & When?



Glengormley Methodist Church

1 Glencairn Drive,
Glengormley, BT36 5EP



**Wednesday
mornings
10.30am-12pm**

OCTOBER

19th, 26th

NOVEMBER

9th, 16th,
23rd, 30th

DECEMBER

7th, 14th



(Tea & Coffee also available!)



WINTER COAT SCHEME 2022

Come and pick up your free coat

WHERE?

CFC Church

Lough Road, Antrim

WHEN?

Pickup Times

Wednesdays 11am-1pm

We are no longer accepting
donations, we are very
overwhelmed with everyone's kind
support and now have a large
stock of coats.

OASIS
CARING IN ACTION

CFC
ANTRIM

 Antrim and
Newtownabbey
BOROUGH COUNCIL

SUPPORT THE BALLYCLARE WINTER COAT APPEAL

Could you spare a coat, hat,
gloves or scarf to help someone
else keep warm this Winter?

DROP OFF at St John's Church
3 Doagh Road, Ballyclare
on Thurs 10 & Sat 12 November
9am - 1pm



PICK UP a coat, hat, scarf
& gloves at St John's Church
on Sat 19 November
9am - 1pm

For more info call Frances
on 078 3454 4802



Waste is out of fashion!

Be kinder to other people and our planet by giving your good quality preloved winter coats, jumpers and shoes a chance to be worn again.

Causeway Coast and Glens Borough Council's Environmental Resource Team is collecting good quality, warm, winter coats, jumpers and shoes suitable for babies, children, teens and adults.

When?

Saturday 12th November to Saturday 26th November 2022.

Where?

Drop your preloved coats and jumpers in to our collection points:

Ballycastle Sheskburn House, 7 Mary Street (Mon-Fri 9.30am-5pm).

Ballymoney Town Hall (Mon-Sat 9am-1pm, 1.30pm-5pm) and Riada House, Charles Street (Mon-Fri 9am-5pm).

Coleraine Town Hall (Tues-Sat 11am-4pm) and Cloonavin, 66 Portstewart Road (Mon-Fri 9am-5pm).

Limavady Council Civic Offices, 7 Connell Street (Mon-Fri 9am-5pm).

Coats, jumpers and shoes collected by Council will be given to local people via our charity networks in Ballycastle, Ballymoney, Coleraine and Limavady.

If you are in need contact your local foodbank and/or Community Fridge Network. Organisations who can help are listed on Council's website.

ShareSmart is a Causeway Coast and Glens Borough Council initiative.

To find out more email recycle@causewaycoastandglens.gov.uk or 028 2766 0248.

Shortage of:
boys', teen boys'
and mens' coats
& shoes.





Community Tea Dance at The Old Courthouse

Community Tea Dance at The Old Courthouse

Wed, 9 November - Wed, 1 March

2.00PM - 4.00PM

The Old Courthouse

Join us this winter for a 'Warm Welcome'. Enjoy FREE activities, hot refreshments and keep warm. All sessions are open to everyone and are a great chance to socialise. Please note, booking is not required.

Open to everyone. Exercise at a relaxed pace.

Dates:

- Wed 9 Nov - 2 - 4pm
- Wed 14 Dec - 2 - 4pm
- Wed 4 Jan - 2 - 4pm
- Wed 2 Feb - 2 - 4pm
- Wed 1 Mar - 2 - 4pm



Warm Welcome

Join us this winter for a 'Warm Welcome'. Enjoy FREE activities, hot refreshments and keep warm.

For further details in each DEA please follow the link below

[Community Initiatives - Antrim &
Newtownabbey Borough Council
\(antrimandnewtownabbey.gov.uk\)](http://antrimandnewtownabbey.gov.uk)

Mid and East Antrim Borough Council	
Service offered to support families with cost of living	Community programmes: Cook Slow Eat Well – slow cooker programme offered to vulnerable groups. Short session on using a slow cooker to make nutritious meals on a budget. Sew Energy Efficient – sewing machine lending service to encourage community based groups to come together to learn a new skill and make a draught excluder.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Cook Slow Eat Well – practical demonstration with attendees provided with our cookbook. For vulnerable groups slow cookers and bag of ingredients provided (subject to available funding) Cookbook available to download from Council website. Sew Energy Efficient – use of up to 10 sewing machines and equipment boxes. Material to make draught excluder.
How to access: (phone, email, referral process etc.)	T: 025 25633394 wellbeing@midandeastantrim.gov.uk
is there a waiting list?	Normally no
Is there an expected response time? How long is this?	7-10 working days
Further Information: (e.g. time frame of provision/availability etc.)	
Area Covered	Mid and East Antrim Borough Council area

Mid and East Antrim Borough Council	
Service offered to support families with cost of living	Energy Efficiency Service – provides bespoke advice and guidance to each household. The service can include home visits, onward referrals and signposting and access to insulation and heating grants and support services. Heater lending Scheme – Provides energy efficient electrical heaters as a temporary heating source to those with limited or no heating who are navigating the grant schemes. May also be extended to struggling households during the cost of living crisis. Homesafety service – free Home safety check if you are over 65, are a vulnerable adult with mobility issues. A home safety officer will visit and carry out a quick, relaxed and informal risk assessment of your home. They will assess risk of slips, falls, burns, fire safety and carbon monoxide. We will provide small pieces of safety equipment and signpost onwards for additional support.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Energy Efficiency service – practical advice and support individual to each household. Assessment of insulation and heating system. Support to access grant schemes, help changing energy providers, practical advice and equipment e.g chimney balloons, radiator foils, draughtproofing, bleeding radiators etc. Keep warm packs where eligible Heater lending scheme – loan of 2000 watt energy efficient oil free room heaters, number of heaters and duration of loan time is individually assessed. Homesafety service – small pieces of equipment, touch lamps, helping hands, sox on etc
How to access: (phone, email, referral process etc.)	T: 025 25633394 wellbeing@midandeastantrim.gov.uk
is there a waiting list?	Yes (8 -10 weeks)
Is there an expected response time? How long is this?	No priority cases dealt with first, then processed by date received
Further Information:	
Area Covered	Mid and East Antrim Borough Council area

Are you or someone you know struggling with the cost of basic living expenses?

Reduced income? In crisis? Need help?



causewaycoastandglens.gov.uk/advice

Where to turn?

Where to Turn is a Causeway Coast and Glens Borough Council campaign which aims to make sure you are aware of available support services if you are facing difficulty. These organisations provide a range of wraparound services and will be able to provide you with further details of these when you contact them.

Advice Centres

In the Coleraine, Limavady, Ballymoney, Ballycastle and The Glens areas contact:

Community Advice Causeway

T: 028 7034 4817

E: advice@advicecauseway.com

In the Dungiven area contact:

Glenshane House

T: 028 7774 2494

Food Banks

Ballycastle Foodbank

T: 075 3698 6448

T: 028 2005 4006

E: info@ballycastle.foodbank.org.uk

Causeway Foodbank

T: 028 7022 0005

E: info@vineyardcompassion.co.uk

Ballymoney Foodbank

T: 075 6584 0571

E: info@ballymoney.foodbank.org.uk

Roe Valley Community Foodbank

T: 028 7776 5438

E: manager@lodi.co.uk

Fuel Support

If you need emergency fuel support your local advice centre can direct you to a local organisation who may be able to help you with emergency electric or gas top up, fuel stamps or other support.

[Advice and Support - Causeway Coast & Glens Borough Council \(causewaycoastandglens.gov.uk\)](https://causewaycoastandglens.gov.uk)

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Advice Centres

In the Coleraine, Limavady, Ballymoney, Ballycastle and The Glens areas contact

Community Advice

Causeway

T: 028 7034 4817

E: advice@advicecauseway.com

In the Dungiven area contact

Glenshane House

T: 028 7774 2494

Food Banks

Ballycastle Foodbank

T: 075 3698 6448

E: info@Ballycastle.foodbank.org.uk

Causeway Foodbank (Coleraine)

T: 028 7022 0005

E: info@vinyardcompassion.co.uk

Ballymoney Foodbank

T: 075 6584 0571

E: info@Ballymoney.foodbank.org.uk

Roe Valley Community Foodbank

T: 028 7776 5438

E: manager@lcdi.co.uk

Fuel Support

If you need emergency fuel support your local advice centre can direct you to a local organisation who may be able to help you with emergency electric or gas top up, fuel stamps or other support

Welcoming Places

Mid Ulster District Council operates at the heart of our community. In doing so, we're working with our local partners to promote a network of places where our residents can come together in a warm welcoming environment, somewhere where they can connect with others or simply read a newspaper and enjoy a cup of tea or coffee.

We've listed all the places available to our residents across the public, private, health and voluntary sectors across the district. We'll add to this list as we become aware of more places that come up across our district. If you wish to add your organisation you can [email](#) our Community Development team.

[Welcoming Places | Mid Ulster District Council
\(midulstercouncil.org\)](http://midulstercouncil.org)



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Energy Efficiency Advice Service
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The Energy Efficiency Advice scheme is a Public Health Agency funded programme that offers a personal one to one approach to help manage the energy efficiency of people's homes. The Energy Efficiency Advisor can make onward referrals to support schemes and grants if applicable. With the cold winter months and with people expected to be in their homes more, now is the time to ensure that homes are as energy efficient as possible.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Energy Efficiency Advisor on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	3-5 days
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Fuel Stamp Saving Scheme
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. You can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of your oil when placing an order. At present we have approximately 80 Retailers and 60 Fuel Suppliers involved in the scheme. The scheme is available throughout Mid Ulster.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Stamps can be bought at local retailers. List can be found on the Mid Ulster Councils website.
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Home Safety Scheme
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Mid Ulster Home Safety Scheme helps those over 65, families with children under 5 and vulnerable adults/children avoid serious accidents within the home. The scheme includes: • Free Home Safety visits • Home Safety equipment (where criteria is met) • Home Safety talks to groups (open to all age groups) The Mid Ulster Home Safety Scheme aims to reduce the number of accidents which happen in the home by providing information and advice.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Home Safety Officer on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	Yes
Is there an expected response time? How long is this?	2-4 weeks
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap to organise visit.
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Make A Change
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Make A Change offers one-to-one support to help you 'make a change'. This service is confidential and FREE of charge. Are you? • Aged 50 or over? • Do you live in the Mid Ulster area? • Are you interested in making a small change for your health and getting support to do so? Whether you want to improve your diet or get more active, Make A Change could be for you. The dedicated Health and Wellbeing Officer will work closely with you over a period of weeks or months, to help you along the way. You don't have to do it alone! You decide what you want to change. We provide you with help and support to change it.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Our Officers will contact you and work together with you to implement a specific plan for you to Make A Change.
Area Covered	Mid Ulster District Council

Community Advice Antrim & Newtownabbey

Service offered to support families with cost of living	CAAN (formerly Citizens Advice) is an independent charity, providing an advice service that is confidential and free. We provide advice and support on a wide range of matters, including ☐ Money matters such as benefit entitlement, debt and budgeting ☐ Employment rights ☐ Housing issues ☐ Consumer rights ☐ Challenging benefit decisions ☐ Representation at appeal tribunals ☐ Immigration Last year we dealt with over 42,000 enquiries from people across the community, helping to generate over £8million income for individuals and families.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	In addition to providing advice that can increase income, CAAN's partnerships enables our clients to be provided with emergency support in times of crisis. This can include a wide range of support such as food, fuel, clothing, furniture, baby items, etc.
How to access: (phone, email, referral process etc.)	Phone 02895 906 505 In Person at our main offices and outreaches (see website for details) Email advice@advicean.com Webchat – communityadvicean.co.uk
is there a waiting list?	No
Is there an expected response time? How long is this?	Initial contact within 1-3 days; same day for urgent enquiries.
Further Information: (e.g. time frame of provision/availability etc.)	Community Advice Antrim and Newtownabbey - Contact
Area Covered	Core service area is Antrim and Newtownabbey. Advice4Health Project covers Antrim, Ballymena, Larne, Carrickfergus and Newtownabbey Macmillan Project is NI wide.

SureStart – Ballymena and Little Steps	
Service offered to support families with cost of living	SureStart service providing a range of play and learning, health and family & social support to families in a SureStart area, from pregnancy up to 4 years old.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	• Practical support to access Food Banks, and local community supports such as SVP, Action for Children, Buttle Trust • Keep Warm Packs partner • Hygiene Bank partner • The service delivers Cook IT and Food Values (PHA) programmes to support families with economical and nutritious food preparation and budgeting • Slow Cooker programmes • Wide range of play and learning, health and family support services • Access to play resources-Toy & Book Library service
How to access: (phone, email, referral process etc.)	Self Referral or Community, Voluntary, Statutory referrals to:- Ballymena.LittleStepsSS@actionforchildren.org.uk Or call 028 256 42883
is there a waiting list?	Responsive to demand
Is there an expected response time? How long is this?	Referrals are allocated monthly
Further Information: (e.g. time frame of provision/availability etc.)	Services are responsive to local need and allocated as per available resource
Area Covered	Ballymena:- Ballee, Ballykeel, Castle Demesne, Dunclug, Harryville, Moat, Summerfield Antrim:- Steeple, Farranshane, Ballycraigy

Solas Wellbeing	
Service offered to support families with cost of living	Support for the mental health impact of cost of living
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Warm Welcome drop in – food and warmth when visiting for lunch or tea Anxiety management – to help reduce stress & anxiety and improve sleep
How to access: (phone, email, referral process etc.)	Activities can be booked at www.bookwhen.com/solaswellbeing call 028 2024 8088 or email activities@solaswellbeing.org.uk to find out more or book a place
is there a waiting list?	None at present
Is there an expected response time? How long is this?	One week
Further Information: (e.g. time frame of provision/availability etc.)	Warm Welcome drop in available initially until end October to assess demand Anxiety Management and other wellbeing activities available until end of current programme in December
Area Covered	Causeway Coast & Glens

Solas Programme Sep-Dec 2022

Connect

Drop in- Join us on Mon-Wed for a hot drink around the fire, make new connections or relax in our wellbeing library.

Knitting & crochet- With stress on the increase due to the cost of living we invite you to join our knitting & crochet group to reduce anxiety & create some winter warmers for you or others.

Warm welcome drop-in- On Tuesday we will be offering two drop-in sessions in a bid to support people during the cost of living crisis where people can come to get heat and eat with us.

Men's Ear Acupuncture- Small needles are gently inserted into two points of the ear. Helps to reduce anxiety and improve sleep.

Men's room at Solas- Join us weekly to make new connections, discuss hobbies and be part of our new film club which will take place once a month.

Exercise

Restorative yoga- A light yoga practice that encourages physical, mental and emotional relaxation.

Awareness through movement- This class aims to make us aware of our particular habits and patterns when moving or at rest and encourages relaxation.

Beginners yoga- Helps build strength & flexibility to boost physical and emotional well-being.

62 Ann Street, Ballycastle, BT54 6AD Tel: 028 2024 8088 Charity number: NIC103485

Relax

Anxiety management & breathwork- Learn the principles of meditation & breathwork while receiving ear acupuncture which helps to reduce stress & anxiety.

Ear Acupuncture- Small needles are gently inserted into two points of the ear. Helps to improve sleep, reduce anxiety & lower blood pressure.

Meditation- Quiet time focused on sound & colour to aid relaxation. Helps to ease tension-based pain and reduce anxiety.

Mindfulness for parents/carers- Learn techniques for mindful parenting that can help rebuild relationships and lead to a calmer and more relaxed home life.

Listening ear- Chat with one of our compassionate volunteers who will listen and understand.

Grief & loss listening ear- We provide a quiet, comforting & calm space where you can talk openly to a compassionate volunteer about grief.

Creative

Watercolour art class- Learn basic techniques to create images. Encourages creativity & relaxation.

Relax with rhythm- An uplifting way to exercise and learn different dance techniques while meeting new people & having fun which is beneficial for your wellbeing. Suitable for all abilities.

Individual activities	Day	Time	Dates	Venue
Anxiety management & breathwork	Mon	10.00-10.45 am 11.00-11.45 am	5th Sep-12th Dec	Solas
Knitting & Crochet	Mon	12.15-1.30 pm 2.00-3.15 pm	5th Sep-12th Dec	Solas
Ear Acupuncture	Tues	10.00-10.45 am 11.00- am	6th Sep-13th Dec	Solas
Listening ear	Tues	10.00-10.30 am 10.45-11.15 am	6th Sep-25th Oct	Solas
Beginners meditation	Wed	10.00-10.30 am	7th Sep-7th Dec	Solas & Zoom
Weekly meditation	Wed	11.00-11.45 am	7th Sep-7th Dec	Solas & Zoom
Men's room at Solas	Thur	10.00-1.00 pm	8th Sep-15th Dec	Solas
Grief & loss listening ear	Thur	10.30-11.15 am 11.30-12.15 pm	6th Oct-15th Dec	Solas
Evening Acupuncture	Thur	7.00-8.30 pm	8th Sep-15th Dec	Solas

We will be closed on the 31st Oct-7th November for Halloween and two weeks over Christmas.

Group activities	Day	Time	Dates	Venue
Watercolour art class	Tues	10.00-12.00 pm	20th Sep-25th Oct	Zoom
Warm welcome Tuesday	Toes	1.00-2.30 pm 5.30-7.30 pm	4th Oct-20th Dec	Solas
Awareness through movement	Wed	1.00-1.45 pm	28th Sep-19th Oct	Ramoan Parish
Relax with rhythm	Wed	7.30-8.30 pm	9th Nov-14th Dec	McQuillan GAA
Beginner's yoga	Thur	10.00-11.00 am	10th Nov-15th Dec	Ramoan Parish
Restorative yoga	Thur	7.30-8.30 pm	15th Sep-27th Oct	Zoom
Mindfulness for parents/carers	Fri	10.00-12.00 pm	14th Oct-25th Nov	Solas

We also offer complementary therapies and counselling for those who may require individual support.
Please get in touch with us to organise this.

Shop Cook Save!

Brand Swap and Save!

More people than ever are using supermarket own brand products. Often you won't notice the difference.

Swap and save up to 30% on your weekly food bill £

Try swapping one item each week

Our Dietitians say supermarket own brand foods are...

Cheaper £ Equally nutritious Taste just as good Worth a try!

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HSC Health and Social Care Public Health Quality Group Public Health Agency Project supported by the PHA

Shop Cook Save!

Tips to Save Money on Your Food Shop

- Make a weekly meal plan
- Make a shopping list and stick to it!
- Try supermarket own brands £
- Look for items with a yellow "reduced" sticker
- Check use by dates!
- Look for special offers on canned or dried food
- Shop after you have eaten

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HSC Health and Social Care Public Health Quality Group Public Health Agency Project supported by the PHA

Shop Cook Save!

The Budget-Friendly Way to 5 A Day

Top Tips from our Registered Dietitians

- Choose seasonal and shop local
- Use frozen Handy, healthy, cheaper and reduce waste!
- Choose loose and prepare yourself
- Tinned fruit & veg count! Cheaper than fresh (Choose fruit in own juice)
- Cook with pulses, beans and lentils
- Visit a local allotment or community garden

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HSC Health and Social Care Public Health Quality Group Public Health Agency Project supported by the PHA

Shop Cook Save!

Money-saving Tips for Cooking at Home

Top Tips from our Registered Dietitians

- Batch cook Cook once, eat twice
- Try a meat-free day
- Make meals go further Add beans, pulses or grated veg
- Fakeaway not takeaway!
- Use leftovers Great for lunch or freeze for again
- Use a slow cooker Uses less energy than the oven

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For further information click

<https://www.bda.uk.com/resource/food-facts-eat-well-spend-less.html>

Belfast Central Mission	
Service offered	Housing support for young people 16-25 year olds
What is available: (Food, Fuel, clothing, financial support etc.)	Practical support, help with budgeting, accessing grants, food banks, donated items, help to maintain the tenancy whether it be private rented, social housing or sofa surfing. Help to increase their independent skills and manage their health needs
How to access: (phone, email, referral process etc.)	tmiles@belfastcentralmission.org - 07917304841 jmccourt@belfastcentralmission.org – 07789518785 Referral can be made on the phone or on Belfast central mission's webpage, this can be from a professional or a self referral
Further Information: (e.g. time frame of provision etc.)	We can work with young people for up to 2 years and they can refer back if needed
Area Covered	Armagh/Dungannon/Magherafelt

COSTA Community Organisations of South Tyrone & Areas Ltd President Grants Homestead, 45 Dergenagh Road, Dungannon, BT70 1TW Tel: 028 855 56880 Email: info.costa@btconnect.com Web: www.costaruralsupportnetwork.org Facebook: www.facebook.com/costa.network	
Service offered	Information, Signposting, Capacity Building and assistance.
What is available: (Food, Fuel, clothing, financial support etc.)	We will Signpost individuals to appropriate services, information, support and feedback and lobby on behalf of the community. We assist and build capacity of local Community Groups to access Funding, resources and facilitate them to assist their communities.
How to access: (phone, email, referral process etc.)	Lorraine Griffin – Manager Tel: 028 855 56880 info.costa@btconnect.com
Further Information: (e.g. time frame of provision etc.)	We will assist as soon as possible.
Area Covered	Dungannon & South Tyrone area of Mid Ulster District Council area.

The Community Family Support Programme (Network Personnel)	
Service offered to support families with cost of living	Support to find work, upskill, check benefits, access specialist services,
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Support to find work, upskill, check benefits, access specialist services
How to access: (phone, email, referral process etc.)	(Antrim & Newtownabbey Council Area) Jude - 07813 014093 jude.murphy@networkpersonnel.org.uk (Mid & East Antrim Council Area) Melanie – 07776 534784 Melaine.maxwellmcilroy@networkpersonnel.org.uk (Mid Ulster District Council Area) Jillian - 07736 350773 jillian.lennox@networkpersonnel.org.uk
is there a waiting list?	Not currently
Is there an expected response time? How long is this?	Immediate
Further Information: (e.g. time frame of provision/availability etc.)	When engaged with the participant we offer, information and signposting to support a variety of Health or Social Care issues including, housing, debt, physical & mental health, social isolation etc. We encourage participation in some of our relevant workshops and training courses, as appropriate. These include Money Management, Understanding Anxiety and Managing Challenging Behaviour, Business Administration, Customer Service, Food Hygiene etc.
Area Covered	Mid Ulster, Mid & East Antrim And Antrim & Newtownabbey Council Areas



South-Eastern Area

Making the most of your slow cooker.



Free Tutor Training delivered by South Eastern Trust Health Improvement Dietitians.

Do you work with groups who would benefit from this programme?
The programme can be delivered in 4 sessions looking at how to use
a slow cooker, shopping smarter and making healthier food choices
or as a one off Bitesize session.

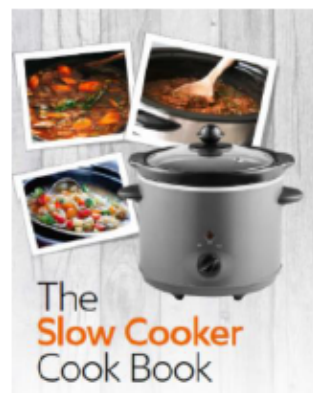
Date: Tuesday 29th November 09:30am-13:00pm

All trained tutors will receive training
resources and slow cooker recipe books for
their groups.

To book a place email:

training.dietitians@setrust.hscni.net

Zoom details will be sent to your email closer
to the time of the event.



Campaign Briefing

Find a WARM Welcome Here this Winter

Where can people go, and what can they do, to stay warm and find company this winter?



Figure 1: Campaign Graphic

Ards and North Down's Community Support Steering Group¹ has developed a **WARM welcome here campaign**. The purpose of this campaign is to encourage people who may struggle with the cost of heating their home this winter to think about other warm spaces they could go to. Warm spaces include libraries, museums, churches, community premises or other spaces with free or low-cost activities.

A campaign graphic has been developed to encourage people to 'stay WARM and connect' and is supported by the question 'where can you go, what can you do to stay warm and find company this winter'. This is provided as a Jpeg that can be used on social media channels to promote the campaign to the public.



Figure 2: Warm Welcome Heart Graphic

Organisations who have a warm space are encouraged to advertise this using the **Warm Welcome heart graphic**. This is provided in both Jpeg and PNG format and can be used on your advertising or within your premises.

Organisations can choose to use the campaign graphic, the Warm Welcome heart graphic or both. If you have your own branding for your warm space, you may wish to use the strap lines 'stay warm and connect this winter' and/or 'find a warm welcome here this winter'.

If you would like us to help promote your warm space, and to let the public know when it is available, please complete [this form](#). We will share this information with our contacts and include it on the Council's website.

¹ The Steering group is facilitated by Ards and North Down Borough Council as part of the Community Planning Partnership

STARTING TUESDAY 15TH NOVEMBER

WARM WELCOME TUESDAY CLUB

Church open every
Tuesday from 10am to
7pm EVERYONE
WELCOME!



Meet new friends
Free wifi
Free tea & coffee
Free heating

Lunch served @ 12.30pm Hot Dinner @ 5.30pm

Starting next Tuesday the 15th November we are opening our church from 10am to 7pm as a warm space for those in our community to come for heat and fellowship with others. Tea, coffee and other refreshments served all day with lunch served at 12.30pm and a hot dinner at 5.30pm. All welcome!

Call us on
9048 6489

Dundonald Salvation Army
Enler park east, Ballybeen



OPEN DOORS

Drop in

Dundonald@salvation
army.org.uk



EVERY THURSDAY
9:30AM - 12PM

Free refreshments, cake and toast



always something fun to do



play area for young children

**Our aim at Open doors is to provide a safe, friendly
and positive environment for everyone.**

We do not charge for our refreshments but do ask for a donation if possible.

Our minister is also available during this time if you need to chat or seek help
and support.

Why not drop in, we can't wait to welcome you.

Find us on facebook @Dundonaldsalvationarmy

**Patrician Youth Centre
John Street
Downpatrick**

Providing Youth Services for children and young people age 4–11 and Year 8 plus, afternoons and evenings.

Food served at all sessions.

Further information available from
yvonne.maguire@patricianyc.com

Mourne SureStart	
Service offered to support families with cost of living	Family Support on a 1:1 basis and in our centre. Programmes for parents and children Cook IT programmes which focus on healthy eating on a budget
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Supporting families through advice, support and referrals to organisations such as Corner Stone food bank g Bolster Community, Home Start and SVP
How to access: (phone, email, referral process etc.)	Families must live in the Sure Start area and have children under 4 years. Tel: 02841764718 info@mournesurestart.com Any one can self refer, including referrals from Midwives, Health Visitors Home Start, Social Services. NIMATs
is there a waiting list?	There is no waiting list at present
Is there an expected response time? How long is this?	We aim to respond within 1 working week
Further Information: (e.g. time frame of provision/availability etc.)	Once registered with Mourne Sure Start, support will be provided until the youngest child reaches 4 years of age.
Area Covered	We cover Kilkeel Central 2, Kilkeel South 2 and Annalong 2

North Down Community Network WELLBEING CENTRE 25-27 Main Street, Bangor, BT20 5AF	
Service offered	• Drop-in space • Wellbeing Activities & sessions • Signposting to other services & support • Advice & guidance • Urban Garden • Accessible social activities
What is available: (Food, Fuel, clothing, financial support etc.)	• Drop-in space offers free tea, coffee & fruit. • People are welcome to sit in the centre to enjoy the space, heat, company & refreshments. • Warm packs (clothing) are available to people who meet criteria. • Referrals can be made for people in need to foodbanks, clothing, gas/electric, social supermarket and furniture. • Thursdays 10am – 12pm Community Advice Bangor run a drop-in session. • Community Café 12-1pm on Thursdays. • When funding available we can provide small crisis vouchers for ASDA or hot food.
How to access: (phone, email, referral process etc.)	• Drop-in for everyone • Agency referral • Self referral • Tel: 02891 461386 • www.ndcn.co.uk • Email: manager@ndcn.co.uk
Further Information: (e.g. time frame of provision etc.)	• NDCN Wellbeing Centre • Monday – Thursday 9am – 5pm • Friday - 9am – 4pm
Area Covered	We warmly welcome people from across Bangor and the wider Ards and North Down Borough Council. We also welcome people from further afield

Welcome Project	
Service offered	Supporting pathways to services including Welfare, Housing, Education, Health and Employment for Minority Ethnic Groups, Asylum Seekers, Refugees and Others
What is available: (Food, Fuel, clothing, financial support etc.)	Advice, Guidance, Information and Signposting to services as above - Welfare, Housing, Education, Health and Employment. Links with Lisburn Foodbank; Churches Forum; Resurgam Trust (Community Development and Social Enterprise); Lisburn Castlereagh City Council and NIHE Good Relations Officers
How to access: (phone, email, referral process etc.)	welcomehouse@resurgamtrust.co.uk 02892664443 Welcome House, 28-30 Bridge Street, Lisburn, BT28 1XY
Further Information: (e.g. time frame of provision etc.)	9am-5pm, by appointment
Area Covered	Lisburn City – access to support in surrounding areas and Castlereagh

LCC COMMUNITY TRUST	
Service offered	LCC Community Trust aims to serve the local community through Projects which help people physically, mentally, emotionally, financially, spiritually and relationally especially in areas of need and short term crisis. 'Kickstart Social Supermarket' at LCC Community Trust – is aimed at those struggling with Food Poverty and aims to support families and individuals with food and wraparound care.
What is available: (Food, Fuel, clothing, financial support etc.)	- Kickstart Social Supermarket (food support) - Volunteer benefits and debt advisors - Budgeting support - ESOL classes - Craft classes - WRAP - Wellness Recovery Action Plan courses
How to access: (phone, email, referral process etc.)	- Phone (07860578409 or 07756965868) - General enquiries – hello@lcccommunitytrust.org - Kickstart Social Supermarket enquiries – kickstart@lcccommunitytrust.org - Referral from one of our referral agencies e.g local council offices, housing officers, social workers – please call LCC Community Trust for a full list of referral agencies).
Further Information: (e.g. time frame of provision etc.)	Opening times: Monday to Thursday – 9:30am – 4:30pm Friday – 9:30am – 3:30pm
Area Covered	Lisburn & Castlereagh

LISBURN FOODBANK	
Service offered	We don't think anyone in our community should have to face going hungry. That's why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger.
What is available: (Food, Fuel, clothing, financial support etc.)	- Emergency food support
How to access: (phone, email, referral process etc.)	- Phone (07756965868) - Email (team@lisburnfoodbank.org) - Referral - In order for people in need to access a food parcel they will need a food voucher. A food voucher can be obtained from any of our referral agencies (e.g local council offices, housing officers, social workers – please call the Lisburn Foodbank for a full list of referral agencies).
Further Information: (e.g. time frame of provision etc.)	The Lisburn Foodbank provides 3 day emergency food parcels. Families / individuals can receive 3 food parcels in a 6 month period. The Lisburn Foodbank is open Monday, Tuesday, Thursday and Friday from 11am – 1pm.
Area Covered	Lisburn & Castlereagh

Resurgam Healthy Living Centre (rhlc)	
Service offered	Support for children, young people, families and adults for a range of health, wellbeing and social supports through referral and self referral in eg SPRING social prescribing, SE Mind Matters (SEMM), Better Days Pain support & Community Fridge. Referrals via Primary Care, Mental health, social care, EWO, Schools links with CAMHS.
What is available: (Food, Fuel, clothing, financial support etc.)	- Advice, Guidance, Information and Signposting to services as above including - Welfare, Housing, Education, Health and Employment. - Distribute warm packs (Nov-Dec) for adults as part of Public Health Agency Partnership - Access to talking & other therapies - Community Fridge – reduction of food waste in partnership with local supermarkets and other suppliers, not means tested and run by rhlc volunteers (also includes lending library) - Partner with hygiene bank – provision of sanitary and other hygiene products including nappies. - Community food programs for families - Holiday lunch programmes
How to access: (phone, email, referral process etc.)	Gillian.lewis@resurgamtrust.co.uk 02892 528233/ 07710394983 Referral forms for SEMM & SPRING available
Further Information: (e.g. time frame of provision etc.)	9-5, by appointment Saturday 11-3pm (community fridge)
Area Covered	Lisburn City Referrals from GP practices within GP Federation area (Dunmurry/Stewartstown Rd, Dromara, Glenavy, Lisburn) Across SET area in partnership with HLCA

Newry, Mourne and Down District Council

Service offered	Affordable Warmth Scheme
What is available: (Food, Fuel, clothing, financial support etc.)	The Affordable Warmth Scheme helps address the effects of fuel poverty and energy inefficiency. The scheme is directed at low income households. (It is not available for tenants living in social housing; you are not eligible if you are a Housing Executive or housing association tenant.)
How to access: (phone, email, referral process etc.)	affordablewarmth@nmandd.org 0330 137 4000
Further Information: (e.g. time frame of provision etc.)	
Area Covered	Newry, Mourne and Down District Council area.

CAN WE HELP YOU?



We at Shore Street Presbyterian Church are working in conjunction with Storehouse North Down to serve our local community in Donaghadee & beyond by distributing food parcels to those in need. For more information please contact Nigel or Christine at:

compassion@shorestreet.org

Storehouse North Down is a company limited by guarantee.
Registered Number NI628614. Registered Charity Number NIC101072.
Shore Street Presbyterian Church is a registered Charity in NI (NIC105199)



WELL FED

EAT WELL. SPEND LESS.

Are you struggling financially, at risk of or currently experiencing food poverty, living in Ards and North Down & willing to focus on your wellbeing?

APPLY TO JOIN THE COMMUNITY SUPERMARKET REVOLUTION



Weekly Shop
£10 & Under

Members Support

Scan the QR Code
for more info



Call Megan on (028) 9182 1721



www.thewarehousenewtownards.com



Shop location - 3 Glenford Way, Newtownards, Co Down BT23 4BX



Mobile Supermarket covering Ards & North Down - call for info



THE WAREHOUSE NEWTOWNARDS



www.facebook.com/thewarehouse

www.thewarehousenewtownards.com

3 Glenford Way, Newtownards, Co Down, BT23 4BX (028) 9182 1721

What's On

Stay warm
Fill your belly
Make new friends
Charge your devices

Come in, get a cuppa, stay all day

OPEN Mondays

**For
Courses
Only**

Oct Course - Freeze It, Cook It, Eat It - Slow
Cooker Recipes For The Winter
Starts 3 Oct Sign Up with Tracy & Megan

OPEN Tuesdays

**9am -
8pm**

Drop In all day, dinner served at 6pm
Dinner starts 20 Sept 22
Wear 'N Share
Community Fridge
Funky Fashion - starts 3 Oct 11am (sign up with
Tracy or Megan)
Homework Club 2-4pm
Mental Health Support Drop In 5-7pm
Extended Table - Book Club starts 4 Oct

OPEN Wednesdays

**9am -
2pm**

Drop In all day, lunch served from 12pm
Wear 'N Share donations accepted
Wear 'N Share
Community Fridge
Book Club reading 'My Friend Walter' - 11am

OPEN Thursdays

**9am -
2pm**

Drop In All Day, lunch served from 12pm Wear
'N Share
Community Fridge
Parents Drop In 11- 12pm (starts 29 Sept)

OPEN Fridays

**9am -
1pm**

Drop In till 1pm, breakfast served from 10am
Community Advice - 11am - 1pm
Get Creative - arts & crafts - 11am - 1pm
The Caravan - 11am-1pm - gardening, joinery,
up cycling etc
Community Fridge
Wear 'N Share

OPEN Sundays

**10.30
- 11.30am**

Drop In - Breakfast, discussion around faith,
prayer & sunday school



Kid's Winter Coat Scheme - Roar and Explore, Dairy Farm Shopping Centre, Stewartstown Road, Dunmurray.

On Monday 17 October we are launching a "Kids winter coat scheme" to help families with young kids as we come into the winter months. The Coat Rail will be located in our entrance porch so you don not need to come into Roar and Explore to avail of the scheme.

What this means:

1: If you have an old coat (which is still in good condition) you can exchange it for a different size.

Or

2: You can simply take whatever you need from the coat rail

If you have a spare kid's coat that is in good condition, or if you would like to donate a new coat to this scheme, please leave it at Roar and Explore's reception. All donations will be greatly appreciated, by both us, and more importantly the families they will help this winter.

Clanrye Group	
Service offered to support families with cost of living	Carer's First event in Banbridge - Clanrye Group and Action for Children are coming together to provide a 'one stop shop' event to offer vital support and information for Carer's in the community, to support them through the cost-of-living crisis. Care packages provided. Family Foundations Programme - Social Café's; Finance/Benefits advice; Parenting groups, Cooking on a budget; signposting to local food banks and SVDP for Fuel vouchers and electric/utilities costs; signposting to social supermarket; support for access to benefits and charities grants
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	4-week programme during the month of November Available to anyone in the community. Support and advice on the following areas: Budgeting, Tips to help you heat your home Information session with Advice NI Cooking on a Budget Tips and Ideas for Christmas on a Budget Supporting your mental health The Family Foundations services above are opportunities for participants to get social support and advice. Tea/coffee and snacks are available at social cafes and parenting group support sessions which serve as 'chat and play' sessions. Where necessary signposting to other organisations is provided. Recipe booklets for cooking on a budget.
How to access: (phone, email, referral process etc.)	Phone, email and Drop in service. Telephone No: 028 3089 8119 info@clanryegroup.com
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 48 hours
Area Covered	Newry & Mourne, Armagh & Dungannon Craigavon & Banbridge Downpatrick – Family Foundations programme only.

Christians Against Poverty

Fresh Start can help you break free from life-controlling habits, through an eight-week course, community, and one-to-one sessions

This Fresh Start group is run in partnership with Lowe Memorial Presbyterian Church

Fresh Start Coach: Matthew Gault

Email: matthewgault@capfreshstart.org

CAP Debt Help

This is a charity that gives free help to anyone in debt. Thousands of people have already been given hope and a solution.

This CAP Debt Centre is run in partnership with Lisburn Cathedral

Paul Bailie

Debt Centre Manager

Tel: [0800 328 0006](tel:08003280006)

Website: <https://capuk.org/about-us>



Salvation Army

The Salvation Army has [22 debt advice centres](#) across the UK, regulated by the Financial Conduct Authority (FCA), providing practical advice and pastoral care to those facing financial hardship.

Debt advisors and volunteers work with people to develop debt repayment plans, negotiate with creditors and provide money education to change habits and minimise the chance of debt recurring in the future.

[13 Bridge St, Lisburn BT28 1XZ](#)

Tel: [020 7332 0101](tel:02073320101)

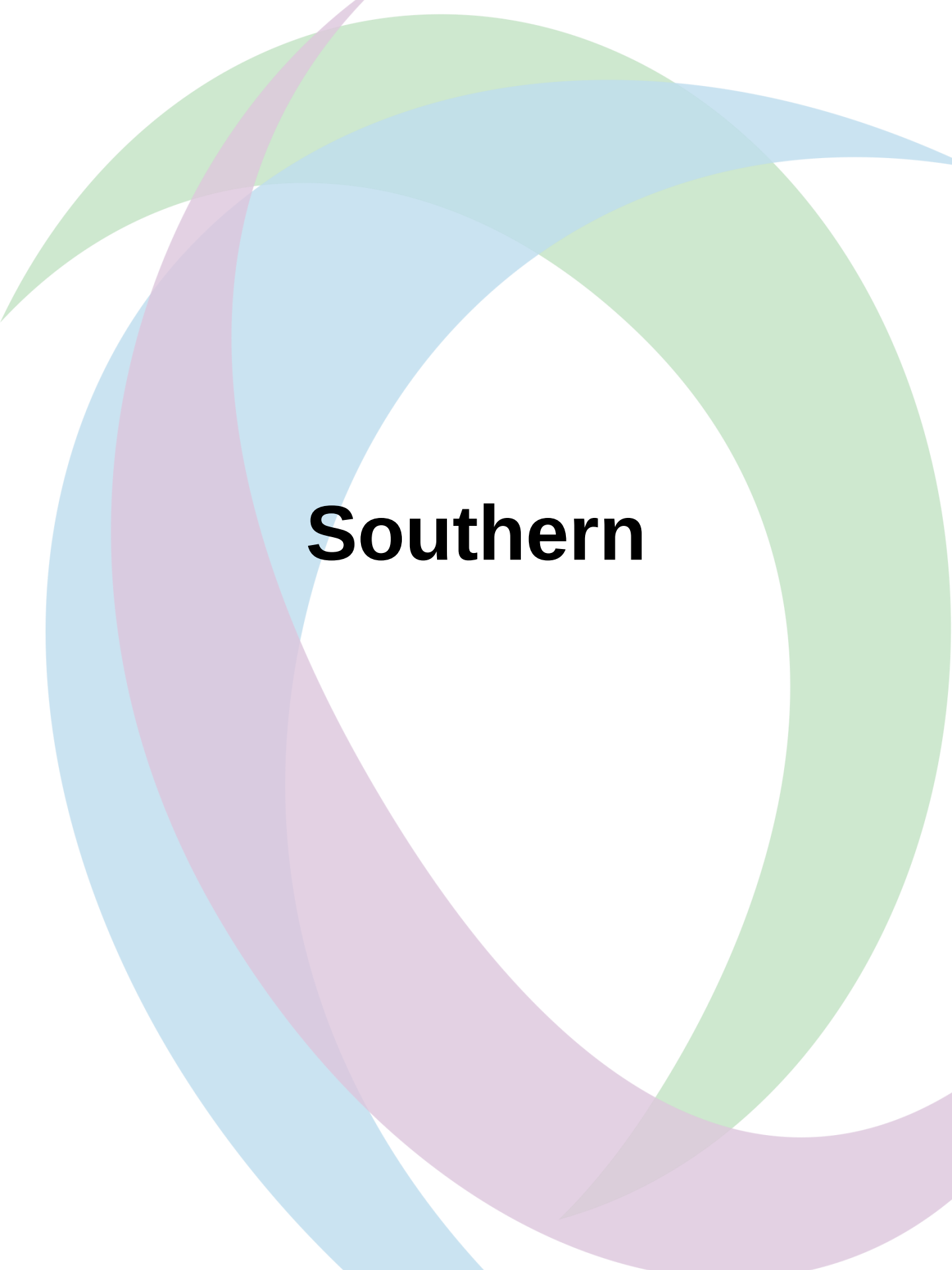
Rushmore Drive, Lisburn, BT28 2HN

Tel: [02892672212](tel:02892672212)

Website: <https://www.salvationarmy.org.uk/>

Money Advice

Website: <https://www.moneyadviceservice.org.uk>

An abstract graphic featuring three large, overlapping circles in light green, light blue, and light purple. The circles are arranged in a triangular pattern, with each circle partially overlapping the other two. The word "Southern" is centered in the white space where the circles overlap.

Southern



Home Start Craigavon	
Service offered to support families with cost of living	Home-visited support by parent volunteers. Online counselling. Walking group with free refreshments.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	Support in the home re budgeting, cooking on a budget, accessing free services. Advice, signposting & accompanying to services eg foodbanks. Referral to services eg slow cooker programme. 4 free online counselling sessions for parents struggling to cope. Weekly walking group.
How to access: (phone, email, referral process etc.)	028 38 345 357 Homestart.Craigavon@btopenworld.com Facebook/Instagram message Referral or self referral
is there a waiting list?	None for counselling or walks. Short for home-visiting volunteer.
Is there an expected response time? How long is this?	Within a week.
Further Information: (e.g. time frame of provision/availability etc.)	6-12 months volunteer home-visited support. 4 free weeks of online counselling. Up to one year for walks.
Area Covered	Lurgan, Brownlow, Portadown, and general Craigavon area

Jethro Centre	
Service offered to support families with cost of living	Jethro Centre The Living Room
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	High backed chairs, newspapers, Mags, Jigsaws, Tea & Coffee with TV
How to access: (phone, email, referral process etc.)	Facebook or phone 028 38 325673
is there a waiting list?	Not at the minute
Is there an expected response time? How long is this?	n/a
Further Information: (e.g. time frame of provision/availability etc.)	Monday afternoon 1pm – 5pm
Area Covered	Lurgan, Craigavon

ArKe Sure Start	
Service offered	Family Support and Signposting
What is available: (Food, Fuel, clothing, financial support etc.)	Food Bank Vouchers Keep Warm Packs via PHA 1-1 sessions with EfC Referrals to Vibe Church; SVP etc. SS Maternity Grant information Warm and Well Connected resources via ABC council
How to access: (phone, email, referral process etc.)	Registered families can request this support and or it is identified via FSW team Arke.surestart@southerntrust.hscni.net or 02837518569
Further Information: (e.g. time frame of provision etc.)	
Area Covered	Sure Start Members Arke SS area (details available on request)

Newry SureStart	
Service offered to support families with cost of living	Eco Boutique
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Pre-loved clothing and books. 1. You can exchange some of yours with the boutiques OR 2. You can make a donation of preloved items OR 3. You can just take what you need
How to access: (phone, email, referral process etc.)	Users of Newry SureStart Services
is there a waiting list?	No – drop in service
Is there an expected response time? How long is this?	N/A
Further Information: (e.g. time frame of provision/availability etc.)	Open Monday to Friday 9.30 to 4.30.
Area Covered	Newry City (SureStart catchment area)

Strategy	Supporting families experiencing financial hardship
Background	Northern Ireland will face a number of significant challenges in the economy over the coming months. The conflict in Ukraine and associated economic sanctions on Russia, coupled with China's continuing lockdown policy is not only causing disruption to supply chains, but is also increasing costs of commodities and energy. This means it costs more to heat homes, fuel cars and feed families. UK inflation rates currently sit at a 40-year high, with the immediate impact being sharply felt by households and families. The project intends to take a co-ordinated approach to support local families in the short, medium and longer term. While the project will give immediate help to those in need the longer-term objective will focus on a continued investment in skills, innovation, sustainability and resilience building within families. As with all SureStart services a non-stigmatising a sensitive approach will be taken especially with targeted services.
Short Term: Within one month	For those in immediate need: • A breakfast club will be introduced before services begin for parents and children (starting Monday 12th September 2022). Breakfast cereal, breakfast bars/pastries, fresh fruit, yogurts and tea/coffee will be provided. • A snack rack will be set up for parents dropping children off at the DP2-3YO's (starting Monday 12th September 2022). Grab snacks such as breakfast bars, instant porridge, fruit will be provided. • More substantial snacks will be provided at the DP2-3YO's and creche with immediate effect. Buffet basket available throughout for children to eat fruit etc. • Sanitary products, nappies and wipes will be made available in all toilets in the centre and outreach venues. Immediate referrals will be made to: 1) Community Advice Newry, Mourne and Down for benefit checks and advice. 2) Clanrye Group Community Health Trainers for support in relation to mental health, stress management, diet, smoking cessation etc. 3) Employers for Childcare for support with childcare costs 4) St Vincent De Paul for support with oil and household items. 5) Children in Need for support with white goods. 6) Womens Aid when domestic abuse is identified (statistics show a rise in DV rates at present) 7) Newry Food Bank • The project will no longer use food items for play in services and other items will be used to provide sensory experiences. • The project has registered with the Fare Share Scheme in order to keep food costs down.

Medium Term: 2-7 months

Universal:

- An **Eco-Boutique** will be set up in the centre with clothes, toys, books and other non-electrical items, Families can take what they need, and leave something in return, however this is optional.
- Two **Information days** will be held in the centre, in partnership with other organisations, to provide families with information in relation to the following:
 - 1) Benefit advice
 - 2) Support with childcare costs
 - 3) Employment opportunities
 - 4) Training for employment
 - 5) Budgeting advice
 - 6) Ways to reduce your electric/gas bills
 - 7) Ways to embrace the pre-loved and recycled ethos
 - 8) Stress management support and advice
 - 9) Healthy living advice
 - 10) Assistance available from a variety of other sources (Contact a family, Bolster, Family fund etc)
- An **A-Z booklet** of advice and support available for families will be finalised and distributed.
- The **low cost/no cost play** theme will continue to be promoted in services showing parents ways to provide play and development opportunities for children with little or no cost.
- **Basic skills videos** such as sewing and making repairs to clothing will be posted on the project's website and Facebook pages.
- **Cooking on a budget programme** will be provided.
- **Using a slow cooker workshops** will be provided.
- **Cookery demonstration videos** will be made and posted on the projects Facebook and website.
- Ongoing **referrals** will be made to support families (as outlined in short term strategies).
- **Christmas crafts workshops** – make your own presents will be offered to reduce pressures for families.
- **Toy Exchange Programme** – for the Christmas period

Targeted:

- **Store cupboard starter packs** and a cookbook will be distributed to include spices, herbs, tinned tomatoes/puree etc.
- **Slow cookers** will be distributed.
- **Keep warm packs** will be distributed.
- **Hospital packs** will be distributed to expectant mothers.
- During the **Christmas** period the project will work with local charities and businesses to support families with gifts from Santa and Christmas food hampers.

Longer Term: within one year	• All short and medium term strategies will continue. • A consultation will take place with families to identify their needs. • A new annual plan will be devised taking into account the needs identified by families.
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<https://wetransfer.com/downloads/b5c768ceec78336ef74909dd756af00f20221011085504/1dd33f7f19a58bfcb9d5d4a1b506de9e20221011085526/c1b9cd>

Mourne Surestart	
Service offered to support families with cost of living	Family Support on a 1:1 basis and in our centre. Programmes for parents and children Cook IT programmes which focus on healthy eating on a budget
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Supporting families through advice, support and referrals to organisations such as Corner Stone food bank g Bolster Community, Home Start and SVP
How to access: (phone, email, referral process etc.)	Families must live in the Sure Start area and have children under 4 years. Tel: 02841764718 info@mournesurestart.com Any one can self refer, including referrals from Midwives, Health Visitors Home Start, Social Services. NIMATs
is there a waiting list?	There is no waiting list at present
Is there an expected response time? How long is this?	We aim to respond within 1 working week
Further Information: (e.g. time frame of provision/availability etc.)	Once registered with Mourne Sure Start, support will be provided until the youngest child reaches 4 years of age.
Area Covered	We cover Kilkeel Central 2, Kilkeel South 2 and Annalong 2



Chrysalis Women's Centre – Warm Well Hub	
Service offered to support families with cost of living	Centre will be open to older ladies throughout the winter commencing 21 October, every Friday 10am-1pm (in partnership with Verve) Cooking on a budget for young mums
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Safe Warm Space, tea/coffee/buns throughout the morning. Lots of activities, e.g. jigsaws and puzzles. Tutor on hand to teach them about keeping in touch safely online. Intergenerational cooking on a budge. Younger women will cooks a hot meal with the more mature ladies, sharing ideas whilst keeping warm Food items to take home provided by M&S
How to access: (phone, email, referral process etc.)	Email: Chrysaliscentre93@outlook.com Tel 02838341846 9am till 4pm Mon-Thurs, 9am till 1pm Friday. Self referral
is there a waiting list?	No
Is there an expected response time? How long is this?	Response within 2 days if not sooner
Further Information: (e.g. time frame of provision/availability etc.)	Warm well space will run from Oct till early March. Cooking on a budget October till December approx. 8 weeks
Area Covered	Armagh, Craigavon ,Banbridge [we will never turn anyone away from other areas if they need our help]

Bolster Community	
Service offered to support families with cost of living	• Newry and Mourne Family Support Hub • Star Bites 57 Community Kitchen • Early Intervention and Prevention Family Support Services • Kilkeel SureStart • Markethill Parent Support Group
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Bolster Community offers practical support to families. We can provide advice on budgeting, supporting grant applications, accessing small grants and emergency funds, access to food banks, hot meals through our sustaining tenancies project; signposting, 2 nd hand equipment plus a wide range of resilience and capacity building programmes and activities
How to access: (phone, email, referral process etc.)	info@bolstercommunity.org
is there a waiting list?	No
Is there an expected response time? How long is this?	We respond to all requests for help within 48 hours.
Further Information: (e.g. time frame of provision/availability etc.)	We can offer a minimum of 8 weeks support.
Area Covered	Newry, Mourne and South Armagh

BOLSTER ABILITY SERVICES

FAMILY SUPPORT HUB

The Family Support Hub is a meeting of representatives from community, voluntary and statutory organisations who deliver services for children and families in the Newry and Mourne area.

To make a referral go to <https://bolstercommunity.org/services/family-support-hub/>

FAMILY SUPPORT For parents of children 0-18

Highly trained and experienced Family Support Workers will support families for up to 12 weeks, in their homes, schools or a community setting. Focus will be on the strengths of a family and to help parents and children build coping skills and develop resilience to enable participants to reach their true potential.

For more information contact 028 3083 5764 caroline@bolstercommunity.org

BEST CLUB For primary school aged children

Afterschool club for school age children with a disability and their siblings. These play sessions are designed to develop resilience and confidence through play.

For more information contact 028 3083 5764 orla@bolstercommunity.org

NEWRY/MARKETHILL PARENTING SUPPORT GROUP

For parents with a pre-school child with a disability diagnosis or awaiting a diagnosis

The group meet weekly in a warm, safe and inclusive environment; where we can offer signposting and advice, support with self-care, friendship or just a listening ear. Come along and meet other parents who are at the start of their disability journey.

To register for this service contact 028 3083 5764 liz@bolstercommunity.org

PARENTS PLUS SPECIAL NEEDS PROGRAMME

For parents with a child of mixed ability

The group meet fortnightly in a warm, safe and inclusive environment; where we can offer signposting and advice, support with self-care, friendship or just a listening ear. Come along and meet other parents who are at the start of their disability journey.

BOLSTER BUDDIES For individuals aged over 18

Our Bolster Buddy service is aimed at helping people with learning disabilities or support needs to reconnect with their local communities as lockdown lifts. The service is aimed at promoting independence, building community connections and improving life skills.

For more information contact 028 3083 5764 kathy@bolstercommunity.org

AUTISM CONNECT

Autism Connect is a new community-based autism support service for adults with an autism only diagnosis. This is a person centered service comprising of 1:1 support and a weekly social group.

For more information contact 028 3083 5764 orla@bolstercommunity.org

THE JUNCTION WARM BANK

- Call in for a cuppa
- Read a paper
- Meet friends
- Stay warm

Monday - Friday 10am - 4pm
Everyone Welcome

The Junction, 12 Beechvalley Way, Dungannon - Beside Tesco



THE FITZONE FOUNDATION	
Service offered to support families with cost of living	Warm place and meal for men of all ages
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits, Warm Places etc.)	Food which could include breakfast and lunch. Warm place Also cooking opportunity
How to access: (phone, email, referral process etc.)	Contact Sean Collins on 07780812312 or Facebook The Fitzone Foundation
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 2 days
Further Information: (e.g. time frame of provision/availability etc.)	The Warm place will be Mondays from 11am-1pm and will start in November and last until February 2023
Area Covered	Craigavon

New Warm Spaces Scheme and Online Cost of Living Support Hub Launched in Armagh City, Banbridge and Craigavon Borough Council

Warm Spaces Scheme: Eligible community groups can now make up to five **free** bookings across a network of local warm spaces to deliver their programmes this autumn and winter. With an offering of 18 council community centres, town halls and recreation centres (subject to availability), the scheme will help groups save on costs such as heating, electric and room hire charges. To be eligible to apply you must be:

- ☒ a constituted community group based in the borough of Armagh City, Banbridge and Craigavon
- ☒ delivering a programme or project aimed at supporting borough residents through the cost of living crisis.

Online Cost of Living Support Hub: Local residents can find out what assistance and support is out there to help individuals and families during the current cost of living pressures. The online hub features information on local food banks, details on help with managing finances and energy bills, as well as signposting to key support organisations, charities, and helplines.

☐ For full details on the Warm Spaces Scheme, visit: <https://bit.ly/3Dy7cfL> or to access the online Cost of Living Support Hub, visit: <https://bit.ly/3NqV0BK>

Welcoming Places

Mid Ulster District Council operates at the heart of our community. In doing so, we're working with our local partners to promote a network of places where our residents can come together in a warm welcoming environment, somewhere where they can connect with others or simply read a newspaper and enjoy a cup of tea or coffee.

We've listed all the places available to our residents across the public, private, health and voluntary sectors across the district. We'll add to this list as we become aware of more places that come up across our district. If you wish to add your organisation you can [email](#) our Community Development team.

[Welcoming Places | Mid Ulster District Council](#)
[\(midulstercouncil.org\)](#)



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Energy Efficiency Advice Service
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The Energy Efficiency Advice scheme is a Public Health Agency funded programme that offers a personal one to one approach to help manage the energy efficiency of people's homes. The Energy Efficiency Advisor can make onward referrals to support schemes and grants if applicable. With the cold winter months and with people expected to be in their homes more, now is the time to ensure that homes are as energy efficient as possible.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Energy Efficiency Advisor on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	3-5 days
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Fuel Stamp Saving Scheme
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. You can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of your oil when placing an order. At present we have approximately 80 Retailers and 60 Fuel Suppliers involved in the scheme. The scheme is available throughout Mid Ulster.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Stamps can be bought at local retailers. List can be found on the Mid Ulster Councils website.
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Home Safety Scheme
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Mid Ulster Home Safety Scheme helps those over 65, families with children under 5 and vulnerable adults/children avoid serious accidents within the home. The scheme includes: • Free Home Safety visits • Home Safety equipment (where criteria is met) • Home Safety talks to groups (open to all age groups) The Mid Ulster Home Safety Scheme aims to reduce the number of accidents which happen in the home by providing information and advice.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council and ask to speak to the Home Safety Officer on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	Yes
Is there an expected response time? How long is this?	2-4 weeks
Further Information: (e.g. time frame of provision/availability etc.)	Once referral is made or received we will be in touch asap to organise visit.
Area Covered	Mid Ulster District Council



MID ULSTER DISTRICT COUNCIL	
Service offered to support families with cost of living	Make A Change
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Make A Change offers one-to-one support to help you 'make a change'. This service is confidential and FREE of charge. Are you? • Aged 50 or over? • Do you live in the Mid Ulster area? • Are you interested in making a small change for your health and getting support to do so? Whether you want to improve your diet or get more active, Make A Change could be for you. The dedicated Health and Wellbeing Officer will work closely with you over a period of weeks or months, to help you along the way. You don't have to do it alone! You decide what you want to change. We provide you with help and support to change it.
How to access: (phone, email, referral process etc.)	For further information please contact Mid Ulster District Council on 03000 132 132 or email health.wellbeing@midulstercouncil.org
is there a waiting list?	No
Is there an expected response time? How long is this?	ASAP
Further Information: (e.g. time frame of provision/availability etc.)	Our Officers will contact you and work together with you to implement a specific plan for you to Make A Change.
Area Covered	Mid Ulster District Council

Clanrye Group	
Service offered to support families with cost of living	Carer's First event in Banbridge - Clanrye Group and Action for Children are coming together to provide a 'one stop shop' event to offer vital support and information for Carer's in the community, to support them through the cost-of-living crisis. Care packages provided. Family Foundations Programme - Social Café's; Finance/Benefits advice; Parenting groups, Cooking on a budget; signposting to local food banks and SVDP for Fuel vouchers and electric/utilities costs; signposting to social supermarket; support for access to benefits and charities grants
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	4-week programme during the month of November Available to anyone in the community. Support and advice on the following areas: Budgeting, Tips to help you heat your home Information session with Advice NI Cooking on a Budget Tips and Ideas for Christmas on a Budget Supporting your mental health The Family Foundations services above are opportunities for participants to get social support and advice. Tea/coffee and snacks are available at social cafes and parenting group support sessions which serve as 'chat and play' sessions. Where necessary signposting to other organisations is provided. Recipe booklets for cooking on a budget.
How to access: (phone, email, referral process etc.)	Phone, email and Drop in service. Telephone No: 028 3089 8119 info@clanryegroup.com
is there a waiting list?	No
Is there an expected response time? How long is this?	Within 48 hours
Area Covered	Newry & Mourne, Armagh & Dungannon Craigavon & Banbridge Downpatrick – Family Foundations programme only.



N.H.T.H Armagh Outreach Team	
Service offered to support families with cost of living	Armagh Outreach Team NHTH
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Food stall on Friday evenings at 6:30-7:30pm outside Danske Bank. Serving hot meals, sandwiches, refreshments etc to anyone experiencing homelessness, food poverty or isolation.
How to access: (phone, email, referral process etc.)	Drop over to food stall or find us on facebook
is there a waiting list?	No
Is there an expected response time? How long is this?	No
Further Information: (e.g. time frame of provision/availability etc.)	Every Friday evening
Area Covered	Open to anyone who can call to food stall.

Children's Disability Service Southern Health and Social Care Trust	
Service offered to support families with cost of living	Article 18 Payments. Letters of support/advocacy to local charities/business. Carers Cash Grant. Family Support Hubs.
What is Available?	One off payments for essential items. Charities can provide oil stamps, food banks. A Cash Grant may be provided as an outcome of a Carers Assessment Family Support Hubs can assist with budgeting, signposting and referring to other agencies that can offer assistance.
How to access.	Via social worker, local Family Support Hub and Family Support Forum (walk-in or phone/email).
Is there a waiting list?	Families in critical need are fast-tracked and Family Support Forum cases are considered on a monthly basis.
Is there an expected response time?	Most requests are responded to within 4 working weeks.
Further Information.	Provision/availability varies but critical need is prioritised in line with significant harm criteria within legislation.
Area Covered.	Southern Health and Social Care Trust wide. Family Support Hub (Disability Specific worker) is Armagh and Dungannon only but families can access generic hubs in other localities.



Richmount Rural Community Association

2 Derrylettiff Road, Portadown, Co Armagh. BT62 41QU Tel: 07934186635
Email : joegar@hotmail.co.uk www.richmountruralcommunityassoc.chessck.co.uk

Working together for all in our community

<https://www.facebook.com/groups/359392197497621>

Service offered	Community Shop Some food at 20p per item (Token priced food) Fresh fruit and vegetables and some groceries at market prices
What is available: (Food, Fuel, clothing, financial support etc.)	Prepacked ready to cook fresh vegetables (ex Gilfresh) all within date Potatoes (local grower)– small and large Various foods from Tesco short sell by dated (any perishable food will be frozen) We all sell fresh fruit and vegetables at competitive and some general groceries.
How to access: (phone, email, referral process etc.)	Come along to community centre Open Wednesday, Thursday, Friday 5.00 pm to 7.30pm and Saturday 9.00am to 12.30pm To check availability of goods text or email or Facebook message. See Facebook page: https://www.facebook.com/groups/359392197497621
Further Information: (e.g. time frame of provision etc.)	Prepacked vegetables are available every Wednesday evening through to Saturday. Food ex Tesco will be available from Thursday Preference for token priced food for elderly and families with young children
Area Covered	Within 5 miles of the village of Scotch Street (2.5 miles from Portadown on Moy Road

Belfast Central Mission	
Service offered	Housing support for young people 16-25 year olds
What is available: (Food, Fuel, clothing, financial support etc.)	Practical support, help with budgeting, accessing grants, food banks, donated items, help to maintain the tenancy whether it be private rented, social housing or sofa surfing. Help to increase their independent skills and manage their health needs
How to access: (phone, email, referral process etc.)	tmiles@belfastcentralmission.org - 07917304841 jmccourt@belfastcentralmission.org – 07789518785 Referral can be made on the phone or on Belfast central mission's webpage, this can be from a professional or a self referral
Further Information: (e.g. time frame of provision etc.)	We can work with young people for up to 2 years and they can refer back if needed
Area Covered	Armagh/Dungannon/Magherafelt

COSTA Community Organisations of South Tyrone & Areas Ltd President Grants Homestead, 45 Dergenagh Road, Dungannon, BT70 1TW Tel: 028 855 56880 Email: info.costa@btconnect.com Web: www.costaruralsupportnetwork.org Facebook: www.facebook.com/costa.network	
Service offered	Information, Signposting, Capacity Building and assistance.
What is available: (Food, Fuel, clothing, financial support etc.)	We will Signpost individuals to appropriate services, information, support and feedback and lobby on behalf of the community. We assist and build capacity of local Community Groups to access Funding, resources and facilitate them to assist their communities.
How to access: (phone, email, referral process etc.)	Lorraine Griffin – Manager Tel: 028 855 56880 info.costa@btconnect.com
Further Information: (e.g. time frame of provision etc.)	We will assist as soon as possible.
Area Covered	Dungannon & South Tyrone area of Mid Ulster District Council area.

Newry, Mourne and Down District Council

Service offered	Affordable Warmth Scheme
What is available: (Food, Fuel, clothing, financial support etc.)	The Affordable Warmth Scheme helps address the effects of fuel poverty and energy inefficiency. The scheme is directed at low income households. (It is not available for tenants living in social housing; you are not eligible if you are a Housing Executive or housing association tenant.)
How to access: (phone, email, referral process etc.)	affordablewarmth@nmandd.org 0330 137 4000
Further Information: (e.g. time frame of provision etc.)	
Area Covered	Newry, Mourne and Down District Council area.

The Community Family Support Programme (Network Personnel)	
Service offered to support families with cost of living	Support to find work, upskill, check benefits, access specialist services,
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Support to find work, upskill, check benefits, access specialist services
How to access: (phone, email, referral process etc.)	(Antrim & Newtownabbey Council Area) Jude - 07813 014093 jude.murphy@networkpersonnel.org.uk (Mid & East Antrim Council Area) Melanie – 07776 534784 Melaine.maxwellmcilroy@networkpersonnel.org.uk (Mid Ulster District Council Area) Jillian - 07736 350773 jillian.lennox@networkpersonnel.org.uk
is there a waiting list?	Not currently
Is there an expected response time? How long is this?	Immediate
Further Information: (e.g. time frame of provision/availability etc.)	When engaged with the participant we offer, information and signposting to support a variety of Health or Social Care issues including, housing, debt, physical & mental health, social isolation etc. We encourage participation in some of our relevant workshops and training courses, as appropriate. These include Money Management, Understanding Anxiety and Managing Challenging Behaviour, Business Administration, Customer Service, Food Hygiene etc.
Area Covered	Mid Ulster, Mid & East Antrim And Antrim & Newtownabbey Council Areas

An abstract graphic featuring three large, overlapping circles in a light green, light blue, and light purple color. The circles are arranged in a triangular pattern, with each circle overlapping the other two. The text "Western Area" is centered within the white space of the overlapping circles.

Western Area

The
Old Docks
Bar & Grill

PENSIONERS CAN GET

**FREE
SOUP!**

WITH ANY MAIN COURSE



The
Old Docks
Bar & Grill

**KIDS EAT
FREE!**

UNDER 12s ONLY
MONDAY-FRIDAY
3PM-5PM



The
Old Docks
Bar & Grill

**KIDS EAT
FREE!**

Menu

KIDS BURGER
with side order

KIDS CHICKEN BURGER
with side order

KIDS FISH FINGERS
with side order

KIDS SAUSAGES
with side order

KIDS CHICKEN NUGGETS
with side order

AVAILABLE
THROUGHOUT
NOVEMBER

MONDAY
-FRIDAY
3PM-5PM

sides/sauces

skinny fries, chips, garlics,
mash potatoes, gravy,

PICCOLLO

We have strict hygiene practices in our kitchen
and to the prevention of allergenic ingredients
the products there is a small possibility that
some traces may be found in any item.
We speak to 12 members of staff if you have
food allergies or intolerances.



Action for Children Sperrin & Lakeland Floating Support Service	
Service offered to support families with cost of living	We support young people aged 16-25 years old who are homeless or at risk of homelessness, to help tackle the underlying issues that can lead to homelessness.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	We provide support and signposting services to help with: • Practical life skills • Maintaining a tenancy • Budgeting • Benefit support • Access to Food Bank • Access support from St. Vincent de Paul • Rent Deposit scheme • Physical and emotional well being
How to access: (phone, email, referral process etc.)	Contact number: 028 822 59495 Manager: Alison Kettyle Email: alison.kettyle@actionforchildren.org.uk Self referrals or professionals can refer over the phone or via email.
is there a waiting list?	Short waiting list – 2 weeks. This can change at any time.
Is there an expected response time? How long is this?	Referrers should get a response within 24 hours of referral. This will indicate how long it will be before case is allocated and support can be given.
Further Information: (e.g. time frame of provision/availability etc.)	The service can offer support to a young person for a maximum of 2 years. We can support young people within our office or out in the community and in their own homes.
Area Covered	Fermanagh and Omagh area.

Women's Aid - Omagh	
Service offered to support families with cost of living	Range of practical support and advice available to Omagh Women's Aid service users. One to one holistic needs assessment and support planning for women and children experiencing domestic abuse in the Omagh area that includes Benefit Entitlement check, basic budgeting skills, support to access independent bank account and referral to specialist welfare rights and debt advice. Access to practical support e.g. food, sanitary products, toiletries, nappies, etc...
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Access to food, emergency clothing, sanitary products, toiletries. One to one personal budgeting advice and support Referral to practical support e.g. emergency furniture, fuel, etc... from community charity partners Support to apply for grants, as relevant
How to access: (phone, email, referral process etc.)	Contact key worker who will support woman to assess her needs and access timely and appropriate support 028 8224 1414
is there a waiting list?	There is a waiting list for ongoing community-based support. Initial Triage Needs Assessment completed within 5 working days of receipt of referral
Is there an expected response time? How long is this?	Community based - Monday to Friday 9am – 5pm
Further Information: (e.g. time frame of provision/availability etc.)	Provision of or referral to practical support as part of a holistic domestic violence support service.
Area Covered	Omagh area

Are you or someone you know
struggling with the cost of
basic living expenses?

Reduced income? In crisis? Need help?



causewaycoastandglens.gov.uk/advice

Where to turn?

Where to Turn is a Causeway Coast and Glens Borough Council campaign which aims to make sure you are aware of available support services if you are facing difficulty. These organisations provide a range of wraparound services and will be able to provide you with further details of these when you contact them.

Advice Centres

In the Coleraine, Limavady, Ballymoney,
Ballycastle and The Glens areas contact:

**Community Advice
Causeway**

T: 028 7034 4817

E: advice@advicecauseway.com

In the Dungiven area contact:

Glenshane House

T: 028 7774 2494

Food Banks

Ballycastle Foodbank

T: 075 3698 6448

T: 028 2005 4006

E: info@ballycastle.foodbank.org.uk

Causeway Foodbank

T: 028 7022 0005

E: info@vineyardcompassion.co.uk

Ballymoney Foodbank

T: 075 6584 0571

E: info@ballymoney.foodbank.org.uk

**Roe Valley Community
Foodbank**

T: 028 7776 5438

E: manager@lodi.co.uk

Fuel Support

If you need emergency fuel support your local advice centre can direct you to a local organisation who may be able to help you with emergency electric or gas top up, fuel stamps or other support.

[Advice and Support - Causeway Coast & Glens Borough Council \(causewaycoastandglens.gov.uk\)](https://causewaycoastandglens.gov.uk)

Derry City and Strabane District Council



Derry City & Strabane - Advice Services (derrystrabane.com)	Extended Advice Services More people than ever are facing debt and money worries, this has increased because of Covid-19. Many households have experienced unexpected changes in circumstance such as redundancy, sickness, reduction of income or insecure income. Advice North West, Dove House and the Resource Centre have come together to offer a tailored provision to meet the immediate financial and debt needs of the citizens of Derry and Strabane. The advice centres will operate “out of hours” and in addition to current advice service provision. Services offered will include benefit maximisation, debt advice, financial health checks, advice on setting up a bank account, budgeting advice. The advice centres can: • help make sure you are getting all • benefits that you are entitled to • offer debt advice
Disability Living Allowance (DLA)	for children may help with the extra costs of looking after a child who: • is under 16 • has difficulties walking or needs much more looking after than a child of the same age who does not have a disability They will need to meet all the eligibility requirements. The DLA rate depends on the level of help the child needs.
Discretionary support	If the family are housing executive or housing association tenants they may be able to contact the Housing Body for discretionary support

SureStart Shantallow	
Service offered to support families with cost of living	SureStart Shantallow provides range of Family Support services including emotional support/listening ear.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	The Project delivers the Cook it Programme which supports families to cook healthy meals on a budget, ingredients are provided to participants. The Project can support families to access appropriate support through signposting to foodbanks, welfare advisers or seek practical support/grants from relevant agencies on behalf of a family.
How to access: (phone, email, referral process etc.)	Contact Number: 028 71352522 or 028 71356110 Self Referrals and/or referrals from professionals are accepted via telephone
Further Information: (e.g. time frame of provision/availability etc.)	Immediate support
Area Covered	SureStart Shantallow covers the following ward areas: Carnhill, Shantallow East, Shantallow West, Ballynashallog, Super Output Areas 2 and 3 of the Culmore Ward

ARC HLC Ltd - Cherish SureStart	
Service offered	Family Support Access to advice through Employers for Childcare on a 1:1 basis in our centre Access to food banks Referrals to organisations such as SVP/ Programmes such as HENRY, Cook IT Solid Start which focus on healthy eating on a budget
What is available: (Food, Fuel, clothing, financial support etc.)	Advice, support and referrals to organisations that support with fuel, food and offer advice through services mentioned above.
How to access: (phone, email, referral process etc.)	Families must live in the Sure Start area and have children under 4 years. Tel: 028 68621970 Email: Cherish@archlc.com Self-referral, Midwives, Health Visitors and Social Services are main referrers. However, anyone can refer into services. NIMATs
Further Information: (e.g. time frame of provision etc.)	Mon-Fri 9am-5pm
Area Covered	Irvinestown; Newtownbutler; Roslea Kesh, Ederney & Lack Lisnarick; Ballinamallard Trillick; Devenish Portora; Lisnaskea Erne

Home-Start Lakeland	
Service offered	Support for families with young children in Co Fermanagh.
What is available: (Food, Fuel, clothing, financial support etc.)	Children's clothes Baby/Children equipment School shoes Referral to Foodbank Referral for fuel (oil, electricity) Forwarding items donated into the office Referral for home safety equipment through Council Slow Cooker Programme with equipment & food provided
How to access: (phone, email, referral process etc.)	Phone – 028 6634 6818 Email – info@homestartlakeland.com Message Facebook page 'Home-Start Lakeland' Items are primarily for referred families but happy to support all families in any way we can. Families can be referred from Health professional or self refer. Use contact details above.
Further Information: (e.g. time frame of provision etc.)	No set time frame.
Area Covered	Co Fermanagh (Other Home-Starts in other areas)

L.A.S.T SureStart	
Service offered	Antenatal – 4 Years. Sure Start aims to improve the health and well-being of families and children before and from birth, so children are ready to flourish when they go to school. - Programmes for parents and children/Allocated Family Support Worker/ Creche/ Workshops – Hypnobirthing, Breastfeeding, Potty Training, Baby Massage & Reflexology / Antenatal Event/Home Safety/Events/ Dads programmes/
What is available: (Food, Fuel, clothing, financial support etc.)	Support with signposting to support services for food/fuel/clothing. Allocated Family Support Worker to help and assist families with various barriers. Programmes and workshops in parenting and child's development. Support from health Visitor and Speech and Language.
How to access: (phone, email, referral process etc.)	Self Referral, Referral from external organisation (midwife/health visitor/ support services), Telephone – 02882252936 Email – winniekelly@lastsurestart.co.uk Online- www.lastsurestart.co.uk
Further Information: (e.g. time frame of provision etc.)	To involve parents; To avoid stigma; To ensure lasting support; To be sensitive to local families' needs and To promote participation of all local families
Area Covered	Services are publicised and made accessible to all children and families within our four wards areas Fintona, Termon, Killyclogher, Strule, Gortrush, Camowen, Drumragh and Lisanelly

AMH New Horizons Foyle	
Service offered	We provide life skills training, information & support to adults 18+ diagnosed with mental ill-health.
What is available: (Food, Fuel, clothing, financial support etc.)	Practical Life Skills Training in the following; • Cooking on a Budget; • Basic Food Hygiene; • Learn to Grow your own; • Budgeting; • Benefit Checks; • Living Frugality in 2022; • How to stay mentally well & build your resilience through the 5 ways to wellbeing, • Diet & Nutrition • Physical Wellbeing • Addiction support • Recycle, Reuse, Repurpose
How to access: (phone, email, referral process etc.)	Referrals through GP's, Community Mental Health Teams, GP Federation Multidisciplinary teams, Addiction Support Organisations, & Jobs & Benefits.
Further Information: (e.g. time frame of provision etc.)	Once accepted on to our project, support will be provided virtually or face to face up to a maximum of 2 years. We provide free transport to the Service. We are based in Unit 13 Springtown Industrial Estate Derry/Londonderry BT48 0LY
Area Covered	All of County L'Derry

AWARE	
Service offered	Mental Health Support
What is available: (Food, Fuel, clothing, financial support etc.)	Free support groups for people experiencing low mood, depression, anxiety and bipolar Free mental health training programmes and workshops Mental health advice and signposting
How to access: (phone, email, referral process etc.)	Email info@aware-ni.org Or visit www.aware-ni.org
Further Information: (e.g. time frame of provision etc.)	Provided all year round
Area Covered	All of Northern Ireland

Family Nurse Partnership

Service offered to support families with cost of living	Families supported to access food banks, Family Nurses often seek clarity in relation to benefits to ensure clients are getting what they are entitled to.
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Food bank St Vincent's Salvation army
How to access: (phone, email, referral process etc.)	Food bank via email St Vincent's and Salvation Army via phone
Further Information: (e.g. time frame of provision/availability etc.)	The above are all very responsive to our clients needs, they frequently provide help within one-two days.
Area Covered	The services above will address need for all FNP clients across the trust area.

Home-Start Omagh District	
Service offered to support families with cost of living	Support for families with young children living in Omagh District
What is available: (Food, Fuel, clothing, financial support, uniforms, PE kits etc.)	Forwarding of clothes and baby equipment donated to Home-Start Omagh District Referral to foodbanks, SVP Referral to Council for home safety equipment and Keep Warm pack Referral for food and fuel vouchers (depending on availability and funding)
How to access: (phone, email, referral process etc.)	Email info@homestartomaghdistrict.org.uk Phone 028 8224 0902 (9am to 4pm Monday to Thursday) Phone or text 078 4374 9852 Families who have been referred are prioritised. However, we can support or signpost families throughout Omagh District
Is there a waiting list?	Waiting list for home-visiting volunteer support No set waiting list for families seeking support with cost of living
Is there an expected response time? How long is this?	Response time is dependent on availability of staff and resources.
Further Information: (e.g. time frame of provision/availability etc.)	No set time frame
Area Covered	All of Omagh District area including Omagh town, Drumquin, Dromore, Trillick, Fintona, Seskinore, Beragh, Sixmilecross, Carrickmore, Loughmacrory, Mountfield, Greencastle, and Gortin