



SUPPORT ORGANISATIONS

AGE NI

Age NI is the new charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provide services including advice and advocacy, supporting older people to access services, improving home safety and specialist support for people with dementia.

For more information about the work of Age NI contact **028 9024 5729**

For direct access to advice, information and practical support on a wide range of issues contact Age NI Advice & Advocacy Services, Monday to Friday, 9am to 4pm on Freephone **0808 808 7575**

BELFAST HEALTHY AGEING STRATEGIC PARTNERSHIP

The aim of Belfast HASP is to provide leadership in developing a joined up approach to the planning and delivery of services which promote the health, wellbeing and independence of older people in Belfast. The partnership is currently focusing on three key outcomes: enabling older people to effect policy change, improving the health and wellbeing of older people and joined up planning across organisations.

For more information about the work of Belfast HASP or the progress of the key themes please call **028 9050 2073**



ENGAGE WITH AGE

Engage with Age work to improve the quality of life, health and wellbeing of older people in South and East Belfast and Castlereagh. They are a partnership of older people's forums, statutory and voluntary organisations working together. Engage with Age also support three older people's forums: **South Belfast Lifestyle Forum; Castlereagh Lifestyle Forum** and **Belfast East Seniors Forum**

For more information about the work of Engage with Age or any of the three older people's forums, telephone: **028 9064 9649** or visit their website: www.engagewithage.org.uk

VOLUNTEER NOW

Volunteer Now support, encourage and promote citizenship and participation through voluntary activity. They are the Volunteer Centre for Belfast, Castlereagh, North Down and Ards and also manage a range of in-house projects committed to supporting older people throughout Belfast. Volunteer Now also support **West Belfast 50+ Forum** and **Greater Shankill Senior Citizens Forum**, a weekly older persons radio programme and a programme of group activities for older men.

For more information on Volunteer Now and its range of services for older people telephone: **028 9023 2020**
Website: www.volunteernow.co.uk



NORTH BELFAST SENIOR CITIZENS FORUM (NBSCF)

North Belfast Senior Citizens Forum (NBSCF) provides an outreach benefits advice service as well as lobbying, advocating and fundraising on behalf of older people.

For more information contact NBSCF on **028 9074 9944**

AGE SECTOR PLATFORM

Age Sector Platform (ASP) is an organisation set up to campaign and lobby for older people in Northern Ireland. It aims to influence legislation; improve older people's understanding of legislation which affects them; and help older people participate in the political and decision-making processes that affect them at local and regional government level.

Contact ASP if you would like more information or if your group is interested in becoming a member of the organisation. Telephone: **028 9031 2089**.

Website: www.agesectorplatform.org

ADVICE NI

Advice NI is a membership organisation which exists to provide support for independent advice organisations and centres around Northern Ireland to deliver high quality, advice services. Advice NI also provides advice to the general public on a range of matters including: social security, housing, debt, consumer and employment issues.



For more information contact Advice NI on **028 9064 5919** or visit their website: www.adviceni.net

For information on Citizens Advice Bureau go to the Income section

CONSUMER COUNCIL

The Consumer Council's role is to speak up for consumers and give them a voice. Some of the key issues that they are currently working on include: unfair bank charges; household costs; fuel poverty; financial capability; water charges; energy market opening; and transport. They can also help individual consumers with complaints about buses, trains, planes, ferries, natural gas, electricity, coal and water.

For general enquires Telephone: **028 9067 2488**
Website: www.consumercouncil.org.uk

Complaints: If you have a complaint about buses, trains, planes, ferries, natural gas, electricity, coal or water telephone: **0800 121 6022** or send them an email: complaints@consumercouncil.org.uk

CONSUMER ADVICE CENTRE

The Consumer Advice Centre provides free specialist advice to consumers and traders in Belfast on consumer issues, such as: faulty goods; shopping complaints; bad service and holiday complaints.



For more information telephone: **028 9032 8260** or
email: consumeradvice@belfastcity.gov.uk
Address: Consumer Advice Centre, 14 Wellington Place,
Belfast

NORTHERN IRELAND COUNCIL FOR ETHNIC MINORITIES (NICEM)

NICEM provide a range of services for people from Ethnic Minority living in Northern Ireland including: community interpreters; training for interpreters; support to people who have experienced racial harassment and asylum seekers.

For more information or to book an interpreter contact
NICEM on **028 9023 8645** Telephone: 028 90 242025 for
24 hours emergency enquires only.
Website: www.nicem.org.uk

BRYSON GROUP

Bryson Charitable Group deliver a number of care services for older people in the Belfast area. These include: a domiciliary care service which is available in the North Belfast locality of the Belfast Health and Social Care Trust and provides personal care and emotional support; a Home from Hospital service providing support for up to six weeks after discharge from hospital; and a Laundry Service providing clean bed linen on a weekly basis for incontinent patients. To avail of these services you need to be referred by a healthcare professional from the Health and Social Care Trust.



For more information on any of these services contact the personal assistant to the Director of Social Services within Bryson Group on **028 9032 5835**

CHURCHES

Churches can provide spiritual, emotional and social support to older people. Many churches have special events that they run specifically for older people providing an opportunity to get out of the house and mix with others. Church leaders can also provide valuable support at the time of bereavement. Contact your local minister/priest/religious leader for information on activities provided in your area.

BCM (BELFAST CENTRAL MISSION)

BCM is involved with all sectors of the community, irrespective of religious or political affiliation. Their aim is to support those most in need in our society. Some of the services they offer include: a 'LITE 60+' project for people aged 60 plus requiring assistance to remain living independently in their own home. In addition BCM run a Wednesday lunch club, tea dances, and a befriending scheme which aims to provide companionship and practical support to lonely and isolated older people in the community. They also run holidays for 'older people' at BCM's Childhaven Centre in Millisle and a residential home 'Kirk House'.



For further information on services offered by BCM
telephone **028 9024 1917**

For further information on Kirk House
telephone **028 9040 2938**

HEALTHY LIVING CENTRES

Healthy Living Centres provide a wide range of services to local communities, especially in deprived areas. There are nine Healthy Living Centres in Belfast. Services outlined below include those specifically tailored to older people.

Wispa (Women in Sport and Physical Activity)

Activities for over 50's run by Wispa include: monthly tea dances, ladies Wellness Class and walking groups.

For more info telephone: **028 9031 4298**, Address: Unit 3,
331-333 Shankill Road, Belfast, BT13 3AA

Ardoyne and Shankill Health Partnership

Ardoyne and Shankill Health Partnership have a day centre service for elderly people and run events such as Boccia, chair based aerobics and bingo. Transport is available on request and a warm meal is provided each day. Day outings and shopping trips are also arranged once a month along with seasonal parties at Halloween, Christmas, St Patrick's Day and Easter.

For more information contact Ardoyne/Shankill Health
Partnership on **028 9075 6638**



H.E.A.R.T. Project

The H.E.A.R.T project runs the following classes for people aged over 50: a wellness class; yoga class; pool therapy; Tai Chi; swimming class; line dancing; and a walking club. They also run four health days throughout the year (two for men and two for women) as well as tea dances.

For more information contact H.E.A.R.T. Project, telephone **028 9031 0346**. Address: The Maureen Sheehan Centre, 106 Albert Street. Belfast, BT12 4HL.

New Life Counselling

New Life Counselling offers counselling services to people of all ages. Services tailored to older people include: a history group; information on substance abuse; advice and advocacy service with home visits made to elderly, infirm and house bound (home support by means of befriending and assistance is also available on request); gardening and small DIY jobs and annual trips and cross community activities.

For more information contact New Life Counselling on **028 9074 6184** or **028 9039 1630**.

Top of the Rock Healthy Living Centre

Services for older people include counselling, complementary therapies, a focus on men's health, and dancing.

For more information telephone **028 9023 6677**.
Address: Top of the Rock Healthy Living Centre,
689 Springfield Road, Belfast, BT12 7FP



New Lodge and Duncairn Community Health Partnership

Services for older people include complementary therapy sessions; health days in sheltered accommodation; armchair aerobics; walking groups; and general health information sessions.

For more information contact **028 9074 5588**

Address: New Lodge and Duncairn Community Health Partnership, 206 Duncairn Gardens, Belfast, BT15 2GN

EBCDA Health Development and Connections Programme

East Belfast Community Development Agency supports a social network of lay health information workers predominantly over 50 years of age throughout East Belfast. They meet fortnightly to advance health improvement through campaigns, training, events and lobbying. Support is also provided to the 'Wise Men of the East Network' targeting men over 50 years of age who take part in health promotion workshops and meetings often using cross border connections to explore health on an all island basis. Quarterly men's Health Clinics are also organised.

For more information contact East Belfast Community Development Agency (EBCDA) on **028 9045 1512**

Address: East Belfast Community Development Agency, 269 Albertbridge Road, Belfast, BT5 4PY.



BEFRIENDING SERVICES

Volunteer Now Befriending Service

Volunteer Now operates a one to one volunteer befriending project primarily for older people living in South or East Belfast or Castlereagh, who have limited opportunities for social interaction and could benefit from the company of a volunteer befriender. Referrals are accepted from social workers operating in South or East Belfast or Castlereagh. Please note that the project is not accepting any new referrals at present.

Volunteer Now also provides information and guidance to both organisations wanting to set up a volunteer befriending scheme and organisations currently delivering volunteer befriending services.

For more information telephone **028 9023 2020**

Alzheimer's Society Befriending Service

Alzheimer's Society has a befriending service which provides one-to-one support to people with dementia.

For more information ring their Helpline on **028 9066 4100** or look on their website: www.alzheimers.org.uk

Praxis

Praxis Care operates a volunteer befriending scheme which offers friendship and support to someone who has become isolated because of mental ill-health as well as individuals with a learning disability or acquired brain injury.



If you require further information or are interested in volunteering as a befriender, you can get an application form from the Belfast office. Telephone: **028 9023 4555**

BCM (Belfast Central Mission) Befriending Scheme

BCM run a befriending scheme which aims to provide companionship and practical support to lonely and isolated older people in the community.

If you would like more information on the befriending service or are interested in volunteering to work as a befriender, contact the Community Services Manager within BCM on **028 9024 1917**

Recall Project Befriending Service

Recall offers a befriending service in South & East Belfast

For more information call **028 9046 9946**

For information on telephone support services including Good Morning schemes, see the Safety in the Home section (pg 88).

Orchardville CLASP Programme

The Orchardville Society is a voluntary organisation working in Belfast supporting people with learning disabilities in the community. CLASP is their Community Living and Support Programme which provides support for adults with learning disability to be involved in their local community. The project operates in South and East Belfast.



A range of projects in have been developed in local communities to combat isolation. For up-to-date details contact HASP on 028 9050 2073

For more information on the CLASP programme contact Orchardville on **028 9073 2326**

NI DIRECT DIRECTORY

The NI Direct Directory is a structured listing of some 4,500 websites all based in NI, carrying information on public services in the province. Information is categorized under the following headings: agriculture; arts and culture; benefits; consumer, community and voluntary; education; employment; environment; faith and belief; health; land and property; law and justice; sport and leisure; taxation; transport and travel.

For more information go to: www.nidirect.gov.uk