



Lower Ormeau and Botanic
Community Neighbourhood Guide





















Belfast City Council

SHAFTESBURY COMMUNITY RECREATION CENTRE

The Executive Office
www.executiveoffice-ni.gov.uk

T:buc

CREATING COHESIVE COMMUNITY
Safety For All In Our Changing Community

Foreword

Promoting a safe inclusive neighbourhood for all.

If you are a new resident to the community, welcome! If you are a long-term resident, hello!

This booklet has been produced by the Lower Ormeau Residents Action Group's (LORAG) Creating Cohesive Community project (CCC project). The aim of the booklet is to provide you with a guide to the local services that you may find useful.

LORAG's CCC project provides a community led response to some of the issues faced locally, particularly given the mixed housing tenure that makes up the community. Some are here for a short time, others have been here a long time. The commonality between them all is everyone needs access to services and neighbours in order to feel they belong and to feel safe within the community.

The main aim of the project is to support community cohesion at a local and strategic level. The CCC project receives direct support from project partners and collaborates closely with a wide range of organisations and individuals from both the majority established community and the minority ethnic communities in the Lower Ormeau and Botanic areas.

LORAG has taken the lead through the CCC project to address these growing needs and develop an integrated approach to cohesion across sectors including community, statutory, schools and emergency responses. This booklet is our attempt to introduce or reacquaint you with the services available in the community you reside in.

For more information on any of the content of the booklet or to simply touch base with a local voice please do not hesitate to contact us on: 028 9031 2377. Or alternatively call into Shaftesbury Community and Recreation Centre, 97 Balfour Avenue, Belfast, BT7 2EW.

Introduction

Living in an inner city inevitably involves change, which can be both exciting and challenging, especially with people frequently moving in and out of the neighbourhood. Many aspects of daily life and services may be different today than they were some years ago. For new people moving into the neighbourhood, getting to know the community and neighbours can sometimes be difficult. To help everyone to feel they belong in the neighbourhood and encourage everyone to be good neighbours, we hope this neighbourhood guide will give basic information about local services, how everyone can access them and information about how to be a good neighbour.

The Lower Ormeau and Botanic neighbourhoods are highly diverse. They house long term residents from different religious and cultural traditions, international students at Queen's University Belfast and Ulster University and people who have travelled from other countries to live here to work or seek a safe place to live.

Whether you are a new resident or have lived in the area for some time, you will likely encounter some changes. If you face any difficulties during these transitions, please don't hesitate to reach out to the various community groups and representatives for assistance. They are there to help and support you.

The CCC project coordinates the highly successful Active Citizens programme. This initiative trains local community volunteers to assist their neighbours in various ways:

- Getting involved in community life
- Providing neighbourly support
- Directing individuals to community services

We are reinvigorating the Active Citizens programme and would love for you to join us in supporting others. Your involvement will be instrumental in fostering a stronger, more connected community.

A Good Neighbour Agreement

As a community we are committed to improving the quality of life for all residents but to do so we need your support. We would encourage you to adopt this agreement which we hope will show how firmly committed we are to being the best neighbours we can.

We believe that we should treat our neighbours with respect and look out for them in times of need. We should especially be vigilant in the care of the vulnerable and elderly in our community. We believe that by being a good neighbour you will be contributing to a more positive, confident and outward looking community

There are many things you can do to ensure you are a good neighbour. These are some points to illustrate good neighbourliness:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, sexual orientation, ability, culture or political belief.
- Care for the elderly, the lonely, the less fortunate and vulnerable in the community.
- Accept that everyone is different and be tolerant of the lifestyles of others, particularly with regard to noise levels.
- Be responsible for the behaviour of your children and anyone visiting your home.
- Respect the rights of children and young people to play and meet in a safe and happy environment.
- Respect the environment in which you live through upkeep of a clean and tidy neighbourhood free from anti-social behaviour.
- Recognise that good community spirit benefits all, through healthy interaction and mutual support in dealing with local problems.
- If any problem arises, every resident has the right to approach any constituted group set up by the residents, the Housing Executive or any other statutory body, so that the problem may be sorted out amicably and to the satisfaction of all concerned.

Throughout this booklet there are numerous organisations you may find useful if you need to report any incidients.

Volunteering

You can make a difference by volunteering!

Throughout this booklet there are many voluntary and community groups that need your support. Please consider how you might help your community and in turn help yourself.

Volunteering can increase your sense of community and belonging and help you in so many positive ways.

- Volunteering connects you to others.
- Volunteering is good for your mind and body.
- Volunteering can advance your career.
- Volunteering brings fun and fulfilment to your life.
- One of the 5 steps to wellbeing is to give – volunteering offers opportunities to give to others.

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering can be enormous. Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you, the volunteer (see above). The right match can help you to find friends, connect with the community, learn new skills, and even advance your career.

Giving to others can also help promote your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated and provide a sense of purpose. While it's true that the more you volunteer, the more benefits you'll experience, volunteering doesn't have to involve a long-term commitment or take a huge amount of time. Giving in even simple ways can help those in need and improve your health and happiness.

Check out the local groups in this booklet and get in contact with them about volunteering opportunities.

If you would like to get involved or for more information, please email: info@lorag.org or phone: 028 9031 2377.

The Importance of Reporting

Reporting issues is very important for all concerned. If those with responsibility for addressing issues of concern do not know, how can they fix it?

Prevention: by reporting incidents of concern organisations with responsibility can identify issues and address them before they escalate.

Awareness of issues: reporting of incidents or concerns creates awareness about potential risks.

Regulation: reporting incidents or concerns ensures those with responsibility know what needs to be done.

Engagement: encouraging reporting of incidents or concerns actively engages those with responsibility for safety and harmony in our community.

Remember, even small incidents should be reported – they can prevent more significant problems occurring!

Noise Problems and Reporting

Excessive noise caused by a neighbour's loud music, late-night parties or banging doors is a common complaint.

Some amount of noise is to be expected if you live in an apartment block or busy street but, if the noise is constant and affecting your day-to-day life, you can report it to Belfast City Council for formal or informal action.

Details of how to report are in this booklet.

Belfast City Council Contact Details

Births	Tel: 028 9027 0455 Email: registrar@belfastcity.gov.uk
Marriages	Tel: 028 9027 0455 Email: registrar@belfastcity.gov.uk
Deaths	Tel: 028 9027 0455 Email: registrar@belfastcity.gov.uk
Antisocial Behaviour	Tel: 028 9027 0414 Email: communitysafety@belfastcity.gov.uk
Street Cleansing / Litter	Tel: 028 9027 0230 Email: openspaces@belfastcity.gov.uk
Bulky Household Waste and Special Collections	Tel: 028 9027 0230 Email: wastecollections@belfastcity.gov.uk
Dog Control and Animal Welfare	Tel: 028 9027 0431 Email: animalwelfare@belfastcity.gov.uk
Noise Control	Tel: 028 9037 3006 Email: Noise@belfastcity.gov.uk
Pest Control	Tel: 028 9027 0431 Email: pestcontrol@belfastcity.gov.uk

Bin Collection Information

To find your bin collection day and recycling collection day visit: www.belfastcity.gov.uk/bins - Tel: 028 9027 0230 or email: wastecollection@belfastcity.gov.uk.

Local Community Facilities and Groups

NAME	ACTIVITIES	CONTACT DETAILS
An Droichead	• Irish language classes • Irish art and culture • Daycare • Youth Club	Tel: 028 9028 8818 www.androichead.com 20 Cooke Street, Ormeau Road, Belfast, BT7 2EP
Lower Ormeau Residents Action Group (LORAG)	• First Start programme 2-4 year olds • Afterschools Club P1 – P7 • Youth programmes 12-25 yrs • Health programmes • Family Support Hub • Active Aging programmes 55+ • Community cohesion progamme • Fitness Centre • Gairdín Abhann/ River Garden • John Murray Lockhouse Healthy Living Hub	Tel: 028 9031 2377 E: info@lorag.org Shaftesbury Community Recreation Centre, 97 Balfour Avenue, Belfast, BT7 2EW Tel: 028 9031 2377 River Terrace, BT7 2EN River Terrace, BT7 2EN
Lower Ormeau Youth Hub	• 8 – 18yrs Opens 6-7.30 pm for junior members (P4-P7) and 7.30-9pm for senior members (Yr 8+)	Tel: 028 9031 2377 E: bkelly@lorag.org River Terrace, BT7 2EN
Mornington Community Project	• Family programmes • Older people's programmes • Pop up cafes • Drop-in • Community and office space	119 Ormeau Road Belfast, BT7 1SH

NAME	ACTIVITIES	CONTACT DETAILS
HOMEPLUS	Advice, advocacy, support for refugees, asylum seekers, destitute migrant workers and homeless people	Tel: 028 9031 1836 113 University Street, Belfast, BT7 1HP
Horn Of Africa People's Aid NI (HAPNI)	• Support and advocacy	Tel: 028 9031 5778 Botanic House, 1-5 Botanic Avenue, Belfast, BT7 1JG
African & Caribbean Support Northern Ireland (ACSONI)	• Advocacy, support, capacity building at strategic and operational level	Tel: 028 9043 4090 E: admin@acsoni.org 1st Floor 9 Lower Crescent, Belfast, BT7 1NR
Chinese Welfare Association	• Community development, health projects, advocacy, training	Tel: 028 9028 8277 E: office@cwa-ni.org 1 Stranmillis Embankment, Belfast, BT7 1GB
Northern Ireland Somali Association (NISA)	• Advocacy • Workshops • Advice	Tel: 028 9020 0792 E: info@nisomaliassociation.org.uk NISA 185A Ormeau Road, Belfast, BT7 1SQ

Local Educational Providers

Education Authority (EA): the EA is responsible for ensuring that efficient and effective primary and secondary education services are available to meet the needs of children and young people, and to provide support for the provision of efficient and effective youth services.
Tel: 028 9056 4000 - E: info@eani.org.uk - Web: https://www.eani.org.uk/

Services for Young Children (Children 0 - 4yrs old).

ORGANISATION NAME	CONTACT DETAILS
South Belfast Sure Start	Tel: 028 9094 2525 E: admin@surestartsb.org 9 Lower Crescent, Belfast, BT7 1NR Services are available to all families who have (or are expecting) at least one child who has not yet reached their fourth birthday and who live in south Belfast. Services include support, child development, child development programmes and infant support.
LORAG Pathways First Start programme	Tel: 028 9031 2377 Shaftesbury Community and Recreation Centre 97 Balfour Avenue, Belfast, BT7 2EW Pathways provides a developmental programme for children aged 2-4 years and a parent and toddler programme for parents with children aged 0-4 years.
St. Malachys Preschool Playgroup	11 River Terrace, Belfast, BT7 2EN Playgroup: Monday – Friday: 9.15am until 1pm Children aged 2yrs 10 mths – 4 years old.

Local Primary Schools (Children 4 - 11yrs old)

SCHOOL NAME (BELFAST BOARD)	CONTACT DETAILS
Irish Language Primary School Scoil an Droichid	Tel: 028 9031 3283 Ulidia Resource Centre, Somerset Street off South Parade, Belfast, BT7 2GS
Botanic Primary School	Tel: 028 9032 8346 6 Botanic Court, Belfast, BT7 1QY
Forge Integrated Primary School	Tel: 028 9049 2177 E: info@forge.belfast.ni.sch.uk 20 Carolan Road, Belfast, BT7 3HE
Holy Rosary Nursery and Primary School	Tel: 028 9049 1817 Sunnyside Crescent, Belfast, BT7 3DB
St Malachy's Primary School	Tel: 028 9032 7460 Eliza Street, Belfast, BT7 2BJ
St Michael's Primary School	Tel: 028 9049 1529 514 Ravenhill Road, Belfast, BT6 0BW

Post-Primary Schools (Children 11 - 18yrs old)

SCHOOL NAME (BELFAST BOARD)	CONTACT DETAILS
Aquinas Grammar School	Tel: 028 9064 3939 518 Ravenhill Road, Belfast, BT6 0BY
Our Lady and St Patrick's College, Knock	Tel: 028 9040 1184 120 Gilnahirk Road, Belfast, BT5 7DL
Lagan College	Tel: 028 9040 1810 44 Manse Road, Belfast, BT8 6SA
Breda Academy	Tel: 028 9064 5374 Newtownbreda Road, Belfast, BT8 6PY
St Joseph's College	Tel: 028 9049 1280 518 Ravenhill Road, Belfast, BT6 0BY
Irish Language Secondary School Coláiste Feirste	Tel: 028 9032 0707 7 Beechview Park, Belfast, BT12 7PY
Wellington College	Tel: 028 9064 2539 18 Carolan Road, Belfast, BT7 3HE

Local Adult Education (Over 16yrs old)

ORGANISATION NAME	CONTACT DETAILS
Belfast Metropolitan College	Tel: 028 9026 5265 www.belfastmet.ac.uk All courses are delivered in the Belfast Metropolitan College's main sites which are located at: • Millfield • Titanic Quarter • Castlereagh • Springvale There is a full course guide online, as well as a comprehensive 'contact us' section for further enquiries.
People 1st	Tel: 028 9087 5875 www.people-1st.co.uk Suite 1, Ormeau House, 91-97 Ormeau Road, Belfast, BT7 1SH People 1st is a local training provider on the Ormeau Road for ages 16+, offering school leaver courses, post-GCSE routes and A-Level alternatives.
GEMS NI Help with finding a job	Tel: 028 9033 2313 E: teams@gemsni.org.uk 34 Shaftesbury Square, Belfast, BT2 7DB GEMS provides a range of services that support, encourage and enable unemployed people living in areas of high disadvantage to access training and personal and skills development.

Student Information

New full-time students can get loans, grants and bursaries to help with tuition fees and living costs. These help you study first, and pay back when you're earning.

For more details on this please contact the above-named college or log on to: https://www.gov.uk/student-finance-register-login

Support Services

How can I contact the local benefit support advisors?

ORGANISATION NAME	CONTACT DETAILS AND SERVICES
Ballynafeigh Community Development Association Area Advice	Tel: 028 9049 1161
Advice NI	Freephone: 0800 915 4604

Where can I get information about immigration or asylum?

ORGANISATION NAME	CONTACT DETAILS AND SERVICES
UK Border Agency Public Office	1 Drumkeen Complex, Upper Galwally, Belfast, BT8 6TB
Migrant Help UK	Asylum Helpline Tel: 0808 8010 503
Mears Group	Tel: 0800 032 4547 Unit 12, Weavers Court, Linfield Road, Belfast, BT12 5GH

Social Housing Providers

ORGANISATION NAME	CONTACT DETAILS
Housing Rights (independent advice)	Tel: 028 9024 5640 The Skainos Centre, 239 Newtownards Road, Belfast, BT4 1AF
Northern Ireland Housing Executive	Tel: 03448 920 900 E: information@nihe.gov.uk
Clanmil	Tel: 028 9087 6000 E: housing@clanmil.org.uk
Apex	Tel: 028 7130 4800 E: info@apex.org.uk
Radius	Tel: 0330 123 0888 E: info@radiushousing.org
Choice	Tel: 0300 111 2211 E: enquiries@choice-housing.org
Ark	Tel: 028 9075 2310 E: info@arkhousing.co.uk
St Matthew's Housing Association	Tel: 028 9045 1070 E: office@smha.co.uk

Post Office

Where is the local Post Office? What services does it offer?
Post Office Limited provides very useful information about UK state pensions, money services, insurance, driving licences and fishing licences, as well as offering services for car tax and UK passports.
You can also find information about sending mail: www.postoffice.co.uk.

ORGANISATION NAME	CONTACT DETAILS
Ballynafeigh Post Office	443 Ormeau Road, Belfast, BT7 3GQ
SPAR Ravenhill Road	Spar 117-123 Ravenhill Road, Belfast, BT6 8DR

Local Leisure Centre

Where is the local Leisure Centre and what does it offer?

ORGANISATION NAME	CONTACT DETAILS AND SERVICES
Shaftesbury Community and Recreation Centre Follow us on Facebook for the latest updates @ LORAG	Tel: 028 9031 2377 97 Balfour Avenue, Belfast, BT7 2EW Services Available: • GP Healthwise referral for gym (12-week gym membership) • Open gym membership • Fitness classes • Indoor and outdoor sports bookings

Local Family Support

Where can I find support for my family or myself?

ORGANISATION NAME	CONTACT DETAILS AND SERVICES
South Belfast One, Family Support Hub	Tel: 028 9031 2377 Mob: 07956 749172 E: mmcdonagh@lorag.org Services Available: • Emotional health and wellbeing • Family support • Youth support • Behaviour support • Mentoring • Education • Employability support • Advice and guidance

Your Neighbourhood Policing Team

The Neighbourhood Policing Team is committed to making the neighbourhood safer for everyone. The team aims to provide a personal, professional and protective service by working with you and partners in the community to identify and tackle local priorities.

Officers in the Neighbourhood Policing Team for the Lower Ormeau and Botanic area can be contacted while on duty if you need advice or support in relation to an incident you have already reported.

Their numbers are listed below:

Crime: Emergency 999
Phone Helpline 101
Crime Stoppers 0800 555 1111

PSNI Officers in the area

BOTANIC AVENUE and HOLYLANDS

- Constable Simon Madden Tel: 07917 602192
  E:simon.madden@psni.police.uk
- Constable Ryan Corry Tel: 07890 020814
  E: ryan.corry@psni.police.uk

LOWER ORMEAU AREA

- Sergeant Tara Creehan Tel: 07585 979307
- Constable Phil Barnes Tel: 07786 853011
- Constable Julie Halliday Tel: 07393 144032

Emergency Action and Emergency and Local Health Centres'

Where is the nearest Accident and Emergency (A & E) department?

HOSPITAL NAME	CONTACT DETAILS
Royal Victoria Hospital (including children's A & E)	Tel: 028 9024 0503 274 Grosvenor Road, Belfast, BT12 6BA
Mater Hospital	Tel: 028 9074 1211 45-51 Crumlin Road, Belfast BT14 6AB

Ambulance and Local Accident and Emergency Services
999 used for Emergency *(999 is also used to contact fire or police)*.
Call 111 for non-emergency.

Only call an ambulance if you are seriously hurt or ill and cannot travel to hospital. You are entitled to have an interpreter when you are seeing your GP or using the NHS services, please ask your health provider for it.

Interpreters
Doctors, hospitals, police and Social Services can provide an interpreter free of charge but it is important to tell them when you make an appointment

GP Services
You must register with a doctor (also known as a GP) to access medical treatment. They can help you get other services. You will be able to talk to a female or male doctor.

Your local GP surgery will provide doctor's services, nurses, midwives, prescriptions and information on medical services in the area.

GP out of hours is available if you need urgent medical care when your GP surgery is closed.

GP out of hours services are:

- 6pm on weekdays until your GP surgery opens the next morning
- 24 hours on Saturday and Sunday
- 24 hours on public holidays

The phone number for south and east Belfast is: 028 9079 6220.

Doctor's Surgeries

DOCTOR'S/GP SURGERIES	CONTACT DETAILS
Ormeau Health Centre	Tel: 028 9032 6030 120 Ormeau Road, Belfast, BT7 2EB
Botanic Medical Centre	Tel: 028 9032 0919 51 Botanic Avenue, Belfast, BT7 1JL
University Street Surgery	Tel: 028 9031 1118 142-144 University Street, Belfast, BT7 1HH
Ormeau Park Surgery	Tel: 028 9064 2914 281 Ormeau Road, Belfast, BT7 3GG

Your Local Pharmacy

Where is the local Pharmacy or Chemist Shop?
Offering prescription service, non-prescription medication and basic diagnosis. Look here for out of hours services:
https://bso.hscni.net/pharmacy-support-links/weekly-holiday-rotas/.

LOCAL PHARMACIES	CONTACT DETAILS
MediCare-Fitzroy Pharmacy	Tel: 028 9023 0170 126 Ormeau Road, Belfast, BT7 2EB
Ormeau Park Pharmacy	Tel: 028 9049 1981 279 Ormeau Road, Belfast, BT7 3GG
Crowzers Pharmacy	Tel: 028 9049 1194 441 Ormeau Road, Belfast, BT7 3GQ

Local Youth Clubs

ORGANISATION NAME	CONTACT DETAILS
East Africa Youth NI	Tel: 07845 583484 E: admin@eastafricayouthni.org Botanic House, 1-5 Botanic Avenue, Belfast, BT7 1JG
Lower Ormeau Youth Hub	Tel: 028 9031 2377 E: bkelly@lorag.org River Terrace, Belfast, BT7 2EN

Local Library

Where is the local library?

It is free to join a public library. You need proof of a name and address, e.g. utility bill or driving licence. All libraries have computers for the public to use. Internet use is free to members.
https://www.librariesni.org.uk/

ORGANISATION NAME	CONTACT DETAILS
Ormeau Library	Tel: 028 9050 9228 247 Ormeau Road, Belfast, BT7 3GG

Women's Aid

Where is the local Women's Aid?

Women's Aid is the key national charity working to end violence against women and children supporting a network of domestic and sexual violence services across the UK.
https://www.womensaidni.org/

ORGANISATION NAME	NATURE OF GROUP	CONTACT DETAILS
Belfast & Lisburn Women's Aid	A refuge is a safe place where women and children who want to escape violence, can stay. It is a place where women can have time and space to make decisions free from fear and pressure.	Tel: 028 9066 6049 30 Adelaide Park, Belfast, BT9 6FY Monday - Friday 9am - 5.00pm

Dentists

Where can I get information about dentists?

For dental emergencies call Belfast City Hospital.

ORGANISATION NAME	CONTACT DETAILS
Belfast Orthodontic Clinic	Tel: 028 9069 3330 218 Ormeau Road, Belfast, BT7 2FY
Ormeau Dental Care	Tel: Tel: 028 9049 1367 324 Ormeau Road, Belfast, BT7 2GE
Queen's Quarter Dental	Tel: 028 9032 3321 11 University Street, Belfast, BT7 1FY
Crescent Dental Health	Tel: 028 9024 6311 10 Lower Crescent, Belfast, BT7 1NR

Jobs & Benefits Office/Job Centre/ Social Security

DOCTOR'S/GP SURGERIES	CONTACT DETAILS
Knockbreda Jobs and Benefits Office	Tel: 0800 001 5782 Crown Buildings, Upper Knockbreda Road, Belfast, BT8 6SX
Shaftesbury Square Jobs and Benefits Office	Tel: 0800 001 5782 Conor Building, 107 Great Victoria Street, Belfast, BT2 7AG

South Belfast Local Council Information

COUNCILLOR NAME	POLITICAL PARTY	CONTACT DETAILS
Emmet McDonough-Brown	Alliance	Tel: 07833 220447 E: McDonoughBrownE@BelfastCity.gov.uk
Conor McKay	Sinn Féin	Tel: 07387 546498 E: mckayc@belfastcity.gov.uk
Gary McKeown	SDLP	Tel: 07823 665088 E: McKeownG@belfastcity.gov.uk
Áine Groogan	Green Party	Tel: 07823 664817 E: Aine.Groogan@belfastcity.gov.uk
Tracy Kelly	DUP	Tel: 07823 664909 E: kellytracy@belfastcity.gov.uk

Local Religious Support and Places of Worship

PLACE OF WORSHIP	CONTACT DETAIL
City Church, Belfast	Tel: 028 9023 8443 12-24 University Avenue, Belfast, BT7 1GY
Fitzroy Presbyterian Church	Tel: 028 9023 5075 77 University Street, Belfast, BT7 1HL
St Malachy's Church	Tel: 028 9032 1713 24 Alfred Street , Belfast, BT2 8EN
All Saints Church	Tel: 028 9031 4114 University Street, Belfast, BT7 1LB
Kinghan Church (for hearing impaired people)	Tel: 028 9032 2588 13 Botanic Avenue, Belfast, BT7 1JG
Mosques in south Belfast	Tel: 028 9066 4465 Belfast Islamic Centre 13-19 University Road, Belfast, BT7 1NA Tel: 028 9031 5784 Northern Ireland Muslim Family Association 7 Rugby Road, Belfast, BT7 1PS
Inglesi ni Cristo Belfast	Tel: 028 9446 7991 2-4 University Avenue, Belfast, BT7 1GY

Support Lines

ORGANISATION NAME	CONTACT DETAILS
Age NI	Tel: 0808 808 7575 31 Ulsterville Avenue, Belfast, BT9 7AS
Childline Free help and advice for children and young people	Tel: 0800 1111 Jennymount Industrial Estate, North Derby Street, Belfast, BT15 3HN
Children's Law Centre Works to protect the rights of children	Tel: 0808 808 5678 *(Freephone advice line)* E: chalky@childrenslawcentre.org 127–131 Ormeau Road, Belfast, BT7 1SH
Domestic and Sexual Abuse Line	Tel: 0808 802 1414
Lifeline Crisis response helpline	Tel: 0808 808 8000
PIPS Suicide Prevention Ireland	Tel: 0800 088 6042
Relatives for Justice: therapeutic support for the bereaved and injured of the conflict	Tel: 028 9027 9100
Samaritans 24 hour support for those in distress or despair or suicidal	Tel: 0330 094 5717 5 Wellesley Avenue, Belfast, BT9 6DG

Support Lines

ORGANISATION NAME	CONTACT DETAIL
Universal Credit Helpline	Tel: 0800 328 5644
British Red Cross Refugee Services NI	Detailed information about who to contact is on the 'contact us' page of the website: https://www.redcross.org.uk/about-us/contact-us Botanic House, 1-5 Botanic Ave, Belfast, BT7 1JG
Disability Action	Tel: 028 9029 7880 3rd Floor, State Building, 2 Arthur Place, Belfast, BT1 4HG
Law Centre NI For legal advice or information	Tel: 028 9024 4401 2 West Gate House, 2-4 Queen Street, Belfast, BT1 6ED
The Rainbow Project Support organisation for the LGBTQIA+ community	Tel: 028 9031 9030 23-31 Waring Street, Belfast, BT1 2DX
Here NI Support for lesbian and bisexual women and their families	Tel: 028 9024 9452 23-31 Waring Street, Belfast, BT1 2DX

If you note an error in this publication, have updated or relevant information or would like more copies please contact us
E: hfloyd@lorag.org

If you have any suggestions to improve this Community Neighbourhood Guide, please let us know at the above email address.








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LORAG community cohesion project | hfloyd@lorag.org | 028 9031 2377