



EDUCATION WELFARE SERVICE

**Staying Connected to Support Families
and Young People during Covid-19**

A Guide to Key Support Services

Child Protection and Safeguarding:

Gateway Services/Child protection

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

Gateway is the first point of contact for all new referrals to children's social work service and is responsible for:

- Making sure that all new referrals are responded to promptly
- Linking with children and families to assess their needs and identify appropriate support services
- Ensuring an immediate response to safeguard children in need of protection
- Making sure children and young people receive ongoing social work support whenever they need it
- Ensuring that everyone involved with a child can contribute to the assessment of the child and their family
- Working closely with other agencies when additional support is needed.

Domestic and Sexual Abuse Support in Northern Ireland

All @WomensAidNI support services are open! If you need information, support or advice about #DomesticAbuse look at the map to find out where & how you access help. You can also contact the 24 HR @dsahelpline

Women's Aid is OPEN

If you are experiencing domestic abuse and need support and information you can contact your local Women's Aid group Mon-Fri, 9am-5pm


You can also contact the 24 hr Domestic and Sexual Abuse Helpline (managed by NEXUS) on 0808 802 1414

If you are in an emergency situation you can contact the police on 999

#WeAreWomensAid

women's aid

Women's Aid is the lead voluntary organisation challenging and addressing domestic violence and abuse in Northern Ireland. WAFNI is the umbrella body of nine Women's Aid groups across NI. Women's Aid groups throughout NI provide refuge and a range of emotional and practical support services, including outreach and aftercare to women and children suffering from domestic violence and abuse.



1. Antrim, Ballymena, Carrickfergus, Larne & Newtownabbey Women's Aid	reception@womensaidabcln.org	028 2563 2136
2. Armaghdown Women's Aid	admin@womensaidarmaghdown.org	028 3025 0765
3. Belfast & Lisburn Women's Aid	admin@belfastwomensaid.org.uk	028 9066 6049
4. Causeway Women's Aid	womensaidcoleraine@btinternet.com	028 7035 6573
5. Fermanagh Women's Aid	womensaidfermanagh@btopenworld.com	028 6632 8898
6. Foyle Women's Aid	info@foylewomensaid.org	028 7141 6800
7. Mid-Ulster Women's Aid	admin@midulsterwomensaid.org.uk	028 8676 9300
8. North Down & Ards Women's Aid	info@ndawomensaid.org	028 9127 3196
9. Omagh Women's Aid	info@omaghwomensaid.org	028 8224 1414
10. Women's Aid Federation Northern Ireland	info@womensaidni.org	028 9024 9041

Open Monday - Friday 09:00 - 17:00

The DSA Helpline is still operating 24/7 and can provide support to anyone who needs it.

You can call 0808 802 1414, email help@dsahelpline.org or contact us through the live chat function on this website.

The purpose of the Helpline is to offer support, advice and referral for any victim of domestic and sexual abuse/violence in Northern Ireland. The Helpline will also offer support and advice to those concerned about victims, those with concerns as to whether abuse is occurring and to professionals.

Important contact information

Telephone: 0808 802 1414 – 24/7 Confidential & Free

Website: www.dsahelpline.org

Twitter: www.twitter.com/dsahelpline

Facebook: www.facebook.com/dsahelpline

If you're in an emergency situation and need police help, but can't speak, Make Yourself Heard and let the 999 operator know your call is genuine.

#KeepingPeopleSafe

Make Yourself Heard

In danger, need the police, but can't speak?

- 1** Dial 999
- 2** **Listen** to the questions from the 999 operator
- 3** **Respond** by coughing or tapping the handset if you can
- 4** If prompted, **press 55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

See our guide for more information.



#MakeYourselfHeard
#SilentSolution



www.policeconduct.gov.uk



IOPC Independent Office for Police Conduct

women's aid until women & children are safe

NPCC National Police Chiefs' Council

Advice if your child is unwell (from the Health and Social Care Board): Whilst following Government advice is to stay home, it can be confusing to know what to do when your child is unwell or injured. Remember NHS 111, GPs and hospitals are still providing the same safe care that they've always done.

Green




Self-care

If none of the features mentioned in amber or red are present:

- You can continue to provide your child's care at home. For more information see: www.nidirect.gov.uk/conditions/childhood-illnesses
- Additional advice is available to families for coping with crying of well babies at: www.iconcope.org
- Additional advice is available for children with complex health needs and disabilities at: www.wellchild.org.uk

If you are still concerned about your child, call your GP surgery

Amber



Phone GP surgery or Out of hours

If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (recession) or head bobbing.
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual).
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down.
- Has extreme shivering or complains of muscle pain.
- Babies under 3 months of age with a temperature above 38°C.
- Infants 3-6 months of age with a temperature above 39°C.
- All infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried.
- Has persistent vomiting and/or persistent severe abdominal pain.
- Has blood in their poo or wee.
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness.

During the current coronavirus crisis access to services may be delayed, if after four hours you have not been able to speak to a GP then take your child to the nearest Emergency department.

Red



Emergency department

Go to the nearest emergency department or phone 999

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch.
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts grunting.
- Severe difficulty in breathing becoming agitated or unresponsive.
- Is going blue round the lips.
- Has a fit/seizure.
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive.
- Develops a rash that does not disappear with pressure (the 'Glass test').
- Has testicular pain, especially in teenage boys.

Supporting Young People With Their Mental Health:

<https://youngminds.org.uk/>

The Young Minds webpage has an advice page for anyone struggling with selfisolation, coronavirus and the impact this could be having on your mental health. Advice sections include:

- I'm feeling anxious all the time
- My mood is low because of all the bad news
- I am struggling with self-isolation and social distancing
- I am struggling to manage my eating disorder
- I have lost a loved one due to coronavirus
- What else can I do to look after my mental health
- Helplines and services available

The Mix

- You can find information for young people about coronavirus and ideas for things to do while staying home on their website.
- The Mix's emotional support services are open as normal – and if you're under 25 you can talk to them about anything that's troubling you over the phone, email or webchat. You can also use their phone or online counselling service.
- Helpline open daily 4-11pm: 0808 808 4994
- Email service
- Webchat open daily 4-11pm
- Counselling service

Childline

- If you're under 19 you can confidentially call, email or chat online about any problem big or small
- Freephone 24h helpline: 0800 1111

YoungMinds Crisis Messenger

- Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis
- If you need urgent help text YM to 85258
- All texts are answered by trained volunteers, with support from experienced clinical supervisors
- Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Education Authority Independent Counselling Service for Schools:

Independent Counselling Service for Schools (ICSS)

COVID -19 Contingency Plan for the provision of Counselling for Post Primary aged pupils in Mainstream or Special Schools.

We have developed plans for the continued provision of counselling for post primary pupils through the Independent Counselling Service for Schools.

Counselling will be provided via telephone or online video calling. Pupils and parents should contact their school for more details. Further information available here:

<https://bit.ly/3dDAjR0>

For information and advice about Coronavirus (COVID-19) visit www.nidirect.gov.uk/coronavirus

ParentLine:



Call Parentline NI today for
advice, support or guidance.



I'm glad to inform you ParentLine will continue operating as normal throughout this difficult period. We have put measures in place to ensure our staff will continue to answer the helpline as normal. –
0808 8020 400

Our face to face service has been altered to Video Conferencing via numerous platforms.

Unfortunately, at this time we can not accept referrals by post – please email them to
parentline@ci-ni-org.uk

Parenting NI website and helpline - is very good for parents.



Call our Support Line free on
0808 8010 722

Lifeline Counsellors available 24 hours a day, 7 days a week who are experienced in dealing with issues such as depression, anxiety. Offers help and support, in confidence. Telephone: **0808 808 800** Website: www.lifelinehelpline.info



Online Safety At Home

The National Crime Agency (NCA) CEOP command has launched a campaign to help keep children safe online during the coronavirus pandemic. The #OnlineSafetyAtHome campaign contains home activity packs with 15minute activities for parents and carers to do with their children using CEOP's Thinkuknow educational resources.

Find out more at:

www.thinkuknow.co.uk/.../Support-to.../home-activity-worksheets/ The worksheets can be easily incorporated into home schooling and includes activities aimed at children of all ages.

Click CEOP #Thinkuknow



THINK U KNOW

#OnlineSafetyAtHome

SIMPLE 15 MINUTE ACTIVITIES TO DO WITH YOUR CHILD



DOWNLOAD THE PACKS FOR AGES:

4-5 5-7 8-10 11-13 14+



SAFER SCHOOLS

Department of Education
www.education-ni.gov.uk

**The Department of Education
Northern Ireland Safer Schools App**
Supporting parents and carers to keep the
children in their care safer online.

Educate • Empower • Protect

Download on the
App Store

GET IT ON
Google Play

Download the
Safer Schools
App for free
today and log in
using the QR code



Parents / Carers - Primary

www.ineqe.com/safer-schools-ni

Remote Learning:

Parents should continue to check the webpage of their child's registered school for learning information or work packs.

Home Education Northern Ireland (HEDNI) - With schools currently closed the website has made available an extensive list of free and paid resources that have been tried and tested by their home educating members. Resources can be accessed at: <http://hedni.org/>

Khan Academy	Free	Oxford Owl	Free
BBC Bitesize	Free	Teach Your Monster to Read	Free
BP Educational Service	Free	Mystery Doug	Free
Mystery Science	Free (+ paid)	BBC Terrific Science	Free
Woodland Trust - Nature Detectives	Free	School Science	Free
Education.com	Free(+paid)	Code Academy	Free
Duolingo	Free	Scratch animations	Free
Kidworldcitizen.com	Free	Corbett Maths	Free
Code Combat	Free	K5 Learning	Free
Roald Dahl.com	Free	Open University's	Free courses
Prodigy Maths	Free	Big History Project	Free
TES	Free	Arkive	Free
Teachers Pay Teachers	Free (+paid)	Topmarks	Free
Learning Resources Science Museum	Free	Primary Resources	Free
Quizlet	Free	Easy Peasy Homeschool	Free
Edx	Free	Operation Ouch/ Bright Side	Free

Oak National Academy – in a move to make remote learning more accessible a new national online academy providing 180 online lessons per week will be launched on Monday 20th April 2020. The Oak National Academy has been created by 40 teachers from some of the UK's top schools. Virtual classes will cover a broad range of subjects including maths, arts and languages for children ranging in age from reception to Year 10.

The Oak National Academy can be accessed at:

<https://www.thenational.academy/>

BBC Bitesize will have daily programmes to guide parents and children through their learning day and daily online lessons.

There'll also be loads of fun stuff like videos, quizzes, podcasts and articles to make your core subjects a bit more exciting! It all launches on 20th April 2020. BBC Bitesize can be accessed at: <https://www.bbc.co.uk/bitesize>

EA Youth Service Support:

The Stay Connected service is for young people age 9-25, so they can stay in touch with youth workers, to have a chat or to let them know of any support needed to stay safe at home.

The EA Youth Service Stay Connected service can be accessed at: <https://www.youthonline.org.uk/stay-connected/>



You can call the **RNIB Helpline on 0303 123 9999** or email helpline@rnib.org.uk. It is open Monday to Friday 8am to 8pm and on Saturday from 9am until 1pm for advice, support and talking books.

As hospital eye care services are affected, our Eye Clinic Liaison Officer (ECLO) service will be mostly delivered by telephone, so eye clinic patients can continue to access practical and emotional support.

A great range of products are available at: <https://shop.rnib.org.uk>.

Support for Older People:

Age NI, with the support of the Commissioner for Older People for Northern Ireland, is offering a 'Check in and chat' telephone service for everyone who is over 60 in Northern Ireland, who may feel isolated or lonely during this time. It's hoped that the initiative will help provide some reassurances to older people, answer basic queries and link people to local services and support during the [Coronavirus](#) outbreak. These are potentially difficult times for many older people, especially those living alone who may not have anyone to share their concerns. Others may just want to have a chat about what they saw on television last night. Hopefully, this initiative will help older people cope with some of the challenges arising from the Coronavirus outbreak.

Anyone over 60 in Northern Ireland can register free of charge, to receive a regular telephone call from us. All you need to do is:

Call Age NI Advice on 0808 808 7575

OR

Email us info@ageni.org

Alzheimer's Society A membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland Telephone: **0300 222 1122** Website: www.alzheimers.org.uk

BELFAST & DUNDONALD AREAS

Drug and Alcohol Support Services:

Information on Drug and Alcohol Support Services in the South Eastern HSC Trust area. More information can be found at: <https://drugsandalcoholni.info>

DRUG AND ALCOHOL SUPPORT SERVICES

SOUTH EASTERN HEALTH AND SOCIAL CARE TRUST AREA

Date of publication: SEPTEMBER 2019 (A)

Disclaimer: Whilst every effort has been made to ensure the accuracy of the information provided in this directory, we do not accept any responsibility or liability for any errors that have occurred. It is recommended that you always check directly with providers that their service or organisation meets your requirements.

This publication can also be downloaded from www.drugsandalcoholni.info



Services for Adults

MARC Project

Drop in service for chronic drinkers in the North Down and Ards area offering basic care, housing and crisis support.

The Link

Tel: 028 9182 1124

South Eastern Outreach Team

Low threshold service aimed at those who misuse alcohol and/or drugs at harmful levels and/or in harmful ways but who are unable to commit to formal treatment (including chronic drinkers and injecting drug users).

Open Access/Self Referrals Accepted

Simon Community

Tel: 074 3575 4307

Tel: 074 3575 4302

Tel: 074 3575 4301

Community Based Adult (Step 2) Service

One to one therapeutic treatment and support service for alcohol and/or drug misuse. Family members can also get advice and support - regardless of whether their significant other is seeking help.

Open Access/Self Referrals Accepted

Dunlewey Addiction Service

Tel: 028 9039 2547

Statutory Addiction Service

Provided by a range of specialist teams within community and hospital settings.

GP & Mental Health Professional

Referrals

SEHSCT

Tel: 028 9151 2159 (Newtownards)

Tel: 028 9266 8607 (Lisburn)

Tel: 028 4451 3921 (Down)

Residential treatment is accessible through the statutory addiction service.

Addiction Service Referrals

Ward 15, Downshire.

Tel: 028 4451 3922

Young People/Family

Bangor Youth Engagement Service (YES)

A youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues.

Open Access

Extern (based in Bangor YMCA)

Tel: 028 9145 4290

Strengthening Families Programme

Parents and children participate in the programme, both separately in teen and parent sessions, and then together in family sessions (7 week programme).

Targeted at At-Risk/Vulnerable Families

SEHSCT

Tel: 028 9250 1357

Targeted Lifeskills Service

Groupwork programmes for young people, aged 11-25, focussed on lifeskills and harm reduction.

LYMCA

Tel: 028 9267 0918

Steps 2 Cope

Online support and self help resources for young people, aged 11-18, affected by a parent's use of alcohol.

ASCERT & Barnardos

www.stepstocope.co.uk

DAISY

One to one and group therapeutic treatment and support service for children and young people aged 11-25. Family members can also get advice and support - regardless of whether their significant other is seeking help.

Open Access/Self Referrals Accepted

Start 360 & ASCERT

Tel: 028 9043 5815

Pharos

Therapeutic treatment and support for families and children affected by parental alcohol and/or drug misuse.

Social Services/Addiction Services Referrals

Barnardos

Tel: 028 9066 3470

DAMHS (Drug and Alcohol Mental Health Service)

Offering a range of therapeutic support services for young people aged under 18 with significant mental health and substance misuse difficulties.

GP/CAMHS Referrals

BHSCT DAMHS

Tel: 028 9063 8000

Specific Groups

Needle and Syringe Exchange Sites

Clear Pharmacy

5 Church Street, Bangor

Tel: 028 9127 1820

Gordon's Pharmacy

35-37 Market Street, Downpatrick

Tel: 028 4461 2014

56 Bow Street, Lisburn

Tel: 028 9267 4747

2a Regent Street, Newtownards

Tel: 028 9181 3217

Group Support

Call or go online to find a meeting near you:

Alcoholics Anonymous

12 Step Programme/Group Meetings

www.alcoholicsanonymous.ie

AlAnon

Group Support for Family Members

Tel: 028 9068 2368

www.al-anonuk.org.uk

Alateen

Group Support for Teenagers

Tel: 028 9068 2368

www.al-anonuk.org.uk/alateen

Narcotics Anonymous

12 Step Programme/Group Meetings

Tel: 078 1017 2991

www.na-ireland.org

Community/Stakeholder Support

South Eastern Drug and Alcohol

Coordination Team/Connections Service

(SEDACT Connections)

The DACT Connections Service provides information, advice, signposting and awareness raising initiatives to a range of community and stakeholder partners.

Tel: 0800 254 5123 (ASCERT)

www.drugsandalcoholni.info

connections@sedact.info

Workforce Development Training

A range of drug and alcohol training courses for those working with adults, children and young people.

ASCERT

Tel: 0800 254 5123

Drink, Work and Me

Offers one to one and online support alongside training to enable employers to recognise the impact of alcohol related harm on the individual and the workplace.

Addiction NI

028 9066 4434

www.drinkworkandme.com

For more detailed information on services available in your HSC area visit: www.drugsandalcoholni.info



In Crisis? Call



FREE 24/7 HELPLINE
0808 808 8000

Belfast HSCT Community Coordination Centre

Social work staff in partnership with the GP Federation Support Unit and the Community Development Team have established a Community Coordination Centre, open every day 8am-10pm. Staff are working with British Red Cross, local community and voluntary groups, the independent sector and Belfast City Council to ensure that service users receive the support they require, including food, fuel & medications. They also provide a listening ear to many people living in isolation. Referrals are accepted from key workers, Police Service of Northern Ireland, Northern Ireland Ambulance Service, GPs and NI Advice Line.

CAMHS

CAMHS in the Belfast HSCT and South Eastern HSCT continue to accept referrals via the normal routes. Assessment and treatments are being provided by Phone or video link.



Contact Details for Gateway Teams:

South Eastern HSCT

If you are concerned about the safety or welfare of a child please get in touch with the Children's Gateway Team on 0300 1000 300, Monday - Friday 9am - 5pm or out of hours and bank holidays on (028) 9504 9999.

**ARE YOU CONCERNED ABOUT THE SAFETY OR WELFARE OF A CHILD?
IF SO, PLEASE CONTACT:**

**SOUTH EASTERN HSC TRUST
CHILDREN'S SERVICES GATEWAY TEAM**

Tel: **0300 1000 300**
9.00am - 5.00pm
Monday - Friday

RESWS

Tel: **(028) 9504 9999**
5.00pm - 9.00am
Monday - Friday

(24hrs Saturday/Sunday/Bank Holidays)

Are you concerned about the welfare of a child?

Please contact:

Belfast Children's Gateway Team:
028 9050 7000
(9am-5pm, Monday to Friday)

RESWS: 028 9504 9999
(5pm-9am, Monday to Friday;
24 hrs Saturday/Sunday/bank hols)



FOODBANK SUPPORT

General information on foodbank support is available at

<https://www.trusselltrust.org/>

Northern Ireland foodbank support contact details:

Newtownards Foodbank

Address: Thriving Life Church, 18c Crawfordsburn Road, Newtownards, Co Down, BT23 4EA.

Phone: 028 9181 7487 or 07902933297

Website: <http://newtownards.foodbank.org.uk>

Email: info@newtownards.foodbank.org.uk

Opening Times: Tue 11:00 - 13:00, Wed 18:30 - 20:00 and Fri 11:00 - 13:00

Kircubbin satellite branch - Room 2 Maxwell Courtyard, Main Street, Kircubbin (beside mauds ice cream) – Opening Times: Thu 19:00 - 20:30.

Bangor NI Foodbank

Address: Bangor Foodbank and Community Support, 3 Balloo Court, Balloo Drive, Bangor, BT19 7AT.

Phone: [07821791674](tel:07821791674)

Website: <http://bangorni.foodbank.org.uk>

Email: info@bangorni.foodbank.org.uk

Hamilton Road Baptist (Bangor) – **Address:** 112 Hamilton Road, Bangor, Co Down, BT20 4LQ - Fri 11:00 - 12:30.

Bangor Foodbank and Community Support - **Address:** Balloo Court, Balloo Drive, Bangor, Co Down, BT19 7A QY - Mon 18:30 - 20:00.

Dundonald Foodbank

Address: 971 Upper Newtownards Road, Dundonald, Belfast, BT16 1RL.

Phone: [028 9543 5310](tel:02895435310) Mob [07514213900](tel:07514213900)

Website: <http://dundonald.foodbank.org.uk/>

Email: info@dundonald.foodbank.org.uk

Opening Times: Mon 09:00 - 12:00 and Fri 09:00 - 12:00.

South Belfast Foodbank

South Belfast Foodbank is OPEN but operating in a different way. Sadly we are unable to do our face to face sessions but we are still working to distribute food to those in food poverty in South Belfast.

If you need food because you are unable to afford it please contact a referral agency or email: info@southbelfastfoodbank.org.uk

Phone 07743332489

If you are an agency wanting information about our current methods of distribution please email: info@southbelfastfoodbank.org.uk

Website: <http://southbelfast.foodbank.org.uk/>

North Belfast Foodbank

Please note food parcels are only provided on the production of a voucher.
Clients to receive food -

Address: Immanuel Presbyterian Church, 35 Agnes Street, Belfast, BT13 1GG.

Opening Times: Monday 2.00pm to 3.30pm

Address: Ekenhead Halls, 19 North Circular Road, Belfast, BT15 5HB.

Opening Times: 2.30 - 4.00pm Tuesday and 6.30 - 8.00pm Thursday.

Phone: [07902 099 840](tel:07902099840)

Website: <http://northbelfast.foodbank.org.uk/>

Email: info@northbelfast.foodbank.org.uk

West Belfast Foodbank

Address: Conway Mill (Rear of Car Park), 5-7 Conway Street, Belfast BT13 2DE.

Opening Times: Thu 19:00 - 21:00

Phone: [07802462836](tel:07802462836)

Website: <https://westbelfast.foodbank.org.uk>

Email: info@westbelfast.foodbank.org.uk

South-West Belfast Foodbank

Address: 124 Stewartstown Road, Belfast, BT11 9JQ

Opening Times: Tue 13:00 - 14:30 and Thu 10:45 - 12:15

Phone: [07938706552](tel:07938706552)

Website: <http://southwestbelfast.foodbank.org.uk/>

Email: info@southwestbelfast.foodbank.org.uk

Lisburn Foodbank

Address: Old Tone 'n' Ten Building, LCC Community Trust, Graham Gardens, Lisburn BT28 1XE.

Opening Times: Mon 11:00 - 13:00, Tue 11:00 - 13:00, Thu 11:00 - 13:00 and Fri 11:00 - 13:00.

Phone: [07756965868](tel:07756965868)

Website: <http://lisburn.foodbank.org.uk>

Email: team@lisburnfoodbank.org