



**Derry City & Strabane**  
District Council  
**Comhairle**  
**Chathair Dhoire &**  
**Cheantar an tSratha Báin**  
**Derry Cittie & Stràbane**  
Destrict Cooncil

# Guide to Services for 50+

**Derry City & Strabane**  
**District Council**



This information is available upon request in a number of different formats including large print, Braille, PDF, audio formats (CD, MP3, DAISY) and minority languages.

For further information on alternative formats please contact ☎ **028 7125 3253**  
or ✉ [equality@derrystrabane.com](mailto:equality@derrystrabane.com)

### Disclaimer

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by Derry City and Strabane District Council of that organisation or service.

The information contained in this guide is accurate at the time of going to print in March 2024.

The nature of this information is that some of it will become inaccurate through time but this guide will be updated and made available through Derry City and Strabane District Council website [derrystrabane.com](http://derrystrabane.com) and it is recognised that there may be gaps in the information included.

If you would like to make a submission regarding the information in this guide, please contact the Age Friendly Co-ordinator at Derry City and Strabane District Council on **028 7125 3253** or email [agefriendly@derrystrabane.com](mailto:agefriendly@derrystrabane.com).



# Introduction

The Guide to Services for 50+ within Derry City and Strabane District Council has been developed to direct you to sources of help and support that you may find useful.

The creation of the Guide has been facilitated by Derry City and Strabane District Council, with the support of the Council's Age Friendly Alliance, Over 50's Reference Panel and also the Age Friendly Co-Design Steering Group as part of the Age Friendly plans within the council area.

The Age Friendly Alliance is a partnership between lots of organisations working together in partnership to help make this area more Age Friendly as part of the areas commitment through the World Health Organisation's Age Friendly Cities and Communities framework being implemented locally.

It is important for all citizens within Derry City and Strabane District Council area to feel valued and respected, regardless of their age. To understand what people regard as important, a number of consultations and engagement opportunities and surveys identified that many people experience difficulties in accessing help and information at certain times. This is particularly true for people who can't or are not confident accessing the internet and need to reach out for help and guidance for support or services.

To help with this, we have produced this guide containing useful information on how to access important services and where to go for help when you have a specific problem or issue you need to address. This includes specific help for older people, access to health services and details of where to help people connect and reconnect locally. Also included is some useful information on how to keep safe in your home and how to avoid being the victim of a scam and information to help enable people to be supported throughout life's journey, so they continue to be respected, involved, independent fulfilled and treasured in later life.



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# Emergency Numbers

 **In an emergency call 999**  
(Emergency Services 24 Hours/7 Days)


Fire | Police | Ambulance | Coastguard | Cave Rescue | Mountain Rescue  
Call 101 in a non-emergency where you need assistance and/or advice.

## Northern Ireland Ambulance Service (NIAS) 'Emergency Ready' Automatic External Defibrillators (AEDs)

NIAS produced a mapping application which provides the locations of 'Emergency Ready' Automatic External Defibrillators (AEDs). This helps to strengthen the Chain of Survival as it allows people to know the location of the AEDs and if they are in working order and 'emergency ready. NIAS Control staff will direct a bystander to the closest 'Emergency Ready' AED. In the event of an emergency situation ALWAYS phone 999 and if appropriate they will direct you to the location of your nearest working AED. It is to support members of the public and organisations in understanding where AEDs are located. **Please visit the website [www.nias.hscni.net](http://www.nias.hscni.net)**




## GP out of hours services

 028 7186 5195

## Foyle Search and Rescue


Preservation of life in and around the River Foyle


 028 7131 3800

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

## Lifeline

Is a crisis response helpline service for people who are experiencing distress or despair. This free telephone service is available 24 hours a day, 365 days a year.

 0808 808 8000


 18001 0808 808 8000

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

## Domestic and Sexual Abuse Helpline


Open to all persons affected by domestic abuse or violence. This free telephone service is available 24 hours a day, 365 days a year.

 0808 802 1414

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


## Flooding Incident Line


Contact the Flooding Incident line to report flooding on roads, burst water mains and blocked drains. This number is available 24 hours a day, seven days a week to report flooding. When you report a flooding incident, staff will know which agency needs to respond. Please note this service isn't for emergencies. If there is a risk to life or someone is in danger, telephone the emergency services on 999

 0300 2000 100

## NIE Networks


To report a loss of electricity supply or hazard.

 03457 643 643

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


## Northern Ireland Gas Emergency Service

If you smell gas or are worried about gas safety.

 0800 002 001

## Northern Ireland Housing Executive


For emergency repairs only.

 0344 892 0901

 [www.nihe.gov.uk](http://www.nihe.gov.uk)

## Northern Ireland Water

For all water and sewer emergencies as well as day to day enquiries about water.


 0345 744 0088

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

## Samaritans

When life is difficult, Samaritans are here - day or night, 365 days a year. Listening ear to those in distress.

 Freephone 116 123

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

## Shout

Is the UK's first free 24 hours 7 days a week text service for anyone in crisis anytime, anywhere. It is a place to go if you're struggling to cope and you need immediate help.

 Text 'SHOUT' to 85258

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

## Simon Community Northern Ireland

If you are homeless or at risk of homelessness please call their free Support Line. They are here to help 24 hours a day 365 days a year.

 0800 171 2222

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

## The Silver Line

Offers information, friendship and support to older people across the UK. It is a freephone helpline available 24 hours a day, 365 days of the year.

 0800 470 8090

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



# Advice and Information

This section contains details of organisations who can provide advice and information on a range of issues including community, consumer, equality, legal and generic support.

## Community Advice and Information

**Support is available within the community to help people understand their rights, entitlements and to know what services are available in their area.**



### North West Community Network

Provides practical advice, support and training to the community and voluntary sector across the North West, including support with sourcing funding, governance issues, charity commission requirements, facilitating strategic planning and providing help with strategic direction, training, and skills development opportunities.

☎ 028 7127 9090

✉ [info@nwcni.org](mailto:info@nwcni.org)

### Rural Area Partnership in Derry (RAPID)

RAPID provides local rural support network services through for the area, delivering a variety of rural development programmes in partnership with key stakeholders to support communities in the rural areas.

☎ 028 7133 7149

✉ [info@rapidni.com](mailto:info@rapidni.com)

### Rural Support

Rural Support, which provides a listening and signposting service for farming and rural families in Northern Ireland to help source information and support

☎ 0800 138 1678

✉ [info@ruralsupport.org.uk](mailto:info@ruralsupport.org.uk)

### Rural Community Network

The Rural Community Network, aiming to give an effective voice for and support to rural communities, particularly those who are most disadvantaged

☎ 028 8676 6670

✉ [info@ruralcommunitynetwork.org](mailto:info@ruralcommunitynetwork.org)

### Supporting Communities

An independent charity that champions tenant and community participation by developing groups, supporting active citizenship, and building cohesive communities.

☎ 028 2564 5676

✉ [info@supportingcommunities.org](mailto:info@supportingcommunities.org)

### Developing Healthy Communities

Delivering innovative programmes which improve people's lives through focusing on improving mental, physical and social wellbeing. Supporting communities, families and work places through our mentoring, training and funding programmes, and championing healthcare needs with decision makers. Part of a global wellbeing initiative, connecting people and facilitating conversations in order to share best practice.

☎ 028 7141 3308

✉ [info@dhcni.com](mailto:info@dhcni.com)

### Consumer Rights

**The law protects your consumer rights when you buy goods or services. You can get help if you are treated unfairly or when things go wrong. This includes problems with credit cards and store cards, faulty goods, counterfeit goods, poor service, contracts, builders, and rogue traders.**

### Derry City and Strabane District Council (Environmental Health)

Helps protect consumers against unsafe goods. It will respond to consumer complaints about unsafe products; carry out programmed inspections of premises to ensure goods on sale are safe; provide advice to suppliers about legislation; and sample consumer goods to ensure they meet required standards of safety.

☎ 028 7125 3253

✉ [consumerprotection@derrystrabane.com](mailto:consumerprotection@derrystrabane.com)

🌐 [www.derrystrabane.com](http://www.derrystrabane.com)

### Consumer Council

Provides free independent support and advice for all consumers and businesses. It also has the powers to investigate complaints (free of charge) about energy, water, transport, postal services, and private car parking. It has a number of online tools to help people save on



household bills such as the Energy Price Comparison Table, Heating Oil Survey and Fuel Price Checker.

☎ 0800 121 6022

🌐 [www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)

### Consumerline

Use this service to make a complaint against a trader, report a fraud or ask about your consumer rights.

☎ 0300 123 6262

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

**Equality, Financial and Legal Support** is available in relation to helping people to understand their finances, legal matters or equality issues.

### Advice North West

☎ 0300 3033 650

### Debt/Money Advice line

☎ 028 7137 0337

🌐 [www.advicenorthwest.com](http://www.advicenorthwest.com)

### Dove House Community Trust

☎ 028 7126 9327

🌐 [www.dovehousecommunitytrust.org](http://www.dovehousecommunitytrust.org)

### Resource Centre Derry

☎ 028 7135 2832

🌐 [www.facebook.com/TheResourceCentreDerry](http://www.facebook.com/TheResourceCentreDerry)

### Advice NI

☎ 0800 915 4604

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

### Equality Commission for Northern Ireland

Provides information, guidance and assistance on equality and discrimination issues. It is an independent public body.

☎ 028 90 500 600

🌐 [www.equalityni.org](http://www.equalityni.org)

### Law Centre NI

Offers specialist legal advice in the areas of social security, employee rights, immigration and asylum.

☎ 028 9024 4401

🌐 [www.lawcentreni.org](http://www.lawcentreni.org)

### Ethnic Minorities

**Information on some support services available for people from ethnic minority backgrounds.**

### North West Islamic Association

A voluntary/community organisation provides information, practical support and activities for the Islamic community in Northwest.

✉ [info@nwia.org.uk](mailto:info@nwia.org.uk)

### Migrant Centre NI

Works to protect the rights of migrant workers in NI, tackle racism, eliminate barriers against migrant workers, advance education and raise public awareness about their rights.

☎ 0330 088 0464

✉ [admin@migrantcentreni.org](mailto:admin@migrantcentreni.org)

### North West Migrants Forum

Offers a range of programmes and services to assist people seeking safety and those granted international protection, students, and indeed anyone from a minority ethnic background who has come to live and work in the DCSDC area and beyond.

☎ 028 7136 2184

✉ [info@nwmf.org.uk](mailto:info@nwmf.org.uk)

### Strabane Ethnic Community Association

Provides services to respond to the needs of people from ethnic minority backgrounds and to raise awareness and understanding within the local community

☎ 028 7188 6419

✉ [kaminiseca@gmail.com](mailto:kaminiseca@gmail.com)

### Women's Centre, Derry

Women's Centre Derry is a safe and welcoming space for women and children, offering a range of programmes and support including support to gain skills, qualifications, and support to employment.

☎ 028 7126 7672

✉ [catherinebarr@womenscente.co.uk](mailto:catherinebarr@womenscente.co.uk)

### British Red Cross

Provides help to refugees, asylum seekers or vulnerable migrants. It may be able to help you with emergency help, one-to-one support and casework, special services for children and families, and help reuniting families.

🌐 [www.redcross.org.uk](http://www.redcross.org.uk)

## Government Departments

### Department of Agriculture, Environment and Rural Affairs

Has responsibility for food, farming, environmental, fisheries, forestry and sustainability policy and the development of the rural sector. It assists the sustainable development of the agri-food, environmental, fishing and forestry sectors, having regards for the needs of the consumers, the protection of human, animal and plant health, the welfare of animals and the conservation and enhancement of the environment.

☎ 0300 200 7852

🌐 [www.daera-ni.gov.uk](http://www.daera-ni.gov.uk)

### Department for Communities

Has responsibility for: urban regeneration; community and voluntary sector development; historic environment; social legislation; housing; social security benefits; pensions and child support; debt advice; public records; employment services; promoting equality; and development of arts and culture.

☎ 028 9082 9000

🌐 [www.communities-ni.gov.uk](http://www.communities-ni.gov.uk)

### Department for the Economy

Has responsibility for wider economic policy, including specific areas like Energy, Tourism and Telecoms; and the operation of a range of employment and skills programmes.

☎ 028 9052 9900

🌐 [www.economy-ni.gov.uk](http://www.economy-ni.gov.uk)

### Department of Education

Has responsibility for setting policy, strategy and for the central administration of education and related services in Northern Ireland. It has a wide and complex range of functions, impacting on all areas of a child's wellbeing.

☎ 028 9127 9279

🌐 [www.education-ni.gov.uk](http://www.education-ni.gov.uk)

### Department of Finance

Has responsibility for prioritising the use of resources available across the region

☎ 028 9185 8111

🌐 [www.finance-ni.gov.uk](http://www.finance-ni.gov.uk)

### Department of Health

Has responsibility for improving the health and social well-being

☎ 028 9052 0500

🌐 [www.health-ni.gov.uk](http://www.health-ni.gov.uk)

### Department for Infrastructure

Has responsibility for infrastructure and services that are vital for everyone in Northern Ireland, which includes water and sewerage networks; roads and footpaths; public transport services; vehicle regulation; road safety; driver licensing; and rivers and inland waterways.

☎ 028 9054 0540

🌐 [www.infrastructure-ni.gov.uk](http://www.infrastructure-ni.gov.uk)

### To report

- Street light faults
- Pothole or other surface defect
- Graffiti and fly-posters on property maintained by DfI, such as road signs and streetlights
- Faded, damaged or missing road signs and/or markings
- Roadside grass, weeds, hedges or trees
- Gullies, drains or sewers
- Water and sewerage services

 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

For information on accessible transport and for a copy of the Travel Safe Guide

 028 9054 0109

### Department of Justice

Has responsibility of a range of devolved policing and justice functions.

 028 9076 3000


 [www.justice-ni.gov.uk](http://www.justice-ni.gov.uk)

### Older People

**A range of advice, information and support services are available to older people or for people who are caring for older people.**

### Age Friendly Co-ordinator (Derry City and Strabane District Council)

Provides information on a range of support, advice and activities for older people


 028 7125 3253


 [pauline.o'neill@derrystrabane.com](mailto:pauline.o'neill@derrystrabane.com)

### Good Morning Call


Good Morning is a free, community based telephone support service for older and vulnerable people, supporting them to remain independent in their own homes. It provides daily phone calls, alerting others if a call is not answered, thus providing service users and their families with peace of mind. In addition, the service provides telephone support, enabling users to share worries and concerns and connecting them with local community activities and services. To avail of the service contact:

### Good Morning Strabane

 028 7188 3102

 [nwawt@strabanecommunityproject.org.uk](mailto:nwawt@strabanecommunityproject.org.uk)


### Good Morning North West

 028 7135 2694

 [nicole@leafaircommunity.org](mailto:nicole@leafaircommunity.org)

### ALLY Foyle – Active Living in Later Years


ALLY Foyle is a network of older people's groups aged 50+ in the Derry City and Strabane District council area, offers support to older people and delivers physical, recreational and social programmes directly to older peoples clubs and groups.

 028 7126 5098

 [info@allyfoyle.com](mailto:info@allyfoyle.com)

### U3A Foyle

U3A Foyle is a voluntary organisation, based in the grounds of Gransha Park. Its aim is to encourage men and women to enjoy an active and fulfilling lifestyle in their later years.

 028 7186 0123

 [info@u3a.com](mailto:info@u3a.com)

### Older People North West (formerly Age Concern)


Provides support to help improve the health and wellbeing of older people through a variety of services, activities and programmes from a purpose build centre on Chapel Road, Derry.

 028 7134 7478

 [development@olderpeoplenorthwest.org](mailto:development@olderpeoplenorthwest.org)


### Loving Life Living Longer Programme

Providing social support to over 50's, activities include exercise, arts and crafts, music / dancing, lunch club, cooking programmes, men's shed and much more across the Triax area

 028 7126 5330

### C.A.R.E. Project (Collective Approach to Rural Exclusion)

The CARE project delivers services across the Sperrin area to older people in the area. An array of activities, events, physical and social programmes are co-ordinated to reduce isolation and exclusion in the rural Sperrin area.

 028 7778 1881

### Age NI

Provides a range of services including advice service, day residential, first connect service, products and services. It is the leading regional charity dedicated to helping everyone make the most of later life.

 028 9024 5729


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

### Age NI Advice and Advocacy Service

If you, or an older person you know, needs advice, information, or practical support on a wide range of issues including welfare benefits, community care, housing and health, contact this service to speak to a specialist advisor in confidence.

They can provide a free benefit check to ensure that older people are accessing the benefits


they are entitled to.

 0808 808 7575

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

### Commissioner for Older People for Northern Ireland


An independent champion for older people, the Commissioner for Older People and their team are there to safeguard and promotes the interests of older people

 028 9089 0892

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

### The Silver Line


The only free telephone helpline offering information, friendship and support to older people across the UK, available 24 hours a day, 365 days of the year.

 0800 470 8090

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

### Rosie's Trust – Keeping people and their pets together

Rosie's Trust is the only charity regionally dedicated to supporting people who, as a result of ill health or disability, are unable to look after their companion pets independently and who have no other means of external assistance. Our volunteers care for our beneficiaries' dogs and/or cats in their own homes.

 028 9164 1340

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





## Tea Dances

### Mayors Tea Dances

Monthly Tea Dance, usually held on Wednesday afternoons in the Guildhall with some outreach events. Registration for the events is essential and you can do so by contacting the Mayor's Office on:

☎ 028 71376508

✉ [mayor@derrystrabane.com](mailto:mayor@derrystrabane.com)

Donations to the Mayor's chosen charities is welcome from attendees.

### Moves and Melodies at the Millennium Forum

An age friendly project that includes song and dance workshops for 60 people and is held monthly in the Millennium Forum Theatre and Conference Centre, learn new dance skills and sing a range of song styles every month from 2:00pm until 3:30pm. Contact Lisa Heaney by e-mail:

☎ 028 7127 2779

✉ [Lisah@millenniumforum.co.uk](mailto:Lisah@millenniumforum.co.uk)

### Dementia Friendly Tea Dances at the Millennium Forum

Held monthly including song and dance for people living with Dementia and their family and carers. The tea dance is free with an afternoon of entertainment and music provided. Booking is essential. Places are limited Contact Lisa Heaney by e-mail:

☎ 028 7127 2779

✉ [Lisah@millenniumforum.co.uk](mailto:Lisah@millenniumforum.co.uk)

## Resources

**There are information support resources available that can signpost people to lots of different services.**

### Here2Help App

(Available 24 hours a day/7 days a week)

A pocket guide of services and advice that may be able to give you some direction or help if you are worried about someone or if you are feeling the pressure of life.

↓ Download the FREE Here2Help App to your phone. Available on Google Play Store and Apple iTunes App Store.

### NICVA

The Northern Ireland Council for Voluntary Action, is a membership and representative umbrella body for the voluntary and community sector in Northern Ireland.

☎ 028 9087 7777

🌐 [www.nicva.org](http://www.nicva.org)

### NI Direct

Is a comprehensive online directory of services providing a vast array of public sector information and is sub-divided into the following categories: motoring; employment; training and careers; health and wellbeing; benefits and money; crime; justice and the law; family; home and community; pensions and retirement planning; property and housing; Government; citizens and rights; travel; transport and roads; people with disabilities; education; environment and the outdoors.

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

## Northern Ireland Health and Social Care

Interpreting Service - HSC Business Services Organisation provides face to face foreign language interpreters for Health and Social Care Appointments in 36 different languages. Please contact your Health Social Care Practitioner directly if you require an Interpreter.

☎ 9028 9536 3777

🌐 [www.hscbusiness.hscni.net](http://www.hscbusiness.hscni.net)

### Patient and Client Council

The role of the Patient and Client Council, with respect to health and social care services, is to represent the interests of the public; promote the involvement of the public; assist people making or intending to make a complaint through advocacy; promote the advice and information by Health Social Care bodies to the public about the design, commissioning and delivery of services; undertake research into the best methods and practices for consulting and engaging the public.

☎ 0800 917 0222

🌐 [www.pcc-ni.net](http://www.pcc-ni.net)

### Other Support Organisations

Some organisations who can provide support services on different family and relationship issues.

### Relate NI

Provides relationship counselling for individuals and couples; family counselling; counselling for children and young people; and sex therapy. It also provides friendly and informal workshops for people at important stages in their relationships and has a range of funded and self-funded options.

☎ 028 9032 3454

🌐 [www.relateni.org](http://www.relateni.org)

## Parks and Open Spaces

There are 9.000 hectares of publicly owned accessible green spaces across the council area. Derry City and Strabane District Council offer a number of recreational green spaces within the Council area, where people can meet, play, relax and come close to nature. The Council's Parks are opened to the public daily from dawn to dusk.

Key Public Parks in the Council Area include:

- St Columb's Park, Derry
- Brooke Park, Derry
- Bay Road nature reserve, Derry
- Ballyarnett Country Park, Derry
- Kilfennan Park, Derry
- Top of the Hill Park, Derry
- Claudy Country Park, Claudy

Parks Development Team on

☎ 028 7136 5151

### Community Toilet Scheme

The Community Toilet Scheme is a partnership between Derry City & Strabane District Council and a number of local businesses across the Council area which allows members of the public to use their toilet facilities for free during normal opening hours without having to make a purchase.

The initiative ensures that clean, safe and easily accessible toilets are available to the public at no cost. Participating businesses are paid an annual fee by Council based on the facilities they have available.

Whilst businesses must make their toilet facilities available to members of the public, they retain the right to refuse entry to any person(s) who would normally be refused entry to the premises.



The following premises are currently open and participating in the Community Toilet Scheme.

Premises in the Community Toilet Scheme	
Premises Name	Address
Diamond Centre	630 Barnailt Road, Claudy, BT47 4EA
Quayside Shopping Centre	42 Strand Road, Derry, BT48 7PX
Hamilton's Spar (Castlederg)	12-14 Lower Strabane Road, Castlederg, BT81 7AZ
Co-op	1-3 High Street, Castlederg, BT81 7AB
Timberquay Restaurant	100 Strand Road, Derry, BT48 7NR
Patricia's Coffee House	Unit 1A, Atlantic Quay, Strand Road, Derry, BT48 7NR
Foyleside Shopping Centre	19 Orchard Street, Derry, BT48 8HS
St Columbs Park House	4 Limavady Road, Waterside, Derry, BT47 6JY
Waterside Health Centre Primary Care	127 Spencer Road, Derry, BT47 6AH
The Playhouse	5-7 Artillery Street, Derry, BT48 6RG
Museum of Free Derry	55 Glenfada Park, Derry, BT48 9DR
Eglinton Eyecare	42A Main Street, Eglinton, BT47 3PQ
Churchtown Community Association	48 Lurganbuoy Road, Castlederg, BT81 7HT
Jax Coffee House	75 Main Street, Castlederg, BT81 7AN
Creggan Entreprises (Rath Mor Centre)	Bligh's Lane, Derry, BT48 0LZ
2 North Street Food	51 Clooney Terrace, Waterside, BT47 2PA
Siege Museum	13 Society Street, Derry, BT48 6PJ
Macon's Bar	60-62 Main Street, Claudy, BT47 4BH
Millennium Forum	Conference Centre, Newmarket Street, Derry, BT48 6EB
Learmount Community Association	School Lane, Learmount Road, Park Village, BT47 4AL

Council owned and maintained premises with public conveniences	
Premises Name	Address
Council Offices (Derry)	98 Strand Road, Derry, BT48 7NN
Guildhall	Guildhall Square, Derry, BT48 6DQ
Tower Museum	Union Hall Place, Derry, BT48 6BJ
Harbour House	Harbour Square, Derry, BT48 6AF
Alley Arts & Conference Centre	Railway Street, Strabane, BT82 8EF
Council Offices (Strabane)	47 Derry Road, Strabane, BT82 8DY
Foyle Arena	2 Limavady Road, Derry, BT47 6JY
Ryan McBride Brandywell Stadium	155 Lone Moor Rd, Derry BT48 9LA
Templemore Sports Centre	Buncrana Rd BT48 7QL
Brooke Pk Leisure Centre	Rosemount Ave, Derry BT48 0HH
City Baths Leisure Centre	William St, Derry BT48 9AD
Bishops Field Sports Centre	Central Dr, Derry BT48 9QG
Riversdale Leisure Centre	Lisnafin Park, Strabane, BT82 9DQ
Melvin Sports Complex	Melvin Road, Strabane, BT82 9PP
Derg Valley Leisure Centre	7 Strabane Road, Castlederg, BT81 7HZ
Waterside Shared Village	61 Irish Street, Waterside, BT47 2DP

For further information contact the Health & Housing Team

☎ 028 7125 3253

✉ [communitytoilets@derrystrabane.com](mailto:communitytoilets@derrystrabane.com)



# Civic and Social Participation

Civic and Social Participation refers to taking part in different types of activities. The social support provided by activities can help people maintain good health and wellbeing.

Participating in leisure, social, cultural, and spiritual activities in the community, as well as with the family, allows people of all ages to exercise their independence and to feel valued.

This section contains information on how people can find out about cultural, leisure and social activities.

It also contains information on how to find out about employment, learning and volunteering opportunities.



## Community Centres and Neighbourhood Facilities Management

Derry City and Strabane District Council are responsible for a number of Community Centres in their Council area. The Community Centres exist to provide for the social, recreational and sporting needs of the community. The Community Centres provide the space for a broad range of community initiatives which enables the community sector to prioritise service provision and community development.

Additionally Council support a number of organisations annually to provide access to community venues in areas across the Council area.

For details contact

☎ 028 7125 3253

## Churches, Worship and Faith Based Organisation

Churches, places of worship and faith based organisations provide religious services, a place for quiet reflection and some also provide programmes and activities for individuals and families.

Christianity is the largest religion in Northern Ireland. At the last census in 2021, the prevalence rates for the main religions were 68% Catholic and 21% Protestant (and other Christian Religion); 8.2% said they had no religion and 0.8% were cited as having other religions. There are growing Hindu, Sikh, Muslim, Buddhist and Jewish communities' in Derry and Strabane.

A gurdwara is situated at its Sikh Cultural and community centre at 12 Simpsons Brae Derry.

The North West Islamic Association is situated at 3 Hyde Business Park and the Potala Kadampa Buddhist Centre is situated at 11 Pump Street, Derry.

People can contact their local congregation, parish church office, place of worship or faith based organisation directly for further information, or their church headquarters.

The Churches' Trust is an interdenominational organisation established by the leaders of Christian churches to respond to deprivation in the area. The Churches' Trust supports local people in crisis, respecting their dignity at all times, whilst signposting them to community groups and other agencies to address circumstances leading to the crisis situation.

☎ 028 7131 1322

🌐 [www.thechurchestrust.org.uk](http://www.thechurchestrust.org.uk)

## Employment, Support, Workplace and Volunteering Opportunities

People can look for employment, support and volunteering opportunities locally

### Jobs and Benefits

There is a network of Jobs and Benefits offices providing support on benefits and employment.

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Local Government Jobs

Details local council jobs available

🌐 [www.localgovernmentjobsni.gov.uk](http://www.localgovernmentjobsni.gov.uk)

### NI Jobfinder

Details jobs from employers and recruitment agencies.

🌐 [www.nijobfinder.co.uk](http://www.nijobfinder.co.uk)

### Northern Ireland Civic Service Recruitment

Details a list of the current vacancies.

🌐 [nicsrecruitment.com](http://nicsrecruitment.com)

### Careers Service

Need careers guidance, advice or support - contact the Careers Service for help.

☎ 0300 200 7820

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Work Well Live Well (Developing Healthy Communities)

Work Well Live Well is a regional workplace health support service funded by the Public Health Agency. Locally Developing Healthy Communities leads on this service across the Western Trust Area and its team works within three distinct levels of commitment from employers. Delivering support to small, medium and large businesses, employers and employees benefit from improvements to workplace health and wellbeing.

☎ 028 7141 3308

🌐 [www.dhcni.com/work-well-live-well](http://www.dhcni.com/work-well-live-well)

### Age at Work Programme and Mid-Career Reviews

Age NI are offering an opportunity for individuals aged 50+ to reflect and take a look at inter-related areas of their life and provide an overview of three key areas: Financial Wellbeing, Health and Wellbeing, and Career Support. The group sessions help attendees consider what informed choices they may want to make to help plan for a positive future. All Mid-Career Review sessions are conducted virtually and are free to attend. Please contact Claudine Kelly, Age Friendly Training Coordinator on

☎ 07425620194

✉ [claudine.kelly@ageni.org](mailto:claudine.kelly@ageni.org)

### Success North West

Supporting people to enter and progress in employment to fulfil their potential. For further information contact your local Skills North West Partner Hub Dove House Community Trust

☎ 028 7126 9327

🌐 [www.skillsnorthwestproject.com](http://www.skillsnorthwestproject.com)

### Waterside Neighbourhood Partnership

☎ 028 7134 2959

### Creggan Neighbourhood Partnership

☎ 028 7128 1900

### Churchtown Community Association

☎ 028 8167 0652

### Greater Shantallow Area Partnership

☎ 028 7135 8787

### Glen Development Initiative

☎ 028 7126 8748

### Lettershandoney District and Development Group

☎ 028 7130 1584 / 7130 2388

### Strabane Community Project

☎ 028 7188 3102

### Waterside Neighbourhood Partnership

☎ 028 7134 2959

### Diamond Centre

☎ 028 7133 8005

### Register to Vote

To check if you are registered to vote, or if you have changed your address or name please contact The Electoral Office. There are two ways to register to vote or update your registration details. You can register online via

🌐 [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

If you are unable to register online, you will need to complete a paper registration form and return it to the Electoral Office. The form can be downloaded below or posted out. Contact the Electoral Office helpline on

☎ 028 9044 6680

🌐 [www.eoni.org.uk](http://www.eoni.org.uk)

### Learning and Development

**Regardless of your age it is never too late to learn and develop new skills. Learning can keep the mind and body active and can help to keep us all happy and healthy.**

### North West Regional College

Is a further and higher education institution, The college offers both vocational education and academic qualifications providing learning experiences within its campus and on an outreach basis.

☎ Strand Road: 028 7127 6000

☎ Strabane: 028 7127 8844

☎ Springtown: 028 7127 6222

🌐 [www.nwrc.ac.uk](http://www.nwrc.ac.uk)

### Go ON NI

Events are free and take place in libraries, community centres and various venues across Northern Ireland. They are informal technology awareness sessions to help you go online for the first time, improve your digital skills and show you more about using smartphone and tablet devices. The need to access online government services has never been greater and the opportunity to learn valuable skills can help increase public confidence.

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Libraries NI

Local branch libraries offer book borrowing (including large print and audio); free Wi-Fi and computer use; printing and photocopying facilities; as well as social activities and training courses. These include knitting and book groups; one to one IT tuition; and group digital awareness sessions. Regular events, including talks and exhibitions on local history, are also held. Local and national newspapers are available daily, and tea and coffee is served on certain days. The Derry City and Strabane District Council is also served by several mobile library services.

☎ 0345 450 4580

🌐 [www.librariesni.org.uk](http://www.librariesni.org.uk)

### Libraries and contact numbers

#### Castlederg Library

Castlederg Library, 1A Hospital Road, Castlederg, Co. Tyrone, BT81 7BU

☎ 028 8167 1419

✉ [castlederg.library@librariesni.org.uk](mailto:castlederg.library@librariesni.org.uk)

### Creggan Library

Creggan Library, 59 Central Drive, Derry, BT48 9QH

☎ 028 7126 6168

✉ [creggan.library@librariesni.org.uk](mailto:creggan.library@librariesni.org.uk)

### Derry Central Library

Derry Central Library, 35 Foyle Street, Derry, BT48 6AL

☎ 028 7122 9990

✉ [derrycentral.library@librariesni.org.uk](mailto:derrycentral.library@librariesni.org.uk)

### Newtownstewart Library

Newtownstewart Library, 2 Main Street, Newtownstewart, Co. Tyrone, BT78 4AA

☎ 028 8166 2060

✉ [newtownstewart.library@librariesni.org.uk](mailto:newtownstewart.library@librariesni.org.uk)

### Shantallow Library

Shantallow Library, 92 Racecourse Road, Shantallow, Derry, BT48 8DA

☎ 028 7135 4185

✉ [shantallow.library@librariesni.org.uk](mailto:shantallow.library@librariesni.org.uk)

### Strabane Library

Strabane Library, 1 Railway Street, Strabane, Co. Tyrone, BT82 8EF

☎ 028 7188 3686

✉ [strabane.library@librariesni.org.uk](mailto:strabane.library@librariesni.org.uk)

### Strathfoyle Library

Strathfoyle Library, 22 Temple Road, Strathfoyle, Derry, BT47 6TJ

☎ 028 7186 0385

✉ [strathfoyle.library@librariesni.org.uk](mailto:strathfoyle.library@librariesni.org.uk)

### Waterside Library

Waterside Library, The Workhouse, 23 Glendermott Road, Derry, BT47 6BG

☎ 028 7134 2963

✉ [waterside.library@librariesni.org.uk](mailto:waterside.library@librariesni.org.uk)

### Mobile Libraries


A number of mobile library services provide access to residents within Derry City and Strabane District Council area.

☎ 0345 450 4580



**Cross Border Service** (services Sion Mills, Donemana, Glenmornan, Bready, Culmore, Clady, Glebe). For details of which week the service is in the area please contact Libraries NI or  visit <https://www.librariesni.org.uk/libraries/mobile-libraries/cross-border-mobile/>


Week 1	Tuesday	1:45pm - 4:20pm	Church Square, Sion Mills, Co. Tyrone, BT82 9HD
Week 1	Wednesday	1:45pm - 2:45pm	Church View Donemana, Co. Tyrone, BT82 ONB
Week 1	Wednesday	3:00pm - 4:20pm	Moorlough Rd, Glenmornan, Co. Tyrone BT82 OJF
Week 1	Saturday	11:45am - 12:50pm	Culmore Point (outside primary school) BT48 8JN
Week 2	Wednesday	2:45pm - 4:30pm	Dunnalong Manor, Co. Tyrone, BT82 OEQ
Week 2	Friday	12:20pm - 1:30pm	Glebe Gardens, Co. Tyrone, BT82 9PA
Week 2	Friday	2:00pm - 4:00pm	New Street, Clady, Co. Tyrone BT82 9RJ
Week 2	Saturday	11:45am - 12:50pm	Culmore Point (outside primary school) BT48 8JN

**North West Mobile Service** (services Claudy, Eglinton, Ballymagroaty, Prehen, Lettershandoney and Curryneirin) For details of which week the service is in the area please contact Libraries NI or visit  <https://www.librariesni.org.uk/libraries/mobile-libraries/north-west-mobile/>

WEEK 1	Monday	1:00pm - 4:00pm	Health Centre Claudy, BT47 4AB
Week 1	Tuesday	12:40pm - 4:00pm	Main Street Eglinton, BT47 3AD
Week 1	Wednesday	1:45pm - 2:15pm	Claggan Road Claudy, BT47 4DB
Week 1	Wednesday	3:20pm - 4:00pm	Oakland Estate Glenshane Road Claudy, BT47 4UF
Week 2	Monday	1:00pm - 3:15pm	Health Centre Claudy BT47 4AB
Week 2	Monday	3:25pm - 4:10pm	Faughan View Park Claudy, BT47 4HQ
Week 2	Tuesday	12:40pm - 4:00pm	Main Street Eglinton, BT47 3AD
Week 2	Wednesday	1:40pm - 4:00pm	Ballymagroaty Estate, BT48 0PJ
Week 2	Thursday	1:00pm - 4:00pm	Prehen Park, Prehen, BT47 2PA
Week 2	Friday	11:35am - 12:30am	Lettershandoney Estate, BT47 3HZ
Week 2	Friday	3:00pm - 4:00pm	Curryneirin Estate, BT47 3DJ



**Tyrone Mobile Service** (services Victoria Bridge, Plumbridge, Killen and Ardstraw areas) For details of which week service is in the area please contact Libraries NI or visit



 <https://www.librariesni.org.uk/libraries/mobile-libraries/tyrone-mobile/>

Week 1	Wednesday	1:15pm - 1:35pm	Victoria Bridge 10 Melmount Road BT82 9JH
Week 2	Thursday	12:15pm - 12:45pm	Plumbridge in lay-by at agricultural market BT79 8AA
Week 3	Tuesday	2:05pm - 2:30pm	Killen at 22 Main Street BT81 7SE
Week 3	Tuesday	3:00pm - 3:30pm	Ardstraw at Abbey Villas BT78 4HJ


**Universities**

Universities provide undergraduate and postgraduate courses, part time study and a range of short course programmes from creative writing, language course, visual arts, digital photography and so much more.



**University of Ulster**

 028 7012 3456  
 [www.ulster.ac.uk](http://www.ulster.ac.uk)



**Queen’s University Belfast**

 028 9024 5133  
 [www.qub.ac.uk](http://www.qub.ac.uk)

**St Mary’s University College Belfast**



 028 9032 7678  
 [www.smucb.ac.uk](http://www.smucb.ac.uk)

**Stranmillis University College**

 028 9038 1271  
 [www.stran.ac.uk](http://www.stran.ac.uk)


**The Open University**

Provides flexible part-time study, supported distance and open learning for undergraduate and postgraduate courses and qualifications.

 028 90 323 722  
 [www.open.ac.uk](http://www.open.ac.uk)

**Ulster University, Human Intervention Studies Unit, Coleraine Campus**


Clinical Trials and other studies that may benefit the local community. We conduct many studies at the University ranging from nutrition to Clinical trials.

 07753138782


**Leisure and Sports**

There are a range of sports, leisure and recreational activities and facilities available across Derry City and Strabane District Council to encourage citizens to Be Active. Over 65 year olds can avail of concession rates and have free access to swimming pool, and health suite admission with access to sauna and steam room if applicable. Contact your local facility to access the services.


**Foyle Arena**

 028 7137 6555


**Templemore Sports Complex**

 028 7137 6585


**Brooke Park Leisure Centre**

 028 7126 2637


**Riversdale Leisure Centre**

 028 7138 2672


**Melvin Sports Complex**

 028 7138 2660


**Derg Valley Leisure Centre**

 028 8167 0727

**City Baths**


 028 7126 4459

**Waterside Shared Village**

 028 7137 6587 / 07561878508

**Nifty 50’s at Riversdale Leisure Centre**

Each Tuesday and Thursday morning the Nifty 50’s meet for physical activity sessions.

 028 7138 2672


**Physical Activity Referral Programme**

The scheme is available at registered leisure centres within the Council area and is targeted at people with certain health conditions who have been referred by their GP, nurse or other health professionals. The scheme is suitable for those with:

- high blood pressure;
- a Body Mass Index (BMI) of more than 25;
- asthma or chronic obstructive pulmonary disease (COPD);
- diabetes;
- osteoporosis;
- hypertension;
- coronary heart disease and associated risk factors;
- anxiety;
- stress;
- depression.

Trained health and fitness staff at each centre will be on hand to take each person through the scheme over the 12 weeks. They will develop a physical activity referral programme to suit a person’s health needs and monitor any improvements to the person’s health. Some activities include walking, swimming, group activities and training in a fitness suite.

For further information on the scheme please contact

 028 7125 3253

**Sport Northern Ireland**

Is the lead development public body for sport and physical recreation, Sport NI is passionate about maximising the power of sport to change lives.

 028 9038 1222  
 [www.sportni.net](http://www.sportni.net)

### Visitor Information Centres

Not just for visitors - they are for everyone and are a useful resource to help people find out about activities in their area.

### Visit Derry Information Centre

1-3 Waterloo Place, Derry, BT48 6BT

☎ 028 7126 7284

### Strabane Visitor Information Centre

The Alley Arts and Conference Centre,  
1A Railway Street, Strabane BT82 8EF

☎ 028 7138 4444

### Volunteering

Volunteering is a great way for people to use their skills and build confidence whilst helping others. Volunteering gives people the opportunity to meet new people and learn new skills.

### North West Volunteer Centre

With offices in both Derry and Strabane and supports individuals seeking to volunteer and organisations that are looking to involve volunteers and to support you in making those important connections.

☎ 028 7127 1017

🌐 [www.nwvc.co.uk](http://www.nwvc.co.uk)

### Volunteer Now

Is the lead organisation for promoting and supporting volunteering regionally. It builds recognition for volunteering and celebrates the contribution volunteers make. It promotes volunteering and provide access to a wide range of opportunities to individuals and groups. It supports organisations through the provision of training, promotion of opportunities, support with Safeguarding and access to useful publications. It supports a network of volunteer led older persons groups and forums.

It also has volunteering opportunities with their befriending, driving and social prescribing services.

☎ 028 9023 2020

🌐 [volunteernow.co.uk](http://volunteernow.co.uk)

### Community NI

Is Northern Ireland's leading opportunities hub for the voluntary and community sector. As a platform to share news, jobs and volunteering, opportunities and events, CommunityNI promotes the work of the sector to local communities. ©

☎ 028 9087 7777

🌐 [www.communityni.org](http://www.communityni.org)

### Linking Generations Northern Ireland (LGNI)

Has led the way in connecting generations within communities across Northern Ireland since 2009. It is the only organisation solely focusing on the development and promotion of intergenerational approaches to address societal issues. It specialises in connecting local people, communities, organisations, and policymakers interested in bringing generations together, to find out about intergenerational opportunities, share ideas/learning, access training, support and resources.

🌐 [linkinggenerationsni.com](http://linkinggenerationsni.com)

### Men's Sheds

Are welcoming, inclusive community spaces that provide a vital service. They bring men together to carry out practical projects for the good of the community while also promoting the wellbeing of those who take part.

🌐 [www.menssheds.ie](http://www.menssheds.ie)

### Supporting Communities

Is an independent charitable organisation that champion tenant and community participation by developing groups, supporting active citizenship and building cohesive communities. Providing tailored support, advice, information and training to new and existing community groups, statutory and voluntary organisations.

☎ 028 2564 5676

🌐 [www.supportingcommunities.org](http://www.supportingcommunities.org)

### Recycling Centres

Council also has a number of Civic Amenity Sites. You can use these to dispose of rubbish if you have too much rubbish to fit in the bins or if you have types of special rubbish that cannot go into the bins. The Civic Amenity Sites are located at:

- Brandywell Recycling Centre, Brandywell Showgrounds, Lone Moor Road
- Glendermott Road Recycling Centre, 37 Glendermott Road
- Pennyburn Recycling Centre, Unit 23, Pennyburn Industrial Estate
- Strathfoyle Recycling Centre, Temple Road, Strathfoyle
- Eglinton Recycling Centre, Benbow Ind. Estate, 15 Killylane Road, Eglinton
- Claudy Recycling Centre, Learmount Road, Claudy
- Park Recycling Centre, Learmount Road, Park
- Strahan's Road Recycling Centre, Strabane
- Plumbridge Recycling Centre, 37 Ligford Rd, Plumbridge
- Donemana Recycling Centre, 226 Berryhill Road, Donemana
- Newtownstewart Recycling Centre, Douglas Road, Newtownstewart
- Killen Recycling Centre, Scraghy Rd, Killen, Castlederg





# Health

Good health and wellbeing is vital for everyone especially as we all get older. This section details information about some health-related conditions and support services that are available.




## Western Health and Social Care Trust

Covers the local government district of Derry City and Strabane District Council, Fermanagh and Omagh District Council and part of Causeway Coast and Glens Borough Council. The Trust is an integrated organisation, incorporating acute hospital services, community health and social services.

 [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)

**Altnagelvin Area Hospital** is an acute hospital which offers a range of services, including a 24-hour Accident and Emergency Department and is one of the regions five designated cancer units.


 028 7134 5171

**Waterside Hospital** provides a range of services, incorporating rehabilitation and Mental Health services for older people.  
028 7186 0007

## GP Appointments

The processes for seeing a doctor, booking an appointment or requesting a call back vary between GP practices, so please call your own GP practice for advice.

## GP Out of Hours

Attendance at GP Out of Hours is by appointment only, so please call first on  
 028 7186 5195.

## Community Pharmacy

Minor ailments can be dealt with quickly and easily by your local community pharmacy. A pharmacist can give confidential, expert advice and treatment for some common illnesses and complaints, without you seeing your GP or going to an emergency department.

## Pharmacy First services

All community pharmacies have a qualified registered pharmacist. If you have an everyday health condition, you can use the Pharmacy First service to get a private consultation, advice and treatment from a local pharmacist, without needing to make an appointment or waiting to see your GP. You can use the Pharmacy First services for:

- everyday health conditions
- emergency hormonal contraception (the morning after pill)
- urinary tract infections (UTIs)
- sore throats (selected pharmacies)

Before going to your GP, it is worth speaking to your pharmacist, who can then advise if you need to see the doctor.

## Primary Care Multi-Disciplinary Teams (MDTs)

Primary Care Multi-Disciplinary Teams (MDTs) operate across most GP Practices in Council area and offer Physiotherapists, Social Workers, Social Work Assistants and Mental Health Practitioners, who work in GP Practices alongside the existing practice teams to provide enhanced access to health and social care services within a primary care setting. Patients registered to an MDT practice are able to book an appointment directly with any of these new services, without first having to see their GP.

**GP referral only services.**  
**Speak to your GP about accessing the following services.**

**Community Mental Health Teams (CMHTs)** These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and



Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### **Older People's Mental Health Teams**

Provide assessment, treatment and support services to people experiencing mental health problems who are over the age of 65 years.


#### **Community Addiction Teams (CATs)**

Provide treatment and support for adults with drug and alcohol problems.

**Psychosexual Service** Provides treatment for sexual difficulties arising from a variety of causes.


#### **WHST Older Peoples Services**

The WHST delivers a range of services within its settings and in the community to support people as they age. Please contact the WHST or visit

 <https://westerntrust.hscni.net/services/older-peoples-services/>

#### **WHST Health Improvement Team**

The WHST delivers a range of services, training, support to encourage people to improve their health and well-being. For further information contact


 028 7186 5127

 [health.improvement@westerntrust.hscni.net](mailto:health.improvement@westerntrust.hscni.net)

 [www.westerntrust.hscni.net/services](http://www.westerntrust.hscni.net/services)

#### **Care Opinion – Share and view Experiences**

Care Opinion is a place where you can share your experience of health or care services, and help make them better for everyone.


 0800 122 3135

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

#### **Healthy Living Centre Alliance and Health & Well Being Centres**


Several community-led health improvement organisations based in areas of high health inequalities provide services in communities across the Derry City and Strabane District Council area.

#### **Bogside & Brandywell Health Forum**

 028 7136 5330


 [info@bbhealthforum.org](mailto:info@bbhealthforum.org)

#### **Derg Valley Healthy Living Centre**

 028 8167 0764

 [martin@dergvalleycare.com](mailto:martin@dergvalleycare.com)

#### **The Old Library Trust Healthy Living Centre**

 028 7137 3871

 [george@olt.ie](mailto:george@olt.ie)


 [www.olt.ie](http://www.olt.ie)

#### **Strabane Health Improvement Project**

 028 7138 3557

[strabanehealthimprovement@gmail.com](mailto:strabanehealthimprovement@gmail.com)

#### **Waterside Neighbourhood Partnership**

 028 7134 2959

 [watersidenp@hotmail.com](mailto:watersidenp@hotmail.com)


#### **Alcohol, Addiction and Substance Abuse**

Alcohol and Drug misuse is a significant public health issue. For more detailed information on services available across the WHST area visit

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

#### **Alcoholics Anonymous**


12 Step Programme and group meetings.

 028 9035 1222

 [www.alcoholicsanonymous.ie](http://www.alcoholicsanonymous.ie)

#### **HURT (Have Your Tomorrows)**


Offering support on issues around alcohol and drug addiction. Open Access

 028 7136 9696

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

#### **ARC Fitness**

Addiction Recovery Coaching  
Open Access


 07510 47559

 [arcfitnessni@yahoo.com](mailto:arcfitnessni@yahoo.com)

#### **Low Threshold Services**

For 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 & injecting drug users). Open Access/Self Referrals Accepted


#### **DePaul Ireland (Foyle Haven) Derry**

 028 7136 5259

#### **First Housing**


 028 7137 1849

(Floating Support - Derry)


 028 7136 1156

(Damien House - Derry)

#### **Apex Housing Derry**


 028 7126 7957

(The House in the Wells)

 028 7136 2689 (Foyle Valley House)


#### **Statutory Addiction Service**

Provided by a range of specialist teams within community and hospital settings.. GP/Health Professional Referrals across the WHST area

 028 7186 5237/5239/5240


(Woodlea House, Derry)

Residential treatment is accessible through the statutory addiction service and is provided by Northlands through a 6 week residential rehab programme.

 028 7131 3232


#### **Older People Domiciliary Outreach Programme**

Open Access/Self Referrals Accepted across the WHST

 028 7131 423

#### **AlAnon**

Group Support for Family Members

 028 9068 2368

 [www.al-anonuk.org.uk/](http://www.al-anonuk.org.uk/)

#### **Narcotics Anonymous**

12 Step Programme/Group Meetings

 0300 365 1010

 [www.na-northernireland.org](http://www.na-northernireland.org)

#### **Gamblers Anonymous**

 028 9024 9185

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


#### **WHST Stop Smoking Service**

 0800 917 9388

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

#### **Over 50's Alcohol Helpline**


Provides information, advice and support for older adults


 0808 801 0750

#### **Compassionate Communities NI**

Compassionate Communities Northern Ireland is committed to connecting communities through compassionate action and changing attitude and behaviour towards life, age, death and bereavement. Offers a range of programmes, services and workshops including communication and information, Plan Ahead (Advance Care Planning), respect and social inclusion, Compassionate Conversations, Civic participation and Compassionate Neighbours

 028 7135 1010 or 075 903 54365

 [info@compassionatecommunitiesni.com](mailto:info@compassionatecommunitiesni.com)

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



## Bereavement

There are many support services that can help people to cope with the death of a loved one and their period of grief.


### Bereaved NI

The Bereaved NI Network is an online resource with information and support if you are experiencing grief and bereavement or helping other people who are bereaved

 [bereaved.hscni.net/](http://bereaved.hscni.net/)

### Adult Bereavement Support


Foyle Hospice provides bereavement support to adults in the northern sector of the Western Health and Social Care Trust (WHST), who may be finding it difficult during their bereavement journey. There is no cost for this service to you, your family or referral source. Self-referrals accepted. Contact Adult Counsellors: Jeanette McCole, Dr Anne Tracey or Aine McCusker.

 028 7135 1010

 [care@foylehospice.com](mailto:care@foylehospice.com)

### Cruse Bereavement Support


Helps people through one of the most painful times in life - with bereavement support, information and campaigning.


 0808 808 1677 or 028 7126 2941

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

### The Compassionate Friends

Supports bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children from any cause.

 028 8778 8016

 0345 123 2304 helpline

 [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

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


## North West Counselling

028 7181 3587

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

### WAVE Trauma Centre

Offers care and support to anyone bereaved, injured or traumatised through the Troubles


 028 3751 1599

 [adminhq@wavetrauma.org](mailto:adminhq@wavetrauma.org)

### Suicide Liaison Officers


Bereaved by Suicide Support

 028 7132 0138


 073 8541 4442

### Bereaved by Suicide Support Group

Koram Centre, Strabane

 028 7188 6181

### North West Bereaved By Suicide Group

 028 7131 3800

## Cancer

In Northern Ireland one in two of us will receive a cancer diagnosis in our lifetime. The earlier a cancer is detected, the easier it is to treat and the more likely the treatment is to be successful.

### Action Cancer

Offers cancer awareness, prevention, detection and support. It provides Digital Breast Screening, Support & Therapeutic services, MOT Health Checks and Health Promotion Programmes. Action Cancer offers breast screening to women aged 40-49 years old and 70 plus who fall outside the NHS age range, regional service through BIG BUS.

 028 9080 3344

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


## Be Cancer Aware

A website that has been developed by Public Health Agency that gives information about cancer, signs and symptoms and support services available.

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

### Cancer Focus Northern Ireland

Is a cancer charity that provides care and support services for cancer patients and their families. It offers a range of cancer prevention programmes to help people reduce their cancer risk and funds local, pioneering research.

 028 9066 3281

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


### Cancer Screening Programmes

For further information on cancer screening programmes please visit the relevant web pages.

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

### Macmillan Cancer Support

For information, support or someone to talk to, call the Macmillan Support Line.

 0808 808 0000

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

### The Northern Ireland Breast Screening Programme


Invites women aged 50-70 years old via their GP practice every three years. In order to be invited women must be registered with a GP and ensure the practice has their correct name and current address.

 028 9033 3700

 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Hive Cancer Support (formerly The Pink Ladies Breast Cancer Support Group)

Offers a wraparound, holistic, person-centred approach to supporting families affected, both directly and indirectly affected by cancer.

 028 7141 4004

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

## Carers

A carer is someone who provides help and support to a friend, neighbour or relative who could not manage otherwise, because of frailty, illness or disability.


### Carers guide

Has a copy of the A-Z for Carers guide on their website. This guide is for carers in Northern Ireland with information about support, services and caring organisations.

 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Carers NI

Gives expert advice, information and support, connect carers and innovate to find new ways to reach and support carers, including benefits and carers' rights


 0808 808 77 77

 [www.carersuk.org/northernireland](http://www.carersuk.org/northernireland)

### Carers Service, Western Health and Social Care Trust


Is a central point of contact for carers where advice and guidance can be given and where carers can be signposted to other relevant services.

Contact Carers Co-ordinator

 028 7135 5023

### DEEDS (Dementia Engaged and Empowered in Derry & Strabane)

Delivers a 4-week carers programme designed to support and educate carers of those living with Dementia about the condition. It is an opportunity to meet other families in a safe and supportive environment. Contact Sinead Devine on

 028 7137 3870

 [sinead@olt.ie](mailto:sinead@olt.ie)

## CAUSE

Provides peer-led emotional and practical support to carers and families of people with mental illness

☎ 028 9065 0650

☎ Helpline 0800 103 2833

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

## Headway

The brain injury association. Dedicated to supporting people with a brain injury, as well as their families and carers.

☎ 078 2690 9110

✉ [melanie.bowden@headway.org.uk](mailto:melanie.bowden@headway.org.uk)

🌐 [www.headway.org.uk](http://www.headway.org.uk)

## Dementia

Is a term used to describe a group of symptoms affecting memory, thinking and social abilities severely enough to interfere with your daily life. There are support services available that can help support people living with dementia.

## WHSCT Dementia Navigator

Offers advice, guidance and support to the person with the diagnosis and their carers. Including regular information coffee mornings to support people to access information and support. Based within WHSCT Memory Team at Oak Villa, contact Stephanie Coyle, WHSCT Dementia Navigator on

☎ 028 7186 4384 or 07920087601

✉ [Stephanie.Coyle@westerntrust.hscni.net](mailto:Stephanie.Coyle@westerntrust.hscni.net)

Provision of a range of activities, services, programmes, events, training and carer support delivered across a number of community based locations including rural areas with partner organisations.

☎ 028 7137 3870

✉ [sinead@olt.ie](mailto:sinead@olt.ie)

## Alzheimer's Society

Is a UK dementia charity campaigning for change and funding research to find a cure. Dementia support workers offer information and practical guidance to help people understand dementia, cope with day-to-day challenges and prepare for the future.

☎ 028 9066 4100

✉ [nir@alzheimers.org.uk](mailto:nir@alzheimers.org.uk)

## Carer Information and Support Programme

If you are a carer, family member or friend of someone who has been recently diagnosed with dementia, the carers programme can support you. It also has follow-on sessions for people who have been caring for a person with dementia for some time.

☎ 028 9066 4100

✉ [crispseni@alzheimers.org.uk](mailto:crispseni@alzheimers.org.uk)

## Talking point

Is an online community for people affected by dementia. If you need dementia support, personalised information, support and advice call their Dementia Connect support line.

☎ 0333 150 3456

🌐 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## Carer Support Groups

Provide an opportunity for carers to give and receive peer support to help them in their caring role. Contact Howard Clarke, Alzheimer's Society on

☎ 07902345229

✉ [Howard.Clarke@alzheimers.org.uk](mailto:Howard.Clarke@alzheimers.org.uk)

## Dementia NI

Is a local member led charity driving positive change for people living with dementia. It promotes the right for people living with dementia to be involved in decisions that affect their everyday lives. Locally it runs Dementia Empower and Support Groups for people who are living with dementia. Through the groups, members consult with other organisations and professionals on how to improve their engagement with people with dementia.

☎ 028 9693 1555

✉ [info@dementiani.org](mailto:info@dementiani.org)

🌐 [www.dementiani.org](http://www.dementiani.org)

## Foyle Floating Support Service for Older People with Complex Needs - Praxis

This service run by Praxis and funded by Supporting People provides floating support to older people (65+) with complex needs such as addictions, sensory support needs, acquired brain injury, disabilities and those experiencing or recovering from mental ill health. It also provides a service to all adults with dementia. Contact Alana Hamill - Foyle Services Manager, Praxis Care

☎ 028 7130 8020

✉ [alanahamill@praxiscare.org.uk](mailto:alanahamill@praxiscare.org.uk)

## Tide - Together In Dementia Everyday

Is a network of carers, former carers, and care professionals. It believes that carers have the experience and knowledge to improve health and social care, research, and policy development throughout the UK. It offers peer support to help you through your caring journey - no matter what stage you are in. At tide, your voice will be heard, and you can learn to champion your rights as a carer and create real change.

☎ 0151 237 2669

🌐 [www.tide.uk.net](http://www.tide.uk.net)

## Diabetes

Is a condition where your blood sugar level is higher than normal. There are two main types of diabetes: type 1 and type 2.

## Diabetes UK

Whether you are looking for diabetes information, or just someone to talk to - help is available. It provides a helpline, local support groups, events and online Learning Zone - to name just a few.

☎ 0345 123 2399

🌐 [www.diabetes.org.uk](http://www.diabetes.org.uk)

## Disabilities

A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

## AccessAble

Offers information on access to buildings and venues across the UK. For the sites listed it contains information on the availability of toilets, ramps and parking.

🌐 [www.accessable.co.uk](http://www.accessable.co.uk)

## Centre for Independent Living NI

An organisation which works to promote the principles of independent living and, in particular, to provide services for people using or considering using Direct Payments and/or Self-Directed Support.

☎ 028 9064 8546

🌐 [www.cilni.org](http://www.cilni.org)

## Disability Action

Is the largest Northern Ireland wide pan-disability organisation supporting people with various disabilities: physical disabilities, learning disabilities, sensory disabilities, hidden disabilities, and mental health disabilities.

☎ 028 9029 7880

🌐 [www.disabilityaction.org](http://www.disabilityaction.org)



### Jam Card (Just a Minute)

Allows people with a hidden disability or communication barrier to tell others that they need extra time and understanding in a private and easy way. You apply for a card and then can show it to people to let them know you need extra time or things explained more clearly. The JAM Card was created by social enterprise NOW.

☎ 028 9043 6400

🌐 [www.jamcard.org](http://www.jamcard.org)

### Mae Murray Foundation

Has been set up to allow people of all ages and abilities to take part in activities, experience the world and enjoy friendship together in an inclusive environment. Services include a free resource library, facilitates clinics in Northern Ireland for both Bugzi and Wizzybug Loan Schemes and social projects for a range of age groups.

Mae Murray Foundation operate an Inclusive Beach equipment loan scheme, enabling people of all ages and abilities to enjoy the beach.

☎ 0300 600 1166

🌐 [www.maemurrayfoundation.org](http://www.maemurrayfoundation.org)

### Mencap Northern Ireland

Provides services to support people with a learning disability every step of the way. From early years and youth programmes to support in adult life; to living independently, finding a job and getting involved in your local community. Learning Disability Helpline

☎ 0808 808 1111

🌐 [www.northernireland.mencap.org.uk](http://www.northernireland.mencap.org.uk)

### Positive Futures

Supports people of all ages who have a learning disability, acquired brain injury or autistic spectrum condition. It enables those it supports to live full and valued lives in their local communities, with as much choice and independence as possible. Support is tailored to the

individual. Services include supported living services, family support services, residential short break (respite services and housing support services.

☎ 028 9147 5720

🌐 [www.positive-futures.net](http://www.positive-futures.net)

### The Cedar Foundation

Delivers services that enable people with disabilities, autism and brain injury to get the most out of life and to be fully included in their communities. The services are centred around the individual needs of each person and are delivered regionally supporting children and adults to live, work and to engage in their communities

☎ 028 90461834

✉ [communications@cedar-foundation.org](mailto:communications@cedar-foundation.org)

🌐 [www.cedar-foundation.org](http://www.cedar-foundation.org)

### Destined

Aims to integrate people with Learning Disabilities into the community, through a wide range of programmes, some are focused to support families and include education, social, arts, women, health, fitness and personal development.

☎ 028 7136 2424

### End of Life Care

Support is available for people who are near the end of life.

### Marie Curie

Is the largest charitable provider of end of life care regionally. If you are living with a terminal illness or caring for someone, it can offer information and emotional support. For emotional support and practical information about terminal illness, including for family and friends, call the support line free.

☎ 0800 090 2309

🌐 [www.mariecurie.org.uk/support](http://www.mariecurie.org.uk/support)

### Foyle Hospice

Provides ongoing palliative care services for patients with cancer and other life-limiting illnesses while supporting their families and loved ones across the Western Health and Social Trust area. Our commitment is to improve the quality of life of patients while extending care and support to their families and loved ones.

☎ 028 7135 1010

✉ [care@foylehospice.com](mailto:care@foylehospice.com)

🌐 [www.foylehospice.com](http://www.foylehospice.com)

### Northern Ireland Hospice

Is a local charity providing specialist palliative care to babies, children and adults living with serious and complex illnesses.

☎ 028 9078 1836

🌐 [www.nihospice.org](http://www.nihospice.org)

### Eyes and Ears

There is lots of help available for people who are deaf, blind and or visually impaired.

### British Deaf Association

Provides access to information, services and support in a preferred language.

🌐 [www.bda.org.uk](http://www.bda.org.uk)

### Guide Dogs

Helps people with sight loss live the life they choose. Whether you are asking for yourself or a member of your family, their expert staff, volunteers and life-changing dogs are here to help you live actively, live independently, and live well. They will work with you to develop a package of support that is just right for you. The advice and skills they provide will give you the freedom to live on your own terms. The organisation experience and understanding can help you through the emotional and practical challenges of sight loss.

The sighted guiding service connects you with a trained local volunteer. It can help you get out and about and do more of the things you like, whether that is walking in the park, shopping or going to a football match. If your friends and family want to get involved, they can also grow their confidence with guiding training. Guide dogs give people with sight loss the confidence to get out and about safely. Whether it's helping them get to work, to a regular exercise class or simply out to the shops and back, this can provide life-changing practical support every single day.

☎ 0800 7811444

🌐 [www.guidedogs.org.uk](http://www.guidedogs.org.uk)

### RNIB

If you need someone who understands sight loss, RNIB [Royal National Institute of Blind People] is here for you. Everyone who is blind or partially sighted has their own unique experience. Offers products and services to help you to maintain your independence and live the life you want to lead. Services include, Sight Loss Advice Service offering information, advice, practical and emotional support. This includes hospital-based Eye Clinic Liaison Officers (ECLOs). Opportunities to connect on the phone, online and at events.

- Accessible reading materials, like Talking Books, newspapers and magazines.
- RNIB Bookshare, a free online collection of educational books and resources.
- The RNIB Online Shop selling products to help you live independently.

☎ 0303 123 9999

🌐 [www.rnib.org.uk](http://www.rnib.org.uk)

## RNID

Providing help, information and support to people who are deaf, have hearing loss or tinnitus. Many areas of life are impacted by hearing loss, deafness and tinnitus. So are many people. Hearing loss alone affects 1 in 5 adults. RNID face to face support session for NHS hearing aid users across the Council area. Offering help with

- new batteries
- cleaning and retubing of earmoulds
- information on how to look after and fit hearing aids
- signposting to other Services

For details of locations, please contact Marie Kelly on

☎ 07918 767 640

✉ [marie.kelly@rnid.org.uk](mailto:marie.kelly@rnid.org.uk)

🌐 [www.rnid.org.uk](http://www.rnid.org.uk)

## Deafblind UK

Providing practical support, emotional support, help with technology, information and advice, and holidays.

☎ 0800 132 320

✉ [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

🌐 [www.deafblind.org.uk](http://www.deafblind.org.uk)

## Healthy Eating

A healthy diet is essential for good health and nutrition. It protects against many chronic noncommunicable diseases, such as heart disease, diabetes and cancer.

## Public Health Agency

Multi-disciplinary, multi-professional body with a strong regional and local presence. It has four key functions:

- health and social wellbeing improvement;
- health protection;

- public health support to commissioning and policy development;
- HSC research and development.

The PHA has a range of information and useful publications on its website as well as links to other websites that may be of use.

🌐 [www.publichealth.hscni.net](http://www.publichealth.hscni.net)

🌐 [www.choosetolivebetter.com](http://www.choosetolivebetter.com)

## Mental Health & Emotional Health and Wellbeing

Good emotional health and wellbeing and mental health is important and maintaining it should be a priority for everyone. One in four people in will experience problems that affect their mental health.

## Recovery College

The Western Trust Recovery College offers free courses and workshops that support people to better understand and manage their mental health and emotional wellbeing.

☎ 028 8283 3291

✉ [recoverycollege@westerntrust.hscni.net](mailto:recoverycollege@westerntrust.hscni.net)

🌐 [www.westerntrust.hscni.net/service/recovery-college/](http://www.westerntrust.hscni.net/service/recovery-college/)

## Lifeline

24 hour support for those in distress or despair

☎ 0808 808 8000

💬 Textphone users contact Lifeline on 18001 0808 808 8000

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

## Samaritans helpline

Listening ear to those in distress

☎ Freephone 116 123

🌐 [www.samaritans.org](http://www.samaritans.org)

## Zest

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults

☎ 028 7126 6999

🌐 [www.zestni.org](http://www.zestni.org)

## North West Counselling

☎ 028 7181 3587

## Koram Centre Strabane

Counselling, psychotherapy and psychosocial support.

🌐 [www.koramcentre.com](http://www.koramcentre.com)

☎ 028 7188 6181

## Aurora Counselling

☎ 028 7135 0407

🌐 [www.auroracounselling.org](http://www.auroracounselling.org)

## Mental health including eating disorders and anxiety support

## AWARE NI

Charity providing support and information for those affected by depression and has an established network of support groups.

☎ 028 7126 0602

🌐 [www.aware-ni.org](http://www.aware-ni.org)

## Cunamh

Community-led mental health project

☎ 028 7128 8868

🌐 [www.cunamh.org](http://www.cunamh.org)

## Derry Well Woman

☎ 028 7136 0777

🌐 [www.derrywellwoman.org](http://www.derrywellwoman.org)

## Praxis Care

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

☎ 028 7130 8020

🌐 [www.praxiscare.org](http://www.praxiscare.org)

## Beat eating disorders Helpline

☎ 0808 801 0434

🌐 [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)  
(Webchat available)

## Eating Disorders Association Helpline

☎ 028 9023 5959

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

## Western Eating Disorders Service

☎ 028 7132 0165

## Men's Action Network

Provides a safe space for men to find support for life issues.

☎ 028 7137 7777

🌐 [www.man-ni.org](http://www.man-ni.org)

## Relate

Relationship and family services.

☎ 028 9032 3454

🌐 [www.relateni.org](http://www.relateni.org)

## CLEAR Project

☎ 028 7138 3386

🌐 [www.dhcni.com/clear-project](http://www.dhcni.com/clear-project)

## Mind Yourself & Foyle Advocates

☎ 028 7126 3461

☎ 028 7126 3318



### Inspire Community Wellbeing Service

Local support, including housing schemes, home support, advocacy services, information services and education.

☎ 028 7126 9677

✉ [foyle.cws@inspirewellbeing.org](mailto:foyle.cws@inspirewellbeing.org)

🌐 [www.inspirewellbeing.org](http://www.inspirewellbeing.org)

### Action Mental Health (AMH)

Actively promotes the mental health and well-being of people

☎ 028 9182 8494

🌐 [www.amh.org.uk](http://www.amh.org.uk)

### AMH New Life Counselling

Is committed to supporting the emotional health and wellbeing needs of its clients through the provision of counselling, providing friendly and professional counselling services for children, young people, adults and families.

☎ 028 9039 1630

🌐 [www.amh.org.uk](http://www.amh.org.uk)

### Beacon Day Support

Offers a range of support and services for those with mental health needs living in the community.

☎ 028 7126 9677

### Campaign Against Living Miserably (CALM)

If you are struggling and need someone to talk to, the helpline and webchat are open from 5pm until midnight. No matter who you are or what you're going through, it's free, anonymous and confidential.

☎ 0800 58 58 58

🌐 [www.thecalmzone.net](http://www.thecalmzone.net)

### CAUSE

Provides support to people caring for someone with a serious and complex mental illness.

☎ 028 90 650 650/0800 103 2833

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

### Farm in Mind

This website was developed by Health Safety Executive Northern Ireland, in partnership with Rural Support, the Farm Safety Partnership and the Workplace Health Leadership Group to help farmers and the wider farming community identify areas of stress and to help signpost people to the right support services.

🌐 [www.farminmind.co.uk](http://www.farminmind.co.uk)

### Find Help NI

Aims to join the dots in creating bigger, better mental health and wellbeing support for everyone. This website brings together a directory of support services, useful self-care advice, practical tips, trustworthy emergency care guidance and real-life stories of mental health experiences.

☎ 0300 373 0077

🌐 [www.findhelpni.com](http://www.findhelpni.com)

### Mindwise

Works alongside people at risk of and affected by mental health issues, their carers, and their families.

Services include advocacy and money advice; children and family support; criminal justice; day care and in the community support; housing; talking therapies; and carer and family support.

☎ 028 9040 2323

🌐 [www.mindwisenv.org](http://www.mindwisenv.org)

### SANE

Is a leading UK mental health charity improving quality of life for anyone affected by mental illness. SANE provides emotional support, guidance and information to anyone affected by mental illness, including carers, families and friends. SANEline remains the only out of hours national, specialist mental health helpline, available 365 days a year to people in crisis, those with enduring and relapsing conditions and those who care for them.

☎ 0300 304 7000

🌐 [www.sane.org.uk](http://www.sane.org.uk)

### Support for other conditions

#### Stepping On Programme - Over 65's Falls Prevention Programme

The Stepping on Programme is 9 week programme offers balancing & Strengthening exercises for older people which can help to reduce falls. It targets persons aged 65 years and over across the Council area, co-ordinated by The Oak Healthy Living Centre.

☎ 028 677 23843 / 07593446201

✉ [davina.coulter@oakhlc.com](mailto:davina.coulter@oakhlc.com)

🌐 [www.oakhealthylivingcentre.com](http://www.oakhealthylivingcentre.com)

### British Heart Foundation

Provides a Heart Helpline, with information backed by clinical experts, it helps people living with heart and circulatory diseases to get the best guidance, support and access to the services they need

☎ 0300 330 3311

🌐 [www.bhf.org.uk](http://www.bhf.org.uk)

### Northern Ireland Chest Heart and Stroke

Provides expert care and support to anyone at risk of or currently living with chest, heart and stroke conditions. It offers services for people living with or at risk of chest, heart and stroke conditions, all specially designed to provide the personalised support you and your family/carer need. NICHHS Family Support Coordinators are here to help whole families as you navigate life with chest, heart or stroke illness.

☎ 028 9032 0184

🌐 [www.nichhs.org.uk](http://www.nichhs.org.uk)

### Stroke Association

Provides specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives.

☎ 0303 3033 100

🌐 [www.stroke.org.uk](http://www.stroke.org.uk)

### Parkinson's UK

Provides support for people with Parkinson's, and families, friends and carers. The specialist adviser team can provide information about any aspect of living with Parkinson's, managing symptoms, medication, social care, employment rights, benefits and much more. It can offer emotional support and liaise with health, social care and other local professionals to get you the support you need. The Helpline Advisers will deal with any general enquiries, and you will be put in touch with someone in your local area if more local knowledge or in depth support is needed.

☎ 0808 800 0303

🌐 [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

### Versus Arthritis

Provides support to people with arthritis so they have all the support and information they need to live well with their condition

- 📞 028 9078 2940
- 📞 0800 5200 520 helpline
- ✉️ [northernireland@versusarthritis.org](mailto:northernireland@versusarthritis.org)

### MS Helpline

- 📞 0808 800 8000
- 🌐 [www.mssociety.org.uk](http://www.mssociety.org.uk)

### Huntington's Disease Association NI

- 📞 077 3393 5893
- 🌐 [www.hdani.org.uk](http://www.hdani.org.uk)

### Asthma + Lung UK

- 📞 0300 222 5800
- 🌐 [www.asthmaandlung.org.uk](http://www.asthmaandlung.org.uk)



### Glaucoma UK

Provides help, information and support to anyone living with glaucoma including helpline and support groups

- 📞 01233 648170
- ✉️ [helpline@glaucoma.uk](mailto:helpline@glaucoma.uk)

### Sexual orientation and gender identity

#### Cara-Friend

Provides information, support and training to the LGBTQI+ community.

- 📞 028 9089 0202
- 🌐 [www.cara-friend.org.uk](http://www.cara-friend.org.uk)

#### LGBTQI+ Switchboard NI

- 📞 0808 800 0390

#### HERe NI

Support for lesbian and bisexual women in Northern Ireland.

- 📞 028 9024 9452
- 🌐 [www.hereni.org](http://www.hereni.org)

#### The Rainbow Project

Promoting the health and wellbeing of the LGBTQI+ community.

- 📞 028 7128 3030
- 🌐 [www.rainbow-project.org](http://www.rainbow-project.org)

#### Mermaids NI

Support group for families of transgender, non-binary and gender diverse people.

- 📞 0808 801 0400
- 🌐 [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

#### Transgender NI

Advocacy and support for transgender people

- 📞 0300 302 3202
- 🌐 [www.transgenderni.org.uk](http://www.transgenderni.org.uk)

### Victims of abuse

#### 24 Hour Domestic & Sexual Abuse Helpline

Open to anyone affected by domestic or sexual abuse.

- 📞 0808 802 1414
- 🌐 [www.dsahelpline.org](http://www.dsahelpline.org)

#### PSNI

- 📞 101 (non-emergency reporting number)
- otherwise ring;
- 📞 999

#### Cunamh

Community-led mental health project.

- 📞 028 7128 8868

#### Victim Support Foyle office

Emotional support for victims of crime.

- 📞 028 7137 0086
- ✉️ [foyle@victimsupportni.org.uk](mailto:foyle@victimsupportni.org.uk)
- 🌐 [www.victimsupportni.com](http://www.victimsupportni.com)

#### Nexus

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

- 📞 028 9032 6803
- 🌐 [www.nexusni.org](http://www.nexusni.org)

#### Foyle Women's Aid

- 📞 028 7141 6800

#### The Rowan - Regional Sexual Assault Referral Centre

Support and services for anyone who has been sexually abused, assaulted or raped. 24 hour Freephone Helpline

- 📞 0800 389 4424
- 🌐 [www.therowan.net](http://www.therowan.net)

### Men's Advisory Project

Support for men experiencing domestic abuse.

- 📞 028 9024 1929
- 🌐 [www.mapni.co.uk](http://www.mapni.co.uk)

### Sexual health

Informing Choices NI

Confidential information, advice and support on sexual and reproductive health.

- 📞 028 9031 6100
- 🌐 [www.informingchoicesni.org](http://www.informingchoicesni.org)

### Positive Life

Providing support services, advice and signposting to people living with and affected by HIV.

- 📞 028 9024 9268
- 📞 Confidential helpline 0800 137 437
- 🌐 [www.positivelifeni.com](http://www.positivelifeni.com)

### Genito Urinary Medicine (GUM) Clinic

- 📞 028 7161 1269





# Housing

This section provides information on types of housing, help for those people who want to live independently at home, home maintenance and includes information on support organisations who can help.

## Types of Housing

There are many housing options available to people living in Derry City and Strabane District Council area



### What is a care home?

A care home provides accommodation and personal care for people who need extra support in their daily lives. Some care homes can provide nursing and residential care support.

### What is sheltered housing?

Sheltered housing offers people independent living but also has the option of support if required.

### What is social housing?

Social housing is lower cost rented housing provided by the Northern Ireland Housing Executive and housing associations.

### What is supported housing?

Supported housing may be suitable for people who have particularly complex needs.

### What is owner occupied housing?

Owner occupied housing is when a person has purchased or has a mortgage on the property rather than rent it.

### What is private rented housing?

Private rented housing is when a person rents the property from private landlords.

### Housing Care


Provides information about available accommodation for older people in the UK along with contact information.

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

## Inspection of Care Homes

### The Regulation and Quality Improvement Authority (RQIA)

inspects nursing and residential care homes to examine all aspects of the care provided, to guarantee the comfort and dignity of those using the facilities, and ensure public confidence in these services. View reports online or contact directly

 028 9536 1111

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


### NI Direct


Offers information on the Northern Ireland Housing Executive services; supported or sheltered housing in your area; the Supporting People Programme; and care homes.

 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Guidance on Charging for Residential Accommodation

If you need to go into residential accommodation you may have to make a contribution to the cost of your care. Guidance is available outlining information on how Trusts calculate how much you can pay. For details visit or contact the Department of Health

 028 9052 0500

 <https://www.health-ni.gov.uk/publications/guidance-charging-residential-accommodation>



## Private rented housing

Renting a house can be a good option for many people. It is estimated that most people spend 75 per cent of their time at home. Housing conditions have a significant impact on health and wellbeing.

### Environmental Health's Public Health and Housing Team, Derry City and Strabane District Council

Has a legal obligation to take action to deal with public health nuisances in housing and to inspect and assess the fitness of houses for human habitation across Derry City and Strabane District Council. The Council's Environmental Health Officers deal with unsafe and unhealthy living conditions in the rented housing sector. This includes:

- Privately rented properties
- properties owned by the Northern Ireland Housing Executive and housing associations
- owner-occupied housing

The Environmental Health Department provides advice to landlords and tenants, and investigates complaints of harassment and unlawful eviction. Harassment covers any action taken by a landlord, or someone acting on their behalf, to make a tenant leave their home. For example: interfering with services such as gas, water and electricity supplies; entering the property without consent; refusing to carry out repairs.

☎ 028 7125 3253

✉ [health&housing@Derrystرابane.com](mailto:health&housing@Derrystرابane.com)

🌐 [www.derrystرابane.com](http://www.derrystرابane.com)

### Landlord Registration Scheme

All landlords with properties in Northern Ireland must be registered with the Department for Communities (DFC) Landlord Registration Scheme and have a Landlord Registration certificate.

The certificate is valid for three years and costs £70. If you are a tenant, you can check if your landlord is registered, and if they're not you can contact nidirect to discuss.

🌐 [www.nidirect.gov.uk/services/register-landlord-or-renew-your-landlord-registration](http://www.nidirect.gov.uk/services/register-landlord-or-renew-your-landlord-registration)

If your landlord is not registered, you can contact the Health, Housing and Public Conveniences Team at Derry City and Strabane District Council to discuss.

☎ 028 7125 3253

✉ [health&housing@Derrystرابane.com](mailto:health&housing@Derrystرابane.com)

### Tenancy Deposit Scheme

A tenancy deposit scheme is a sum of money which a landlord may ask a tenant to pay at the start of a private tenancy. This is held by the landlord as protection against damages to the property or for unpaid rent. Landlords must provide tenants with a tenancy statement which sets out the circumstances in which the deposit may be withheld at the end of the tenancy. Any deposit received by landlords on or after 1 April 2013 must be protected in an approved tenancy deposit scheme. Deposits paid before 1 April 2013 do not have to be protected. The information must include:

- details of the deposit amount protected in an approved scheme and the address it relates to
- your full name and contact details
- details of any agent acting on your behalf
- confirmation of the tenants contact details
- details of the scheme in which the deposit is protected
- details of how the deposit will be paid back and the circumstances under which you may keep some or all of the deposit
- what happens when the tenant is not contactable at the end of the tenancy.

If you suspect your landlord has not secured your deposit, please contact the Health, Housing and Public Conveniences Team at Derry City and Strabane District Council to discuss.

☎ 028 7125 3253

✉ [health&housing@Derrystرابane.com](mailto:health&housing@Derrystرابane.com)

### Holding Deposits

Sometimes landlords may take a holding deposit before they and the tenant have entered into an agreement for a tenancy of a specific property. If that is the case and the holding deposit becomes the tenancy deposit, the landlord must protect the deposit in an approved scheme.

### Safety of deposits

All deposits must be held in special bank accounts, regulated by the Financial Conduct Authority, to make sure the deposit is safe in case the scheme fails. The three appointed scheme administrators are:

### My Deposits NI

🌐 [www.mydepositsni.co.uk](http://www.mydepositsni.co.uk)

### Letting Protection Service NI

🌐 [www.lettingprotectionni.com](http://www.lettingprotectionni.com)

### Tenancy Deposit Scheme NI

🌐 [www.tdsnorthernireland.com/home](http://www.tdsnorthernireland.com/home)

### For more information visit

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)



## Homelessness

When a person does not have a suitable permanent home and it can happen to anyone.

### Northern Ireland Housing Executive

Is the main organisation in Northern Ireland that helps with housing.

☎ 03448 920 900

☎ Out of hours emergency repairs  
0344 892 0901

☎ Out of hours homelessness help  
0344 892 0908

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### Housing Rights

Is a charity providing advice and help to people dealing with homelessness and other housing problems.

☎ 028 9024 5640

🌐 [www.housingrights.org.uk](http://www.housingrights.org.uk)

### Simon Community Northern Ireland

Is a homeless charity that works without judgement to support people who are experiencing or are at risk of homelessness.

☎ 028 7131 1461 Central access point and emergency accommodation

☎ 0800 171 2222 Free helpline open 24/7

🌐 [www.simoncommunity.org](http://www.simoncommunity.org)

### Depaul Ireland

Day Centre provides floating support and housing.

☎ 028 7136 5259 Floating Support

☎ 028 7126 0839 For floating support and housing.

🌐 [www.depaulireland.org](http://www.depaulireland.org)

### Methodist City Mission for Homeless Men

Providing services for men facing homelessness

☎ 028 7130 9388

🌐 [www.nwmm.co.uk](http://www.nwmm.co.uk)



## First Housing Aid & Support Services

55+ Floating Support Service. Supporting people 55+ age group who are homeless, threatened with homelessness, living in unsuitable accommodation, moving house and settling into a new home, issues affecting ability to sustain a home.

☎ 07725688194

✉ [anneblee@first-housing.com](mailto:anneblee@first-housing.com)

🌐 [www.first-housing.com](http://www.first-housing.com)

## Help for staying at home

Help is available for people who want to remain living as safely and independently within their own homes.

## Help for staying at Home

A health and social care assessment with the social services department of your local trust is often the first step towards getting the support you need. The assessment is an 'assessment of need'. At the assessment, a specialist - often an occupational therapist - asks you about your individual needs to identify the right support for you. Care may include support from the following health and social care professionals:

**Occupational therapists** can help solve practical problems you may have carrying out activities.

**District nurses** for those that meet the regional criteria for a District Nursing service the aim is to provide a safe and high quality patient experience by providing nursing care through a 'one team approach, with home considered the best and first place of care.

**Physiotherapist** can help improve your ability to move around at home.

**Care workers** can provide domiciliary care support such as help with personal care, assistance in and out of bed, respite for carers, meals, shopping.

If you are assessed as needing help from social services, you may be able to get direct payments to choose and buy those services. Instead, you can get the services directly from your health trust.

## What is Self-Directed Support?

Self-Directed Support establishes the ways in which individuals and families can have informed choice about the way care is provided to them. Self-Directed Support allows people to choose how their care is provided and gives them as much control as they want over their personal budget.

🌐 [www.westerntrust.hscni.net/](http://www.westerntrust.hscni.net/)

## Age NI

Provides free information and advice. Whether you want to remain in your own home, are looking for help with an older relative or weighing up housing options, the organisation can help you.

☎ 0808 808 7575

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

## Red Cross

Has provided a lifeline for people in crisis for over 150 years. Services include support line, mobility aids services, help at home, financial support, and refugees' services

☎ 0808 196 3651

🌐 [www.redcross.org.uk](http://www.redcross.org.uk)

## Northern Ireland Housing Executive

Work in partnership to ensure that everyone has access to a good affordable home in a safe and healthy community.

Providing advice on housing benefit, house adaptations, applying for a home, homelessness, home grants and benefits.

☎ 03448 920 902

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

## Repair Line

☎ 03448 920 901

(Lines are open 24 hours for emergency repairs only)

## General Housing Benefit enquiries

☎ 03448 920 902

## Disabled Facilities Grant

Open to both homeowners and tenants for home adaptations. It is means-tested, and there is an upper limit on the amount you can get. These home adaptations are based on the recommendation of an Occupational Therapist.

☎ 03448 920 900

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

## Supporting People Programme

Helps people to live independently in the community. Different groups of people can benefit from this support programme such as: homeless people; people with a learning disability; people with poor mental health; older people; women at risk of domestic violence; young people leaving care; people with drug or alcohol use problems; and offenders or people at risk of offending. People are supported through short-term floating support, short term accommodation-based support and longer-term support. The online supporting people service directory enables people to search for support in their local area, service type, contact information and referral routes.

☎ 03448 920 900

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

## The Cedar Foundation

Provides a floating support for older people across the northern sector of the Western Trust. The service will help anyone aged 55 and over. Service users receive 'housing related support, enabling them to develop independent living skills to maintain their tenancy and prevent homelessness.

☎ 028 9046 1834

✉ [FS@Cedar-foundation.org](mailto:FS@Cedar-foundation.org)

🌐 [www.cedar-foundation.org](http://www.cedar-foundation.org)

## Home Maintenance

People are keen to find out more information about how to maintain their homes.

## Northern Ireland Housing Executive

Has produced a book on home maintenance called 'Maintaining your home - a householder's guide for Northern Ireland. It gives you

- details of the problems that can happen inside and outside your home and how to deal with them.
- a guide to the type of approval you need if you are planning on making improvements to your home.
- information on the types of surveys available and what a building surveyor does.

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

## TrustMark

Provides a high level of assurance, certainty and protection to homeowners looking to have work done in and around their homes. TrustMark Registered Businesses are thoroughly vetted and continually monitored to ensure they meet required standards in technical competence, customer service and trading practices, so homeowners can be sure they're making the right choice.

And, if anything should go wrong, TrustMark has that covered too as Registered Businesses must provide guarantees on their work and have a clear and simple disputes resolution process in place.


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

### Equipment for use at home

Specialist equipment and adaptations can make it much easier for you to live independently in your own home.

### Living Made Easy


Provides free, impartial advice about all types of disability equipment and mobility products for older and persons with a disability. Charity was previously known as the Disabled Living Foundation

 0300 999 0004

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

### Age NI


Also provides products and services specifically designed for older customers and proceeds from sales support their charitable work.

 028 9024 5729

 [www.ageni.org/personalarms](http://www.ageni.org/personalarms)

### Help with Bins, Waste or Bulky Waste Collections

Derry City and Strabane District Council provide services for people who may need additional help and assistance with getting their bins collected. Also if you have bulky waste which needs to be collected.

 028 7137 4107

 [Refuse&Bulky@derrystrabane.com](mailto:Refuse&Bulky@derrystrabane.com)

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

### Other Support

Other organisations who offer a range of housing support services.

### GABLE (Shelter NI Project)


Do you need help maintaining or improving your home? Are you a homeowner or private tenant aged 60+ years or living with a disability, residing in the Derry City & Strabane District Council Area? GABLE offers a range to help people maintain their independence and live more safely and securely in their own homes.

### Helping Hands Service

Establishes your household needs and provides a 'First Response' where you require urgent repairs or maintenance to your home. This service is available to anyone over 65 living in the Derry City and Strabane District Council Area. The Helping Hands Service will work with you to discover and remedy any urgent issues around the home that might have the potential to cause you harm in the future.

### Disabled living equipment

GABLE stocks various items of disabled living equipment for sale and other items of equipment can be sourced on request


 028 7188 2147

 [gable@shelterni.org](mailto:gable@shelterni.org)

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

### Triax Neighbourhood Management Team

Provides a range of community home and garden services, including power washing, grass cutting, home repairs, painting, decorating and other odd jobs.


 028 7126 1916

 [www.facebook.com/Triax-NeighbourhoodManagementTeam](https://www.facebook.com/Triax-NeighbourhoodManagementTeam)

### Care Registers


If you or someone in your home is dependent on a water supply or electrical equipment for daily care, then you can sign up to a Care Register. The facility is offered by both Northern Ireland Electricity Networks and Northern Ireland Water. For further information please contact the service provider directly.

### NIE Networks

 03457 643 643

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


### NI Water

 0345 744 0088

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

### Co-Ownership for Over 55's

If you are over 55 and want to move to a new home but can't afford to, we can help you bridge the gap. Many people in later life find themselves living in a home that has become unsuitable due to a change in circumstances such as their family life, location, health or other issues. The trouble is that often their current house may not have the monetary value (equity) they need to buy their new home and getting a mortgage to cover the difference isn't an option. With Co-Own for Over 55s we buy the right property for you, together.

 028 9032 7276

 [www.co-ownership.org](http://www.co-ownership.org)





# Money, Tackling Poverty and Legal Matters

This section provides information on money matters, tackling poverty and legal matters such as benefits, debt, foodbanks, poverty, wills and support organisations who can provide further assistance.

## Benefits

Are payments from the Government to individuals on low incomes or with specific needs. Benefits can boost income, help with care, bereavement, or help to pay bills.



## Attendance Allowance

Individuals may be eligible for this if they are of State Pension age or over and need help with personal care because they have a physical or mental disability. Disability and Carers Service administers the Attendance Allowance.

☎ 0800 587 0912  
☎ 0800 012 1574  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

## Bereavement Service and Benefits

Is the single point of contact for reporting a death and helps with all enquiries about the payment of bereavement benefits people may be entitled to.

☎ 0800 085 2463  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Bereavement Support Payment

People may be able to get financial help to deal with the more immediate costs caused by the death of a spouse or civil partner.

🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Carer's Allowance

Individuals aged 16 or over and who spend at least 35 hours a week caring for someone who is ill or has a disability, may be eligible for Carer's Allowance.

☎ 0800 587 0912  
☎ 0800 012 1574  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Housing Benefit and Rate Relief for Homeowners

Homeowners who are pensioners can apply for Housing Benefit and Rate Relief to help pay all or some of their rates. You can contact Land & Property Services for an application form using the Housing Benefit helpline

☎ 0300 200 7802  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Home Benefit and Rate Relief for Tenants

If you rent your home and have a low income, you might be entitled to Housing Benefit, Rate Relief or both. Housing Benefit can help pay the rent and rates on your home. Rate Relief is help to pay your rates.

To claim, apply to the Housing Executive.

☎ 03448 920 902  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Lone Pensioner Allowance

Ratepayers aged 70 or over who live alone may be entitled to 20 per cent discount on their rates. Tenants and homeowners are eligible for Lone Pensioner Allowance (LPA). If you are a tenant, you should apply to Northern Ireland Housing Executive

☎ 03448 920 902  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Homeowners can apply directly to Land & Property Services.

☎ 0300 200 7801  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Make the Call

Individuals can use the free government helpline, to check if they are eligible for any benefit, services and support.

☎ 0800 232 1271  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

## Pension Credit

Gives extra money to help individuals with their living costs if they are over State Pension age and on a low income. Individuals can also be eligible even if they have a pension, savings or own their own home.

A small award of Pension Credit can provide access to a wide range of other benefits. You can start your application up to 4 months before you reach State Pension age. You can apply any time after you reach State Pension age, but your application can only be backdated by three months.

☎ 0808 100 6165  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)





### Personal Independence Payment (PIP)

Has replaced Disability Living Allowance for people between 16 and State Pension age, and can help towards some of the extra living costs arising from having a long-term physical or mental health condition or disability that is expected to last for 12 months or longer.

For new claims

☎ 0800 012 1573

For existing claims and enquiries

☎ 0800 587 0932

☎ 0800 587 0937

🌐 [www.nidirect.gov.uk/pip](http://www.nidirect.gov.uk/pip)

### State Pension

Is a regular payment from the Government based on National Insurance Contribution and is paid when you reach state pension age. You can contact the Northern Ireland Pension Centre with general enquiries, report changes on your circumstances and to make a claim.

☎ 0808 100 2658

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### TV Licence

You can apply for a free TV Licence if you, as the licence holder, are 75 years or older and you, or your partner living at the same address, receive Pension Credit. If you think you're eligible speak to an advisor to request an application form

☎ 0300 790 6117

🌐 [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

### Universal Credit

Is a payment for people over 18 but under State Pension age who are on a low income or out of work. People who are too ill to work may also be eligible.

☎ 0800 012 1331

☎ 0800 012 1441

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Winter Fuel Payment

Individuals born on or before 26 September 1955 could get between £100 and £300 to help pay their heating bills. Individuals usually get this automatically if they are eligible and get State Pension or another social security benefit (not Housing Benefit, Child Benefit or Universal Credit). If you are eligible but don't get paid automatically, you will need to make a claim. You can contact the Winter Fuel Payment Centre if you are eligible to receive Winter Fuel Payment for the first time.

☎ 0800 731 0160

🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

### Useful Organisations

A range of organisations that can help people further in relation to benefits and money matters.

### Age NI Advice and Advocacy Service

If you, or an older person needs advice, information, or practical support on issues such as welfare benefits, community care, housing and health, contact the Age NI Advice Service to speak to a specialist advisor in confidence. Advisors can provide a free benefit check to ensure that older people are accessing the benefits they are entitled to.

☎ 0808 808 7575

🌐 [ageuk.org.uk/northern-ireland/](http://ageuk.org.uk/northern-ireland/)

### Disability and Carers Service

Administers Disability Living Allowance, Attendance Allowance, Carer's Allowance and Carer's Credit

☎ 0800 587 0912

☎ 0800 012 1574

### Jobs & Benefits

Provides advice and information on services and local supports including jobs, benefit eligibility and benefit application, preparation for work and access of training.

### For Employment Services

☎ 0300 200 7822

### For Jobseekers' Allowance or Income Support

☎ 0800 022 4250

### For Universal Credit enquiries or support with claims

☎ 0800 012 1331

☎ 0800 012 1441

### MoneyHelper

Helps people access free, impartial money and pensions guidance, that cuts through financial jargon and complexity, to help build confidence and reduce anxiety, in all types of money matters. MoneyHelper is provided by HM Government and Money and Pensions Service. It offers free guidance on Benefits, Everyday Money, Homes, Money Troubles, Family and Care, Pensions and Retirement, Savings and Work.

### For free and impartial Money Guidance

☎ 0800 138 7777 / 07701 342744

### For Pensions Guidance

☎ 0800 011 3797

🌐 [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### Northern Ireland Housing Executive Benefit and Budget Calculator

Free online calculator that can help people to make sure people they are claiming all the benefits their entitled too.

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### TaxAid

TaxAid offers free, confidential advice on tax to those on low incomes and provides help with a tax problem if HMRC can't sort it out.

Contact Tax Advice Helpline

☎ 0345 120 3779

🌐 [www.taxaid.org.uk/](http://www.taxaid.org.uk/)

### Finances and Debt

Debt can affect anyone at any time in their lives. Individuals should get help if they are regularly worrying about money, struggling to pay bills, relying on overdrafts or credit cards and or missing credit card repayments. The range of organisations detailed below can help people further in relation to debt. Derry City and Strabane District Council currently supports several Advice Service providers, who provide free independent services on an outreach and in-house basis across the council area. This includes access to trained advisors and provides practical help with completing forms.

### Advice North West

☎ 0300 3033 650

### Debt/Money Advice line

☎ 028 7137 0337

🌐 [www.advicenorthwest.com](http://www.advicenorthwest.com)

### Dove House Community Trust

☎ 028 7126 9327

🌐 [www.dovehousecommunitytrust.org](http://www.dovehousecommunitytrust.org)

### Resource Centre Derry

☎ 028 7135 2832

🌐 [www.facebook.com/TheResourceCentreDerry](http://www.facebook.com/TheResourceCentreDerry)

### Advice NI

Along with its members, provide free advice and information on free and confidential tailored debt advice, budgeting advice, solutions to deal with the debt and help to negotiate with creditors on your behalf.

☎ 0800 915 4604

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

### Christians Against Poverty (CAP)

Provides free independent debt help to all, alongside practical and emotional support.

☎ 0800 328 0006

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

### Step Change Debt Charity

Provides free debt advice and solutions to anyone struggling with debt.

☎ 0800 138 1111

🌐 [www.stepchange.org](http://www.stepchange.org)

### Everyday Banking with the Post Office

Now offer a free way for people to access their high street bank account for personal and business customers. Some banks may charge for selected services, please speak to your bank for details. Services include paying in cash and cheques, withdrawing money and checking your balance. To check what personal banking services are now available from any Post Office branch and what you need to access your account.

24 hours a day 7 days a week

☎ 0345 722 3355

🌐 [www.postoffice.co.uk](http://www.postoffice.co.uk)

### Help with access to Food

The following organisation provide help and support in relation to helping with access to food. Food poverty is when an individual or household has the inability to afford, or to have access to, food to make up a healthy diet.

### Foyle Network Foundation

☎ 028 7126 3699

### Strabane Community Project

☎ 077 1995 7617 / 028 7138 1759

### The Churches Trust Ltd

☎ 073 8795 5134 / 028 7131 1322

### Salvation Army

☎ 028 7126 4895

### St Vincent de Paul

☎ 028 7126 5489 (Derry)

☎ 028 7188 4479 (Strabane)

### Cornerstone Church

☎ 028 7134 9339

### Love Food Hate Waste

Love Food Hate Waste can help you waste less and save you money. Visit their website for information on food portions and planning meals, recipes, saving time and money and storage of food.

🌐 [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

### Fuel Poverty

A household is in fuel poverty if, to maintain an acceptable level of temperature throughout the home, the occupants would have to spend more than 10% of their income on all household fuel use. The three factors which impact on fuel poverty are income, the cost of energy and the domestic energy efficiency of the home.

### Affordable Warmth Scheme

addresses the effects of fuel poverty and energy inefficiency. The scheme is directed at low income households. The scheme may be available to you if you own and occupy your property as your main home, rent from a private landlord, and have a total annual gross income of less than £23,000. It is not available for tenants living in social housing; you are not eligible if you are a Housing Executive or housing association tenant. The Scheme provides grant aid to improve energy efficiency measures within your home. Grants are subject to the availability of funding. To apply contact The NI Energy Advice Service (NIEAS) by

☎ 0800 111 4455

✉ [NIenergyadvice@nihe.gov.uk](mailto:NIenergyadvice@nihe.gov.uk)

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### Keep Warm Packs

Keep Warm Packs are available to people who meet eligible criteria, set by the Public Health Agency. Includes clothing to help individuals to stay warm, whilst indoors.

Contact the Council's Home Safety Team for further information

☎ 028 7125 3253

✉ [homesafety@derrystroabane.com](mailto:homesafety@derrystroabane.com)

Northern Ireland Energy Advice Line Managed by the Northern Ireland Housing Executive, offers free comprehensive advice and support on how to save energy in the home and on assistance available.

☎ 0800 111 44 55

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### Legal Matters and Affairs

#### Commissioner for Older People's Legal Team

Advocacy and support for older people who are experiencing issues with public services and often provides assistance to individuals who need advocacy or legal support. If you have a complaint or concern you should go through the organisation's complaints process in the first instance. If they are unable to resolve your complaint satisfactorily then the Commissioner's legal team may be able to help provided you are over 60 (or over 50 in exceptional circumstances) or acting on behalf of an older person. The Commissioner's legal team can help with

- Writing letters or making telephone calls on behalf of an older person.
- Attending meetings in an observer, advisory or advocacy role.
- Intervening directly if older people are having difficulties with a public body and have not been able to get it resolved.
- Encouraging the use of or provide access to alternative dispute resolution.

☎ 028 9089 0892

✉ [info@copni.org](mailto:info@copni.org)

🌐 [www.copni.org](http://www.copni.org)

### Power of Attorney

Is a legal document that gives someone else the authority to take actions or make decisions on your behalf.

It enables you to choose a person/ or people (called an attorney) to deal with your property and affairs. For more information about managing your affairs and enduring power of attorney visit

🌐 [nidirect.gov.uk](http://nidirect.gov.uk)

### Wills

Details who is to benefit from a person's belongings and property following their death. A will is important as it clearly gives individuals the opportunity to work out how they want their assets to be shared and it ensures that their loved one are looked after. It can also give people the opportunity to include specific details on funeral arrangements. A solicitor can provide more information about the preparation of a will. A list of solicitors can be obtained from the Law Society Northern Ireland.

### The Law Society of Northern Ireland

Is the regulatory, representative and professional body for the solicitor profession. The Society is an authoritative voice on justice issues and issues surrounding the administration of law and protection of the citizen's fundamental rights and freedoms. It promotes the benefit of legal expertise of solicitors for the local community and business.

☎ 028 9023 1614

🌐 [www.lawsoc-ni.org](http://www.lawsoc-ni.org)

### Compassionate Communities NI

Plan ahead as part of planning for your future and thinking about all the aspects associated with Advance Care Planning including financial, clinical, personal and legal. Compassionate Communities Northern Ireland delivers programmes and services to support people to gain greater awareness and start to plan ahead.

☎ 028 7135 1010 or 075 903 54365

✉ [info@compassionatecommunitiesni.com](mailto:info@compassionatecommunitiesni.com)

🌐 [www.compassionatecommunitiesni.com](http://www.compassionatecommunitiesni.com)





## Safety and Security

This section provides information on Safety and Security, including community safety, domestic violence, home accident prevention and security, scams (including online) and support services that can provide further assistance.

### Community Safety

There are services available to ensure that you feel safe in your community.



### Derry City and Strabane District Council Policing and Community Safety Partnerships (PCSP)

Works within Derry City and Strabane to make communities safer. It does this by focusing on the policing and community safety issues that matter most.

☎ 028 7125 3253

🌐 [www.derrystrabane.com](http://www.derrystrabane.com)

### Community Safety Wardens (Derry City and Strabane District Council)

Covering both City Wide and Rural Teams during Monday-Wednesday 12noon to 5pm and Thursday-Sunday 5.30pm-3am. Carrying out hi/vis patrols throughout council area, as well as a referral service to help deter or deal with ongoing anti-social behaviour issues in conjunction with statutory partners. Provide information/educational sessions to groups/individuals about anti-social behaviour, home and personal safety, low level crime along with statutory partners with the aim of reducing the fear of crime.

☎ 07709457690 / 07736213140 / 07736313140

✉ [cswardens@derrystrabane.com](mailto:cswardens@derrystrabane.com)

🌐 [www.facebook.com/DerryandStrabanePCSP](https://www.facebook.com/DerryandStrabanePCSP)

### Key safe

if you reside in a Northern Ireland Housing Executive rented property they may be able to supply and fit a key safe to your home if this is recommended by a professional. You can also purchase a key safe privately.

☎ 03448 920 900

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### Northern Ireland Housing Executive

Investigates complaints of anti-social behaviour that involves or affects one of their properties or their tenants.

This includes reports from their tenants who are victims of anti-social behaviour by non-Housing Executive tenants.

☎ 03448 920 900

🌐 [www.nihe.gov.uk](http://www.nihe.gov.uk)

### Police Service of Northern Ireland (PSNI)

101 is the number to call when you want to contact the PSNI for non-emergency matters. It is available 24-hours a day, seven days a week, 365 days a year. 999 will continue to be the number that you need to dial when you need to report an emergency.

An emergency is when a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger.

☎ 101 Non-Emergency

☎ 999 Emergency

🌐 [www.psni.police.uk](http://www.psni.police.uk)

### Cold Calling

Most callers to the home are genuine however there are instances when a caller may not be. Bogus callers and rogue traders can be persuasive and will target vulnerable members of society. By adopting some common-sense tips and safety routines you can help stop Bogus Callers and Rogue Traders. 'No Cold Calling Stickers' are available on request from your local Police Station. Further advice on Bogus Callers and Rogue Traders can be found on the PSNI Website

🌐 [www.psni.police.uk](http://www.psni.police.uk)

### Crime Prevention Officer

Contact your local Crime Prevention Officer at the PSNI Police Station.

☎ 101



### Quick Check Scheme

If you are concerned about the identity of someone at your door, call 101 and you will be given the option of going through to the Quick Check facility. Your call will be answered by a trained Police Call Handler who will take the details of the company which the caller claims to be working for.

The Call Handler will then contact the organisation/ utility supplier to determine whether the caller is genuine. If members of the public are unable to dial 101 then they should phone:

☎ 028 9065 0222

Practical steps to secure your home

- Lock your doors and windows
- 1/3 of burglaries take place through open or unlocked doors and windows)
- Do not leave keys in the front or back doors, even if the doors are locked.
- Close and lock windows and doors at night or when the house is unoccupied.
- Never leave a spare key in a convenient hiding place or in a door lock.
- It is also wise to keep valuables out of sight.
- Security mark all your valuables.
- Consider installing a home security system.
- Security lighting around the perimeter of your property can also act as a deterrent.
- Lock garages and sheds and do not leave garden or sports equipment lying around.
- Give your property an 'occupied' look when you are out of the house by making use of timer switches to turn on lamps that would normally be on if you were at home.

For further guidance on home security:

🌐 [www.psni.police.uk](http://www.psni.police.uk)

Source of Information:

Protect your home leaflet,

Police Service of Northern Ireland.

### Nominated Neighbour Scheme

Is an initiative in partnership with the Commissioner for Older People. If an unrecognised caller comes to the address of an older person when they are alone in the house, the caller will be handed a card instructing them to contact their Nominated Neighbour, who will then try and check the caller's identity. The scheme seeks the help of neighbours or relatives to check whether unexpected callers are genuine, especially those calling on more vulnerable members of the community.

🌐 [www.psni.police.uk](http://www.psni.police.uk)

### Victim Support NI

Is an independent charity that helps people affected by crime. It offers a free and confidential service, whether or not a crime has been reported and regardless of how long ago the event took place.

☎ 028 9024 3133

🌐 [www.victimsupportni.com](http://www.victimsupportni.com)

### Domestic Abuse

Is defined as any violent behaviour within a family or relationship, including emotional abuse. This includes violence between a couple, or one family member abusing another.

### Derry City and Strabane District Council Policing and Community Safety Partnerships (PCSP)

Supports activities in relation to the reduction of, and reporting of, domestic abuse and sexual crimes.

☎ 028 7125 3253

✉ [pcsp@derrystrabane.com](mailto:pcsp@derrystrabane.com)

🌐 [www.derrystrabane.com](http://www.derrystrabane.com)

### ASSIST NI

A new NI wide advocacy service passionate about supporting victims of domestic and sexual abuse. It receives referrals directly from the PSNI for all domestic or sexually motivated offences, from the Multi Agency Risk Assessment Conference process and from The Rowan, Sexual Assault Referral Centre. It also welcome self-referrals for qualifying victims. Please visit the website for full details.

🌐 [www.assistni.org.uk](http://www.assistni.org.uk)

### Domestic and Sexual Abuse Helpline

's open to women and men affected by domestic abuse or violence. This free telephone service is available 24 hours a day, 365 days a year.

☎ 0808 802 1414

🌐 [www.dsahelpline.org](http://www.dsahelpline.org)

### Local GPs (Doctors surgeries)

Offer help and support and signposting to those experiencing abuse.

### Men's Advisory Project (MAP)

Provides counselling services for men experiencing domestic abuse. It provides information and signposting to other organisations who can help.

☎ 028 9024 1929

🌐 [www.mapni.co.uk](http://www.mapni.co.uk)

### Nexus

Specialises in supporting people affected by sexual abuse and trauma. Along with therapeutic interventions such as sexual abuse and trauma counselling, Nexus provides training and education workshops on topics such as consent, relationship and sexuality education, internet safety and child sexual exploitation.

☎ 028 9032 6803

🌐 [www.nexusni.org](http://www.nexusni.org)

Nexus also host Domestic and Sexual Abuse Helpline

☎ 0808 802 1414

### Foyle Women's Aid

Provide free support and access to services to support women and children affected by domestic abuse and sexual violence.

☎ 028 7141 6800

🌐 [www.foylewomensaid.org](http://www.foylewomensaid.org)

### Police Service of Northern Ireland (PSNI)

Protects, helps and supports anybody who is suffering domestic abuse.

☎ 999 in an emergency

☎ 101 non-emergency

🌐 [www.psni.police.uk](http://www.psni.police.uk)

## Elder Abuse

Every year, thousands of older people in the UK become the victims of abuse. It can take many forms including emotional, financial or neglect and it can often involve someone close to the older person.

## Hourglass

Is dedicated to calling time on the harm, abuse and exploitation of older people. With more than 25 years' experience and expertise, their mission is to listen, advise and support vulnerable older people and all those affected by abuse and neglect throughout the UK. The helpline is confidential and free, accessible 24 hours a day and the number will not show up on your phone bill.

☎ 0808 808 8141

🌐 [www.wearehourglass.org/ni](http://www.wearehourglass.org/ni)

## Age Discrimination

If you feel you have experienced or been affected by age discrimination seek advice from the Equality Commission

☎ 028 9050 0600

🌐 [www.equalityni.org](http://www.equalityni.org)

## Tips for preventing falls in the home

- Keep your stairs free of clutter - do not leave items lying on the stairs that could cause a trip or fall.
- Ensure your home is well lit use high wattage low energy light bulbs or a day light bulb and always put lights on at night especially when getting up during the night.
- Remove all loose/worn mats
- Avoid trailing leads/wires.
- Only use a non-slip mat in the bath and shower if the surface is smooth and without any grip.

- Use mats appropriately, making sure they are securely fixed; rinse the soap suds from them that can build up and cause a slip; and remove them after use, leaving them to air dry.
- Mop up any water spillages as soon as possible.
- Have broken or uneven pathways outdoors repaired.

## Falls Prevention

The Western Health Social Care Trust provide a range of information, services, support and resources to both health professionals and service users and their carers to prevent falls.

Ann-Marie Conlon, WHSCT Falls Integrated Pathway Coordinator

☎ 028 7134 5171 Ext 217656

Úna McGovern, WHSCT Health Improvement Officer

☎ 028 6638 2000 Ext: 254471

🌐 [www.westerntrust.hscni.net/health-and-wellbeing/older-years-2/](http://www.westerntrust.hscni.net/health-and-wellbeing/older-years-2/)

## Home Accident Prevention Service

Derry City and Strabane District Council's Home Safety Service focusses on home accident prevention for those Over 65, those who are vulnerable and families with children Under 5, to reduce accidents in the home, Home Safety Officers undertake a home visits to provide practical advice and information and were possible equipment.

☎ 028 7125 3253

✉ [HomeSafety@Derrystrabane.com](mailto:HomeSafety@Derrystrabane.com)

🌐 [www.derrystrabane.com](http://www.derrystrabane.com)

## The Royal Society for the Prevention of Accidents

Is a registered charity whose work covers all ages and stages of life with the aim of minimising injuries and deaths caused by home accidents.

☎ 0121 248 2000

🌐 [rospa.com](http://rospa.com)

## Home Fire Safety

If you are feeling unsafe in your home, one of the easiest ways to prevent a fire is to follow the Northern Ireland Fire and Rescue Services 'STOP Fire' message.

**STOP FIRE  
SMOKE ALARM  
TEST ALARMS WEEKLY  
OBVIOUS DANGERS  
PLAN YOUR ESCAPE**

## Free Home Fire Safety Check (NIFRS)

Be aware of how to stay safe from fire in the home. A smoke alarm should be fitted on every floor and in the bedroom of anyone with impaired mobility. The smoke alarms should be tested weekly. Every person in the home should know the planned escape route which must be kept clear from obstructions. Northern Ireland Fire & Rescue Service (NIFRS) provides a free Home Fire Safety Check scheme. If eligible, fire personnel will come to your home and will either fit a smoke alarm or show you how to test your existing smoke alarm, explain the potential fire risks in your home, and provide fire safety advice. For further information please contact

☎ 028 9266 4221

🌐 [www.nifrs.org](http://www.nifrs.org)

## Tips for preventing fires in the home

- A smoke alarm should be fitted on every floor and in the bedroom of anyone with impaired mobility
- Smoke alarms should be tested weekly
- Never leave cooking unattended
- Avoid leaving items on your cooker top/hob e.g. tea towels, medication etc
- Do not overload electric sockets and always use the correct fuse
- Never smoke in bed
- Ensure all smoking materials are extinguished properly and disposed

of in a metal container, not a waste paper basket

- Never leave candles unattended, do not place them on plastic surfaces or near soft furnishings and use a suitable holder
- Do not dry clothes on or close to heaters
- Have a bedtime routine - turn off electrical items at the plug, close internal doors, empty ashtrays and put a spark guard on open fires
- Plan your escape route
- Avoid using plug-in air fresheners as they can be a fire hazard
- Have gas and electrical appliances serviced regularly

## Tips for Managing your Medication

- Ensure you manage your medication and seek help and advice from your local pharmacist or GP if you are having difficulties remembering to take your medication.
- Using a pill dispenser or having a family member help with organising your medication can also be useful.
- It is important that you always take your medication as advised by your doctor.
- Always read labels and warnings to ensure medications are not mixed up or mistakenly taken from something else.



## Medication Safety

There are services available to ensure that you are not putting yourself or others at risk.

## Managing your Medicine Service

This service is a pharmacy-based medication review service provided for patients who are vulnerable or at risk. Ask your pharmacist if they offer this service.

## Medicines

If you have difficulty remembering to take your prescribed medicines your pharmacist may be able to help you. Pharmacists may be able supply these in blister packs which can help ensure you remember to take your medicines at the right time. Contact your local GP surgery or local pharmacy to see if this service is available.

## Message in a Bottle Scheme

Encourages people to record their personal and medical details, including contacts, in an emergency, in a special bottle and store them in their fridge. In an emergency anyone arriving to help will be alerted that the person has signed up to the scheme by the special sticker on the inside of their front door and on the fridge door. For further details contact the Home Safety Officer, Derry City and Strabane District Council  
☎ 028 7125 3253

## Prescription Delivery Service

Some local pharmacies may offer a prescription delivery service to your home.

You should contact your local pharmacy to see if this service is available.

## Scams

Scams are widespread in NI. Scams are when criminals use lies and deceit to fool people into parting with cash. Individuals usually get nothing in return and lose money. As scams are getting more sophisticated and difficult to spot, it is important to know what to look for. The SCAM test has been developed to help you identify crime. You should report fraud, scams and related cybercrime directly to Action Fraud unless you are requesting a call for service from the Police Service of Northern Ireland (PSNI).

## Action Fraud

National fraud and cybercrime reporting centre.

☎ 0300 123 2040

🌐 [www.actionfraud.police.uk/](http://www.actionfraud.police.uk/)

## ICO, the UK regulator for information rights

Offering advice to people who have concerns about how their personal information has been handled.

☎ 0303 123 1113

🌐 [www.ico.org.uk](http://www.ico.org.uk)

## Mailing Preference Service (MPS)

Stop unwanted marketing mails by registering with MPS so companies know not to mail you.

☎ 0845 703 4599

🌐 [www.mpsonline.org.uk](http://www.mpsonline.org.uk)

## SCAM test

If you can spot a scam, you can stop a scam. Stay 4 steps ahead by using this scam test

Seems too good to be true

Contacted out of the blue

Asked for personal details

Money is requested

## ScamwiseNI Partnership

The ScamwiseNI Partnership, working with the Post Office, has launched the 'Scam? Ask Us' Initiative at Post Offices. Post Office customers are encouraged to tell counter staff if they are concerned that they are falling victims to a scam. The Post Office counter staff can advise them if they think their request is unusual or if it is a scam they have come across before.

🌐 [www.nidirect.gov.uk/scamwiseNI](http://www.nidirect.gov.uk/scamwiseNI)

🌐 [www.facebook.com/scamwiseNI](https://www.facebook.com/scamwiseNI)

## ScamwiseNI and the Police Service of Northern Ireland

Have produced an anti-fraud advice booklet 'The Little Book of Big Scams' designed to help the community protect themselves from fraudsters. Available online.

🌐 [nidirect.gov.uk/publications/little-book-big-scams](http://nidirect.gov.uk/publications/little-book-big-scams)

## Telephone Preference Service

Allows consumers and businesses to opt out of receiving unsolicited live sales and marketing calls. Doing so will help reduce the amount of unwanted sales and marketing calls you receive.

☎ 0345 070 0707







# Transport and Travel

Being able to get about is an important way to remain active within your local community and to be able to access local amenities. This section details information on available transport and travel support services.



## Airports

At each of the airports there are a range of Special Assistance Facilities that are available to passengers with impairments, disabilities, hidden disabilities, and reduced mobility.

### City of Derry Airport

☎ 028 7181 0784

🌐 [www.cityofderryairport.com](http://www.cityofderryairport.com)

### Belfast International Airport

This is an automated service.

☎ 028 9448 4848

🌐 [www.belfastairport.com](http://www.belfastairport.com)

### George Best Belfast City Airport

☎ 028 9093 9093

🌐 [www.belfastcityairport.com](http://www.belfastcityairport.com)

Plan your journey to airports across the island with the following providers:

### Translink

☎ 028 9066 6630

🌐 [www.translink.co.uk/](http://www.translink.co.uk/)

### Aircoach

☎ 028 9033 0655

🌐 [www.aircoach.ie/](http://www.aircoach.ie/)

### Community Transport

Provides door-to-door transport to people in local communities who are unable to use mainstream public transport, allowing them to access work, training, and social activities.

### Disability Action Transport Scheme (DATS)

Disability Action is responsible for operating the Transport Service regionally. The service is operated in conjunction with Bridge Accessible Transport in Derry and the Rural Transport Partnerships.

DATS is a local urban transport service for people with disabilities, older people or those who find it difficult using public transport. Membership is free but a fare is charged for each trip taken.

🌐 [disabilityaction.org/transport](http://disabilityaction.org/transport)

To apply for membership call the Disability Action Transport Scheme on

☎ 0845 608 5555.

### Bridge Accessible Transport

Covers urban areas of Derry City

☎ 028 7126 7555

🌐 [www.bridgetransport.co.uk](http://www.bridgetransport.co.uk)

**Easilink** – Covers urban area of Strabane town

☎ 028 7188 3282

### Bridge Accessible Transport

Provides Door to Door service for individuals with mobility problems.

☎ 028 7126 7555

🌐 [www.bridgetransport.co.uk](http://www.bridgetransport.co.uk)

### Easilink

Dial a Lift (DAL) is a transport option for individuals living in rural areas. Individuals must become a member of Easilink Community Transport to avail of the DAL service. Contact Easilink on

☎ 028 7188 3282

🌐 [www.easilink.org](http://www.easilink.org)

### Rural Links to Health

This service aims to help people who do not have access to public transport or their own private transport to attend hospital appointments and other health appointments across the western trust area. Contact Easilink Community Transport

☎ 028 7188 3282

🌐 [www.easilink.org](http://www.easilink.org)

### Group Hire

If you are interested in organising a group excursion (up to 16 people) contact office to discuss availability and prices.

### Bridge Accessible Transport

☎ 028 7126 7555  
🌐 [www.bridgetransport.co.uk](http://www.bridgetransport.co.uk)

### Easilink

☎ 028 7188 3282  
🌐 [www.easilink.org](http://www.easilink.org)

### Driving

#### Blue Badge Scheme

Provides wide-ranging parking concessions for people with severe mobility problems.

☎ 0300 200 7818  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

#### Driver Vehicle Agency

Is responsible for licensing and testing vehicles and drivers in Northern Ireland.

☎ 0300 200 7861  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

#### Medical Conditions and Driving

If you hold a driving licence and have a 'notifiable' medical condition or disability, you must tell Driver Vehicle Agency straight away. You must also tell them if your condition/disability has become worse since your licence was issued or if you develop a new medical condition/disability.

☎ 0300 200 7861  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### To book a vehicle MOT

Book your MOT/vehicle test appointment online or by phone as soon as you get your reminder letter from the Driver and Vehicle Agency (DVA).

☎ 0300 200 7862  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### To renew a driving licence

Check the date of expiry of your licence at section 4b of your plastic photocard licence. Drivers over 60 whose licences expire before their 70th birthday, will be issued a licence valid until age 70 or for a period of three years, whichever is the longer. A fee applies, even if the period granted is for the minimum of three years. Driving licences sent to applicants aged 70 years or over will normally be valid for up to three years. If you wish to continue driving, you must renew your licence.

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Replacing your driving licence

Your driving licence consists of a photographic plastic card and a paper counterpart. If you lose, deface, or destroy one or both parts, you must apply for a replacement.

☎ 0300 200 7861  
🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Driver and Vehicle Licensing Agency (DVLA)

Vehicle Excise Duty (Motor Tax) is administered by the DVLA Swansea for HM Treasury. You must tax your vehicle annually even if you do not have to pay anything, for example. You can apply for exemption from paying vehicle tax if you get the:

- higher rate mobility component of Disability Living Allowance (DLA)
- enhanced rate mobility component of Personal Independence Payment (PIP)
- higher rate mobility component of Child

- Disability Payment
- War Pensioners Mobility Supplement
- Armed Forces Independence Payment You can tax your vehicle online, by phone or go to a local Post Office that deals with vehicle tax.

☎ 0300 123 4321  
🌐 [www.gov.uk/vehicle-tax](http://www.gov.uk/vehicle-tax)

### Indirect

For more motoring information and advice such as MOT and vehicle testing, vehicle tax and registration, driver licensing, learner drivers, driving for a living and road safety.

🌐 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Public Transport Services

Information about ferry services, bus and rail services within Northern Ireland.

### Translink

Operates bus and rail services regionally. The North-West Transport Hub at Waterside Railway Station provides a 100-space park and ride site (including accessibility parking and e-charge points), a bus turning circle and additional greenway works.

☎ 028 7134 2228  
🌐 [www.translink.co.uk](http://www.translink.co.uk)

There are a number of bus stations within the Derry City and Strabane District Council area

#### Derry Central Bus Station, Foyle Street

☎ 028 7126 2261

#### Strabane Bus Station

☎ 028 7138 2393  
🌐 [www.translink.co.uk](http://www.translink.co.uk)

Translink offers the following concessionary travel:

### SmartPass

People aged 60 years and over can enjoy free Translink bus and rail travel regionally with a valid SmartPass. People ages 65 years and over can enjoy free travel with Translink within Northern Ireland and on cross border routes with a valid SmartPass. SmartPasses are only valid for five years.

To apply (first time applications)

☎ 028 9066 6630  
☎ 18001 028 9066 6630

### Lost or damaged your SmartPass

☎ 028 9075 9129

### Half Fare SmartPass

Entitles people to 50% off standard adult single fare on scheduled bus and rail services operating within Northern Ireland. It is available for people aged between 16 and 64, resident in Northern Ireland for at least the last three months and who fall into one of the five categories below:

- Been awarded the higher or lower rate mobility component of Disability Living Allowance for a period of at least 12 months.
- Been refused a driving licence on medical grounds.
- Registered as partially sighted with a Health and Social Services Trust.
- Known to a Health and Social Services
- Trust as having a learning disability.
- Receipt of the Mobility Component of Personal Independence Payment (PIP).

Application forms for Half Fare SmartPass and SmartPass is available in person from any manned Translink bus or rail station or by phoning Translink.

☎ 028 9066 6630


### Accessibility Travel


Buses are accessible to users with low floor access and with dedicated wheelchair spaces and priority seats. All trains have been designed to provide easy access with ramp access, dedicated wheelchair spaces, priority seats, toilets and on-board audio and visual announcements. In addition, people can ask for accessibility advice to help them to plan their journey in advance.

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

### Active Travel and the North West Greenways

A number of greenways have been developed to promote active travel for walkers and cyclists.

 028 7125 3253

 [www.derrystrobane.com/services/parks-and-play/walking-and-cycling/active-travel](http://www.derrystrobane.com/services/parks-and-play/walking-and-cycling/active-travel)

### Road Safety

Information in relation to road safety that can help to keep people safe on our roads.

### nidirect

Has produced a Road Safety Advice leaflet 'Just Because You're Older and Wiser' that gives useful tips for older drivers, pedestrians, and passengers.

 [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### Police Service of Northern Ireland (PSNI)

The PSNI are committed to promoting road safety and reducing deaths on Northern Ireland's roads. To find out more information on how they Keep People Safe on the roads and how you can help


 [www.psni.police.uk](http://www.psni.police.uk)

### Useful Organisations

Other organisations who can provide transport and travel support services that people may be able to avail of

#### Shopmobility

Is a service for everyone who feels they need a little extra help getting around. Be that at home, in town, even on holiday! There are currently 13 Shopmobility schemes throughout the province, each of which is a separate charity set up by, and for, the people in the local area.


 0300 10 20 150

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

#### Shopmobility Foyle


Shopmobility Foyle is a community service which lends manual wheelchairs, rollators (walking aids with seats) and mobility scooters to people with limited mobility, temporary or permanent who want to get out and about independently. Equipment hire is also available to visitors to the city who require mobility support to access the full amenities on offer. To apply for free membership and arrange a free training session contact

Shopmobility Office

 028 7136 8623

 [info@shopmobilityfoyle.com](mailto:info@shopmobilityfoyle.com)

#### Shopmobility Management Office & Transport Services


 028 7126 7555

 [paula.@bridgetransport.co.uk](mailto:paula.@bridgetransport.co.uk)

### The Motability Scheme

Enables disabled people to use their mobility allowances to lease a new car, scooter or powered wheelchair without the worry of owning and running one. The Scheme is open to those who receive the Higher Rate Mobility Component of Disability Living Allowance (DLA), War Pensioners' Mobility Supplement (WPMS), the Enhanced Rate Mobility Component of Personal Independence Payment (PIP) or the Enhanced Rate Mobility Component of Armed Forces Independence Payment (AFIP). Family members or carers can drive the car on behalf of the disabled person covered with insurance for up to three named drivers. Servicing and breakdown assistance are included, and car adaptations are also available.


Mobility may be able to provide grants to disabled people towards the cost of a Scheme vehicle, adaptations or driving lessons through grant programmes.

 0300 456 4566

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

### Inclusive Mobility and Transport Advisory Committee (IMTAC)

The Inclusive Mobility and Transport Advisory Committee (IMTAC) is a committee of disabled people and older people as well as others including key transport professionals. The role of the Committee is to advise Government and others on issues that affect the mobility of disabled people and older people.

 028 9072 6020

 [Info@imtac.org.uk](mailto:Info@imtac.org.uk)







# Local Support across Derry City and Strabane District Council area

Across Derry City and Strabane District Council there are eight Local Growth Partnership Boards as part of community planning structures to address needs identified by communities. Each of these Boards represent their respective areas and have developed a Local Growth Plan. Each board has a Chair and/or Strategy Manager.

For details of how to get in touch with the Local Growth Partnership Boards please contact Derry City and Strabane District Council on 028 7125 3253



## Ballyarnett District Electoral Area

### Greater Shantallow Community Arts

GSCA provide a wide range of Community Arts programmes, activities and events through Community Arts and Creative Engagement processes to encourage the health, wellbeing and creativity of residents ages 50 plus from all sections of our community

☎ 028 7135 8750

✉ [info@gscaderry.com](mailto:info@gscaderry.com)

🌐 [www.studio2derry.com](http://www.studio2derry.com)

### Culmore Community Partnership

Provides arts, crafts, physical activity sessions, learning and social opportunities to support people in the community.

☎ 028 7116 3713

✉ [admin@culmorehub.org](mailto:admin@culmorehub.org)

🌐 [www.facebook.com/CulmoreCommunityPartnership](https://www.facebook.com/CulmoreCommunityPartnership)

### Galliagh Women's Group at Galliagh Community Centre

Galliagh Women's Group host a number of other social activities and classes 5 days a week.

☎ 028 7135 8787

### Northside 50+ Group at Shantallow Community Centre

Meets every Monday and offers a range of activities promoting social inclusion and encouraging positive mental health and well-being.

☎ 028 7135 8787

### St. Brigid's Women's Group at St Brigid's Parish Hall, Carnhill

Meets on Tuesdays and Thursdays offering a range of activities, programmes and events.

☎ 028 7135 8787

## The Resource Centre

Providing a range of support, services, advice, care and also meals on wheels for people in the community.

☎ 028 7135 2832

### Young Rainbow Child and Family Centre

Delivers community services to support over 50's, arranges activities, information and advice sessions and social activities.

☎ 028 7135 3724

### Leafair Community Association

Provides a range of health and wellbeing services to the community and older people. Co-ordinates the Good Morning North West Scheme, providing daily phone calls to people in the community.

☎ 028 7135 3735

☎ 028 7135 3694 - Good Morning North West Scheme

### Leafair Men's Shed

Providing a range of activities including woodwork, maintenance, design, craft and furniture.

☎ 028 7135 3735

## Derg District Electoral Area

### Derg Valley Healthy Living Centre

Provides a range of information, health and wellbeing programmes, services and day care for older people in the area

☎ 028 8167 0764

✉ [martin@dergvalleycare.com](mailto:martin@dergvalleycare.com)

🌐 [www.facebook.com/dergvalleycare&healthylivingcentre](https://www.facebook.com/dergvalleycare&healthylivingcentre)

### Luncheon Club, Derg Valley Healthy Living Centre, Castlederg

Meets every Thursday with a range of activities and lunch. Book in advance.

☎ 028 8167 0764



### Churchtown Community Association

Join in the Men's Shed which meets every Wednesday or the Ladies Craft Group which meets every Thursday for craft

and social activities

☎ 028 8167 0652

✉ [churchtownca@gmail.com](mailto:churchtownca@gmail.com)

### Newtownstewart Centre 2000

Provides a range of gentle exercise and craft classes for the 50+ in the area.

☎ 028 8166 2555

✉ [newtownstewartcentre2000@gmail.com](mailto:newtownstewartcentre2000@gmail.com)

🌐 [www.facebook.com/  
Newtownstewartcentre2000](https://www.facebook.com/Newtownstewartcentre2000)

### Two Castles Community Development Association

Arranges a variety of events, activities and initiatives for older people in the Newtownstewart and surrounding rural areas to access.

✉ [twocastlescda@yahoo.com](mailto:twocastlescda@yahoo.com)

### Sion Mills Community Association

Co-ordinates support, activities, and opportunities for older people to get involved in within the area.

✉ [sionmillscommunity@gmail.com](mailto:sionmillscommunity@gmail.com)

🌐 [www.facebook.com/  
sionmillscommunityassociation](https://www.facebook.com/sionmillscommunityassociation)

### Clady Cross Community Development Association

Arranges craft classes, social events, programmes and information sessions to help support persons aged 50+ years locally.

✉ [cladycrosscommunity@gmail.com](mailto:cladycrosscommunity@gmail.com)

🌐 [www.facebook.com/  
communitydevelopmentassociation](https://www.facebook.com/cladycrosscommunitydevelopmentassociation)

### Sion Mills Community Forum

Offers support, programmes and services to people aged 50+ years

☎ 028 8165 8818

### Foyleside

#### ALLY Foyle - Active Living in Later Years

ALLY Foyle is a network of older people's groups aged 50+ in the Derry City and Strabane District council area, offers support to older people and delivers physical, recreational and social programmes directly to older peoples clubs and groups.

☎ 028 7126 5098

✉ [info@allyfoyle.com](mailto:info@allyfoyle.com)

#### Derry Well Woman

Provides an array of activities, events, and sessions to suit people aged 50+ years in the area.

☎ 028 7136 0777

🌐 [www.derrywellwoman.org](http://www.derrywellwoman.org)

#### POP Group (Positive Older People)

POP Group (Positive Older People) at Ballymagroarty Hazelbank Community Partnership. Meets every Friday for social activities including dance, music, bingo, information sessions, light refreshments and much more.

☎ 028 7127 1977

✉ [admin@bhcpnline.co.uk](mailto:admin@bhcpnline.co.uk)

#### Young at Heart Group

Meets on a regular basis at Derry Well Woman and provides a range of services, support and activities in the area.

☎ 028 7136 0777

### Cosy Club

Meet's twice weekly to provide the older people in the area with a forum to meet, talk, take part in projects, go on trips, and socialise. Lunch provided on both days. Organise events for our members and invite other older people's clubs to participate.

☎ 028 7137 0196

#### Glenview Community Centre Men's Shed and Women's Group

Support the people of the Glen and its environs who are elderly or who provide care, providing advice, support regarding living conditions, safety in home, crime prevention and nutrition.

☎ 028 7126 8748

#### Our Generation

Meets at the Rosemount Community Centre once a week and delivers various activities and trips for older people

☎ 028 7178 2214

#### Columba House

Provide activities and a listening ear service for older people.

☎ 028 7126 2407

### Faughan District Electoral Area

#### U3A Foyle

U3A Foyle is a voluntary organisation, based in the grounds of Gransha Park. Its aim is to encourage men and women to enjoy an active and fulfilling lifestyle in their later years.

☎ 028 7186 0123

✉ [info@u3a.com](mailto:info@u3a.com)

#### Enagh Seniors

Provide activities, trips, and volunteering opportunities for older people. Meets regularly at Strathfoyle Library

☎ 028 7186 0385

### Eglington Men's Shed

A place of skill-sharing, informal learning, individual pursuits, and community projects. A place of leisure where people can come together to work, learn, talk, and relax.

☎ 028 7181 0852

#### YMCA Drumahoe

Providing activities opportunities and support for older people in the Drumahoe and surrounding areas.

☎ 028 7130 1662

#### Lettershandoney Mullabuoy Community Centre

Providing activities and opportunities for older people in the rural area.

☎ 028 7130 2388

#### Strathfoyle Community Development Association

Offer opportunities for older people to meet and address isolation in our rural area.

☎ 028 7186 0950

#### Eglington Community Hall

Offers a range of activities every day during the week including Monday Club 55+ , Chair Yoga, Dance Exercise, The Eglingtones Choir, Circus Skills, Walking, Tai Chi, Craft Classes

☎ 07756464372

✉ [eglingtoncommunity@yahoo.co.uk](mailto:eglingtoncommunity@yahoo.co.uk)

🌐 [www.facebook.com/  
eglingtoncommunity](https://www.facebook.com/eglingtoncommunity)

#### Strathfoyle Women's Activity Group

Offers a Positive Activity Programme with a selection of activities including Complimentary Therapies, Armchair Aerobics, Reflexology and Creative Crafts classes

☎ 028 7186 0733

✉ [strathfoylewomenscentre@hotmail.co.uk](mailto:strathfoylewomenscentre@hotmail.co.uk)

🌐 [www.facebook.com/  
StrathfoyleWomensGroup](https://www.facebook.com/StrathfoyleWomensGroup)



### **The Diamond Diners Luncheon Club, Claudy**

Join the Diamond Centre in Claudy every Monday, Wednesday and Friday for tea, scones followed by a variety of activities and lunch. Transport available.

☎ 028 7133 8005

### **Friendship Group at Newbuilding's Community Centre**

Meets every Tuesday and provides social opportunities for people to get together with light refreshments.

☎ 028 7131 2252

✉ [newbuildingscommunity@gmail.com](mailto:newbuildingscommunity@gmail.com)

### **Women's Group at Newbuilding's Community Centre**

Meets every Thursday and offers various arts and crafts activities and social opportunities with light refreshments.

☎ 028 7131 2252

✉ [newbuildingscommunity@gmail.com](mailto:newbuildingscommunity@gmail.com)

### **Luncheon Club at Newbuilding's Community Centre**

Meets every Friday with activities and conversation offering hot lunch with desert, tea/coffee. Booking required.

☎ 028 7131 2252

✉ [newbuildingscommunity@gmail.com](mailto:newbuildingscommunity@gmail.com)

### **The Moor District Electoral Area**

#### **Loving Life Living Longer Programme and Long term Condition Management**

Providing social support to over 50's, activities include exercise, arts and crafts, music / dancing, lunch club, cooking programmes, men's shed and much more

☎ 028 7126 5330

✉ [Sarah@bbhealthforum.org](mailto:Sarah@bbhealthforum.org)

🌐 [www.bbhealthforum.org](http://www.bbhealthforum.org)

### **Bogside & Brandywell Health Forum**

Delivering a range of health and wellbeing courses and programmes to help support people connect socially and improve emotional health and wellbeing.

☎ 028 7136 5330

✉ [info@bbhealthforum.org](mailto:info@bbhealthforum.org)

### **The Old Library Trust Healthy Living Centre**

Delivering a range of community based health and wellbeing programmes to address health inequalities and support people with a holistic approach.

☎ 028 7137 3871

✉ [george@olt.ie](mailto:george@olt.ie)

🌐 [www.olt.ie](http://www.olt.ie)

### **Pilots Row Youth and Community Centre**

Delivers a range of courses, events and programmes to support people aged 50+ years including art, photography, music, and exhibitions.

☎ 028 7126 9418

### **Creggan Neighbourhood Partnership**

Offers a range of activities and services for older people in the area to access.

☎ 028 7128 1900

### **Triax Neighbourhood Management Team**

Facilitates a range of services and support for people to access including a range of community home and garden services, including power washing, grass cutting, home repairs, painting, decorating and other odd jobs.

☎ 028 7126 1916

### **New Gate Arts and Culture Centre**

Provides a range of activities, social groups, dance and other opportunities for older people to keep connected in the area

☎ 028 7126 5869

🌐 [www.facebook.com/  
NewGateArtsandCultureCentre](https://www.facebook.com/NewGateArtsandCultureCentre)

### **Ráth Mór 50+ Club**

Offers a range of activities and opportunities to engage with older people in the area

☎ 028 7137 3170

### **Silver Circus at the Glassworks, Great James Street**

Open Circus Class for people aged 50 plus. Come along and try your hand at all the circus skills, make some new friends, and have a cuppa and a chat with some like-minded people. Wear comfy clothing and bring a smile, an open mind, and a bottle of water.

☎ 028 7137 7113

✉ [info@inyourspaceni.org](mailto:info@inyourspaceni.org)

### **Mayors Tea Dances**

Monthly Tea Dance, usually held on Wednesday afternoons in the Guildhall with some outreach events. Registration for the events is essential and you can do so by contacting the Mayor's Office on

☎ 028 71376508

✉ [mayor@derrystarabane.com](mailto:mayor@derrystarabane.com)

Donations to the Mayors chosen charities is welcome from attendees.

### **Moves and Melodies at the Millennium Forum**

An age friendly project that includes song and dance workshops for 60 people and is held monthly in the Millennium Forum Theatre and Conference Centre, learn new dance skills and sing a range of song styles every month from

2:00pm until 3:30pm.

Contact Lisa Heaney by e-mail

✉ [Lisah@millenniumforum.co.uk](mailto:Lisah@millenniumforum.co.uk)

☎ 028 7127 2779

### **Dementia Friendly Tea Dances at the Millennium Forum**

Held monthly including song and dance for people living with Dementia and their family and carers. The tea dance is free with an afternoon of entertainment and music provided.

Booking is essential. Places are limited Contact Lisa Heaney by e-mail

☎ 028 7127 2779

✉ [Lisah@millenniumforum.co.uk](mailto:Lisah@millenniumforum.co.uk)





## Sperrin District Electoral Area

### C.A.R.E. Project (Collective Approach to Rural Exclusion)

The CARE project delivers services across the Sperrin area to older people in the area. An array of activities, events, physical and social programmes are co-ordinated to reduce isolation and exclusion in the rural Sperrin area.

☎ 028 7778 1881

### Park 60+ Club

Meets weekly to provide social activities to residents in the Park area.

☎ 028 7778 1881

### Glenelly Development Trust

Arranges an array of activities, events and health and wellbeing programmes.

☎ 028 8164 8000

🌐 [www.facebook.com/glenellyhouse](https://www.facebook.com/glenellyhouse)

### Glenmornan Community Association

Delivers a range of activities to engage people aged 50+ years including crochet classes, exercise and social opportunities.

🌐 [www.facebook.com/GlenmornanCommunityAssociation](https://www.facebook.com/GlenmornanCommunityAssociation)

### The Plum Club

Meets every Thursday for a range of activities, information sessions and social events for people aged 50+ years in the Plumbridge and Cranagh area.

☎ 028 8164 8000

🌐 [www.facebook.com/theplumclub](https://www.facebook.com/theplumclub)

### Learmount Community Development Group

Provides an array of health and wellbeing programmes including information session, access to services including outreach services e.g. Post Office and DEEDs services. Facilitates social activities, physical activity programmes and opportunities for people in the area to get involved.

☎ 028 7778 1881

🌐 [www.facebook.com/LearmountCommunityDevelopmentGroup](https://www.facebook.com/LearmountCommunityDevelopmentGroup)

### Dennett Interchange

Delivers a range of information, support, services and opportunities for older people in the area including fuel stamp saving scheme, caring support, signposting and meals on wheels.

☎ 028 7139 7990

✉ [dennettinterchange@gmail.com](mailto:dennettinterchange@gmail.com)

🌐 [www.facebook.com/Dennettinterchange](https://www.facebook.com/Dennettinterchange)

### The Friday Walkers, Glenelly

Meets every Friday for a regular walks and chats in the Glenelly area

☎ 028 8164 8000

### Artigarvan Community Hall

Social Thursdays are held from 12pm-2pm, provides opportunities to get information advice, cup of tea and play some games.

☎ 028 7139 7990

✉ [Careproject2022@gmail.com](mailto:Careproject2022@gmail.com)

### Aughabrack and District Community Association

Offering classes and events for health and wellbeing, including ladies evenings, learning opportunities, workshops, information sessions and signposting to services and support.

✉ [aughabrackcommunityhall@gmail.com](mailto:aughabrackcommunityhall@gmail.com)

🌐 [www.facebook.com/AughabrackandDistrictCommunityAssociation](https://www.facebook.com/AughabrackandDistrictCommunityAssociation)

### Brighter Ballymagorry Development Group

Provides Walking for Health, Armchair based Exercises, Art Classes. Own walk-leaders for Walking for Health, Instructor for Armchair based exercises and Tutor for Art classes. Delivers activities on Mondays, Wednesdays and Thursday's at Fox Lodge Cricket Club.

☎ 07596477478

✉ [brighterballymagorrydev.group@gmail.com](mailto:brighterballymagorrydev.group@gmail.com)

🌐 [www.facebook.com/BrighterBallymagorryDevelopmentGroup](https://www.facebook.com/BrighterBallymagorryDevelopmentGroup)

### Cumber House

Provides a range of opportunities for older people from Claudy and wider area to engage in social activities including arts, crafts, flower arranging, music intergenerational activities and more.

🌐 [www.facebook.com/CumberHouse.Claudy2022](https://www.facebook.com/CumberHouse.Claudy2022)

## Strabane Town

### Strabane Community Projects

Offers activities, services and support across the area to help people aged 50+ years including the Grass Roots Café and also Grass Roots Social Supermarket.

☎ 028 7188 3102

🌐 [www.facebook.com/strabanecommunityproject](https://www.facebook.com/strabanecommunityproject)

### Good Morning Strabane

Avail of a free, community based telephone support service for older and vulnerable people helping connect people with local community activities and services.

☎ 028 7188 3102

✉ [nwawt@strabanecommunityproject.org.uk](mailto:nwawt@strabanecommunityproject.org.uk)

### B-Friend Hub Strabane

Offers a range of support and services for older people and for those who may be feeling lonely and/or socially isolated.

☎ 028 7188 3102

✉ [micky@thebefriendhub.org](mailto:micky@thebefriendhub.org)

### Strabane and District Caring Services

Providing a range of activities, services, and support including provision of care and meals on wheels for the local community

☎ 028 7188 4986

🌐 [www.facebook.com/strabanedistrictcaringservices](https://www.facebook.com/strabanedistrictcaringservices)

### Fountain Street Community Development Association

Delivers a range of activities, classes and services to help support people aged 50+ within the local community

☎ 028 7188 5100

🌐 [www.facebook.com/fountainstreet](https://www.facebook.com/fountainstreet)



### Stay Young Ladies - 55+ social group

Weekly social group meets on Thursday mornings in Strabane and District Caring Services for a group of 18 ladies who enjoy a variety of activity sessions from arts and crafts to knitting and cookery.

☎ 028 7188 4986

✉ [cc@strabanedistrictcaring.com](mailto:cc@strabanedistrictcaring.com)

🌐 [www.facebook.com/strabaneanddistrictcaringservices](https://www.facebook.com/strabaneanddistrictcaringservices)

### Strabane Health Improvement Project

Offers gardening courses, painting classes, music classes, men's shed and craft courses (subject to available funding) weekly in the centre.

☎ 028 7138 3557

✉ [strabanehealthimprovement@gmail.com](mailto:strabanehealthimprovement@gmail.com)

🌐 [www.facebook.com/strabanehealthimprovementproject](https://www.facebook.com/strabanehealthimprovementproject)

### Lisnafin/Ardnalee/Trust CCDA

Free Over 50s Fitness Classes and Chair Exercises for Seniors, delivered on Mondays and Fridays weekly at the centre.

☎ 028 7188 0658

✉ [lisnafintrust@hotmail.com](mailto:lisnafintrust@hotmail.com)

🌐 [www.facebook.com/Lisnafin](https://www.facebook.com/Lisnafin)

### Nifty 50's at Riversdale Leisure Centre

Each Tuesday and Thursday morning the Nifty 50's meet for physical activity sessions at Riversdale Leisure Centre, Strabane.

☎ 028 7138 2672

### Music to your Ears (Men's 55+ Group) in Alley Theatre Strabane

A weekly social group on Tuesdays (2hrs) for men aged 55+ years who focus on social engagement through music and learning new skills.

Email Chris McDauid by email

☎ 07923208500

✉ [cc@strabanedistrictcaring.com](mailto:cc@strabanedistrictcaring.com)

🌐 [www.facebook.com/musictoyourears](https://www.facebook.com/musictoyourears)

### Melmount Community Forum

Delivers classes, events and social activities in the area.

🌐 [www.facebook.com/melmountcommunityforum](https://www.facebook.com/melmountcommunityforum)

### Waterside District Electoral Area

#### Older People North West (formerly Age Concern)

Provides support to help improve the health and wellbeing of older people through a variety of services, activities and programmes from a purpose build centre on Chapel Road, Derry.

☎ 028 7134 7478

✉ [development@olderpeoplenorthwest.org](mailto:development@olderpeoplenorthwest.org)

#### Waterside Shared Village

Providing a range of physical activities, events and programmes for people to access to help improve their social connections and health and well being

☎ 028 7134 2959

#### Hillcrest Trust

Provides support, services and programmes for people aged 50+ years including DEEDS programme, classes, information and events.

☎ 028 7134 7515

✉ [info@hillcresttrust.com](mailto:info@hillcresttrust.com)

🌐 [www.facebook.com/HillcrestTrust](https://www.facebook.com/HillcrestTrust)

#### Irish Street Community Centre

Providing a range of activities including men's shed, crochet classes, exercise classes, women's group, bingo and luncheon club

☎ 028 7131 8357

✉ [irishstreetcc@hotmail.co.uk](mailto:irishstreetcc@hotmail.co.uk)

🌐 [www.facebook.com/IrishStreetCommunityCentre](https://www.facebook.com/IrishStreetCommunityCentre)

### Tullyally Community Partnership

Offers crochet, arts, crafts, men's activities and physical activity programmes for people aged 50+years

☎ 028 7132 9822

🌐 [www.facebook.com/TullyallyCommunityPartnership](https://www.facebook.com/TullyallyCommunityPartnership)

#### Waterside Women's Centre

Offers a range of services, activities and programmes in the Women's Centre

☎ 028 7134 1579

✉ [info@watersidewomen.net](mailto:info@watersidewomen.net)

#### Waterside Neighbourhood Partnership

Offers a range of health and well-being programmes to help support local residents.

☎ 028 7134 2959

✉ [watersidenp@hotmail.com](mailto:watersidenp@hotmail.com)

#### Currynierin Community Association

Offers craft classes, physical activity programmes, information and support including intergenerational activities.

☎ 028 7134 2419

✉ [currynierincommunityassoc@gmail.com](mailto:currynierincommunityassoc@gmail.com)

🌐 [www.facebook.com/CurrynierinCommunityAssociation](https://www.facebook.com/CurrynierinCommunityAssociation)

### Caw Nelson Drive Action Group

Caw Luncheon Club and a range of recreational programme. Caw Luncheon Club runs on a Monday, Tuesday and Thursday each week at 12.15 pm we also provide a range of classes and recreational programmes on Tuesdays, Wednesdays and Thursdays including Creative Crafts, Painting with Oil and Quilting & Soft Furnishings

☎ 028 7131 8100

✉ [info@cndag.co.uk](mailto:info@cndag.co.uk)

🌐 [www.facebook.com/CawNelsonDriveActionGroup](https://www.facebook.com/CawNelsonDriveActionGroup)

### Hope Centre (Cornerstone City Church)

Provides a range of volunteer opportunities, a food bank and clothing bank and social activities. On a Wednesday we operate a Social café as a connection point for those using the Hope Centre is held on a Wednesday and a knitting group meets on Monday mornings.

☎ 028 7134 9339

✉ [office@cornerstonecity.church](mailto:office@cornerstonecity.church)

🌐 [www.facebook.com/cornerstonecitychurch](https://www.facebook.com/cornerstonecitychurch)



## Notes

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Derry City and Strabane District Council's website



**Derry City & Strabane**  
District Council  

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Comhairle  
**Chathair Dhoire &**  
**Cheantar an tSratha Báin**  

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**Derry Cittie & Stràbane**  
Deistrick Cooncil

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