Directory of Services for Older People

Your guide to programmes and services of interest to older people in the South Eastern HSC Trust area
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People are living longer than ever before, and the proportion of older people in our society is growing. In Northern Ireland we have the fastest growing older people’s population in the UK. Currently, over a quarter of a million men and women are of a pensionable age, which is nearly one in six of our population. By 2028 that will have increased to nearly one in five and by 2050 nearly one in four.

This is rightly a cause for celebration. However, population ageing, with the fastest rise in the ‘oldest old’, means that the overall number of people in our society with health or care needs has risen. In turn, this has altered the very nature of our health and care services, with older people now the biggest users. This trend holds new responsibilities and challenges for Health and Social Care services in helping older people stay healthy, active and independent for as long as possible.

Sourcing reliable information on voluntary, community and statutory services can often be difficult and cumbersome. I hope that the production and distribution of the first Directory of Services for Older People, in the South Eastern HSC Trust area, will help people access good, relevant and timely information, thereby helping to improve your quality of life, which has been highlighted by older people as central to good health.

Hugh McCaughey
Chief Executive
The adoption of healthy lifestyles and actively participating in one’s own care are important at all stages of the life course and it is not too late to adopt such life styles in the later years. Engaging in appropriate physical activity, healthy eating, not smoking and using alcohol and medications wisely in older age can prevent disease and functional decline, extend longevity and enhance one’s quality of life.

We hope that the South Eastern Trust ‘Directory of Services for Older People’ will act as a useful guide to the vast range of programmes and services of interest to older people in the South Eastern area and thereby help to improve your health and wellbeing.

The Directory, which is divided into 10 chapters contains a brief description of each of the services and provides contact information for most listings.

Please note that all information in this Directory was correct at the time of publication. However, some payment amounts and contact information may change from time to time. Always check with the relevant agency before making decisions or acting on information contained in this Directory. In addition, this Directory is in no way a substitute for GP or health professional advice. If in doubt contact your GP or health care professional!

This Directory has been compiled by the South Eastern Health and Social Care Trust, Health Development Department. If your organisation, group or service would like to be included in the Directory then please complete and return the User Feedback Form.

Jason White
Head of Health and Wellbeing
How to use this Directory

The information provided is organised by topic, is colour coded and where appropriate organised into the geographic areas of Lisburn, Down, North Down and Ards. In addition, many of the topics have direct website links to home page websites, where more information and advice is provided; simply click on the link. This Directory is divided into 10 chapters.

**Chapter 1**  ‘Health and Wellbeing’ covers a range of health matters

**Chapter 2**  ‘Life Long Learning’ provides information on organisations who offer opportunities to learn something new

**Chapter 3**  ‘Physical Activity & Leisure’ contains information on active ageing, facilities and walking groups near you

**Chapter 4**  ‘Older Peoples Groups’ provides you with contact details on local older peoples groups in your community

**Chapter 5**  ‘Housing’ covers a range of information on housing, modifying your home, grants and much more

**Chapter 6**  ‘Safety In The Home’ covers information on falls prevention, preparing for emergencies and where to find help

**Chapter 7**  ‘Income and Benefits’ contains information on financial help, help to stay at home and how to access allowances and other payments

**Chapter 8**  ‘Transport’ covers the range of transport options that you may be able to access in your area

**Chapter 9**  ‘Support Organisations and Services’ details the various older peoples support organisations offering support and advice in the South Eastern HSC area

**Chapter 10**  ‘Emergency Numbers’ covers the main contact numbers for emergency situations and assistance.
Chapter 1

Health & Wellbeing
Alcohol and Substance Abuse

**Addiction NI**

Addiction NI has years of expertise in working with older people affected by alcohol or drug use. ‘Older Focus Service’ is tailored to meet the needs of older people and has been developed in consultation with older people. Some of the special features of this service are:

- Treatment sessions delivered in the older person’s home
- Counselling staff with specific knowledge of older people’s needs
- Involvement of the wider family in some cases.

If you are aged 55 or over, or are concerned about an older friend or relative, contact us.

**Tel:** (028) 9066 4434  
**Email:** enquiries@addictionni.com

**Alcoholics Anonymous**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions.

Our primary purpose is to stay sober and help other alcoholics.

► Tel: (028) 9043 4848

Crypt ASCERT

ASCERT is a charity providing services that address the impact of alcohol and drugs related issues that affect people’s lives.

We are committed to ensuring individuals, families and communities are supported in the most effective way to deal with the challenges they face.

For further information contact:

► Tel: (028) 9260 4422
► Fax: (028) 9260 3874
email: info@ascert.biz
► Contact: 23 Bridge Street
Lisburn
Co Antrim
BT28 1XZ
Arthritis

Arthritis Care is a charitable organisation that acts on behalf of people who are affected by arthritis. They offer information on arthritis, campaigning, self management courses to help people cope with arthritis, family and youth work and events, Local groups providing support to people with arthritis. They also support volunteers who help with sharing information, campaigning, fund raising, and events.

For more information on services available through Arthritis Care or to become a volunteer contact their free helpline number:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9078 2940</th>
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<tr>
<td>Tel:</td>
<td>0808 800 4050</td>
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Befriending Services

Alzheimer’s Society Befriending Service

Alzheimer’s Society has a befriending service which provides one-to-one support to people with dementia. Trained volunteers spend at least two to four hours a week with the individual who has been matched with the trained volunteer during the early stages of dementia.

For more information on the befriending service offered by the Alzheimer’s Society ring their Helpline:

<table>
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<tr>
<th>Tel:</th>
<th>(028) 9066 4100</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></td>
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Praxis

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

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

► Tel: (028) 9031 0819

Safe and Well Project

The Volunteering Befriending Service of the Safe and Well Project is operated by Bryson Charitable Group and is available to all aged 65 years and over who live within the South Eastern Health and Social Care Trust areas of Down and Lisburn. For more information contact:

► Tel: (028) 9756 6936

Volunteer Now support for befriending organisations

Volunteer Now provides information and guidance to both organisations wanting to set up a volunteer befriending scheme and organisations currently delivering volunteer befriending services.
Good practice guidelines for establishing a befriending service are available from Volunteer Now.

For more information on Volunteer Now’s Befriending Services contact:

| ►Tel: | (028) 9020 0850 |

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**Befriending ‘In Touch’ Project**  
(5 year project, until September 2017)

The ‘In Touch’ Project provides a free befriending service which aims to reduce isolation and loneliness for older deaf and hard of hearing people across Northern Ireland.

For further information contact Action on Hearing Loss.

| ►Tel: | (028) 9023 9619 |
| ►Text: | (028) 9024 9462 |
| ►Direct Line: | (028) 9555 4108 |
| ☎️email: | kathy.mccann@hearingloss.org.uk |
| ☭website: | www.actiononhearingloss.org.uk |
| ►Contact: | Kathy McCann  
Action on Hearing Loss  
Harvester House  
4 - 8 Adelaide Street  
Belfast  
BT2 8GA |
Bereavement

CRUSE Bereavement Care

Cruse Bereavement Care exists to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.

►Tel: (028) 9043 4600

Caring for someone who is dying

When a person is dying, care is provided through a range of professionals and from a variety of organisations, who work closely together to co-ordinate services to ensure the needs of the person and carers are met.

There are a number of organisations that can provide support and assistance at this difficult time.

• Cancer Focus
• Action Cancer
• Macmillan Cancer Support
• Marie Curie Cancer Care
• NI Hospice.
Cancer

Reducing your risk of cancer

There are simple lifestyle measures that can reduce your risk of developing cancer. Simple steps such as eating more fruit, vegetables and cereals, eating less fat and processed foods, cutting back on alcohol, stopping smoking, taking care in the sun and becoming more physically active, will all help to reduce your risk of developing cancer.

Accessing benefits

If you do develop cancer there are special rules for people with a terminal illness to help them get disability related benefits quickly. For more information contact your local benefits or social security office.

Skin cancer: care in the sun

In Northern Ireland over 3,310 people are diagnosed with skin cancer each year (2010). Most skin cancers are linked to excessive exposure to sunlight.

For further information and advice contact Cancer Focus on:

▶ Tel: (028) 9066 3281
Breast cancer

Breast cancer is the most common form of cancer among women in Northern Ireland. It can develop any time but is more common in women over 50.

Women aged 50 - 64 are invited for regular breast screening. If you are over 65 however you can still make an appointment through your local screening centre or GP.

email: screening.breast@hscni.net

Screening is free of charge and picks up one third of breast cancers here every year. You should check your breasts for lumps every month and visit your GP immediately if you notice any changes in your breasts.

Cervical cancer

Between the ages of 20 - 65 it is recommended that you have a cervical smear test at least once every five years.

Cervical screening is not a test for cancer. It is a method of preventing cancer by detecting and treating early abnormalities which, if left untreated, could lead to cancer.

However, regardless of age if you have any bleeding after having sex or after the menopause or if you have any abnormal vaginal discharge you should discuss this with your doctor.
Prostate cancer

Prostate cancer is the most common cancer in men. More information can be found in the ‘Prostate Cancer’ leaflet produced by Cancer Focus. To receive a copy or speak to a cancer information nurse contact:

Tel: (028) 9055 3949
Email: screening.cervical@hscni.net

Testicular cancer

Testicular cancer is the most common cancer found in men aged 15 - 45. You should check yourself monthly to look for lumps.

It is unusual to develop cancer in both testicles at the same time so you can often compare one testicle with the other to see if it is abnormal. If you detect a lump or any of the symptoms above contact your GP immediately.

More information can be found in the Testicular Cancer leaflet produced by Cancer Focus. To receive a copy and speak to a cancer information nurse contact:

Tel: 0800 783 3339
Bowel cancer

Bowel cancer, also known as colorectal cancer is cancer of the large bowel (colon) and the rectum (back passage). If you notice any change in your normal bowel habits that lasts for more than six weeks you should visit your doctor.

More information can be found in the Bowel (Colorectal) Cancer leaflet produced by Cancer Focus. To receive a copy or speak to a cancer information nurse please contact:

►Tel: 0800 783 3339

Cancer Focus

The Ulster Cancer Foundation (new name - Cancer Focus) run a number of support groups throughout Northern Ireland for people suffering from the following cancers: breast, laryngeal, lymphoma, myeloma, and prostate. All groups are facilitated by a nurse counsellor and are open to patients, relatives and friends. For more information contact the care services co-ordinator at: Cancer Focus NI:

►Tel: (028) 9066 3281

Action Cancer

Action Cancer is a Northern Ireland cancer charity with offices in Belfast, Londonderry, Magherafelt and Newry. They offer early detection and support services
to people who have or have been affected by cancer, including relatives and carers.

For further information please contact:

☑️ [website: www.actioncancer.org/]

Services offered include:

- Mobile resource centre
- Information for men
- Complementary therapy
- Health promotion and counselling
- Listening Ear Service (LES).

If you are interested in any of the above services contact Action Cancer House.

▶️ Tel: (028) 9080 3344

☑️ [Macmillan]

Macmillan cancer support provides practical, medical, emotional and financial support for people who have cancer including their carers. They can also give you advice on benefits and can help fill in forms such as Disability Living Allowance and Attendance Allowance.

To obtain the services of a Macmillan nurse, you must be referred by your GP, your hospital consultant, a district nurse or a hospital ward sister. Don’t hesitate to ask them if there are Macmillan nurses available in your area.
Macmillan Cancer Information and Support Service

This service offers information and support to all those who are affected by cancer, from those with concerns relating to diagnosis to those who just wish to know more about how to reduce their risk.

To find out more about how this service can help you contact:

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<tr>
<th>Tel:</th>
<th>(028) 9055 3246 or (028) 9048 4511 ext: 6839</th>
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<tbody>
<tr>
<td>email:</td>
<td><a href="mailto:macmillan.informationandsupport@setrust.hscni.net">macmillan.informationandsupport@setrust.hscni.net</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Karen Kelly</td>
</tr>
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Marie Curie

Marie Curie cancer care provides specialist support to people with cancer and other illnesses at no cost to individuals or their families.

For patient information and advice, you can phone one of Marie Curie’s trained advisers on:

<table>
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<tr>
<th>Tel:</th>
<th>0800 634 4520 (freephone)</th>
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<tr>
<td></td>
<td>7 days a week,</td>
</tr>
<tr>
<td></td>
<td>9.00am to 10.30pm.</td>
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Marie Curie Hospices

Marie Curie hospices offer a range of services including day services, in-patient care and respite care. Telephone Marie Curie Hospice, Belfast for more information.

A copy of the Belfast hospice brochure can be downloaded from the website.

Tel: (028) 9088 2000
Website: www.hospicebelfast.mariecurie.org.uk/

Northern Ireland Hospice Care

Northern Ireland Hospice Care is a local charity caring for local people in Northern Ireland, providing specialist palliative care for adults and children with life limiting and life threatening illnesses.

Northern Ireland Hospice Care provides a full range of services both in the adult hospice and at home. There is no charge for Northern Ireland Hospice Care services.

Referrals are made via the patient’s GP using a Northern Ireland Hospice Care referral form which is available on request:

Tel: (028) 9078 1836
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 Northern Ireland (NI)

Carers NI is part of Carers UK. It is a membership organization run by carers, for carers across Northern Ireland providing information on all matters relating to caring.

For more information contact Carers NI:

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<th>Tel:</th>
<th>(028) 9043 9843</th>
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<tr>
<td>Tel:</td>
<td>0808 808 7777</td>
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South Eastern Health and Social Care Trust
Support for carers

If you are caring for a family member or friend who is ill, frail or has a disability, there is support available to help you in your caring role and to enable you to look after your own health and wellbeing.

If you are providing substantial and regular care, without payment (that is, excluding your carers benefit), for a family member or friend, you can ask for an assessment of your own support needs as a carer, whether the person you are caring for is receiving help from social services or not. This is an opportunity for you to talk
about the care you provide, how it is affecting your life and what help may be available to you.

The South Eastern HSC Trust provides a range of support for carers including:

• Carer Information booklet
• Advice
• Carers groups
• Training for carers
• Carer events
• Complementary therapies
• Breaks from caring
• Supports for cared-for person.

If you would like to receive more information on carer support or to be referred for a carer’s ‘support and needs assessment’, please contact the Trust Carer’s Development Officer:

▶ Tel: (028) 9756 5456

Continence Care

Incontinence is the loss of bladder or bowel control. It is a very common problem.

If you experience any problems with either your bladder or bowel you should discuss this with your GP who may refer you to the continence service who will offer advice, assessment and treatment for your problem.
The Continence Foundation (UK) is a charity which offers advice and support to those suffering from incontinence.

For more information:

- **Tel:** 02077 007 035
- **Email:** info@continence-foundation.org.uk

## Dentistry

### Dental health

You should see the dentist at least once a year for a check up, whether you have your own teeth or not.

To remain on the dentist’s register you need to attend the dentist every 15 months. If you are not registered with a dentist you will have difficulty getting emergency treatment.

### NHS dentists

You can get free Health Service (HS) dental treatment or help with the cost of dental treatment for various reasons.

For more information on help with health care cost you can download the ‘HC11: Help with Health Costs’ booklet from the Department of Health website:

- **Website:** www.dhsspsni.gov.uk

If you require help filling out HC forms contact your local benefits agency or social security office.
Private dentists

Regardless of your circumstances, if you go to a private dentist for treatment you will be charged. Before any private treatment is given ensure that you are aware of the cost and that you can pay. If you are considering changing dentists it is best to shop around as the cost of treatments can vary between private dentists.

Out of hours dentist

If you require a dentist out of hours, the Health and Social Care Board provides a Relief of Dental Pain Service available to anyone who requires emergency dental care. It operates at the Dental Outpatients Department on the ground floor of the Belfast City Hospital Tower Block.

For more information telephone Belfast City Hospital:

▶ Tel: (028) 9032 9241

Community dental services

Government policy is that most of the general population, of all age groups, will receive their continuing dental care from a general dental practitioner.

People with ‘special care’ needs who are unable to be treated by general dental practitioners are looked after by the community dental service.
Entry into the service is by referral from either a general dental practitioner or a health care professional.

Contact details for your local community dental clinic can be obtained from the Health and Social Care Board. If you have difficulty accessing NHS dental services or need more information contact the Dental Department within the Health and Social Services Board.

► Tel: (028) 9055 3774

Diabetes

Diabetes UK

Diabetes UK is a charity which aims to support people living with the condition. For more information contact Diabetes UK Northern Ireland.

► Tel: (028) 9066 6646
► email: n.ireland@diabetes.org.uk

Eyes and Ears

As you grow older you may notice changes in your sight. If you currently wear glasses or you feel your sight is deteriorating, it is important to get your eyes tested regularly (at least every two years). Everyone over the age of 60 is entitled to a free eye test. Regular eye tests with your optometrist or optician can catch an eye condition in the very early stages.
RNIB Northern Ireland

RNIB (Royal National Institute of the Blind) in Northern Ireland provides people recently diagnosed with loss of sight with support to help them adapt to difficult circumstances, retain confidence and quickly regain their independence. They have a number of eye clinic liaison officers.

If you would like to speak to someone from the RNIB eye health information team or have any queries about your sight contact RNID helpline.

Further information on common eye problems and their treatment can be found on their website:

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<tr>
<th>Tel:</th>
<th>(028) 9032 9373</th>
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<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.rnib.org.uk">www.rnib.org.uk</a></td>
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Guide Dogs for the Blind Association

The Guide Dogs for the Blind Association which is a UK charity have a branch in Belfast.

For more information contact the Guide Dogs for the Blind Association.

| Tel:          | (028) 9047 1453 |
Action On Hearing Loss (previously RNID) provides a range of services for people who are deaf or hard of hearing. They can also carry out a basic hearing check over the phone. Simply call:

▶ Tel: **0844 800 3838** (5p per minute rate).

At the end of the hearing test you will be told if your hearing is normal, below normal or well below normal. If your hearing is well below normal then you are likely to benefit from a hearing aid.

See your GP and ask to be referred to an audiologist for a full hearing assessment.

For more information contact Action On Hearing Loss:

▶ Tel/Texphone: **(028) 9023 9619**
▶ Text/Answerphone: **(028) 9031 2033**

A number of opticians (eg. Specsavers and Boots) also offer a free hearing test carried out by professional hearing aid audiologists, as well as free fitting of a range of digital hearing aids.

Ask at your local opticians to see if they offer this service.
Sensory Support Team  
(South Eastern HSC Trust)

The South Eastern Health and Social Care Trust have teams of staff working specifically to help people who are blind or deaf, have diminished vision or difficulties hearing. This team is known as the Sensory Support Team.

You can self refer or be referred to the Sensory Support Team through your GP, hospital consultant, health visitor, social worker or voluntary agency.

For more information you can contact the Sensory Support Team:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9151 0136 (North Down/Ards)</th>
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<tbody>
<tr>
<td></td>
<td>(028) 9260 7746 (Lisburn)</td>
</tr>
<tr>
<td></td>
<td>(028) 4461 6915 (Downpatrick)</td>
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Feet and Footwear

If you cannot care for your feet you should visit a HPC registered podiatrist or contact your GP. You can access the podiatry services run by the South Eastern HSC Trust directly or via your GP or health care professional. For further information or to access this service please contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9147 5137 (Ards)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>(028) 9151 0241 or</td>
</tr>
<tr>
<td></td>
<td>(028) 9151 0240 (North Down)</td>
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<tr>
<td></td>
<td>(028) 9250 1214 (Lisburn)</td>
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<td>(028) 4461 3811(Down)</td>
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Health and Wellbeing
First Aid Awareness

St John Ambulance

St John Ambulance (NI) is a registered charity committed to providing first aid and care to the sick and injured. They are also Northern Ireland’s leading first aid training provider. For more information contact St John Ambulance:

Tel: (028) 9079 9393

Red Cross

The Red Cross in Northern Ireland provide first aid training for the public and groups. Their courses vary in length from 2 to 28 hours. They can also provide first aid at major events.

To book a course or first aid help at an event contact Red Cross:

Tel: (028) 9024 6400
Website: www.redcross.org.uk/

Floating Support Service - Age North Down and Ards

We work with people in the Ards and Peninsula area who are over 65 years. Our aim is to support people to live independently and reduce social isolation.
We are funded for specific activities and support such as:

• Helping maintain the safety and security of your home and self
• Helping arrange repairs and minor adaptations to the home
• Support in accessing community organisations and activities
• Helping establish social contacts and activities
• Helping manage finances, accessing benefits
• Providing information and support on cultural, religious or lifestyle needs and activities.

For more information contact:

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<tr>
<th>Tel:</th>
<th>(028) 9127 1968</th>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:agenda@agenorthdownards.co.uk">agenda@agenorthdownards.co.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>AGE North Down and Ards 24 Hamilton Road Bangor BT20 4LE</td>
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**Flu**

**Flu vaccination**

Flu occurs every year, usually in the winter. For some people, flu can lead to much more serious illnesses. The best way to protect yourself is to get the free seasonal flu vaccine if it is offered to you.
Flu vaccine – who gets it?

There are a number of groups who are at greater risk from the effects of flu. If you are in one of the groups listed below, you should get the vaccine:

- Pregnant women
- Anyone aged 65 or over, even if you feel fit and healthy
- Children who have previously been admitted to hospital with a chest infection
- Children attending schools for children with severe learning difficulties
- Anyone living in a residential or nursing home
- Main carers for elderly or disabled people – you should seek advice from your GP surgery as to whether you should be vaccinated so you can continue to look after the person you care for. You should also ensure that they are vaccinated (if recommended).

Children and adults who have any of the following medical conditions:

- A chronic chest condition such as asthma
- A chronic heart condition
- Chronic liver disease
- Chronic kidney disease
- Diabetes
- Lowered immunity due to disease or treatment such as steroids or cancer therapy
- A chronic neurological condition such as stroke, multiple sclerosis or a condition that affects your nervous system such as cerebral palsy
• Any other serious medical condition – check with your doctor if you are unsure.

**Flu vaccine - should you have it?**

Each year the flu vaccine protects against the three most common strains of flu.

You are more at risk from the complications of flu if you fall into any of the categories listed above.

In the worst cases, flu can result in a stay in hospital or even death. Flu vaccine will help to protect you against getting flu in the first place.

You should get the vaccine even if you got it last year and even if you feel fit and healthy now.

**Healthy Eating and Food Safety**

A good diet is important for good health. A healthy and varied diet can help to maintain a healthy body weight, enhance general wellbeing and reduce the risk of a number of diseases including heart disease, stroke, cancer, diabetes and osteoporosis. Several older peoples groups run luncheon clubs as part of their weekly programme.

*Foods Standard Agency*

The Food Standards Agency has a variety of information leaflets on healthy eating.
Long Term Conditions

Support groups

A number of hospitals in the South Eastern HSC Trust area run Cardiac Support Groups that meet regularly.

For more information on these support groups contact:

- Northern Ireland Chest Heart and Stroke
  
  Tel: (028) 9032 0184

- British Heart Foundation
  
  Tel: 0845 130 8663
  Email: ni@bhf.org.uk

Leaflets can be downloaded free from the following link:

- Food Standard Agency Leaflets.
Chronic obstructive pulmonary (airways) disease

Chronic obstructive pulmonary disease (COPD) is the name for a collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease, all of which can occur together. COPD can also be referred to as chronic obstructive airways disease (COAD).

If you have COPD or any other lung condition and would like more information on managing symptoms you should talk to your GP or practice nurse at the surgery.

Northern Ireland Chest Heart and Stroke run a number of Respiratory Support Groups across the South Eastern HSC Trust.

For information please contact Northern Ireland Chest Heart and Stroke:

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Northern Ireland Chest Heart and Stroke has established a network of stroke services across the South Eastern HSC Trust for those who have suffered a stroke or a transient ischemic attack (TIA).

Staffed by coordinators in your local area, NICHS aims to assist survivors and carers with information, activities
and education to better understand the effects of stroke and to make the best of life after stroke.

- **Stroke Schemes**: offer stroke survivors the opportunity to participate in activities that build confidence and increase independence, through discussion and activities.
- **Stroke Post Statutory Rehabilitation**: provides specialised, community based support to enhance the recovery of survivors of stroke or transient ischemic attack. Working with health professionals, this assists with the client’s re-integration to family, community and everyday life.
- **Stroke Family Liaison**: acts as a link between hospital and home to provide assistance and guidance to families and stroke survivors.

For more information, telephone Northern Ireland Chest Heart and Stroke:

| Tel: | (028) 9032 0184 |

**Community Stroke Rehabilitation Team**

The South Eastern HSC Trust Community Stroke Service has 3 small teams covering North Down, Ards, Lisburn and Down areas within the Trust.

The Community Stroke Teams provide rehabilitation at home to suitable patients who have been recently discharged from hospital following a stroke. This
includes physiotherapy, occupational therapy and speech and language therapy which are supported by social work and nursing.

**Referral**

Patients are normally referred from the hospital by their consultant but can also be referred by their GP, care manager or other community health professionals.

| **North Down and Ards Sector** | Bangor Community Hospital  
| Castle Street  
| Bangor  
| BT20 2TA |
| ►Tel: | (028) 9146 2690 |

| **Down and Lisburn Sector** | Unit 1  
| TSL House  
| 38 Bachelors Walk  
| Lisburn  
| BT28 1XN |
| ►Tel: | (028) 9262 7418 |

**Stroke Association**

Stroke Association is the leading charity in the UK changing the world for people affected by stroke.

- Had a stroke?
- Know someone who has?

We’re here every step of the way with a range of Life After Stroke Services that can help you cope with the
aftermath of stroke and support you as you work towards rebuilding your life.

Our services may include:

**Information, Advice and Support Service**

Helps you and your family prepare for the changes that happen because of a stroke, with information about stroke, practical advice and emotional support.

**Communication Support Service**

Helps you cope with aphasia and difficulty in using language. Our co-ordinators and volunteers work with you to build up your confidence and help you achieve the best possible recovery.

**Stroke Prevention Services**

Support you to change your way of life and reduce your risk of stroke, by offering help and advice on things such as diet and exercise.

**Getting Back to Life Services**

After a stroke life is very different and you may need to make big adjustments and deal with daunting challenges.

We provide a variety of services that will help you enjoy a better quality of life, return to your community and face the future.
Carer Support Services

Caring for someone with stroke can be a solitary experience – and a tiring one. We provide carers’ groups that provide information and advice for carers, as well as the invaluable opportunity to socialise with others in the same situation.

To find out if any of our services are available in your area, you can search here or call Stroke Helpline

Tel: 0303 3033 100

Multiple Sclerosis

The MS Society is the leading charity providing support to people affected by Multiple Sclerosis in Northern Ireland. For more information telephone:

Tel: (028) 9080 2802
Email: info@mssocietyni.co.uk

Osteoporosis

Osteoporosis occurs when the inner part of bones becomes thin making them more fragile and prone to fracture.

The National Osteoporosis Society (NOS) run a helpline service which is staffed by a team of nurses who are experienced in osteoporosis and bone health.
For information, advice or to obtain a copy of any of the free leaflets contact:

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<tr>
<th>Tel:</th>
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<tr>
<td>Contact:</td>
<td>NOS Helpline</td>
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<td>Monday to Friday</td>
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**Parkinson’s Disease**

The Parkinson’s disease society is the leading UK charity supporting all people affected by Parkinson’s.

For more information:

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<th>Tel:</th>
<th>0844 225 3680</th>
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<td>Tel:</td>
<td>0808 800 0303 (UK Helpline) Freephone</td>
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**Mental Health and Wellbeing**

Having good mental health means feeling positive about yourself, being able to cope with everyday pressures, and being able to form and maintain relationships.

Anyone can suffer from poor mental health. It affects at least one in five of the population. When we think about poor mental health we often think of certain conditions such as schizophrenia or depression. But mental health problems also include common conditions, such as stress, anxiety and feeling down. If not dealt with more serious symptoms can then develop.
The following organisations offer support:

- **CAUSE** is a peer-led charity in Northern Ireland directed and staffed by past and present carers. It provides practical and emotional support to relatives and carers of people with serious mental illness.
  
  - Tel: (028) 9023 8284
  - Tel: 0808 800 0303 (UK Helpline) (open 9.00am to 9.00pm)

- **Cruse Bereavement Care** exists to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.
  
  - Tel: (028) 9043 4600

- **Aware Defeat Depression** is a voluntary organisation dedicated to providing support and information for all those affected by depressive illnesses across Northern Ireland.
  
  - Tel: (028) 9032 1734
  - Tel: 0845 120 2961 (Helpline) (open 10.00am to 4.00pm)

- **Relate NI** provides a confidential relationship counselling service for those who have relationship or marital problems.
  
  - Tel: (028) 9032 3454
Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

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<th>►Tel:</th>
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<td>►Tel:</td>
<td>0845 790 9090 (Helpline)</td>
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South Eastern Health and Social Care Trust

The South Eastern Health and Social Care Trust provides a range of community mental health services which are targeted at those with severe mental illness and their carers, while supporting GP’s in their management of minor or moderate conditions. Normally referrals are made through the GP or psychiatrist to the mental health teams working in the South Eastern HSC area.

Alzheimer’s Society

The Alzheimer’s Society has a telephone helpline service that allows you to talk to trained advisors who can offer you advice on a wide range of topics. Their befriending scheme provides one-to-one support to people with dementia. The Alzheimer’s Society periodically runs information and education programmes for carers, friends and relatives.

For more information on the services offered by the Alzheimer’s Society ring their Helpline:

| ►Tel:          | (028) 9066 4100 (Helpline) |
Lifeline

Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair. No matter what your age or where you live in Northern Ireland, if you or someone you know is in distress or despair, Lifeline is here to help. People living in Northern Ireland can call Lifeline on:

<table>
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<tr>
<th>Tel:</th>
<th>0808 808 8000</th>
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<tr>
<td>Textphone:</td>
<td>18001 0808 808 8000 (Deaf and hard of hearing)</td>
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Calls to Lifeline are free to people living in Northern Ireland who are calling from UK landlines and mobiles.

Lifeline counsellors are available 24 hours a day, seven days a week to listen and help, in confidence.

Lifeline counsellors are experienced in working with trauma, suicide, self-harm, abuse, depression and anxiety. You will receive immediate help on the phone.

Should you need further support we can provide a face-to-face counselling appointment or complementary therapy in your local area within seven days.

Lifeline also provides support and guidance to families and carers, concerned friends, professionals, teachers, youth workers, clergy and communities.

Remember, Lifeline is available 24 hours a day, seven days a week. Just call.
Niamh

Niamh, the Northern Ireland Association for Mental Health, is the longest established mental health organisation in Northern Ireland. Niamh is a group consisting of three elements, Compass, Beacon and Carecall. To get in touch telephone or follow the link above to our website.

Tel: (028) 9032 8474

Reablement

What is reablement?

Reablement is a short-term, intensive programme of support for people who have had a spell in hospital. The aim is to help them re-learn daily living skills so they do not need long term support or to go back into hospital.

Reablement focuses on the client’s strengths and abilities to help them regain their independence, re-learning daily living skills or gaining new ones.

Packages of care (POC) are focused on short term, with the client moving to other forms of care providers if further support is required.

Who is eligible?

- Adults who have been discharged from hospital or referred from community who now have a new POC or an increase to their previous POC.
These clients will have been identified as not requiring rehabilitation but need their activities of daily living (ADL) skills monitored with a view to reducing their dependency. Clients who have been discharged from hospital with their previous long term POC are not eligible for this scheme.

Aims

• To enable clients to live as independently as possible in their own homes
• To provide a holistic programme of reablement to assist in restoration of client’s functional abilities through the accomplishment of agreed goals.

The Reablement Team

Occupational Therapist

The occupational therapist will assess and devise a reablement programme with specific client centred goals which will be reviewed with the team and client on a weekly basis. This may include personal care, dressing, domestic tasks or social and leisure activities.

The occupational therapist can also assess and provide the client with appropriate aids and adaptations to increase safety and independence.

Tel: (028) 9151 0250
The Reminiscence Network Northern Ireland is active in the following key areas:

**Inter-generational reminiscence**

Bringing older and younger people together in reminiscence groups to exchange experiences and share knowledge, thus ensuring the survival of local history and traditional skills, is a way of extending understanding.

It is a means for increasing mutual regard, building confidence and developing friendships between groups who may feel distanced from or threatened by each other.

**Crossing community boundaries**

Reminiscence in this context uses personal, group and community memory in assisting the process of crossing boundaries.

It promotes mutual understanding and opportunities for social inclusion for marginalised individuals and groups.

Our project work has shown that reminiscence operates successfully, even across diverse social and religious boundaries and geographical borders.
Reminiscence in health and social care

Problems of social exclusion, isolation and boredom are commonly experienced by many older people.

Those with various disabilities, including dementia, and other vulnerable adults can be ameliorated by means of pleasurable engagement in reminiscence and related artistic activities. This is because reminiscence utilises the recall of residual and long term memories and retained creativity irrespective of the condition or disability.

Contact details for Reminiscence Resource Centre below:

| Contact: | Reminiscence Resource Centre  
|          | Community House  
|          | Citylink Business Park  
|          | 6a Albert Street  
|          | Belfast  
|          | BT12 4HQ  
| Tel:     | (028) 9032 4729  
| Email:   | info@rnni.org |
Sexual health

As people grow older, they are more likely to experience disabling conditions and illnesses that may affect how they respond sexually. Arthritis, stroke, coronary disease, diabetes, Parkinson’s, surgery and the side effects of drugs can all affect how they respond. Talk to your GP if you find that illness is preventing you from enjoying sex with your partner. They may be able to help and offer solutions or put you in touch with a therapist.

South Eastern Health and Social Care Trust

The South Eastern HSC Trust’s Sexual Health Service currently provides appointment based clinics in the Downe Hospital, Downpatrick and Bangor Community Hospital. Referral by GP is not necessary and appointments can be made by calling:

▶ Tel: (028) 4483 8392

If you would like to speak with a nurse contact the confidential nurse advice line on:

▶ Tel: (028) 4483 8392

There are a number of other voluntary organisations that can offer support and counselling, relating to sexual health and relationship problems. These include:

▷ Relate NI provides a range of services including confidential relationship and family counselling services for those who have relationship or marital problems.
They also have sex therapists that can help you to work out how to handle the problems you’re having and find a way to move on from them.

**Tel:** (028) 9032 3454

Counselling hours are:  Monday to Thursday 9.30am to 9.45pm  
Friday and Saturday 9.30am to 2.30pm

**Age NI** offers a counselling service for older people on a wide range of topics.

**Tel:** (028) 9024 5729

**COSRT** College of Sexual and Relationship therapists is the national specialist charity for sexual and relationship therapy.

Their website contains a list of psychosexual therapists accredited and working throughout the UK including Northern Ireland.

**Tel:** (020) 8543 2707

**The Sexual Advice Association**, (formerly the Sexual Dysfunction Association), is a charitable organisation, to help improve the sexual health and wellbeing of men and women and to raise awareness of the extent to which sexual conditions affect the general population.

We are open on:  Monday, Wednesday, and Friday 9.00am to 5.00pm.

**Tel:** (020) 7486 7262

**Email:** info@sexualadviceassociation.co.uk
Smoking

Smoking dramatically increases your risk of heart disease, lung cancer, strokes and many other health problems. One in two smokers will die because of their smoking. It’s never too late to stop smoking.

For support to stop smoking contact the following organisations:

► Tel: **0808 812 8008** (NI Smokers Helpline)
► website: [www.want2stop.info](http://www.want2stop.info)

South Eastern HSC Trust Stop Smoking Service:

► Tel: **(028) 9151 1134** (North Down and Ards)
► Tel: **(028) 9250 1383** (Lisburn and Down)

[Cancer Focus NI](http://www.cancerfocusni.org) also provides information and advice on stopping smoking.

► Tel: **(028) 9066 3281** (Monday to Friday 9.00am to 5.00pm)

Preparing for Retirement

Retirement represents a major change in lifestyle. Everyone thinks about retirement differently, and even if you are looking forward to it, you can feel a sense of loss, no longer mixing with work colleagues.
Whatever your feelings, retirement provides the greatest opportunity for you to explore new things and enjoy life, with you being more in control of how you spend your time.

Information on planning for retirement can also be found on the following website

**Website:** www.laterlife.com/laterlife.com

This is a website specifically designed to provide older people with the latest news and information on many aspects relevant to later life.

**Vulnerable Adults**

Vulnerable adults are people who are at greater than normal risk of abuse. Older people, especially those who are unwell, frail, confused and unable either to stand up for themselves or keep track of their affairs, are vulnerable.

Abuse can happen to older people in their home, in hospital, nursing and residential homes.

Older people who are most at risk of abuse at home include:

- Those who are isolated and don’t have much contact with friends, family or neighbours
- People with memory problems or difficulty communicating with others
• People who don’t get on with their carer
• Those whose carer is addicted to drugs or alcohol
• People whose carer depends on them for a home and financial and emotional support.

Other vulnerable adults include people who are open to abuse because of learning difficulties, physical disabilities or mental illness.

If you know a vulnerable adult who is being mistreated, neglected or harmed or you want further information contact the South Eastern Health and Social Care Trust.

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<th>►Tel:</th>
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<td>(Monday to Friday 9.00am to 5.00pm)</td>
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<td>►Out of Hours</td>
<td>(028) 9056 5444</td>
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Age NI Advice and Advocacy Services:

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<th>►Tel:</th>
<th>(028) 9266 5181 ext 4544</th>
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Chapter 2
Life Long Learning
Life Long Learning

Regardless of your age it’s never too late to learn something new. Schools colleges, universities and local community groups offer numerous opportunities to learn something new.

Further and Higher Education Colleges

South Eastern Regional College

The South Eastern Regional College is the new name for North Down, East Down and Lisburn Institutes. For more information on courses available contact the course enquiry line: Full and part-time prospectuses can be downloaded from their website:

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<td>Email:</td>
<td><a href="mailto:info@serc.ac.uk">info@serc.ac.uk</a></td>
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<tr>
<td>Website:</td>
<td><a href="http://www.serc.ac.uk">www.serc.ac.uk</a></td>
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Universities

Queen’s University Belfast (QUB)

Copies of the prospectus outlining courses offered by Queens University Belfast can be obtained by telephone or can be downloaded from their website.

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<th>Tel:</th>
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**University of Ulster (UU)**

The University of Ulster have four campuses where courses are run (Belfast, Jordanstown, Magee and Coleraine). They also have a virtual campus called Campus One which offers a range of distance learning programmes.

Copies of the prospectus for each of the UU campuses can be obtained by telephoning or downloaded from their website.

Tel: 0870 040 0700

**The Open University**

The Open University offers a wide range of distance learning courses which allow you to study from home by reading course material, working on course activities, writing assignments and perhaps working with other students.

Copies of the prospectus can be obtained by phoning the Belfast Branch of the Open University:

Tel: (028) 9024 5025

**Workers Educational Association (WEA)**

WEA provides adult education in community and workplace settings. It provides education for all types of people and in particular tries to reach out to those who missed out on learning first time round.
The WEA has a varied mix of courses covering, computing, employment skills, women’s self development, leadership, community development, community relations, literacy, numeracy and creative industries.

For more information on courses available telephone WEA or visit their website.

Tel: (028) 9032 9718

Department for Employment and Learning (DEL)

DEL is the government department responsible for promoting learning and skills, as well as preparing people for work. Their website provides links to further and higher education courses and provides information to help individuals acquire jobs, including self employment. A range of publications and leaflets can be obtained in topics including: ‘Your rights at work’, ‘Unfair dismissal’ and ‘Resolving disputes at work’.

For more information contact DEL on:

Tel: (028) 9025 7777

Copies of leaflets can be obtained by ringing the above number or alternatively downloading them from the website.
EGSA (Educational Guidance Service for Adults)

EGSA is a local, independent, not-for-profit service that aims to connect adults of all ages with learning opportunities. EGSA advisers provide information, advice and guidance on learning and career opportunities including advice on changing careers. This can be relevant at all stages of life especially if you are considering changing careers to a less stressful job later in life.

Tel: (028) 0845 602 6632 (Learners’ Line)

For more information or advice, contact EGSA on their learners’ Line or visit their website.

Libraries NI

Libraries offer a variety of services including a number of outreach services to day centres, hospitals residential homes and sheltered dwellings as well as a housebound service and free internet access. For people with hearing or visual problems the library has talking newspapers, audio books and sub-titled videos.

For more information on services offered by the Library service or to contact your local library: Tel: or visit your local library.

Tel: (028) 3839 3000
University of the Third Age (U3A)

University of the Third Age (U3A) is a self help organisation for people no longer in full time employment providing educational creative and leisure opportunities in a friendly environment. It consists of local U3As all over the UK, which are charities in their own right and are run entirely by volunteers.

The U3A run a number of short courses specially designed for older people. They offer no credit on completion and are designed purely for personal interest and enjoyment.

Courses can be studied from the comfort of your own home (or library, or wherever you access the internet). They involve as much or as little contact with others as you wish, all through email.

South Eastern Health and Social Care Trust Health Development Department

The South Eastern Health and Social Care Trust’s Health Development Department offer a range of courses relating to your health and wellbeing.

To request a training directory contact Health Development Department:

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<th>Tel:</th>
<th>(028) 9250 1373</th>
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<tr>
<td>email:</td>
<td><a href="mailto:health.development@setrust.hscni.net">health.development@setrust.hscni.net</a></td>
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Chapter 3

Physical Activity & Leisure
Physical Activity & Leisure

Physical activity and exercise can help you stay healthy, energetic and independent as you get older.

As you get older, it’s even more important that you remain active if you want to stay healthy and maintain your independence. If you stop moving, all the things you’ve always enjoyed doing and taken for granted start to become that little bit harder.

You may struggle to pursue simple pleasures, such as playing with the grandchildren, walking to the shops, leisure activities and meeting up with friends. You might start to get aches and pains that you never had before, and have less energy to go out.

You may also be more vulnerable to falling. This can all lead to being less able to look after yourself and do the things you enjoy.

Why not visit your local leisure centre or contact your nearest older peoples group to see what physical activity opportunities are on offer.
Physical Activity Guidelines (65+ YEARS)

For the first time the physical activity guidelines published in July 2011, include recommendations for the amount of physical activity older adults should be doing. This population covers a wide range of ages and physical function from the athletic to the frail and immobile.

This set of guidelines applies to adults aged 65 years and over.

- Older adults who participate in any amount of physical activity gain some health benefits, including maintenance of good physical and cognitive function. Some physical activity is better than none, and more physical activity provides greater health benefits.

- Older adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity in bouts of 10 minutes or more – one way to approach this is to do 30 minutes on at least 5 days a week.

- For those who are already regularly active at moderate intensity, comparable benefits can be achieved through 75 minutes of vigorous intensity activity spread across the week or a combination of moderate and vigorous activity.

- Older adults should also undertake physical activity to improve muscle strength on at least two days a week.
• Older adults at risk of falls should incorporate physical activity to improve balance and co-ordination on at least two days a week

• All older adults should minimise the amount of time spent being sedentary (sitting) for extended periods.

For further information please click on the following links:

**Department of Health**

To support these guidelines the Department of Health has produced factsheets summarising the guidelines for older adults.

› Download Factsheet 5: Older adults (65+ years)

**Change4Life**

Change4Life has a range of tools and ideas to help get adults more active. For further information contact:

› website: [www.nhs.uk/Change4Life/Pages/change-for-life-adults.aspx](http://www.nhs.uk/Change4Life/Pages/change-for-life-adults.aspx)

**NHS Choices**

NHS Choices is the country’s biggest health website and provides information to allow people to make choices about their health. For NHS Choices’ information about physical activity for older adults visit:

Facilities

Leisure centres and community centres offer a wide range of activities for older people including keep-fit sessions, yoga, dancing, bowls, tennis, swimming, craft classes and much more. Some centres also have a range of meeting facilities and computer equipment for you to use. Contact your nearest facility or community group to find out more.

### Lisburn

| ►Tel: | (028) 9267 1131 |
| ▶Name/ Address: | Grove Activity Centre 15 Ballinderry Park Knockmore Lisburn BT28 1ST |
| ◆email: | reception.grove@lisburn.gov.uk |

| ►Tel: | (028) 9266 2830 |
| ▶Name/ Address: | Glenmore Activity Centre 43 Glenmore Park Hilden Lisburn BT27 4RT |
| ◆email: | reception.kilmakee@lisburn.gov.uk |
| ◆website: | www.lisburncity.gov.uk |

<p>| ►Tel: | (028) 9030 1545 |
| ▶Name/ Address: | Kilmakee Activity Centre 52a Rowan Drive Seymour Hill Dunmurry Belfast BT17 9QA |
| ◆email: | <a href="mailto:reception.kilmakee@lisburn.gov.uk">reception.kilmakee@lisburn.gov.uk</a> |
| ◆website: | <a href="http://www.lisburncity.gov.uk">www.lisburncity.gov.uk</a> |</p>
<table>
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<tr>
<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Brook Activity Centre</td>
</tr>
<tr>
<td></td>
<td>25 Summerhill Road</td>
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<tr>
<td></td>
<td>Twinbrook</td>
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<tr>
<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Hillborough Village Centre</td>
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<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Island Arts Centre</td>
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<tr>
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<td>Lisburn</td>
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<td>BT24 4RL</td>
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<table>
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<tr>
<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Lagan Valley LeisurePlex</td>
</tr>
<tr>
<td></td>
<td>18 Lisburn Leisure Park</td>
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<tr>
<th>Tel:</th>
<th>(028) 9250 9556</th>
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<tr>
<td>Name/Address:</td>
<td>Laurelhill Sports Zone</td>
</tr>
<tr>
<td></td>
<td>22 Laurelhill Road</td>
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<td></td>
<td>Lisburn</td>
</tr>
<tr>
<td></td>
<td>BT28 2UH</td>
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</table>
The Senior Citizen Concessionary Rate Leisure card is available to those aged 60 - 64 years of age who can avail of reduced rates for a variety of activities at the council’s leisure facilities.

The Senior Citizen Leisure card 65+ is also available for a one off fee. This will give the card holder free access to a range of activities across the council’s leisure facilities.

For more details contact one of the following facilities.

<table>
<thead>
<tr>
<th>Name/Address</th>
<th>Tel:</th>
<th>Fax:</th>
</tr>
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<tbody>
<tr>
<td><strong>Ballynahinch Centre</strong></td>
<td>(028) 9756 1950</td>
<td>(028) 9756 5606</td>
</tr>
<tr>
<td>55 Windmill Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ballynahinch</td>
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<tr>
<td>Co Down</td>
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<tr>
<td>BT24 8HB</td>
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<tr>
<td><strong>Market House</strong></td>
<td>(028) 9756 4050</td>
<td>(028) 9756 5606</td>
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<tr>
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<tr>
<td>The Square</td>
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<tr>
<td>Co Down</td>
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<tr>
<td>BT24 8AE</td>
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<tr>
<td>Name/Address</td>
<td>Tel:</td>
<td>Fax:</td>
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</tr>
<tr>
<td><strong>Bridge Centre Killyleagh</strong>&lt;br&gt;Castlewellan Centre&lt;br&gt;Dan Rice Memorial Hall&lt;br&gt;Bridge Centre Killyleagh&lt;br&gt;Castlewellan Centre&lt;br&gt;Dan Rice Memorial Hall</td>
<td><strong>Tel:</strong>&lt;br&gt;(028) 4482 8648&lt;br&gt;(028) 4377 0007 or (028) 4372 5034 (Newcastle Centre)&lt;br&gt;(028) 9756 1449&lt;br&gt;(028) 4482 8615&lt;br&gt;(028) 9756 1449</td>
<td><strong>Fax:</strong>&lt;br&gt;(028) 4482 8615&lt;br&gt;(028) 4372 2805 (Newcastle Centre)&lt;br&gt;(028) 4482 8615&lt;br&gt;(028) 9756 5895&lt;br&gt;(028) 4482 8615</td>
</tr>
<tr>
<td>Name/Address</td>
<td>Tel:</td>
<td>Fax:</td>
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<td>--------------</td>
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</tr>
<tr>
<td><strong>Down Leisure Centre</strong></td>
<td>(028) 4461 3426</td>
<td>(028) 4461 6905</td>
</tr>
<tr>
<td>Ballymote Sports and Wellbeing Centre</td>
<td>(028) 4461 2919</td>
<td></td>
</tr>
<tr>
<td>Newcastle</td>
<td>(028) 4372 5034</td>
<td>(028) 4372 2805</td>
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**Address:**
- **Down Leisure Centre**
  - 114 Market Street
  - Downpatrick
  - Co Down
  - BT30 6LZ

- **Ballymote Sports and Wellbeing Centre**
  - Downpatrick
  - 96 Glebetown Drive
  - Downpatrick
  - BT30 6PX

- **Newcastle**
  - 10 - 14 Central Promenade
  - Newcastle
  - Co Down
  - BT33 0AA
### North Down

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9127 0271</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 9146 6608</td>
</tr>
<tr>
<td>Email:</td>
<td>enquiries2bangorauroa.com</td>
</tr>
</tbody>
</table>
| Name/Address: | Bangor Aurora Aquatic & Leisure Complex  
3 Valentine Road  
Bangor  
Co Down  
BT20 4TH |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9042 1234</th>
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<tr>
<td>Fax:</td>
<td>(028) 9024 4450</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:queens@northdown.gov.uk">queens@northdown.gov.uk</a></td>
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</table>
| Name/Address: | Queen’s Leisure Complex  
Sullivan Close  
Holywood  
Co Down  
BT18 9HL |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9127 5622</th>
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<tbody>
<tr>
<td>Fax:</td>
<td>(028) 9127 5630</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:sportsplex@northdown.gov.uk">sportsplex@northdown.gov.uk</a></td>
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</table>
| Name/Address: | Bangor Sportsplex  
292 Old Belfast Road  
Bangor  
Co Down  
BT19 1LU |
### Ards

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9181 2837</th>
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<tbody>
<tr>
<td>Fax:</td>
<td>(028) 9182 0807</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="mailto:ards.lc@ards-council.gov.uk">ards.lc@ards-council.gov.uk</a></td>
</tr>
<tr>
<td>Name/Address:</td>
<td>Ards Leisure Centre</td>
</tr>
<tr>
<td></td>
<td>William Street</td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
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<td></td>
<td>Co Down</td>
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<table>
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<tr>
<th>Tel:</th>
<th>(028) 4272 8833</th>
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<tr>
<td>Fax:</td>
<td>(028) 4272 8893</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="mailto:portaferry.sc@ards-council.gov.uk">portaferry.sc@ards-council.gov.uk</a></td>
</tr>
<tr>
<td>Name/Address:</td>
<td>Portaferry Sports Centre</td>
</tr>
<tr>
<td></td>
<td>Cloughey Road</td>
</tr>
<tr>
<td></td>
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<tr>
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<td>Co Down</td>
</tr>
<tr>
<td></td>
<td>BT22 1ND</td>
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</table>
Active Community Coaches

Active Communities is a Sport Northern Ireland lottery funded initiative that aims to increase participation in sport and physical recreation in Northern Ireland.

In the south east area coaches are trained to deliver a wide variety of activities and games. Why not give them a call to see how they can help your group.

North Down and Ards

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9127 0271</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:jonathan.moffett@serco.com">jonathan.moffett@serco.com</a></td>
</tr>
<tr>
<td>Name:</td>
<td>Jonathan Moffett</td>
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<table>
<thead>
<tr>
<th>Tel:</th>
<th>07782 261 229</th>
</tr>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:graham.keenan@serco.com">graham.keenan@serco.com</a></td>
</tr>
<tr>
<td>Name:</td>
<td>Graham Keenan</td>
</tr>
<tr>
<td>Region</td>
<td>Name</td>
</tr>
<tr>
<td>--------</td>
<td>---------------</td>
</tr>
<tr>
<td>Lisburn</td>
<td>Rob Geary</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Down</td>
<td>Paula McGinn</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:paulamcginn@aol.com">paulamcginn@aol.com</a></td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>David Tierney</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:d.tierney14@gmail.com">d.tierney14@gmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Andrew Gill</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:andygill1960@hotmail.co.uk">andygill1960@hotmail.co.uk</a></td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gemma Toland</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:gemtoland@hotmail.com">gemtoland@hotmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
<td>Contact Information</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Cormac Venney</td>
<td>Tel: 07801 537 015, Email: <a href="mailto:cormac.venney.community.coach@hotmail.com">cormac.venney.community.coach@hotmail.com</a></td>
</tr>
<tr>
<td>Andrew Waterworth</td>
<td>Tel: 07702 985 833, Email: <a href="mailto:andywa7@hotmail.co.uk">andywa7@hotmail.co.uk</a>, Name: Andrew Waterworth Football (Tollymore)</td>
</tr>
<tr>
<td>James McBriar</td>
<td>Tel: 07821 044 452, Email: <a href="mailto:jmcbactivecommunities@hotmail.co.uk">jmcbactivecommunities@hotmail.co.uk</a>, Name: James McBriar Rugby</td>
</tr>
<tr>
<td>Gerard McAnulty</td>
<td>Tel: 07771 732 594, Email: <a href="mailto:mcanultye@aol.com">mcanultye@aol.com</a>, Name: Gerard McAnulty Physical Activity (DRCN)</td>
</tr>
<tr>
<td>Paula Guzzanti</td>
<td>Tel: 07794 851 968, Email: <a href="mailto:guzzantp@tcd.ie">guzzantp@tcd.ie</a>, Name: Paula Guzzanti Physical Activity (DRCN)</td>
</tr>
<tr>
<td>Claire Convery</td>
<td>Tel: 07827 294 606, Email: <a href="mailto:activecommunities@southdownhealthinitiative.com">activecommunities@southdownhealthinitiative.com</a>, Name: Claire Convery Physical Activity (SDFHI)</td>
</tr>
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</table>
Walking

Highway to Health walks

Highway to Health is a simple and innovative scheme which aims to encourage people of all ages to walk for leisure and better health. Routes are marked with signs at one kilometre intervals.

For more information on Highway to Health walking routes contact Northern Ireland Chest Heart and Stroke.

Tel: (028) 9032 0184

Telephone or click on the links below:

**North Down Borough Council**
- Bangor
- Groomsport

**Down District Council**
- Ballynahinch
- Downshire Hospital

**Ards Borough Council**
- Donaghadee
- Newtownards
- Comber
## Walking Groups

There are a number of walking groups in the South Eastern area.

If you are interested in joining a walking group you can either contact one of the groups listed below or contact the South Eastern Health and Social Care Trust Health Development Team.

| Tel: | (028) 9250 1373 |

### North Down and Ards

| Tel: | (028) 9181 3842 |
|——|——|
| Email: | jeanmiller28@btinternet.com |
| Group: | Ards Walking Group |
| Day/Time: | Tuesdays - 10.00am |
| Venue: | Old Mill Surgery |
| Contact: | Jean Miller |

| Tel: | (028) 9181 3842 |
|——|——|
| Group: | Ards Walkers |
| Day/Time: | Wednesdays - 10.00am |
| Venue: | Ards Leisure Centre |
| Contact: | Jean Miller/George Turner |

<p>| Tel: | (028) 9145 4389 |
|——|——|
| Group: | Millennium Walkers |
| Day/Time: | Tuesdays - 10.15am |
| Venue: | Bangor Railway Station |
| Contact: | Molly Malcolm |</p>
<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9187 8653</th>
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<tr>
<td>Group:</td>
<td>Comber Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Fridays - 10.30am</td>
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<tr>
<td>Venue:</td>
<td>Comber Leisure Centre</td>
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<td>Contact:</td>
<td>Lorna Tinman</td>
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<td>Group:</td>
<td>Ballyhalbert</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Thursdays - 10.00am</td>
</tr>
<tr>
<td>Venue:</td>
<td>Ballyhalbert Park Homes</td>
</tr>
<tr>
<td>Contact:</td>
<td>Carol Thompson</td>
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<th>(028) 9146 7409</th>
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<tr>
<td>Group:</td>
<td>AGENDA</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Mondays - 10.15am</td>
</tr>
<tr>
<td>Venue:</td>
<td>Flagship Centre</td>
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<tr>
<td>Contact:</td>
<td>Myrtle Brown/Irene Irwin</td>
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<thead>
<tr>
<th>Tel:</th>
<th>(028) 9145 6524  (Ken Ogilvie)</th>
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<tbody>
<tr>
<td></td>
<td>(028) 4273 8343  (Ruth Hamilton)</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.northdownandards.u3a.org.uk">www.northdownandards.u3a.org.uk</a></td>
</tr>
<tr>
<td>Group:</td>
<td>U3A Walkers</td>
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<tr>
<td>Contact:</td>
<td>Ken Ogilvie/Ruth Hamilton</td>
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<tr>
<th>Tel:</th>
<th>(028) 9188 3509 / (028) 9188 2899</th>
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<tr>
<td>Group:</td>
<td>Donaghadee Ramblers</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Wednesdays - 10.00am</td>
</tr>
<tr>
<td>Venue:</td>
<td>Children’s Play Area</td>
</tr>
<tr>
<td>Contact:</td>
<td>Anne Johnston</td>
</tr>
<tr>
<td>Tel:</td>
<td>(028) 9127 5477 / (028) 9145 7967</td>
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<tr>
<td>Group:</td>
<td>Ballycrochan Church Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>1st Saturday each month - 10.00am</td>
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<tr>
<td>Venue:</td>
<td>Church Car Park</td>
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<tr>
<td>Contact:</td>
<td>Brian Hall/Wesley Taylor</td>
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<th>(028) 4275 7627</th>
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<td>Ballywalter Walk &amp; Talk</td>
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<tr>
<td>Day/Time:</td>
<td>Monday - 10.30am</td>
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<tr>
<td>Venue:</td>
<td>Ballywalter Beach Car Park</td>
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<tr>
<td>Contact:</td>
<td>Florence Norris</td>
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<tr>
<td>Day/Time:</td>
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<tr>
<td>Venue:</td>
<td>The Green, Kircubbin</td>
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<td>Contact:</td>
<td>Carol Thompson</td>
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<tr>
<td>Venue:</td>
<td>Market House, Portaferry</td>
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<td>Contact:</td>
<td>Carol Thompson</td>
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<table>
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<td>Bowling Green Car Park, Cloughey</td>
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<td>Contact:</td>
<td>Carol Thompson</td>
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<td>Tel</td>
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<td>Group:</td>
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<tr>
<td>Venue:</td>
<td>Community Centre, Portavogie</td>
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<tr>
<td>Contact:</td>
<td>Carol Thompson</td>
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### Rural Lisburn

<table>
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<tr>
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<tbody>
<tr>
<td>Group:</td>
<td>Moira Friendship Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Various walks</td>
</tr>
<tr>
<td>Venue:</td>
<td>St John’s Parish Centre</td>
</tr>
<tr>
<td>Contact:</td>
<td>Alison Bell</td>
</tr>
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<table>
<thead>
<tr>
<th>Tel</th>
<th>(028) 9445 2066 / (028) 9445 3047</th>
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<tbody>
<tr>
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<td>Feumore Friendship Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Wednesdays - 10.00am</td>
</tr>
<tr>
<td>Contact:</td>
<td>Margaret Brankin/</td>
</tr>
<tr>
<td></td>
<td>Genevieve Armstrong</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel</th>
<th>07894 713 711</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group:</td>
<td>Glenavy Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Saturday/Wednesday - 10.00am (summer)</td>
</tr>
<tr>
<td></td>
<td>Saturday - 10.00am (winter)</td>
</tr>
<tr>
<td>Venue:</td>
<td>Glenavy Pigeon Club</td>
</tr>
<tr>
<td>Contact:</td>
<td>Noel Bothwell</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel</th>
<th>(028) 9268 0852</th>
</tr>
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<tbody>
<tr>
<td>Group:</td>
<td>Halftown Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Thursdays - 6.30pm (summer only)</td>
</tr>
<tr>
<td>Venue:</td>
<td>Coronation Car Park</td>
</tr>
<tr>
<td>Contact:</td>
<td>Wendy McDowell</td>
</tr>
<tr>
<td>Tel:</td>
<td>(028) 9268 3277</td>
</tr>
<tr>
<td>Group:</td>
<td>Drumlough Walking Group</td>
</tr>
</tbody>
</table>
| Day/Time: | Wednesdays - 6.30pm  
April - June/August - October |
| Venue: | Tullymore Hall |
| Contact: | Maureen Stanfield |
| Tel: | (028) 9261 1855 |
| Group: | Magheragall Parish Rambling Club |
| Day/Time: | 1st and 3rd Saturday each month  
9.00am and 12.00noon |
| Venue: | Parish Church |
| Contact: | Ian Park |
| Tel: | (028) 9265 1330 |
| Group: | Glenavy Open Door Walking Group |
| Day/Time: | Tuesdays - 10.00am (twice monthly) |
| Venue: | Glenavy Parish Church |
| Contact: | Paddi Totten |

**Lisburn**

| Tel: | (028) 9260 1790 / (028) 3834 0951 |
| Group: | Lisburn Ageing Well Walking Group |
| Day/Time: | Wednesday (every 2 weeks) - 10.00am |
| Venue: | Sarah Crothers Centre |
| Contact: | Elizabeth McKeever/Pat Flowerday |
| Tel: | (028) 9262 1950 |
| Group: | Lambeg Walking Group |
| Day/Time: | Mondays - 9.45am  
Thursday - 6.30pm |
<p>| Venue: | Lambeg Parish Church |
| Contact: | Noman Scott |</p>
<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9260 5806</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group:</td>
<td>ATLAS Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Tuesdays - 10.00am</td>
</tr>
</tbody>
</table>
| Venue:            | ATLAS  
7 Bachelors Walk |
| Contact:          | ATLAS |

**Down**

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 2311</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group:</td>
<td>Killyleagh Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Mondays - 10.15am</td>
</tr>
<tr>
<td>Venue:</td>
<td>Frederick Street Car Park</td>
</tr>
<tr>
<td>Contact:</td>
<td>Lise Curren/Marie Rodgers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 2311</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group:</td>
<td>Crossgar Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Mondays - 10.30am</td>
</tr>
<tr>
<td>Venue:</td>
<td>Crossgar Square</td>
</tr>
<tr>
<td>Contact:</td>
<td>Lise Curren</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Group:</td>
<td>Lecale Walking Group</td>
</tr>
<tr>
<td>Day/Time:</td>
<td>Mondays - 1.00pm (March - June)</td>
</tr>
<tr>
<td>Contact:</td>
<td>County Down Rural Community Network</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9151 0136</th>
</tr>
</thead>
</table>
| Contact:          | Deaf and Hard of Hearing Team Walking Group  
Karen Uprichard and Evelyn McFarland  
Various locations |

**Chapter 3**

**Physical Activity & Leisure**
Health Wise Physical Activity Referral Scheme

The Healthwise scheme is a free 12 week physical activity programme funded by the Public Health Agency.

The scheme is available at registered leisure centres and Healthy Living Centres (HLCs) within the Belfast and South Eastern Health and Social Care Trust areas and is for 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 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 the fitness suite.

For more information contact your local leisure centre.

Disability Sport NI

Disability Sports NI is Northern Ireland’s main disability sports organisation responsible for the development of sport and physical recreation for people with physical, sensory and learning disabilities.

<table>
<thead>
<tr>
<th>►Tel:</th>
<th>(028) 9038 7062</th>
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<tbody>
<tr>
<td>►Textphone:</td>
<td>(028) 9038 7064</td>
</tr>
<tr>
<td>►Fax:</td>
<td>(028) 9038 7063</td>
</tr>
<tr>
<td>►Name/Address:</td>
<td>Belfast Office</td>
</tr>
<tr>
<td></td>
<td>Adelaide House</td>
</tr>
<tr>
<td></td>
<td>Falcon Rd</td>
</tr>
<tr>
<td></td>
<td>BELFAST</td>
</tr>
<tr>
<td></td>
<td>BT12 6SJ</td>
</tr>
</tbody>
</table>
Leisure

Buying Goods

When you buy goods the law says that you are entitled to expect those goods to be of satisfactory quality (free of flaw or damage), fit for the purpose it was made for and as described on the box or by the retailer.

If the goods are not of satisfactory quality then you are entitled by law for a full refund if you complain to the retailer within a reasonable time. In most cases you will need to show your receipt as proof of purchase. You have no right to a refund or repair if the fault in the goods was pointed out to you at the time of sale or should have been evident on reasonable inspection or the fault was due to fair wear and tear. For goods bought in a sale the same rights apply except when the goods are marked seconds or shop soiled.

When buying goods from a private individual the goods should be as described, however you have no rights if the goods are not of satisfactory quality or not fit for a particular purpose. (Source: Consumer Council ‘Consumer Advice Handbook’).

For further information on your rights when buying goods contact the Consumerline.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0845 600 6262</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.consumerline.org">www.consumerline.org</a></td>
</tr>
</tbody>
</table>
If you plan to go abroad for a holiday and are currently being treated for a medical condition it is advisable to speak to your GP to check it is safe for you to fly. You should also make sure you have good travel insurance to ensure you are fully covered for any medical emergency that may occur while on holiday. Your local travel agency will be able to give you advice on travel insurance.

If you are travelling to Europe you should also have a European Health Insurance Card (EHIC) which gives you reduced cost or free, state provided medical treatment in countries throughout Europe and is valid for up to five years.

The EHIC is free for the whole family. It is not an alternative to travel insurance as you still need to be covered for things like cancellations, loss and theft, but it does mean that you’ll get the help you need in the event of a health emergency.

To find out more about the EHIC or get an application form contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(020) 7210 4850 (Customer Service Centre)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel:</td>
<td>0845 605 0707 (EHIC enquiry line)</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.dh.gov.uk/travellers">www.dh.gov.uk/travellers</a></td>
</tr>
</tbody>
</table>
Radio

There are a wide range of radio stations that older people find interesting to listen to. Listening to the radio can keep you informed of what is happening in the news, as well as provide an opportunity for you to put your views across on local issues by phoning talk shows.

One of the most popular radio stations in Northern Ireland that older people listen to is BBC Radio Ulster. There are however other smaller community radio stations that offer older people the opportunity to host a show and discuss local issues.

One example of this is Feile 103.2 FM which is a community radio station based in the Conway Mill, Belfast. They have a weekly one hour show (2.30pm - 3.30pm each Monday) hosted by older people discussing older peoples issues and views. If you would like to get involved contact Feile FM.

► Tel: (028) 9024 2002 (Feile FM)

Cuan FM 107.2

Cuan FM 107.2 operates in the Kircubbin and surrounding areas of the Ards Peninsula. The licence is restricted so they will be broadcasting live for 2 weeks only, between 29 July and 11 August 2012. However you can listen to the station all year round via the internet on www.cuanfm.co.uk
Older peoples issues and views are aired daily Monday to Friday between 2.00pm - 5.00pm as well as in the evenings using drama and reminiscence slots.

To find out more or to get involved contact Cuan FM.

Tel: (028) 4273 9021 (Cuan FM)

Day Centres

The South Eastern Health and Social Care Trust have a number of specialist day centres located within the community which caters for the needs of frail elderly, physically disabled and mentally ill people and those with dementia.

The centres provide:

- Day support, meaningful activity and personal care for a wide range of people, according to individual need
- Support and information for carers, as individuals and through carers groups.

This includes:

- Support to help remain in the community, for example, vulnerable elderly people with complex needs
- Opportunities to develop new skills and lifestyles and maximise potential
• Rehabilitation, health promotion and access to therapists
• Close links with community facilities which can provide different choices and opportunities.

A wide range of activities and services are available through their multi-disciplinary staff teams.

**Accessing the service**

Anyone can access day centres by phoning one of the following numbers.

### Lisburn

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9266 0801</th>
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</thead>
<tbody>
<tr>
<td>Name/Address:</td>
<td>Laurelhill Day Centre</td>
</tr>
<tr>
<td></td>
<td>Laurelhill House</td>
</tr>
<tr>
<td></td>
<td>1A Ballymacash Road</td>
</tr>
<tr>
<td></td>
<td>Lisburn</td>
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<tr>
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<td>BT28 3EX</td>
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<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9267 8998</th>
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</thead>
<tbody>
<tr>
<td>Name/Address:</td>
<td>Lisburn Day Centre</td>
</tr>
<tr>
<td></td>
<td>St. Pauls Day Centre</td>
</tr>
<tr>
<td></td>
<td>Ballinderry Road</td>
</tr>
<tr>
<td></td>
<td>Lisburn</td>
</tr>
<tr>
<td></td>
<td>BT28 1ST</td>
</tr>
<tr>
<td>Tel:</td>
<td>(028) 9062 2008</td>
</tr>
<tr>
<td>------</td>
<td>----------------</td>
</tr>
<tr>
<td>Name/Address:</td>
<td>Derriaghy Day Care Centre</td>
</tr>
<tr>
<td></td>
<td>Unit 7</td>
</tr>
<tr>
<td></td>
<td>Dunmurry Industrial Estate</td>
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<td></td>
<td>Dunmurry</td>
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<td></td>
<td>BT17 9HU</td>
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<tr>
<th>Tel:</th>
<th>(028) 9260 1228</th>
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<tr>
<td>Name/Address:</td>
<td>Drumlough House</td>
</tr>
<tr>
<td></td>
<td>3 - 19 Moira Road</td>
</tr>
<tr>
<td></td>
<td>Lisburn</td>
</tr>
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<table>
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<td>Name/Address:</td>
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</tr>
<tr>
<td></td>
<td>1 Laurel Way</td>
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<tr>
<td></td>
<td>Seymour Hill</td>
</tr>
<tr>
<td></td>
<td>Dunmurry</td>
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<td>Ardview House</td>
</tr>
<tr>
<td></td>
<td>18 The Ward</td>
</tr>
<tr>
<td></td>
<td>Ardglass</td>
</tr>
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<td>BT30 7UP</td>
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**Chapter 3**

**Physical Activity & Leisure**
<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9756 5631</th>
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<tbody>
<tr>
<td>Name/Address:</td>
<td>Ballynahinch Day Centre</td>
</tr>
<tr>
<td></td>
<td>Grove House</td>
</tr>
<tr>
<td></td>
<td>76 Antrim Road</td>
</tr>
<tr>
<td></td>
<td>Ballynahinch</td>
</tr>
<tr>
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<td>BT24 8AN</td>
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**North Down**

<table>
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<tr>
<th>Tel:</th>
<th>(028) 4272 9937</th>
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<tr>
<td>Name/Address:</td>
<td>Portaferry Day Centre</td>
</tr>
<tr>
<td></td>
<td>Portaferry Resource Centre</td>
</tr>
<tr>
<td></td>
<td>Ann Street</td>
</tr>
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<td>Portaferry</td>
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<tr>
<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Bayview Day Centre</td>
</tr>
<tr>
<td></td>
<td>13 Ballyholme Road</td>
</tr>
<tr>
<td></td>
<td>Bangor</td>
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<tr>
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**Ards**

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<tr>
<th>Tel:</th>
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<tr>
<td>Name/Address:</td>
<td>Towerview Day Centre</td>
</tr>
<tr>
<td></td>
<td>60 Bristol Park</td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
</tr>
<tr>
<td></td>
<td>BT23 4QP</td>
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Chapter 4

Older People’s Groups
Older people’s groups and organisations

Older Peoples Fora

There are four main older peoples forums established in the South Eastern HSC Trust area that provide information, support and act as a strong collective voice to lobby for older people.

Ards / North Down

<table>
<thead>
<tr>
<th>▶ Tel:</th>
<th>(028) 9127 1968</th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ Fax:</td>
<td>(028) 9147 7979</td>
</tr>
<tr>
<td>◆ email:</td>
<td><a href="mailto:agenda@agenorthdownards.co.uk">agenda@agenorthdownards.co.uk</a></td>
</tr>
<tr>
<td>◆ website:</td>
<td><a href="http://www.agenorthdownards.co.uk">www.agenorthdownards.co.uk</a></td>
</tr>
<tr>
<td>▶ Contact:</td>
<td>Ards over 50’s Forum</td>
</tr>
<tr>
<td></td>
<td>c/o Age North Down and Ards (AGENDA)</td>
</tr>
<tr>
<td></td>
<td>24 Hamilton Road, Bangor</td>
</tr>
<tr>
<td></td>
<td>BT20 4LE</td>
</tr>
<tr>
<td></td>
<td>Office opening hours: 10.00am - 2.00pm</td>
</tr>
<tr>
<td></td>
<td>Monday - Friday</td>
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</table>
Older Peoples Groups

There is a vibrant network of older peoples groups operating throughout the South Eastern HSC Trust area.

Many of these groups, which are run by volunteers, meet weekly and engage in a variety of activities including: physical activity, dancing, lunch clubs, arts and crafts, outings and much more.

For more information contact a group in your area.
## County Antrim

### Lisburn

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9266 0216</th>
</tr>
</thead>
<tbody>
<tr>
<td>► Contact:</td>
<td><strong>Windermere Thursday Club</strong>&lt;br&gt;Richard Haggan&lt;br&gt;Lillie Court&lt;br&gt;Lisburn&lt;br&gt;BT27 2YE</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9263 4394</th>
</tr>
</thead>
<tbody>
<tr>
<td>◆ email:</td>
<td><a href="mailto:tonagh@btconnect.com">tonagh@btconnect.com</a></td>
</tr>
<tr>
<td>► Contact:</td>
<td><strong>Tonagh Wednesday Group</strong>&lt;br&gt;Ingrid Irvine&lt;br&gt;1 Tonagh Drive&lt;br&gt;Lisburn&lt;br&gt;BT28 1DY</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>07778 119 231</th>
</tr>
</thead>
<tbody>
<tr>
<td>◆ email:</td>
<td><a href="mailto:info@damasklisburn.org">info@damasklisburn.org</a></td>
</tr>
<tr>
<td>◆ website:</td>
<td><a href="http://www.damasklisburn.org">www.damasklisburn.org</a></td>
</tr>
<tr>
<td>► Contact:</td>
<td><strong>Damask Community Outreach</strong>&lt;br&gt;Jane Dawson&lt;br&gt;Seymour Street Methodist Church Halls&lt;br&gt;46 Seymour Street&lt;br&gt;Lisburn&lt;br&gt;BT27 4XG</td>
</tr>
<tr>
<td>Contact</td>
<td>Phone</td>
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</tbody>
</table>
| Belsize Cruiser | (028) 9260 2044 | | | Kathleen Wilson  
Belsize Court  
Lisburn  
BT27 4BA |
| St Mark’s Monday Club | (028) 9267 7498 | kengamble@btinternet.com | | Rev Ken Gamble  
St Mark’s Church  
98 Ballymacash Road  
Lisburn  
BT28 3EZ |
| Age on Stage | (028) 9250 9509- Island Arts Centre  
07980 494 063 - Anthea McWilliams  
07889 039 520 - Jane Waugh | dancethememories@aol.com  
www.ageonstage.wordpress.com | | Anthea McWilliams (Tutor/Choreographer)  
Jane Waugh (Administrator)  
Island Arts Centre  
Lagan Valley Island  
Lisburn  
BT27 4RL |
<table>
<thead>
<tr>
<th>►Tel:</th>
<th>07507 113 672 (Paul Finnegan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>◀email:</td>
<td><a href="mailto:paul.finnegan@cruse.org.uk">paul.finnegan@cruse.org.uk</a></td>
</tr>
<tr>
<td>◀website:</td>
<td><a href="http://www.cruse.org.uk">www.cruse.org.uk</a></td>
</tr>
<tr>
<td>►Contact:</td>
<td>‘Beyond Words’</td>
</tr>
<tr>
<td></td>
<td>Cruse Friendship Group</td>
</tr>
<tr>
<td></td>
<td>Paul Finnegan</td>
</tr>
<tr>
<td></td>
<td>Little Green Allotments</td>
</tr>
<tr>
<td></td>
<td>2 Whitemountain Road</td>
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<tr>
<td></td>
<td>Lisburn</td>
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<td></td>
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<table>
<thead>
<tr>
<th>►Tel:</th>
<th>(028) 9267 4933 / (028) 9258 7295</th>
</tr>
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<tbody>
<tr>
<td>◀email:</td>
<td><a href="mailto:annemcbratney@gmail.com">annemcbratney@gmail.com</a></td>
</tr>
<tr>
<td>►Contact:</td>
<td>Seymour Street Methodist</td>
</tr>
<tr>
<td></td>
<td>Luncheon Club</td>
</tr>
<tr>
<td></td>
<td>Dorothy McAllister/Anne McBratney</td>
</tr>
<tr>
<td></td>
<td>Seymour Street Methodist Church Halls</td>
</tr>
<tr>
<td></td>
<td>46 Seymour Street</td>
</tr>
<tr>
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<td>Lisburn</td>
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<th>►Tel:</th>
<th>(028) 9147 5740 / 07798 898 584</th>
</tr>
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<tbody>
<tr>
<td>◀email:</td>
<td><a href="mailto:anne.murphy@positive-futures.net">anne.murphy@positive-futures.net</a></td>
</tr>
<tr>
<td>►Contact:</td>
<td>Positive Futures</td>
</tr>
<tr>
<td></td>
<td>Anne Murphy</td>
</tr>
<tr>
<td></td>
<td>Lisburn</td>
</tr>
</tbody>
</table>
**Maze Tuesday Club**
Ann Peoples
Maze Presbyterian Church
47 Kesh Road
Maze
BT27 5RR

**Tel:** (028) 9261 9566
**Email:** annpeoples@live.co.uk

**HSC Retirement Fellowship (Lisburn)**
Ashside
59 Drennan Road
Boardmills
Lisburn
BT27 6UR

**Tel:** (028) 9263 8654
**Email:** ashside@hotmail.co.uk

**Lisburn Retirement Group**
James Magill
8 Adlon Crescent
Lisburn
BT28 2EQ

**Tel:** (028) 9266 8014
**Email:** jmagill6@gmail.com
<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9260 1285</th>
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<tr>
<td>► Contact:</td>
<td>Sarah Crothers Senior Citizens Centre Norah McNally 8 The Grove Lisburn BT27 5LU</td>
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<tr>
<th>► Tel:</th>
<th>(028) 9258 0414</th>
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<td>◌ email:</td>
<td><a href="mailto:info@mountzion.cc">info@mountzion.cc</a></td>
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<td><a href="http://www.mountzion.cc/ministries/seniors">www.mountzion.cc/ministries/seniors</a></td>
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<tr>
<td>► Contact:</td>
<td>Friendship Club Pastor Nick Serb 137 Gregg Street Lisburn BT27 5AW</td>
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<tr>
<th>► Tel:</th>
<th>(028) 9258 7260</th>
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<tr>
<td>► Contact:</td>
<td>St Columba’s Afternoon Club Mrs W Ferguson St Columba’s Church 10 Killaney Avenue Lisburn BT28 1QU</td>
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<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9260 1790 Chairperson E McKeivor (028) 3834 0951 Secretary P Flowerday</th>
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<tr>
<td>◌ email:</td>
<td><a href="mailto:patflowerday@live.co.uk">patflowerday@live.co.uk</a></td>
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<tr>
<td>► Contact:</td>
<td>Greater Lisburn Ageing Well</td>
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## Dunmurry

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<tr>
<th>Tel:</th>
<th>(028) 9092 3444</th>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:loulou@footprintswomenscentre.com">loulou@footprintswomenscentre.com</a></td>
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<td>Website:</td>
<td><a href="http://www.footprintswomenscentre.org">www.footprintswomenscentre.org</a></td>
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<tr>
<td>Contact:</td>
<td>Footprints Womens Centre - Senior Citizens</td>
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<tr>
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<td>Lou-Lou Hewitt/Paula Irvine</td>
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<tr>
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<td>84A Colinmill</td>
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<th>(028) 9258 7143 / (028) 9267 6739</th>
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<tr>
<td>Email:</td>
<td><a href="mailto:kinson2339@sky.com">kinson2339@sky.com</a></td>
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<tr>
<td>Contact:</td>
<td>Evergreen Bowling Club</td>
</tr>
<tr>
<td></td>
<td>Jim Parkinson/Terry Kinghan</td>
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<tr>
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<td>Kilmakee Activity Centre</td>
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<tr>
<td></td>
<td>52A Rowan Drive</td>
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<td>Seymour Hill</td>
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<th>(028) 9062 3813</th>
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<tr>
<td>Contact:</td>
<td>The Lively Bunch</td>
</tr>
<tr>
<td></td>
<td>Mark and Patricia Magennis</td>
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<tr>
<td></td>
<td>Cloona House</td>
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<td>31 Colin Road</td>
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<td>Dunmurry</td>
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<tr>
<td>►Tel:</td>
<td>(028) 9267 8998 (Office)</td>
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<tr>
<td></td>
<td>07841 499 311 (Mobile)</td>
</tr>
<tr>
<td>≈email:</td>
<td><a href="mailto:junenewell@ageni.org">junenewell@ageni.org</a></td>
</tr>
<tr>
<td>►Contact:</td>
<td>Over 65’s Group (Twinbrook/Colin)</td>
</tr>
<tr>
<td></td>
<td>June Newell</td>
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<td></td>
<td>Pinetree Manor</td>
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<td></td>
<td>1 Glasvey Court</td>
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<td>BT17 0FD</td>
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| ►Tel:     | (028) 9062 3813        |
|          | 07841 150 949          |
| ≈email:  | pmillar@nicha.org.uk   |
| ►Contact:| West Belfast & Colin COPD Group |
|          | Pauline Millar/Umberto Scappaticci |
|          | Brook Activity Centre  |
|          | 25 Summerhill Road     |
|          | Dunmurry               |
|          | BT17 0RL               |

| ►Tel:     | (028) 9062 3813        |
| ≈email:  | scap@newcolin.com      |
| ►Contact:| Colin Area Men’s Shed |
|          | Umberto Scappaticci    |
|          | Cloona House and other venues in the Colin area |
### Older People’s Groups

<table>
<thead>
<tr>
<th>Contact</th>
<th>Tel:</th>
<th>Email</th>
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<tbody>
<tr>
<td>Golden Expectations</td>
<td>07590 622 583</td>
<td><a href="mailto:lagmoreparish@gmail.com">lagmoreparish@gmail.com</a></td>
</tr>
<tr>
<td>Golden Expectations</td>
<td>(028) 9043 0300</td>
<td><a href="mailto:rdiver@helmhousing.org">rdiver@helmhousing.org</a></td>
</tr>
<tr>
<td>Twinbrook Movers and Shakers</td>
<td>(028) 9060 3610</td>
<td><a href="mailto:stlukesfamilycentre@g.mail.com">stlukesfamilycentre@g.mail.com</a></td>
</tr>
</tbody>
</table>

**Golden Expectations**
Teresa Johnston  
Christ the Redeemer Parish Hall  
Lagmore Drive  
Dunmurry  
BT17 0TG

**Colin Men’s Group**
Rosemary Diver  
Pinetree Manor  
1 Glasvey Court  
Twinbrook  
Dunmurry  
BT17 0FD

**Twinbrook Movers and Shakers**
Margaret McGinn or Betty Harper  
St Lukes Family Centre - Cara House  
Twinbrook Road  
Dunmurry  
BT17 0RP
<table>
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<tr>
<th>► Tel:</th>
<th>(028) 9062 5491</th>
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<td><a href="mailto:isabelle15@hotmail.co.uk">isabelle15@hotmail.co.uk</a></td>
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<td>◆ website:</td>
<td><a href="http://www.dunmurrypresbyterian.org/265529811382.htm">http://www.dunmurrypresbyterian.org/265529811382.htm</a></td>
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<td>Dunmurry Senior Citizens Club</td>
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<tr>
<td></td>
<td>Isabelle MacFarlane</td>
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<td>Dunmurry Presbyterian Church Hall</td>
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<td>15 Glenburn Park</td>
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**Old Warren**

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<td>► Contact:</td>
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<th>► Tel:</th>
<th>(028) 9260 5335 (Church Office)</th>
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<td><a href="http://www.trinitylisburn.com">www.trinitylisburn.com</a></td>
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<td>Trinity Evergreens</td>
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<td>A Sofley</td>
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<td>Trinity Methodist Church</td>
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<tr>
<td>✉️ email:</td>
<td><a href="mailto:jmagill6@gmail.com">jmagill6@gmail.com</a></td>
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</table>
| ► Contact: | **Senior Citizens Saturday Club**  
Laganview Enterprise Centre  
James Magill  
Drumbeg Drive  
Old Warren  
Lisburn  
BT28 1NY |

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<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9267 5655</th>
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| ► Contact: | **St Patrick’s Senior Citizens Club**  
Patrick Graham  
Sarah Crothers Centre  
1A Beechland Drive  
Old Warren  
Lisburn  
BT28 1HR |

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<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9260 5335 (Church Office)</th>
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<tr>
<td>✉️ email:</td>
<td><a href="mailto:bookings@trinitylisburn.com">bookings@trinitylisburn.com</a></td>
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</table>
| ► Contact: | **Trinity Lunch Club**  
Alan Crawford  
Trinity Community Initiatives  
Trinity Methodist Church  
Knockmore Road  
Old Warren  
Lisburn  
BT28 2EA |
### Beechland Community Group

- **Tel:** 07867 410 732
- **Email:** jenjac59@yahoo.co.uk
- **Website:** [www.beechlandcommunitygroup.webs.com/contact-us](http://www.beechlandcommunitygroup.webs.com/contact-us)
- **Contact:** Beechland Community Group  
  Sarah Crothers Hall  
  Jennifer Jackson  
  1A Beechland Drive  
  Old Warren  
  Lisburn  
  BT28 1HR
- **Days:** September - June  
  Monday - Yoga fitness  
  Wednesday - Various  
  Friday - Tea dance

### Laganview Taichi for Health

- **Tel:** 07802 820 259
- **Email:** suzanne.vaughan1@gmail.com
- **Contact:** Laganview Taichi for Health  
  Suzanne Vaughan  
  Laganview Enterprise Centre  
  69 Drumbeg Road  
  Old Warren  
  Lisburn  
  BT28 1QJ
## Upper Ballinderry

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9262 1136</th>
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</table>
| Contact: | **Brookmount Seniors**  
Elizabeth Hendron  
Low Quarter Orange Hall  
37A Ballinderry Road  
Lisburn  
BT28 2QS |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9264 8101 / (028) 9264 8287</th>
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<tr>
<td>Email:</td>
<td><a href="mailto:andrene_m@hotmail.com">andrene_m@hotmail.com</a></td>
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</table>
| Contact: | **Hilltop Friends (Over 50’s Group)**  
Andrene McKnight/Noreen Mairs  
Magheragall Presbyterian Church Hall  
School Lane  
Upper Ballinderry  
Lisburn  
BT28 2NT |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9262 1492</th>
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</table>
| Contact: | **Magheragall 50 Plus Group Lunch Club**  
Margaret Nelson  
Magheragall Parish Church Hall  
72 Ballinderry Road  
Lisburn  
BT28 2QS |
### Older People’s Groups

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9262 1492</th>
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| **Contact:**  | Magheragall 50 Plus Group  
Margaret Nelson  
Magheragall Parish Church Hall  
72 Ballinderry Road  
Lisburn  
BT28 2QS |

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| **Contact:**  | Magheragall 50 Plus Group  
Senior Citizens Club  
Margaret Nelson  
Magheragall Parish Church Hall  
72 Ballinderry Road  
Lisburn  
BT28 2QS |

| Contact:      | Walking with Brookmount  
Elizabeth Hendron  
Low Quarter Orange Hall  
37A Ballinderry Road  
Lisburn  
BT28 2QS |
### Older People’s Groups

**Lisburn**

**Age NI 65+ Group (Lisburn)**
- **Contact:** June Newell
- **Address:** St Pauls, 3 Ballinderry Road, Lisburn, BT28 1UD
- **Days:** Monday, Thursday and Friday
- **Tel:** (028) 9267 8998 (Office)
  07841 499 311 (Mobile)

**Lisburn North Wednesday Club**
- **Contact:** Yvonne Rooney
- **Address:** Drumard Community Centre, 22A Drumard Court, Upper Ballinderry, Lisburn, BT28 2HT
- **Tel:** (028) 9260 4181

**Aghalee**

**Over 65’s Group**
- **Contact:** June Newell
- **Address:** 6 Lurgan Road, Aghalee, BT67 0DD
- **Tel:** (028) 9267 8998 (Office)
  07841 499 311 (Mobile)

**Website:** www.ageni.org
**Email:** junenewell@ageni.org
### Older People’s Groups

#### Crumlin

**Tel:** (028) 9265 1330  
**Email:** paddi@totten.org.uk  
**Website:** www.glenavyparish.co.uk

**Contact:** Glenavy Parish ‘Open Door’ Club  
Paddi Totten  
St Aidan’s Hall  
2 Belfast Road  
Glenavy  
Crumlin  
BT29 4LL

**Tel:** (028) 9442 3938

**Contact:** Feumore Friendship Group  
Mary Brady  
Glenaidan Centre  
Belfast Road  
Glenavy  
Crumlin  

*or*

5 Glenriver Park  
Glenavy  
Crumlin  
BT29 4FX
## County Down
### Moira

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<th>(028) 9261 2119</th>
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<td>Email:</td>
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<tr>
<td>Contact:</td>
<td>Moira Friendship Group</td>
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<tr>
<td></td>
<td>Alison Bell</td>
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<td>Support Worker</td>
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<td>Maghaberry Community Association/Friends Together</td>
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<td></td>
<td>Tracey Crothers</td>
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<td>18 Maghaberry Road</td>
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### Strangford

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<td><a href="mailto:minwe1@yahoo.co.uk">minwe1@yahoo.co.uk</a></td>
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</table>
| ► Contact:   | **Inverbrena Over 50’s Group**  
Maria Noble  
Inverbrena Community Centre  
Stella Maris Street  
Strangford  
BT30 7NJ |

### Ballykinlar

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 4461 2311</th>
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| ► Contact:   | **Forever Young Pensioners**  
Mona Strain  
88B Commons Road  
Ballykinlar  
BT30 8DG |

### Killough

<table>
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<tr>
<th>► Tel:</th>
<th>c/o (028) 4461 2311 (CDRCN)</th>
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<tbody>
<tr>
<td>☑️ Email:</td>
<td><a href="mailto:daniella@countydownrcn.com">daniella@countydownrcn.com</a></td>
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</table>
| ► Contact:   | **Killough Friendship Group**  
Daniella McCarry  
Killough Community Centre  
Main Street  
Killough  
BT30 8AT |
### Ardglass

<table>
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<tr>
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<tr>
<td>Contact:</td>
<td>Ardglass Friendship Group</td>
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<td></td>
<td>Jean Magee</td>
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<td>Ardglass Community Centre</td>
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<td>Ardglass</td>
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<td>BT30 7UR</td>
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| Tel:                  | (028) 4461 2311             |
| Email:                | bridiefitzsimons@yahoo.co.uk|
| Contact:              | Dunsford Arts and Crafts Group |
|                       | Mrs B Fitzsimons            |
|                       | Dunsford Hall               |
|                       | Church Road                 |
|                       | Ardglass                    |
|                       | BT30 7SZ                    |
## Downpatrick

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 4461 9632 07828 771 613</th>
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<tbody>
<tr>
<td>◇ email:</td>
<td><a href="mailto:jenny@flyinghorsewcf.org">jenny@flyinghorsewcf.org</a></td>
</tr>
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</table>
| ► Contact:          | **Active Mind/Active Body and Men Only**  
Jenny Laverty  
Trojan Horse Mobile  
Oriel Drive  
New Model Farm  
Downpatrick  
BT30 6HL |

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 4461 3434</th>
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<tr>
<td>◇ email:</td>
<td><a href="mailto:lindagoodmorningdown@yahoo.com">lindagoodmorningdown@yahoo.com</a></td>
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<td>◇ website:</td>
<td><a href="http://www.goodmorningni.org/down">www.goodmorningni.org/down</a></td>
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| ► Contact:          | **Good Morning Down**  
Linda Baker |

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<th>► Tel:</th>
<th>(028) 4481 1314</th>
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| ► Contact:          | **Loughinisland Bowling Club**  
Eddie Dornan  
Loughinisland Parochial Hall  
Downpatrick  
BT30 8QH |
<table>
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<tr>
<th>►Tel:</th>
<th>(028) 4484 1829 / 07719 132 508</th>
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</table>
| ►Contact: | Ballee and District Community Group  
Isabel Kelly  
Ballee Non Subscribing Presbyterian  
Church Hall  
Ballee Road  
Downpatrick  
BT30 7HF |

It is worth noting that our community group has a four mile radius policy from Ballee so we can directly serve those who live within our immediate community.
<table>
<thead>
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<th>(028) 4461 2871</th>
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<td><strong>Quoile Fold Coffee Club</strong></td>
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<td>Ann McLean</td>
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<td><a href="mailto:daniella@countydownrcn.com">daniella@countydownrcn.com</a></td>
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| Contact | Lunch Club at St Michael’s  
| M Cullen  
| 99 Irish Street  
| Downpatrick  
| BT30 6BS |
| Email: ppstpatricksdown@btinternet.com |
| Tel: (028) 4461 2084 |

| Contact | Lecale Walking Group  
| Daniella McCarry  
| 40 Killough Road  
| Ballymote Centre  
| Downpatrick  
| BT30 6PY |
| Email: daniella@countydownrcn.com |
| Tel: (028) 4461 2311 |
### Crossgar

**Contact:** Crossgar Friday Folk  
Patsy Quinn  
Toar Mhuire Monastery  
Downpatrick Street  
Crossgar  
BT30 9EA

**Tel:** (028) 4483 0380  
**Email:** ethnacahill@hotmail.com

**Contact:** Teconnought Tuesday Club  
Ethna Cahill  
Parochial House  
Drumanagher Road  
Crossgar  
BT30 9JQ

**Tel:** (028) 4483 0732 (Helen Graham)  
**Contact:** Crossgar Gardening Club  
Helen Graham  
Crossgar War Memorial Community Hall  
5 John Street  
Crossgar  
BT30 9EG
### Hillsborough

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| Contact: | **Drumlough VIP Club**  
| | Lou-Ann Jess  
| | Drumlough Presbyterian Church Hall  
| | Rafferty’s Hill Road  
| | Hillsborough  
| | BT26 6QB |

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| Contact: | **Evergreens**  
| | Pat Farmer  
| | Hillsborough Presbyterian Church  
| | Hillsborough  
| | BT26 6AA |
### Ballynahinch

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<td>Contact:</td>
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| Email:        | rwsmyth@btinternet.com |
| Contact:      | Magheradroll Bowling Club    |
|               | Brian Carson                 |
|               | Church Road                  |
|               | Ballynahinch                 |
|               | BT24 8LP                     |
### Kilyleagh/Shrigley

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<td>Cathy Houston</td>
</tr>
<tr>
<td>(028) 4482 8311</td>
<td>Wanda Rowan Hamilton</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:cathyhouston1@hotmail.co.uk">cathyhouston1@hotmail.co.uk</a></td>
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<tr>
<td><strong>Contact:</strong></td>
<td>Kilyleagh and Shrigley Friendship Seniors</td>
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<td><strong>Tel:</strong> (028) 4482 8586</td>
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<td><strong>Contact:</strong></td>
<td>Samuel Davidson</td>
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### Drumaness

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| Contact:     | Drumaness Monday Club  
|              | Anne McAleenan  
|              | Dan Rice Memorial Hall  
|              | Drumaness Road  
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|              | BT24 8RL |

### Dundrum

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| Contact:     | Dundrum Coastal Rowing Club  
|              | Stephen Armstrong |
### Newcastle

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| Contact: | **The Chit Chat Club**  
Maeve Dibsdale  
Parish Centre  
14 Main Street  
Newcastle  
BT33 0AD |

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<th>Tel:</th>
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| Contact: | **The Wednesday Club**  
Maureen Gribben  
Parish Centre  
14 Main Street  
Newcastle  
BT33 0AD |

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| Contact: | **Chair Aerobics**  
Sr Teresa Clancy  
Parish Centre  
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**Older People’s Groups**
### Castlewellan

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| **The Tuesday Club**  
(Castlewellan Regeneration Ltd)  
Margaret Cunningham  
Castlewellan Regeneration Ltd  
The Lodge  
1 Dublin Road  
Castlewellan  
BT31 9AQ |
| **Tel:**         | **07934 574 276** |
| **Contact:**     | **Annsborough Senior Club**  
Mary O’Toole  
Annsborough Social Club  
42 Ballylough Road  
Castlewellan  
BT31 9NN |
| **Tel:**         | **(028) 4377 8061** |
| **Contact:**     | **Kilmegan Bowling Club**  
Maureen McCabe  
St Malachy’s Roman Catholic Church  
Parish Hall  
91 Main Street  
Castlewellan  
BT31 9DH |
### Saintfield

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| Contact:          | Saintfield Wednesday Club  
| Pat Clarke        | Saintfield Health Centre  
| Fairview          | Saintfield          |
| BT24 7AD          |                 |

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| Contact:          | Wednesday Welcome  
| Mervyn Smyth      | Saintfield Parish Church Hall  
| Upper area        | 43 Main Street   |
| Saintfield        | BT24 7AB        |

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| Contact:          | Touch Team  
| First Saintfield Presbyterian Church  
| 21 Main Street   |
| Saintfield        | BT24 7AA       |
## Dromara

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<tr>
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<td>Drumlough Community Association</td>
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| Contact: | Carnalea Methodist Seniors Group  
Jennifer Hamilton  
Carnlea Methodist Church  
56A Rathmore Road  
Bangor  
BT19 1NL |

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| Contact: | Bangor West Probus Club  
John McEwen  
The Old Inn  
Crawfordsburn  
Bangor  
BT19 1JH |

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| Contact: | Bangor Parish Church Thursday Club  
Bertie Thompson  
Dufferin Hall  
2A Hamilton Road  
Bangor  
BT20 4LE |
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<th>Tel</th>
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<td>Email</td>
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| Contact    | Clandeboye Probus Club  
             | John Hamilton  
             | Clandeboye Lodge Hotel  
             | 10 Estate Road  
             | Bangor  
             | BT19 1UR |

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<td><a href="mailto:carole.tucker@salvationarmy.org.uk">carole.tucker@salvationarmy.org.uk</a></td>
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| Contact    | Senior Challenge  
             | Salvation Army  
             | Carole Tucker  
             | 7 - 11 Crosby Street  
             | Bangor  
             | BT20 5EE |

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<thead>
<tr>
<th>Tel</th>
<th>(028) 9127 5100</th>
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<tr>
<td>Email</td>
<td><a href="mailto:carole.tucker@salvationarmy.org.uk">carole.tucker@salvationarmy.org.uk</a></td>
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| Contact    | Home League  
             | The Salvation Army  
             | Carole Tucker  
             | 7 - 11 Crosby Street  
             | Bangor  
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<td>North Down &amp; Ards</td>
<td>(028) 9145 1535</td>
<td><a href="mailto:u3anorthdownandards@hotmail.com">u3anorthdownandards@hotmail.com</a></td>
<td><a href="http://www.ndau3a.com">www.ndau3a.com</a></td>
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<tr>
<td>University of the Third Age (U3A)</td>
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<td></td>
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<tr>
<td>Mary Cromey</td>
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<tr>
<td>The Curve</td>
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<td>Skipperstone Golden Age Club</td>
<td>(028) 9147 3324</td>
<td><a href="mailto:whitehillca@hotmail.co.uk">whitehillca@hotmail.co.uk</a></td>
</tr>
<tr>
<td>Sharon Hunt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32 South Avenue</td>
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<td>Meeting Point</td>
<td>(028) 9145 4546</td>
<td><a href="mailto:theoffice@hamiltonbaptist.com">theoffice@hamiltonbaptist.com</a></td>
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<tr>
<td>Roy Douds</td>
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<td>Hamilton Road Baptist Church</td>
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<tr>
<td>► Tel:</td>
<td>(028) 9146 0712</td>
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<tr>
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<td><a href="mailto:bangorparish@btconnect.com">bangorparish@btconnect.com</a></td>
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| ► Contact: | Bangor Parish Mother’s Union  
Joyce Cudworth  
St Comgall’s Church of Ireland  
2A Hamilton Road  
Bangor  
BT20 4LE |

| ► Tel: | (028) 9146 0712 |
| ► email: | bangorparish@btconnect.com |
| ► Contact: | HSC Retirement Fellowship  
Anna Ledgerwood  
St Comgall’s Church of Ireland  
Dufferin Hall  
2A Hamilton Road  
Bangor  
BT20 4LE |

| ► Tel: | (028) 9146 2896 |
| ► email: | jpeel1@tiscali.co.uk |
| ► Contact: | Bangor Probus Club  
J Peel  
Bangor Golf Club  
Broadway  
Bangor  
BT20 4RH |
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<tr>
<td></td>
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## Holywood

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<tr>
<td>Redburn Loughview Community Forum</td>
<td>(028) 9042 7994</td>
<td><a href="mailto:ricf@live.co.uk">ricf@live.co.uk</a></td>
</tr>
<tr>
<td>Louise Green</td>
<td>95B Abbey Ring</td>
<td>Holywood</td>
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## Older People’s Groups

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<tr>
<td>55+ Group</td>
<td>(028) 9042 8036</td>
<td><a href="mailto:julie.crozier@northdown.gov.uk">julie.crozier@northdown.gov.uk</a></td>
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<tr>
<td>Julie Crozier</td>
<td>Redburn Community Centre</td>
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<tr>
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<tr>
<td>► Tel:</td>
<td>(028) 9042 7842 07926 067 266</td>
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<tr>
<td>► Contact:</td>
<td>Holywood CFC Men’s Group</td>
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<tr>
<td></td>
<td>Andrew Kenny</td>
<td></td>
</tr>
<tr>
<td></td>
<td>108 High Street</td>
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<tr>
<td>◼ email:</td>
<td><a href="mailto:office@firsthollywood.co.uk">office@firsthollywood.co.uk</a></td>
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<td><a href="http://www.firsthollywood.co.uk">www.firsthollywood.co.uk</a></td>
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<tr>
<td>► Contact:</td>
<td>The Thursday Club</td>
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<tr>
<td></td>
<td>Caroline A Stevenson</td>
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<tr>
<td></td>
<td>First Holywood Presbyterian Church</td>
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<td></td>
<td>7 Bangor Road</td>
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<td>Holywood Ladies Probus</td>
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Older People’s Groups

## Newtownards

**Tel:** (028) 9181 5071

**email:** g.fitness@live.co.uk

**website:** www.kiltongachristiancentre.co.uk

**Contact:**
Kiltonga Christian Centre
Pam Williamson
Kiltonga Christian Centre
36A Belfast Road
Newtownards
BT23 4XQ

---

**Tel:** (028) 9181 3193 (Parish Centre)

**website:** www.stmarksnewtownards.co.uk

**Contact:**
St Marks Evergreen Club
Norma Steele
St Mark’s Parish Centre
Church Street
Newtownards
BT23 4AN
### Older Women’s Exercise Group

<table>
<thead>
<tr>
<th>►Tel:</th>
<th>(028) 9182 2859</th>
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<tr>
<td>◆email:</td>
<td><a href="mailto:glenward.community@virgin.net">glenward.community@virgin.net</a></td>
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<tr>
<td>►Contact:</td>
<td>Older Women’s Exercise Group</td>
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<tr>
<td></td>
<td>Margaret Cox</td>
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<tr>
<td></td>
<td>Glen Community Centre</td>
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### Golden Crafts Group

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### Monday Lunch Club

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<tr>
<th>►Tel:</th>
<th>(028) 9065 6725</th>
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<td>◆email:</td>
<td><a href="mailto:info@thelinkcentre.org">info@thelinkcentre.org</a></td>
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<td>Irene Donaldson</td>
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<tr>
<td></td>
<td>The Link FCC</td>
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<tr>
<td></td>
<td>10 West Street</td>
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**Chapter 4**

122

**Older People’s Groups**
### Senior Citizens Drop In

| Contact: | Irene Donaldson  
The Link FCC  
10 West Street  
Newtownards  
BT23 4EN |
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### Scrabo Ladies Probus Club

| Contact: | Patricia A Holte  
Strangford Arms Hotel  
90 - 92 Church Street  
Newtownards  
BT24 4AL |
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<tr>
<td>Tel:</td>
<td>(028) 9187 8309</td>
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<tr>
<td>Email:</td>
<td><a href="mailto:p.holte@hotmail.co.uk">p.holte@hotmail.co.uk</a></td>
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### First Newtownards Friendship Hour

| Contact: | Dee Fallows  
First Presbyterian Church  
Frances Street  
Newtownards  
BT23 7DY |
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<tr>
<td>Tel:</td>
<td>(028) 9181 1802</td>
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<tr>
<td>Email:</td>
<td><a href="http://www.office@firstards.org.uk">www.office@firstards.org.uk</a></td>
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<td>Website:</td>
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<td>Contact:</td>
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<tr>
<td>Second Half Over 50’s Club</td>
<td>(028) 9182 1721</td>
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<tr>
<td>North Down and Ards Christian Fellowship Church</td>
<td>Tel: (028) 9065 6725</td>
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<tr>
<td>Irene Donaldson</td>
<td>Link Lunch Club and Thursday Drop In</td>
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<tr>
<td>Anne Murphy</td>
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## Ballywalter

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<td><a href="mailto:sandra@countydownrcn.com">sandra@countydownrcn.com</a></td>
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<td>► Contact:</td>
<td>Ballywalter Seniors Club</td>
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<td>Sandra Henderson</td>
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<td>Ballywalter Village Hall</td>
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<td>49 - 51 Main Street</td>
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Ballygowan

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<tr>
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| Tel: | (028) 9752 8698 |
| Email: | mail@bhamilton.plus.com |
| Website: | www.ballygowan.org.uk/seniors |

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### Killinchy

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<td>Email:</td>
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<tr>
<td>Contact:</td>
<td><strong>Killinchy Senior Citizens</strong></td>
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<td>Joan Warrington</td>
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<td>Contact:</td>
<td><strong>Lisbane Lunch Club</strong></td>
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<td>Avril Torrens</td>
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<td>16 Lisbarnett Road</td>
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<tr>
<td>Contact:</td>
<td><strong>Dementia Activity Group</strong></td>
</tr>
<tr>
<td></td>
<td>Nicola Neill/Roisin Coulter</td>
</tr>
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<td>2nd Comber Presbyterian Church</td>
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<td>Killinichy Street</td>
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<td>Comber</td>
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<td>BT23 5AP</td>
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Group/Club Registration Form

The South Eastern HSC Trust’s Health Development Department in association with Age NI, the Public Health Agency and the four main older people’s forums in Lisburn, Down, North Down and Ards are in the process of establishing a South Eastern Older Peoples Network which we are inviting your group to join. We currently have over 100 older peoples groups registered so please return this form and get connected.

The aim of the network is to:

- Share information and best practice
- Identify any resource and training needs your group may have
- Identify ‘local’ older peoples issues and concerns
- Establish a support structure for your group
- Identify gap areas in the South Eastern area.

How will your group’s information be used?

The information below will be used to:

1. Establish a network database and distribution list so that we can keep you informed about grants, training and other useful information
2. Information may be shared with other organisations and agencies who can offer your group support. Example: your local Council, Age NI, Volunteer Now, Public Health Agency, Rural Community Network
3. Club contact details will be added to the NEW Older Peoples Directory of Services and associated web-site.
### Club contact details: *(This information **will** be published)*

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<thead>
<tr>
<th><strong>Name of Group/Club</strong></th>
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<thead>
<tr>
<th><strong>Contact person’s name:</strong> (optional)</th>
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<th><strong>Locality:</strong> (please circle)</th>
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<tr>
<td>Lisburn</td>
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<tr>
<th><strong>Address and postcode</strong> where the group meets</th>
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<tr>
<th><strong>Group/Club website</strong></th>
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<thead>
<tr>
<th><strong>We would/would not like to be part of this network:</strong> (please delete)</th>
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<tr>
<td>Signature:</td>
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<tr>
<td>Position:</td>
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<tr>
<td>Date:</td>
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<table>
<thead>
<tr>
<th><strong>Please give a reason for not wanting to be part of the Older Peoples Network</strong></th>
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*(This information will **not** be published in the Directory)*

### Group contact name *(Please print)*

| **Group contact name** *
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Please complete and return this form to:

<table>
<thead>
<tr>
<th>Health Development Department</th>
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<tbody>
<tr>
<td>Level 5</td>
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<tr>
<td>Lisburn Health Centre</td>
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<tr>
<td>BT28 1LU</td>
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<thead>
<tr>
<th><strong>Tel:</strong> (028) 9266 5181 ext: 4823</th>
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<tr>
<td><em>(Please get in touch if you have any questions)</em></td>
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<table>
<thead>
<tr>
<th><strong>email:</strong></th>
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<tbody>
<tr>
<td><a href="mailto:health.development@setrust.hscni.net">health.development@setrust.hscni.net</a></td>
</tr>
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</table>

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129
Chapter 5

Housing
Housing

Types of Housing

Social housing

To apply for a housing executive or housing association property you need to complete a housing application. This will allow you to be considered by all social landlords who have housing in the area(s) in which you want to live. This form will also allow you to apply for sheltered housing and specialist accommodation where extra support is available for people with special needs.

You can download the housing application form from the **NIHE** website, collect one from your local housing executive district or housing association office or call:

Tel: 03448 920 900

However if you are a housing association tenant wishing to transfer then you should still contact your housing association.

Sheltered housing

Sheltered accommodation is a term used to describe a group of dwellings built in accordance with specific guidelines set by the Department of Social Development, designed for older or disabled people and with support provided on site.
Sheltered accommodation aims to promote residents’ independence for as long as possible while at the same time ensuring contact with support staff and others, enabling residents to access help and assistance when needed.

Contact with other tenants ensures that an active social life can continue to be enjoyed even as one becomes frailer. Most sheltered schemes provide the following facilities and services:

- Self contained accommodation (apartment or bungalow)
- Central heating
- Scheme supervisor service
- 24 hour call centre support
- Communal rooms for social use
- Laundry room
- Guest room for friends or relatives
- Landscaped gardens.

Residents will usually hold a secure tenancy although some are leaseholders or owners. Tenants of sheltered accommodation are in every regard independent, free to come and go and have visitors as they wish, subject of course to the provision that nuisance is not caused to other tenants of the scheme.

When you are looking for sheltered housing think about:

- The size and design of individual units
- The level of support available
- What it costs, including service charges, you would be responsible for
• Any rules that might adversely affect you, for example, keeping pets
• How current residents view it as a place to live.

Sheltered housing in Northern Ireland is developed by housing associations to meet housing need identified by the Northern Ireland Housing Executive (NIHE).

Most housing associations also provide general needs social housing, such as houses, flats and bungalows, as well as sheltered or supported housing. EROSH (Essential Role of Sheltered Housing) have developed a directory of sheltered accommodation in Northern Ireland. This can be downloaded from the NIHE website or by telephone:

► Tel: 03448 920 900

**Supported Housing**

The purpose of supported housing is to ensure that our tenants, (frail older people and older people with dementia), are supported to live well and age positively. Our service is designed to reduce the impact of the onset of disabilities commonly associated with ageing particularly dementia.

Staff are trained to help tenants optimise and maintain their own independence and they will provide practical, specifically planned support and care for each tenant as required.
Staff will be on duty 7 days per week over a 24 hour period. Tenants will be supported and encouraged to carry out daily living tasks to remain active and independent.

For more information please contact:

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<tr>
<th>Tel:</th>
<th>(028) 4461 7260</th>
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<tr>
<td>Contact:</td>
<td>Cedar Court</td>
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<tr>
<td></td>
<td>Supported Housing Facility</td>
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<td></td>
<td>100 Bridge Street</td>
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<td>Downpatrick</td>
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**Sheltered Housing Support**

The Sheltered Housing Support Service is provided by the South Eastern Health and Social Care Trust. This is a peripatetic service that has been developed to meet the support needs of clients living in sheltered housing. The service is intended to assist people with higher level support needs than can be catered for within the community. Promoting independence and choice by assisting clients to maintain a good standard of living helps to reduce the need for placements to residential and nursing home facilities.

Clients are referred to the South Eastern HSC Trust care management team by the facility warden. After the assessment of need and risk assessment has been conducted, a support plan is completed with the agreement of the client.
A support worker assists clients on a daily and weekly basis with the following tasks:

- **Cleaning**: To encourage and motivate clients by assisting them to maintain a good standard of cleanliness within their environment.
- **Laundry**: To encourage and motivate clients by assisting them with washing/drying of laundry in order to maintain a good standard of hygiene.
- **Shopping**: To encourage and motivate clients by assisting them to maintain a good standard of nutrition.

For further information contact the facility warden:

| Tel:                | (028) 9127 1664 |
|---------------------|-----------------
| Contact:            | **Clanmill Sheltered Housing** |
|                     | Donaghadee Road |
|                     | Bangor          |
|                     | BT20 4QR        |

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<tr>
<th>Tel:</th>
<th>(028) 9188 4167</th>
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<td>Contact:</td>
<td><strong>The Imperial</strong></td>
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<tr>
<th>Tel:</th>
<th>(028) 9188 3611</th>
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<td>Contact:</td>
<td><strong>Abbeyfield House</strong></td>
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<td>Tel:</td>
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<td>Contact:</td>
<td>Abbeyfield House</td>
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<td>1 Barnagh Close</td>
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<tr>
<th>Tel:</th>
<th>(028) 9146 5219</th>
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<td>Contact:</td>
<td>Abbeyfield House</td>
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<td>63 Ballyholme Road</td>
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<th>Tel:</th>
<th>(028) 9127 3328</th>
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<td>Contact:</td>
<td>Abbeyfield House</td>
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<td>30 Bloomfield Road</td>
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<th>Tel:</th>
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<td>Abbeyfield House</td>
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<td>2A Ward Avenue</td>
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<th>Tel:</th>
<th>(028) 9181 2381</th>
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<tr>
<td>Contact:</td>
<td>Abbeyfield House</td>
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<td>156 Greenwell Street</td>
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<td></td>
<td>Newtownards</td>
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Fold Group

Fold provides quality and affordable social housing in over 55 towns and cities throughout Northern Ireland. They provide sheltered housing for the over 55’s and general needs housing for families and single people. Also they offer a range of specialist care facilities for the frail elderly, people with dementia and learning disabilities.

Tel: (028) 9042 8314  
Email: info@foldgroup.co.uk

Private renting

If you have queries and are seeking advice about renting privately there is some information on the NI Housing Executive’s website. If you are having problems with your landlord or in connection with your private tenancy you can contact:

Tel: 03448 920 900  
Website: NIHE website
**Housing Rights**

Housing Rights Service provides a range of services to members of the public and to other organisations involved in providing advice and information on housing.

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<tr>
<th>Tel:</th>
<th>0300 323 0310</th>
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<tr>
<td>Contact:</td>
<td>Mortgage Debt Advice line</td>
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**Housing Advice NI**

Housing Rights Service publishes housingadviceNI, a resource that aims to provide reliable independent housing advice and information to the public in Northern Ireland. Telephone or consider getting legal advice.

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<tr>
<th>Tel:</th>
<th>(028) 9050 3000</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Citizens Advice Northern Ireland</td>
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**Homelessness**

If you have no home or are at risk of losing your home you should seek help at your local Housing Executive District office or the Homeless Advice Centre. The level of help the executive can give you depends on your particular circumstances. The help may range from advice and assistance, to providing temporary accommodation to permanent accommodation.

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<tr>
<th>Tel:</th>
<th>0344 892 0900</th>
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<tbody>
<tr>
<td>Website:</td>
<td>NIHE</td>
</tr>
<tr>
<td>Contact:</td>
<td>NIHE Homeless Advice Centre</td>
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32 - 36 Great Victoria Street
Belfast
BT2 7BA
Renovations and Building Work

If you are considering doing renovations or building work on your home you need to consider whether or not you need planning permission.

The Planning Service for Northern Ireland can provide you with information on what adaptations you need planning permission for, how to apply, and how to make an appeal against a refusal for planning permission. For more information contact:

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<tr>
<th>Tel:</th>
<th>(028) 9041 6700</th>
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<tbody>
<tr>
<td>Website:</td>
<td>Planning Service for Northern Ireland</td>
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<tr>
<td>Contact:</td>
<td>Planning Service Headquarters</td>
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Buying your Home

Housing Executive tenants

Housing Executive tenants wishing to purchase their homes must have a minimum of five years tenancy, either with the Housing Executive or a qualifying landlord.

Some tenants who have not had a tenancy for the full five years may still be able to buy their home, for example, if your partner or parent was previously the tenant.
You can get an application form and advice leaflet from your local district Housing Executive office or contact:

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<tr>
<th>►Tel:</th>
<th>03448 920 900</th>
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<tr>
<td>website:</td>
<td>NIHE</td>
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Tenants can now buy their house in stages under ‘equity sharing’ – part ownership and part rental. If you purchase under this scheme you become liable for all maintenance to the property.

**General advice about buying**

If you are considering buying your own home, the **Buying Your Home** section on the Housing Executive website contains additional advice.

**Care homes**

Care homes provide accommodation, personal care and sometimes nursing care. They are staffed 24 hours a day and all meals are provided.

Care homes are intended for older people whose care and support means they can no longer live independently.

The costs are usually high compared to other housing options.
Before considering a move to a care home speak to your GP who can refer you to a care manager who will be able to give you advice and assess your need for this type of care.

The care manager can also carry out a financial assessment to see if you would be eligible for any financial help with paying costs of a care home.

If you have assets (including savings, income, property) of £23,000 or more you will probably be expected to pay the full cost of the care home yourself.

The value of the property will not be included as assets if the husband or wife of the person moving into the care home remains at home or if a relative aged 60+ or a disabled relative remains at home.

Care managers will be able to give you all the information you need and will provide you with an information pack.

The information pack includes the following factsheets:

- What is care management?
- What is a care manager?
- Choosing a care home: your questions answered
- Going into a care home: the financial implications
- A list of care homes in your surrounding area
- What to look for in a care home.
This last document in particular is useful as it provides a checklist of questions that you can use to help with choosing a care home.

For example there are questions around the fees charged, the contract between you and the home, the level of care and help that you would be given, staffing issues, standard of accommodation, location, meals and leisure activities offered.

The national minimum standards for care homes for older people require contracts and statements of terms and conditions to describe:

- The room to be occupied
- Care and services covered by the fees
- The fee payable and by when
- Any additional services not covered by the fees
- Rights and obligations of the service user and the home
- Terms and conditions of occupancy, including period of notice.

Full details of nursing home regulations can be found by visiting the following link:

website: Nursing Home Regulations NI
Living with Family

Moving in with relatives can seem like an attractive option and in many cases works well. If you are considering an arrangement of this kind, it is important for everyone to be honest and realistic in what they expect. You could move into your relative’s existing property, or they into yours.

Self-contained granny flats offer more privacy and can be added to existing properties. Alternatively you could purchase a larger property between you.

Issues that you need to be clear about include the level of support that your family can provide for you. What will happen if your care needs increase?

If you invest in your relatives’ property, or purchase a property jointly, it can cause complications if you then have to be means tested for assistance with care home fees, at some future point.

Finally, are all the parties involved happy with the idea? It is best to share doubts at the outset rather than let resentment build up.

If you are planning to invest in a relatives’ property, or purchase one together, take legal advice and consider having a formal agreement drawn up. This can prevent misunderstandings and ill feeling later on.
Help from health and social care: care management

Care management is the process through which people who have very complex needs are given the assistance they need to enable them to decide how best their needs can be met. This relates to people who require a very intensive level of care in the home or a care home placement. A care manager from the Health and Social Care Trust will coordinate a full assessment of your needs by getting information from your doctor, nurse, social worker, occupational therapist and physiotherapist. They will involve you and your family or carers in all decisions and can arrange the care you require as well as provide information on groups in your area that may also be helpful to your particular circumstances. For more information speak to your social worker or your GP.

Care may include support from the following health care professionals:

- Occupational therapists who can help solve practical problems you may have carrying out everyday activities such as getting around your house or washing and dressing
- Home helps who can help with some tasks around your home such as making meals, lighting fires or shopping
• District nurses who can provide clinical care such as giving injections, treating wounds, monitoring blood pressure
• Physiotherapists who can help improve your physical movements
• Care assistants who can provide intensive domiciliary care such as help with personal care, assistance in and out of bed, respite for carers, meals, shopping.

Adaptations and safety equipment

If you are having difficulty with any activities of daily living such as getting out of bed, getting washed or getting around your home, an occupational therapist may be able to help you by teaching you easier, safer ways of doing things, or may suggest and arrange provision of assistive equipment or home adaptations to enable you to be independent. These might include hand-rails, bath seats, showers, stair lift, ramps, wheelchairs and bedroom or shower-room extension but not limited to these items.

Funding for housing adaptation is determined by who owns your home. If you live in social housing that is, NIHE or housing association owned housing; your landlord will complete the works on the recommendation of an occupational therapist. If you live in NIHE accommodation, some adaptations such as handrails may be provided without referral to occupational therapy. To get more details contact your local NIHE office:

| ►Tel: | 03448 920 900 |
| ►Contact: | NIHE office |
If your home is privately owned or rented, minor adaptations necessary because of a disability may be funded by your local Health and Social Care Trust. Major adaptations such as provision of a shower facility, can be accessed via the disabled facilities grant available through NIHE.

Disabled Facilities Grant

The disabled facilities grant available through NIHE for homeowners, landlords and private tenants, provides adaptation work to your home if you have difficulty getting around your own home or have a disability.

Typical work may include:

- Improving access to your bathroom, living room or bedroom
- Providing additional bathroom facilities
- Enlarging the kitchen or providing low level units
- Adapting lighting or heating controls
- Improving your heating system eg. changing from open fire to a switch operated system.

Grants are only considered through referral from an occupational therapist. Speak to your GP if you are not already under the care of an occupational therapist.

What are Direct Payments?

If your local Health and Social Care Trust assess you as needing help with daily living tasks, it may be possible for you to get direct payments instead of services provided by the Trust.
You could use the money you get from direct payments to employ a personal assistant or buy services from an agency of your choice to support you at home, as well as daytime activities and respite. Direct payments are available to disabled people with any impairment, including learning disability, and mental health service users.

To find out more about Direct Payments:

- Ask your social worker or care manager if you have one. If you are not already getting a service from the Health and Social Care Trust you can refer yourself to social services who will organise an assessment of your needs.

For further information on direct payments contact your Locality Office below.

**Older Peoples Locality Offices**

**Lisburn**

<table>
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<tr>
<th>Tel:</th>
<th>(028) 9266 5181</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Lisburn Health Centre</td>
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<td>Linenhall Street</td>
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<td>Lisburn</td>
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<td>BT28 1LU</td>
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<tr>
<th>Tel:</th>
<th>(028) 9268 3609</th>
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<tr>
<td>Contact:</td>
<td>Hillsborough Community Services</td>
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<tr>
<td></td>
<td>29 Ballynahinch Street</td>
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<td>Hillsborough</td>
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<td>BT26 6AW</td>
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**Housing**
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<tr>
<th>District</th>
<th>Tel:</th>
<th>Contact</th>
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<tbody>
<tr>
<td></td>
<td>(028) 9060 2705</td>
<td>Stewartstown Road Health Centre</td>
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<td></td>
<td></td>
<td>212 Stewartstown Road</td>
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<td>Dunmurry</td>
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<td>BT17 0FB</td>
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<td></td>
<td>(028) 9030 1029</td>
<td>Dunmurry Community Services</td>
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<td>19 - 21 Upper Dunmurry Lane</td>
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**Down**

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<tr>
<th>Tel:</th>
<th>(028) 9756 5456</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Ballynahinch Community Services</td>
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<td>45 - 47 Main Street</td>
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<td>Ballynahinch</td>
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<td>BT24 8DN</td>
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<td>Tel:</td>
<td>(028) 4372 3346</td>
</tr>
<tr>
<td>Contact:</td>
<td>Newcastle Community Services</td>
</tr>
<tr>
<td></td>
<td>20 - 22 Park Avenue</td>
</tr>
<tr>
<td></td>
<td>Newcastle</td>
</tr>
<tr>
<td></td>
<td>BT33 0DY</td>
</tr>
<tr>
<td>Tel:</td>
<td>(028) 9751 0575</td>
</tr>
<tr>
<td>Contact:</td>
<td>Saintfield Health Centre</td>
</tr>
<tr>
<td></td>
<td>16 Fairview</td>
</tr>
<tr>
<td></td>
<td>Ballynahinch Road</td>
</tr>
<tr>
<td></td>
<td>Saintfield</td>
</tr>
<tr>
<td></td>
<td>BT24 7AD</td>
</tr>
<tr>
<td><strong>Tel:</strong></td>
<td>(028) 4377 2090</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------</td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Castlewellan Community Services</strong></td>
</tr>
<tr>
<td></td>
<td>23 Newcastle Road</td>
</tr>
<tr>
<td></td>
<td>Castlewellan</td>
</tr>
<tr>
<td></td>
<td>BT31 9DP</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Tel:</strong></th>
<th>(028) 4483 0707</th>
</tr>
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<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Crossgar Community Services</strong></td>
</tr>
<tr>
<td></td>
<td>2/4 John Street</td>
</tr>
<tr>
<td></td>
<td>Crossgar</td>
</tr>
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<td></td>
<td>BT30 9EG</td>
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<table>
<thead>
<tr>
<th><strong>Tel:</strong></th>
<th>(028) 4461 3811</th>
</tr>
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<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Downpatrick Community Services</strong></td>
</tr>
<tr>
<td></td>
<td>Downe Hospital</td>
</tr>
<tr>
<td></td>
<td>2 Struell Wells Road</td>
</tr>
<tr>
<td></td>
<td>Downpatrick</td>
</tr>
<tr>
<td></td>
<td>BT30 6RL</td>
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</table>

**North Down**

<table>
<thead>
<tr>
<th><strong>Tel:</strong></th>
<th>(028) 9042 6881</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Holywood Health and Care Centre</strong></td>
</tr>
<tr>
<td></td>
<td>28 High Street</td>
</tr>
<tr>
<td></td>
<td>Holywood</td>
</tr>
<tr>
<td></td>
<td>BT18 9AD</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Tel:</strong></th>
<th>(028) 9146 8521</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Bangor Administration Building</strong></td>
</tr>
<tr>
<td></td>
<td>Newtownards Road</td>
</tr>
<tr>
<td></td>
<td>Bangor</td>
</tr>
<tr>
<td></td>
<td>BT20 4LB</td>
</tr>
</tbody>
</table>
### Financial Support to Live Independently

#### Housing benefit and rates relief

If you are a tenant or own your own home you may be able to get help with your housing costs through benefit which is a social security benefit to help people on a low income to pay their rent and rates.

The amount you get depends on:

- The amount of money coming into the home
- The amount of savings
• Personal circumstances (such as having children, being disabled, who else lives in the household)
• The amount of rent charged
• The amount of rates payable.

**Housing benefit for Housing Executive and housing association tenants and tenants who are renting privately**

The NIHE assesses housing benefit claims for Housing Executive and housing association tenants and also private rented tenants. Housing benefit is payable for rent, rates and some service charges. You cannot get housing benefit on charges for things such as meals, fuel charges or cleaning your home, as everyone has these expenses. Rates relief can provide additional assistance if needed with payments of your rates charge.

If you have a query or wish to claim housing benefit and rates relief and are either a Housing Executive tenant, housing association tenant or renting privately, you can phone the Housing Executive who will put you in touch with someone to speak to. Both benefits can be applied for by using the same application form.

For more details about claiming housing benefit and rates relief go to the Housing Executive website:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0344 892 0900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.nihe.gov.uk/index/hb_home.htm">www.nihe.gov.uk/index/hb_home.htm</a></td>
</tr>
</tbody>
</table>
Housing benefit and rates relief for owner occupiers

If you own your own home and want to get an application for housing benefit and rate relief:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0300 200 7801</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land and Property Services Helpline</td>
<td></td>
</tr>
<tr>
<td>email:</td>
<td><a href="mailto:housingbenefit.rating@lpsni.gov.uk">housingbenefit.rating@lpsni.gov.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Land and Property Services (Rating Services) or Housing Benefit Centre Unit</td>
</tr>
<tr>
<td></td>
<td>Londonderry House</td>
</tr>
<tr>
<td></td>
<td>21 - 27 Chichester Street</td>
</tr>
<tr>
<td></td>
<td>Belfast</td>
</tr>
<tr>
<td></td>
<td>BT1 4JB</td>
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</tbody>
</table>

Owner occupiers and help with paying rates: Disabled Person’s Allowance Scheme

You may be entitled to a reduction of 25% in your domestic rate bill if you are eligible for the Disabled Person’s Allowance Scheme. In order to qualify for this your property must have been adapted to meet the needs of a person with a disability who lives in your home.

To apply for the Disabled Person’s Allowance Scheme, the person who pays the rates on the property needs to fill in an application form. To get an application form contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0300 200 7801</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land and Property Services Helpline</td>
<td></td>
</tr>
</tbody>
</table>
Lone Pensioner Allowance

If you are over 70 and live alone you may be eligible for the Lone Pensioner Allowance, a scheme introduced in April 2008, to give eligible pensioners a 20% discount on their rates. This scheme applies to people who are over 70 and live alone and pay rates for their home. It is not means tested so it does not depend on income or savings. In certain circumstances some people over 70 who do not live alone may still be eligible.

If you are an owner occupier and want to find out more contact:

▶ Tel: 0300 200 7801 (Land and Property Services Helpline)

If you rent your home contact the Housing Executive:

▶ Tel: 03448 920 900
▶ Contact: Housing Executive

Supporting people

The Supporting People Programme is administered by the Northern Ireland Housing Executive. Supporting people provides funding for housing support services for groups of vulnerable people eg. older people living in sheltered or specialist accommodation, to help them live as independently as possible.

Housing Support Services can include warden type services, intercom services, emergency alarm services and help with filling in benefit forms.
Supporting people does not cover personal or care services, such as help with taking medication, bathing, cooking or cleaning your home. If you are living in sheltered accommodation you may be entitled to help with your housing support costs.

If you are in receipt of housing benefit (any amount from 1p upwards) you will not have to pay for any supporting people services that your housing association provides.

For more information about supporting people and the housing related support services you receive please contact your housing association.

**Upkeep of your home**

If you are having difficulty maintaining and paying for the upkeep of your home, there may be grants available for repairs or to upgrade your heating system. For more information contact the [Warm Home Plus Scheme](#) or visit their website:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0800 988 0559</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="#">www.warm-homes.com</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Warm Home Plus Scheme Freephone</td>
</tr>
</tbody>
</table>

**Grants available from NIHE**

Grants which are available to homeowners and private tenants include:

- Home Repair Assistance Grants to carry out moderate repairs, improvements, eg. roof repairs and rewiring, as well as basic security measures
and adaptations. You need to be in receipt of Pension Credit, Income Support or Housing Benefit to apply for this grant
• Disabled Facilities Grant.

For more information and application forms contact the NIHE Grants Office. (You can only access the Disabled Facilities Grant if you have been assessed by an occupational therapist).

<table>
<thead>
<tr>
<th>Tel:</th>
<th>03448 920 900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td>NIHE Grants Office</td>
</tr>
</tbody>
</table>
| Contact:     | NIHE Grants Office  
               Laganview House  
               95 Ann Street  
               Belfast  
               BT1 3HF |

Helping you through the grants process

The local Housing Executives Grants Office will be pleased to answer your questions at any stage of the process. If you are elderly or have special needs the Housing Executive has made arrangements with some independent agencies to help you.

The Staying Put Service provided by Fold Housing Association assists older people and/or people with a disability by offering them free practical advice and support to repair or adapt their homes through the Housing Executive Grants Scheme.
They can:

• Give advice on housing grants
• Provide assistance with the completion of paperwork including information on local architectural services and building contractors
• Help you arrange a contractor at approval stage
• Provide assistance with queries whilst the work is in progress.

Tel: (028) 9042 8314
Email: info@foldgroup.co.uk

NIHE repairs

If you live in a NIHE property they will carry out a range of emergency routine repairs for you. Emergency repairs such as escape of gas or fumes, burst pipes etc. will be dealt with within 24 hours. Urgent repairs such as faults at electric fittings, leaks etc will be dealt with in 4 working days. Routine repairs such as repairs to floors, doors etc. will be dealt with in 4 weeks. If you need repairs done contact:

Tel: 03448 920 900

Call response service and personal alarms

If you are worried about getting help if you have an accident or fall in the home there are a number of organisations that can provide personal alarms which once pressed can summon help in the case of an emergency.
For more information contact:

| ► Tel: | 0880 808 7575  
9.00am - 4.00pm  
7 days a week (all year round) |
| ► Contact: | Age NI Advice and Advocacy Services |

| ► Tel: | 0800 731 3081 |
| ► Contact: | Fold Telecare Service |

Energy advice

The Energy Advice section of the Housing Executive website can help you with energy saving tips.

The Energy Saving Trust Advice Centre can also provide information on saving energy in the home as well as advice on heating the home. Contact them on free phone:

| ► Tel: | 0800 512 012 (Freephone) |
| ► Contact: | Energy Saving Trust Advice Centre |

What To Do In An Emergency

Flooding: property flooding

Flood waters can contain sewage which, if the flood has been caused by heavy rain, will usually be in dilute form. Providing that you adopt normal basic hygiene precautions you are unlikely to be at any increased health risk.
Basic hygiene precautions include:

- Washing hands after exposure
- Washing footwear in a mild disinfectant
- Keeping children and pets out of the affected area.

Where sewage is present in flood waters you should:

- Remove excess water (pumping or sweeping, as appropriate)
- Clean thoroughly to remove any debris or faecal contamination
- Leave the contaminated areas to dry
- Use a mild disinfectant which should remove all traces of bacteria within 24 to 48 hours.

### Other Safeguards

#### Electricity

If any electricity circuit has been affected by flooding, a qualified electrician will need to check the safety of the system and of appliances.

[Power NI](#) (Northern Ireland Electricity) can be contacted to provide advice to customers:

| Tel: | 08457 643 643  
|      | 08457 147 128 Minicom  
|      | (24hrs a day)  
| Email: | [customercontact@nie.co.uk](mailto:customercontact@nie.co.uk)  
| Contact: | [Power NI](#) (Northern Ireland Electricity) |
Insurance

Contact your insurance company as soon as possible. They may offer advice regarding replacement or cleansing of damaged items.

Reducing flood damage

1. Keep a list of useful numbers to hand, for example, flood emergency numbers, your local council, emergency services, and your insurance company
2. Make sure you know where to turn off your electricity and/or gas
3. Make sure that you have current insurance to cover against flood damage to your property
4. If you are aware that your property may be at risk of flooding have a few sandbags or floorboards prepared to block doorways and airbricks
5. Landowners can reduce the risk of flooding by ensuring that drains within their property are properly maintained
6. The public should refrain from dumping any material into urban watercourses as this may lead to blockages and flooding
7. Private gullies should be kept free of fallen leaves in autumn as they can cause temporary blockages
8. Think about your car; is it parked in a location which is susceptible to flooding. Where could you move it to in the event of a flood?
Contacts for sources of flooding

Flooding Incident Line

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0300 2000 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Flooding Incident Line</td>
</tr>
</tbody>
</table>

(Open 24 hours a day, 7 days a week, all year, to report serious flooding. Calls are charged at local rate).

Overflowing rivers and watercourses

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9260 6100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Rivers Agency</td>
</tr>
</tbody>
</table>

Burst water mains or blocked sewers

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0845 7440 088</th>
</tr>
</thead>
<tbody>
<tr>
<td>Textphone:</td>
<td>0845 7023 206</td>
</tr>
<tr>
<td>Contact:</td>
<td>NI Water Waterline</td>
</tr>
</tbody>
</table>

(for those with hearing difficulties)

Roadway, footpath or blocked gullies

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0300 2007 892</th>
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</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Road Service</td>
</tr>
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</table>

Burst water pipes in the home

Homeowners are responsible for burst pipes which occur inside the home.

If a pipe does burst:

- Turn off the stop tap or valve
- Try and block the escaping water with thick cloth like towels
• Open all taps to reduce flooding
• Call a plumber (see below)
• Don’t forget to turn off taps once the problem is fixed, otherwise there will be another flood later
• Northern Ireland Water Service recommends using plumbers registered with SNIPEF (Scottish and Northern Ireland Plumbing Employers Federation). See Yellow Pages for full list of plumbers including SNIPEF registered plumbers.

Avoiding frozen pipes

• Insulate water tanks and pipes in unheated areas like lofts, roof spaces, garages, outbuildings
• Fix dripping taps
• Check where internal stop tap/valve is located - usually under the kitchen sink
• Keep your boiler well serviced to keep the house heated
• Make sure doors and windows from unheated parts of your property are kept closed and minimise any draughts from outside
• Open the trap door into the roof space to allow some of the warm air to circulate in the roof space
• Leave the heating on low if you are away from home and leave a key with a neighbour, friend or family member who can check the house regularly for frozen pipes
• Write down the name and contact details for a number of plumbers in your area.
Dealing with frozen pipes

- Turn water supply off at the stop tap/valve
- Thaw along the pipe starting from the end nearest the tap
- Don’t use a blow lamp or any naked flame
- Put hot water bottles or a thick cloth soaked in hot water over the frozen pipe or use an electric hair dryer at its lowest setting to thaw pipes. Be careful not to warm them too quickly or they may burst
- Don’t leave taps dripping or running. The water may not flush down the plug hole if the pipes below are frozen

Use water wisely

Report all visible leaks on roads and footpaths to Northern Ireland Water.

Tel: 0800 028 2011 (Freephone)
Contact: Leakline

Repair all leaks, dripping taps and overflows on your premises promptly.

- A washer costs less than 20p.
- A dripping tap can waste 14 litres of water a day (Northern Ireland Water, 2007).
Power failures

In the case of a power or electricity failure contact Power NI (NIE).

For information on fault or supply enquires including new electricity supply, any physical supply matter or new supply and alterations to lines and equipment:

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>0845 7643 643</th>
</tr>
</thead>
<tbody>
<tr>
<td>► Textphone:</td>
<td>0845 7147 128</td>
</tr>
<tr>
<td></td>
<td>(Minicom telephone for customers who have a hearing difficulty)</td>
</tr>
<tr>
<td>✔ Email:</td>
<td><a href="mailto:customercontact@nie.co.uk">customercontact@nie.co.uk</a></td>
</tr>
<tr>
<td>► Contact:</td>
<td>Leakline</td>
</tr>
</tbody>
</table>

Fire

In the case of a fire in the home always call the fire brigade emergency:

| ► Tel:          | 999 |

Gas fumes

If you think you smell gas leaking in the house telephone the Phoenix Gas emergency number.

| ► Tel:          | 0800 002 001 |

Medical emergency

In the case of a medical emergency:

| ► Tel:          | 999 |
If it is not an emergency contact your GP. It is useful to keep a record of the telephone number of your GP including the out of hours GP, close to your phone.

**Insuring your property or making a claim**

It is important that if you own your own property you have insurance to cover both buildings and contents in case of a fire or burglary. The amount you insure the buildings for should equal the amount of money it would cost to rebuild the house including fixtures and fittings (for example, kitchen, bathroom) rather than the current saleable valuable of the property.

If you live in rented accommodation you will only need to insure your personal property within the house or flat. There are a number of insurance companies that offer insurance for the 50+ age group. It is advised however that you get quotes from a number of insurance companies before deciding who to insure with.

If you require advice on making a claim, contact your local Citizens Advice Bureau.

**Neighbours and Neighbourhoods**

**Dealing with noise**

If you are having problems with noise in your area the council can investigate complaints about noise created by neighbours or building work.
Neighbourhood Watch

Neighbourhood Watch is a partnership between the police and local communities supported by the local Community Safety Partnership and District Policing Partnership. Its aim is to help people protect themselves and their property, and to reduce the fear of crime. It involves appointing a local scheme coordinator, encouraging other neighbours to participate, meeting with your local police team and keeping other residents up-to-date with crime prevention advice.

Anyone can belong to a Neighbourhood Watch Scheme and every community or neighbourhood can have one. If you would like to set up a scheme or would like more information contact your local Policing and Community Safety Partnership (PCSP).

PCSPs (Policing and Community Safety Partnerships) aim to make our community safer

They are statutory bodies established under the Justice Act (Northern Ireland) 2011 and bring together, in one partnership, the functions and responsibilities of District Policing Partnerships (DPPs) and Community Safety Partnerships (CSPs), building on the most useful and effective aspects of each, while operating in a more streamlined and joined up way.
Lisburn

Tel: (028) 9250 9279

email: angela.mccann@lisburn.gov.uk or pcsp@lisburn.gov.uk

Contact: Lisburn PCSP Manager

North Down

Tel: (028) 9127 8054

email: PCSP@northdown.gov.uk

Contact: North Down PCSP Manager

Ards

Tel: (028) 9182 4070 or (028) 9182 4047

email: alan.mccay@ards-council.gov.uk
      nicola.dorrian@ards-council.gov.uk

Down

Tel: (028) 4461 0800

Fax: (028) 4461 0801

email: council@downdc.gov.uk

Contact: Down PCSP Manager

Lisburn SAFE Project

The Lisburn SAFE Project is a new (2012) community safety initiative by Lisburn PCSP. We have a large number of trained community safety volunteers across the areas of Old Warren, Hillhall, Hilden and the Maze.
The project addresses issues of low level crime such as anti-social behaviour, reporting of crime and acting as a signposting service.

In addition, we also have trained volunteers who can carry out low level gardening tasks such as grass cutting, hedge trimming and driveway clearance in winter.

This service is specifically for vulnerable and elderly residents in the areas the project covers and subject to eligible criteria.

Anyone seeking help with reporting a crime or concerns of crime or anti social behaviour can contact number below for your area.

**Old Warren**

| ► Tel: | 07514 326 428 / 07926 482 043 |

**Maze**

| ► Tel: | 07926 482 049 |

**Low Road**

| ► Tel: | 07594 510 538 |

**Hillhall**

| ► Tel: | 07512 677 469 |

For further information on the project and services on offer please contact:

| ► Tel: | 07514 326 428 / 07926 482 043 |
NIHE Neighbourhood Warden Service

NIHE have appointed neighbourhood wardens in the South East Area who provide a range of on-site services to residents.

Duties of the wardens include:

**Environmental management:** Wardens ensure that estates are kept free of illegal dumping, litter and abandoned vehicles. Wardens also monitor the condition and use of open spaces. Housing management: wardens carry out daily inspections of empty properties, provide accompanied viewing to prospective tenants, and check for abandoned properties and take repair requests. Wardens provide advice and assistance on a wide range of housing related matters including home safety, service standards and energy conservation.

**Community involvement:** Central to the success of the service is the extent to which wardens are accepted into communities and the added benefit they can bring to community development. Tenancy conditions: wardens help all tenants have the right to the quiet enjoyment of their homes. Wardens may be the first point of contact in the reporting of antisocial activity or nuisance or breach of tenancy.

Contact your local district office for further information.

▶ Tel: 03448 920 900
General disputes with neighbours

The Housing Executive offers a free mediation service to executive tenants or anyone who finds themselves in dispute with Housing Executive tenants. This is aimed at helping people caught up in a dispute to talk and listen to each other and work together to find a solution, either face to face or through separate meetings.

For further information contact your local Housing Executive District Office or visit their website:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>03448 920 900</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.nihe.gov.uk/index/yn_home/community_safety-2.htm">www.nihe.gov.uk/index/yn_home/community_safety-2.htm</a></td>
</tr>
</tbody>
</table>

House crime

If you are a victim of house crime or witness crime taking place in your area contact the police.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0845 600 8000</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Police Non-emergency)</td>
<td>999 (Police Emergency)</td>
</tr>
<tr>
<td>0800 555 111 (Crimestoppers)</td>
<td></td>
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Housing associations

Housing associations provide accommodation for older people. The Essential Role of Sheltered Housing (EROSH) has also developed a directory of sheltered accommodation in Northern Ireland. This can be downloaded from the NIHE website.

<table>
<thead>
<tr>
<th>Website:</th>
<th><a href="http://www.nihe.gov.uk/index/yh-home/sheltered_accommodation.htm">www.nihe.gov.uk/index/yh-home/sheltered_accommodation.htm</a></th>
</tr>
</thead>
</table>
Helpful Advice and Tips

Fact: 41% of all attendances at accident and emergency departments are due to accidents in the home. Falls are the leading cause of fatal home accidents in Northern Ireland.

Tips for preventing falls

• Make sure that all your floor surfaces are non-slip, securely fixed and in good general repair
• Arrange your furniture so that you can move around easily
• Make sure there are no trailing flexes from electrical appliances
• Clear away any clutter from your hallway and stairs and ensure that your stairs are well lit
• Stairs and steps are one of the most common places for a fall. Take extra care and use the hand rail
• Fit safety rails in the toilet and bathroom
• Keep a bedside lamp or torch within easy reach of your bed and leave a low energy light bulb on all night on the landing to make sure that you can see if you need to get up during the night
• Keep as active as possible as regular physical activity helps to improve your balance and keep your muscles strong. Check with your doctor before you start new exercises
• Eat a diet rich in calcium and vitamin D, and take regular weight bearing exercise as this will help keep your bones healthy and reduce the risk of breaks or fractures
• Have an eye test every year. Eye tests are free if you are aged 60 or over
• Wear shoes with rubber soles and non-slip heels.

If you do have a fall or an accident

• Don’t panic and try to stay calm. If you are alone attract attention by banging on the floor or a wall
• Use your personal alarm if you have one or try and call 999 if you can reach the phone
• Keep warm; pull a coat or blanket over you if possible, and keep your arms and legs moving by tensing your muscles
• If you can, try to get up off the floor. Roll over on to your hands and knees first. Use a piece of sturdy furniture to try and pull yourself up. Ideally you should crawl over to a heavy chair or settee and get into a sitting position to rest before trying to stand
• If you do fall, consider informing your doctor, even if you are not hurt, there may have been a medical reason for your fall, or your doctor may be able to give you advice on how to prevent further falls or refer you to a strength and balance class
• Some medicines can make you feel dizzy and increase your risk of an accident. If you take more than four medicines ask your doctor or pharmacist to review them.
Prepare for emergencies

Pin the details of your GP and close relatives or friends in an obvious place, perhaps behind the front door, so that people know who to contact in an emergency.

Fact: poor mobility, poor sense of smell and a reduced tolerance of smoke and burns can lead to an increased risk of fatality in a fire.

Tips for preventing fires in the home

• Fit a smoke alarm and check it every week. Use a pole or brush shaft to reach the test button. Do not stand on chairs
• At night time take out plugs; close internal doors, move curtains, clothes and papers away from heaters, empty ashtrays and put a guard on open fires
• Draw up a fire escape plan so that everyone in the house knows what to do if the smoke alarm goes off
• Never leave a chip pan or any cooking unattended
• Never overload electric sockets and always use the correct fuse
• If you smoke use deep ashtrays and never smoke in bed
• Avoid using plug-in air fresheners as they can be a fire hazard
• Make sure that all smoking materials are put out properly and are disposed of in a metal container, not a waste paper basket
• Always keep matches and lighters safely out of reach of children
• Never leave candles unattended and keep them away from anything that could catch fire
• Don’t fold electric blankets. Store them flat or rolled up to protect the internal wiring
• Get your electric blanket serviced regularly and check for damage signs such as frayed fabric, worn flexes and scorch marks. Unplug your electric blanket when you go to bed, unless you are absolutely sure it is the type that can be left on overnight
• Have your gas and electrical appliances serviced at regular intervals. Central heating boilers need to be serviced annually and chimneys swept every year.

Fact: older people are at higher risk of fatal injuries from burns and scalds. Many scald injuries involve the use of kettles or happen in the bathroom.

Tips for avoiding scalds

• Consider having thermostatic mixing valves (TMVs) fitted to bath taps. These valves regulate the temperature of the water coming out of the tap to a maximum of 48°C. Temperatures above this can cause scalds
• To avoid scalds always put cold water in the bath first and check the temperature with your elbow before getting in
• Try not to carry hot liquids further than necessary

Chapter 6

Safety in the home
• When using the cooker, always use the rear hot plates and turn the panhandles away from the front of the cooker
• If you use a hot water bottle in bed make sure it is of a good quality and replace it if it show signs of wear. Hot water bottles should be used to pre-heat your bed and be removed before you get in.

Fact: exceeding prescribed drug doses of medicines is a leading cause of accidental poisoning in people aged over 65.

Tips for managing your medication

Pharmacists based in local community pharmacies are trained to give advice on medicines including issues as storage, disposal, side effects, and how to best take your medicines. There are a few tips that you should consider when managing your medicines.

• When ordering repeat prescriptions you will normally have to collect your script from your GP practice. However some pharmacies offer a prescription collection service from local surgeries. Some pharmacies offer a home delivery service to people who are unable to leave their home. Ask at your local pharmacy if they offer this service
• Before buying any medicines, including herbal medicines, from a pharmacy, check with the pharmacist that they won’t interfere with medication prescribed by the doctor
• Avoid buying medicines from unregulated websites
• Most medications have two names, the trade or brand name and a generic, ingredient name. Note that different generic brands of the same medicine may look different. Check with the pharmacist or doctor if you are unsure about any of your medication
• Always read the patient information leaflet and doctors’ instructions on your medication. If the label reads “as directed” and you are unsure about when or how often to take your medications ask the pharmacist or doctor
• Pick an easily remembered time of the day to take medicines, for example, at meal times. If the directions tell you to take them on an empty stomach, take them one hour before or two hours after a meal
• Make regular appointments with your doctor to make sure that the medicines that have been prescribed for you are still appropriate
• Don’t crush your tablets or open capsules and dissolve them in a drink without checking with your pharmacist or doctor first
• Never take more than the dose stated on the label of your medicine container
• Avoid taking extra medicines, in addition to those prescribed
• Never share your medicines or give them to anyone else
• Take medicines you no longer need or use back to the pharmacy. Never throw them out with the household waste or put them down the sink
• It is useful to keep a list of all the current medication you are taking in a place that health professionals and family members can access in the case of an emergency (see information on message in a bottle)

• Avoid taking out of date medicines. Check the box or container for the expiry date. If you cannot find an expiry date a general rule is that you shouldn’t keep tablets or capsules for longer than a year, and liquids should only be kept for six months. Some medicines go out of date very quickly after they are opened so it is best to check the label and instruction sheet

• All medicines have possible side effects. Many people however, experience no side effects at all. If you do experience symptoms that you think might be side effects from your medicines speak to your doctor or pharmacist

• Some medicines can cause drowsiness, so always check if it is safe to drive or work machinery while taking your medicines

• Care should be taken if drinking alcohol while taking any medicine but for some medicines it is important not to take any alcohol. Check with your pharmacist

• Keep all your medicines in a lockable container or cupboard and out of the reach of children

• Keep medicines away from heat and direct sunlight because sunlight can cause medicines to deteriorate. If you are on prescribed medication from the doctor you should be familiar with the name of each tablet you are taking and also preferably what condition or symptoms the
tablet(s) are prescribed for. If you have any concerns about taking your medication you should speak to your doctor or pharmacist.

Only take prescribed medicines: Please remember it is important to take your medicines exactly as they have been prescribed. If you take too little of the medicine your symptoms may not be controlled. If you take too much, an overdose can result and you may experience side-effects.

Sleeping tablets and painkillers

You need to be extremely careful when taking medicines such as sleeping pills and painkillers that are physically addictive. These have specific effects on the body which can lead to tolerance and withdrawal symptoms.

Only take prescribed painkillers at the dose on the label.

Only take painkillers according to the instructions on the packet.

Never take a larger number of painkilling tablets or capsules or take them more frequently than is stated on the label.

Never purchase painkillers from the pharmacy or other outlets if you are already taking painkillers prescribed for you by your doctor, without speaking to the pharmacist.

To get copies of useful leaflets contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9024 5729</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Age NI</td>
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</table>
Medication Services

Managing your medicine service

You can speak to your pharmacist if you require any information on your medicines or how to take them. All pharmacists will be able to provide you with advice and help however, a large number of pharmacists can offer you additional help and support through the Managing your Medicine Service. Ask your pharmacist if they offer this service or look for the poster in the pharmacy showing that they can provide this service.

Help with taking your medication

If you are having difficulty remembering to take your prescribed medicines your pharmacist may be able to help you.

Pharmacists can supply special containers which can help you remember to take your medicines. In some cases, the pharmacist may be able to dispense your prescribed medicine into one of these special containers.

The Managing your Medicine Service is free and open to all patients provided they meet certain criteria. Please ask your pharmacist for more information on this service.

Message in a Bottle scheme

The 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 provide assistance 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.

This important information will assist the emergency services at the scene.

Bottles are available free from Gordons Chemist.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4066 9000</th>
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<tbody>
<tr>
<td>Contact:</td>
<td><strong>Gordons Chemist</strong> (Ask for the Pharmacy services manager/administration officer)</td>
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</table>

**Telephone Support Services**

**Call response service and personal alarms**

A number of organisations provide a 24 hour immediate call response service. At the touch of a button you can be connected to a response team who will summon the help you need.

Unlike a phone, you don’t need to dial an emergency service number and the system will work from anywhere in your home or garden using a remote button or pendant that can be worn on your wrist or around your neck.

A base unit is installed in your home and a pendant or wrist strap is also provided.
This service can summon help in the case of an emergency or can be used more generally if you:

- Are anxious about unwanted callers
- Have health or mobility problems
- Are worried about the risk or falling
- Need additional support.

**Financial help**

Financial assistance may be available to pay for the service through a Community Care Grant from the Social Fund if you are in receipt of Pension Credit and have savings of less than £1000.

The support officers in Age NI and Fold Housing Association can help advise on this.

**Age NI Enterprises**

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<tr>
<th>Tel:</th>
<th>0808 100 4545</th>
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<tbody>
<tr>
<td></td>
<td>Lines are open 9.00am - 5.00pm Monday to Friday</td>
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<table>
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<tr>
<th>Contact:</th>
<th>Age NI Enterprises</th>
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<tbody>
<tr>
<td></td>
<td>10 College Street</td>
</tr>
<tr>
<td></td>
<td>Belfast</td>
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<td></td>
<td>BT1 6BT</td>
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Age NI

Age NI deliver a range of care services, provide advice and advocacy, fundraise and influence our decision makers to improve later life for us all. They tackle ageism where it is faced, fight for enough money for older people to live in dignity and demand the quality of care that people in later life deserve.

Tel: (028) 9024 5729
email: info@ageni.com

QUICK CHECK (Bogus caller check)

The Police Service of Northern Ireland in conjunction with ntl: Telewest Business and Fold Telecare have launched a scheme called ‘Quick Check’ to tackle the issue of bogus callers.

The 24 hour telephone allows householders to make a freephone call to verify the individual identity of anyone calling at their door. This is the first service of its kind within Northern Ireland.

Remember if in doubt check your caller out, contact QUICKCHECK.

Tel: 08000 132 290
Contact: QUICK CHECK
Anyone who would like further crime prevention advice on this or any other subject should contact their local police.

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<thead>
<tr>
<th>► Tel:</th>
<th>0845 600 8000</th>
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<tbody>
<tr>
<td>► Contact:</td>
<td>Police (local)</td>
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</table>

**QUICK CHECK (Bogus caller check)**

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>0800 731 3081</th>
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<tbody>
<tr>
<td>► Contact:</td>
<td>Fold TeleCare</td>
</tr>
<tr>
<td></td>
<td>3 Redburn Square</td>
</tr>
<tr>
<td></td>
<td>Holywood</td>
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<td></td>
<td>BT18 9HZ</td>
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**Home and Fire Safety Services**

**Home safety check scheme**

Home safety check Scheme is a FREE service which is aimed at preventing accidents in the home such as, falls, burns, scalds poison and fire.

Home safety checks are available to anyone over the age of 65, however there may be people suffering from certain ailments or disabilities who can also benefit from this service.

A member of the Home Safety Team will call at your home to provide advice and support, identify areas of risk and if appropriate provide you with FREE safety equipment to make your home safer.

**Safety in the home**
With your permission, they will make referrals as necessary to occupational therapists, Northern Ireland Fire and Rescue Service, Council services, Northern Ireland Housing Executive and many more to get you the support you need to keep you safe from accidents in your home.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9049 4570</th>
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</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Home Safety Team</td>
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</table>

### Home fire safety check scheme

Northern Ireland Fire and Rescue Service run a free home fire safety check scheme. On request fire officers will come to your house and give you advice on any fire hazards you may have in your home. They will give you advice on how to avoid fires and fit a free battery powered smoke alarm if necessary.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9260 0477</th>
</tr>
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</table>
| Contact: | Free home fire safety check  
(You will need to leave your details on the automated voice mailbox and you will be called back) |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9045 6788</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Fire and Rescue Service Head Quarters (General information )</td>
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</table>
Falls Prevention Service

Falling is a problem among many older people, however sometimes there are hidden reasons why we fall such as poor balance, weak leg muscle strength and medications.

The South Eastern HSC Trust can offer you a home assessment if you have had a fall or if you are concerned about falling.

The falls prevention facilitator may also offer you the opportunity to participate in a falls prevention exercise class which will help strengthen your muscles and improve your balance.

For more information contact the Falls Prevention Facilitator.

| Tel:            | (028) 9266 5181 ext 4632 (Lisburn & Down) |
|                | (028) 9151 0275 ext 4574 (North Down & Ards) |
| Email:         | health.development@setrust.hscni.net |
Disability Living Foundation (UK)

Disability Living Foundation (UK) provides free, impartial advice about all types of disability equipment and mobility products for older and disabled people. They produce a wide range of factsheets which are available by contacting:

Tel: 0845 130 9177 (Helpline)
Website: www.dlf.org.uk
Contact: Disabled Living Foundation
380 - 384 Harrow Road
London
W9 2HU

RoSPA

The Royal Society for the Prevention of Accidents is a registered charity established over 80 years ago and aims to campaign for change, to influence opinion, contribute to debate, to educate and inform for the good of all.

By providing information, advice, resources and training, RoSPA is actively involved in the promotion of safety and the prevention of accidents in all areas of life eg. At work, in the home, on the road, in schools, at leisure and on or near water.

Tel: (028) 9050 1160 (Northern Ireland branch of RoSPA)
Email: info-ni@rospa.com
(General advice on home safety and accident prevention)
Chapter 7

Income, Benefits and Money
Income, Benefits and Money

Benefit enquiry line

The benefit enquiry line provides general information and advice on the full range of benefits. It will help you with assessing eligibility for benefits and completion of benefits such as attendance allowance, disability living allowance and carer’s allowance claim forms. Contact Benefit enquiry line freephone:

►Tel: 0800 220 674 (Freephone)
      0800 232 1271 (Freephone)
      0800 243 787 (minicom)
      Monday - Wednesday and Friday
      9.00am - 5.00pm
      Thursday
      10.00am - 5.00 pm
►Contact: Benefit enquiry line

Social Security Offices

Staff working within Social Security Offices provide a wide range of advice and information on benefits and what you may be entitled to. A home assessment may be carried out on request if you are unable to attend one of the social security offices due to disability or illness.
For more information contact your local Social Security Benefit Office below.

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<thead>
<tr>
<th>Tel:</th>
<th>Contact:</th>
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<tbody>
<tr>
<td>(028) 9756 0500</td>
<td>Ballynahinch Social Security Office</td>
</tr>
<tr>
<td></td>
<td>18 Crossgar Road</td>
</tr>
<tr>
<td></td>
<td>Ballynahinch</td>
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<td></td>
<td>BT24 8XP</td>
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<tr>
<th>Tel:</th>
<th>Contact:</th>
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<tbody>
<tr>
<td>(028) 9127 9500</td>
<td>Bangor Social Security Office</td>
</tr>
<tr>
<td></td>
<td>110 Hamilton Road</td>
</tr>
<tr>
<td></td>
<td>Bangor</td>
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<tr>
<td></td>
<td>BT20 4LS</td>
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<tr>
<td>Contact</td>
<td>Tel:</td>
</tr>
<tr>
<td>----------------------------------------------</td>
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</tr>
<tr>
<td>Lisburn Jobs and Benefits Office</td>
<td>(028) 9262 3300</td>
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<tr>
<td>Contact:</td>
<td>Downpatrick Social Security Office</td>
</tr>
<tr>
<td>Contact:</td>
<td>Lisburn <a href="mailto:jc@delni.gov.uk">jc@delni.gov.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Lisburn Jobs and Benefits Office</td>
</tr>
</tbody>
</table>
| Contact: | Newtownards Social Security Office  
31 Valentia Place  
Newcastle  
BT33 0EJ |
|----------|------------------------------------------------|
| Tel:     | (028) 4372 1600  
Phone lines open:  
Monday - Wednesday & Friday  
9.00am - 5.00pm  
Thursday  
10.00am - 5.00pm  
Open to the public:  
Monday - Wednesday & Friday  
9.00am to 4.30pm  
Thursday  
10.00am - 4.30pm |
| Contact: | Newcastle Social Security Office  
31 Valentia Place  
Newcastle  
BT33 0EJ |
| Tel:     | (028) 9181 2581  
Phone lines open:  
Monday - Wednesday & Friday  
9.00am - 5.00pm  
Thursday  
10.00am - 5.00pm  
Open to the public:  
Monday - Wednesday & Friday  
9.00am - 4.30pm  
Thursday  
10.00am - 4.30pm |

**Chapter 7**

**Income, Benefits and Money**
Attendance Allowance - Introduction

Attendance Allowance is a tax-free benefit you may get if you’re aged 65 or over and need help with personal care because you’re physically or mentally disabled.

Who can get Attendance Allowance?

You may get Attendance Allowance if:

- You have a physical disability (including sensory disability, such as blindness), a mental disability (including learning difficulties), or both
- Your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else’s safety
- You are aged 65 or over when you claim
- Attendance Allowance is not usually affected by any savings or income you may have. If you are under age 65, you may be able to get Disability Living Allowance.

For more information contact:

- Benefit Enquiry Line
- Citizens Advice Bureau or
- Social Security Office (local).
Benefits and Grants Pension

You are eligible for state retirement pension once you reach state pension age (60 for women and 65 for men). It is based on national insurance contributions either made by yourself or your partner.

From 2020 the state pension age for women will be 65. This change will take place gradually from 2010.

For more information or queries relating to state pension telephone the Pension Service on:

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>0808 100 2658</th>
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</thead>
<tbody>
<tr>
<td>► Contact:</td>
<td>Pension Service</td>
</tr>
</tbody>
</table>

The Social Security Agency has developed a guide to benefits for people who are retiring or have retired.

To obtain a copy of this leaflet contact your local Social Security Office or Jobs and Benefits Office.

The leaflet can also be downloaded from the DSD website:

<table>
<thead>
<tr>
<th>◆ website:</th>
<th><a href="http://www.dsdni.gov.uk">www.dsdni.gov.uk</a></th>
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</thead>
<tbody>
<tr>
<td>► Contact:</td>
<td>Social Security Agency</td>
</tr>
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</table>
Understanding Pension Credit

If you’ve reached the minimum qualifying age you may be entitled to Pension Credit - extra money each week. It’s made up of two elements - the ‘Guarantee Credit’ and the ‘Savings Credit’ (which may be payable from age 65).

Who is eligible?

If you have reached the minimum qualifying age

If you’re living in the UK and have reached the minimum qualifying age, you may be entitled to the ‘Guarantee Credit’ element (which guarantees a minimum income if you’re on a low income) if either of the following applies to you:

• You’re single and your weekly income is below £142.70
• You have a partner and your joint weekly income is below £217.90.

The term ‘partner’ refers to your husband, wife or civil partner, or the person you live with as if they were your husband, wife or civil partner.

You might get more Pension Credit if you have caring responsibilities, have severe disabilities or have certain housing costs.
The age from which you can get Pension Credit is going up to 66 in line with the increase in state pension age for women and the further increase to 66 for men and women.

Use the state pension age calculator to find out more about the rise in women’s state pension age and when you can apply for Pension Credit.

- Calculating your State Pension age.

If you’re aged 65 or over

If you or your partner are aged 65 or over you could be entitled to the ‘Savings Credit’ element if either of the following applies to you:

- You’re single and your total weekly income from money you have coming in (such as pensions, savings, earnings and investments) is between £111.80 and £189.05 a week
- You have a partner and your joint weekly income from money you and your partner have coming in (such as pensions, savings, earnings and investments) is between £178.35 and £277.23 a week.

- The cost of contacting 08 and 03 telephone numbers (Contacts section)
For more details you can call the Pension Credit Enquiry Line.

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<thead>
<tr>
<th>► Tel:</th>
<th>0808 100 6165</th>
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<tbody>
<tr>
<td>► Textphone:</td>
<td>0808 100 1165</td>
</tr>
<tr>
<td></td>
<td>Open from 9.00am - 5.00pm Monday - Friday</td>
</tr>
<tr>
<td>► Contact:</td>
<td>Pension Credit Enquiry Line</td>
</tr>
</tbody>
</table>

If you’re getting Pension Credit you may also qualify for:

- Housing Benefit
- Help with mortgage interest payments
- Cold Weather Payment
- Funeral Payments
- Community Care Grant
- Budgeting Loans
- Crisis Loans
- Winter Fuel Payments.

**Housing Benefit, Rate Relief or help with mortgage interest payments**

The Pension Service, Pension Credit can also help you apply for Housing Benefit at the same time as your application for Pension Credit.

- ✗Housing Benefit/Rate relief (money, tax and benefits section).

Or you may qualify for help with your mortgage interest payments:

- ✗Getting help to make your mortgage interest payments (money, tax and benefits section).
More useful links

- Get a Pension Credit estimate
- Pension Credit - keeping you in control
- Getting help to make your mortgage interest payments (money, tax and benefits section)
- Carer’s Allowance - introduction (caring for someone section)
- Benefits Adviser (money, tax and benefits section)
- Guide to benefits in retirement
- Cold Weather Payment (money, tax and benefits section)
- Working part-time after you retire
- ‘Lets talk money’ on the AgeNI website.

Do it online

- Claim your State Pension online
- Apply for Pension Credit
- Apply for Over 80 Pension
- Apply for Winter Fuel Payment
- Calculate the date of your retirement.

See also...

- Pensions abroad
- Tax when retiring abroad or back in the UK
- State Pension Profiler.
Budgeting Loans

If you’re on a low income and need help with certain important costs, you may be able to get an interest-free Budgeting Loan from the Social Fund that you pay back.

Who is eligible?

You may be able to get a Budgeting Loan if you or your partner have been claiming or getting payment for one of the following benefits for at least 26 weeks:

- Income Support
- Income-based Jobseeker’s Allowance
- Income-related Employment and Support Allowance
- State Pension Credit

and you need help to pay for any of the following:

- Furniture or household equipment
- Clothing or footwear
- Advance rent or removal expenses for a new home
- Travelling expenses within the UK
- Things to help you look for or start work
- Improving, maintaining or securing your home
- Repaying hire purchase or other debts you took out to pay for any of the above.
How to apply

You can contact your nearest Social Security or Jobs and Benefits office and ask them to send you claim form SF500.

• Contact your local Social Security or Jobs and Benefits office (Contacts section).

Download a form to print off and complete

Or you can download the claim form, below, from the ‘Do it online’ section of the nidirect website.

The form comes with notes to help you fill it in and tell you where to send it.

• Download the Budgeting Loan claim form.

Carers Allowance

Carers Allowance is the main benefit for carers. It is intended to replace the income you might otherwise earn from a job if you were not caring.

Entitlement to it does not depend on your record of paying national insurance contributions and you do not have to live with the person you care for.

For more information contact:

• Benefit Enquiry Line
• Citizens Advice Bureau or
• Social Security Office (local).
Community Care Grants

If you need financial help to live independently in the community or to ease exceptional pressure on you and your family you may be able to get a Community Care Grant. You don’t have to pay it back.

Who is eligible?

You can apply for a Community Care grant if you are:

- Already getting Income Support, income-based Jobseekers Allowance, income-related Employment and Support Allowance, State Pension Credit, or payment on account of one of these benefits
- Likely to start getting one of these benefits within the next six weeks because you’re moving out of care

and any one of the following applies:

- You’re moving out of residential or institutional care to live independently
- You’re moving to a new home which will be more suitable for you following an unsettled period in
your life and are being resettled by an organisation like the Simon Community, Women’s Aid, Salvation Army, Extern or Edward Street Hostel

- You need help to stay in your home and not go into residential care or hospital
- You need help because you or your family face exceptional pressure, such as family breakdown or because one of you has a long-term illness
- You look after someone who is ill, or disabled, or has been released from custody on temporary licence
- You need help with expenses such as visiting someone who is ill, or to attend a relative’s funeral.

Crisis Loans

If you need financial help with an emergency or disaster you may be able to get a Crisis Loan. You will have to pay a Crisis Loan back, but you will not have to pay interest. Find out more, including how to apply.

Who is eligible?

You can apply for a Crisis Loan if you:

- Are aged 16 or over
- You don’t have enough money to meet your (or your family’s) immediate short term needs in an emergency or as the result of a disaster
- Think there will be serious damage or risk to your (or your family’s) health or safety without the loan.
A Crisis Loan can help cover the following short term needs:

- Meeting daily living expenses
- Rent in advance
- Board/lodging charges
- Residential charges for a hostel
- Pre-paid meter fuel debt
- Travel expenses if you are stranded away from home.

A Crisis Loan can also help if either of the following applies:

- You have suffered a disaster like a fire or flood that has caused a lot of damage and you need help to meet other expenses like replacing household items and clothing
- You’ve been awarded a Community Care Grant because you’re moving out of institutional or residential accommodation and don’t have enough money to pay advance rent to a private landlord
  - ✶Community Care grants.

How to apply

To apply for a Crisis Loan contact your local Social Security or Jobs and Benefits office.

- ✶Contact your local Social Security or Jobs and Benefits office (Contacts section).
Funeral Payments

If you’re on a low income and need help to pay for a funeral you’re arranging, you may be able to get a Funeral Payment from the Social Fund. You might have to repay some or all of it from the estate of the person who died. Find out more information including how to claim.

Who is eligible?

You may be able to get a Funeral Payment but it depends on the benefits you’re getting, your relationship with the person who died and any other money, other than your personal savings, that may be available to help with the cost of the funeral.

You can get full details of what the Funeral Payment covers on pages six and seven of the claim form (SF200) that you can download, below.

• Download Funeral Payment claim form (do it online section)
• Help with PDF files.
More useful links

- Bereavement benefits
- Arranging a funeral (government, citizens and rights section)
- What happens to debts when someone dies?
- Inheritance tax, estates and trusts
- Making a will (government, citizens and rights section)
- Crisis Loans.

Do it online

- Apply for Attendance Allowance
- Apply for Carer’s Allowance
- Apply for Disability Living Allowance
- Apply for Housing Benefit/Rate Relief.

Cold Weather Payment

If you’re receiving certain benefits, you could qualify for extra money for each week there is very cold weather in your area. This is known as a Cold Weather Payment.

What is meant by a period of cold weather?

A period of cold weather as defined by the Met Office is when:

- The average daily temperature over seven consecutive days is recorded as 0°C or below
or

- The average daily temperature over seven consecutive days is forecasted to be 0°C or below.

This information is gathered by weather stations situated throughout Northern Ireland.

**There were no cold weather triggers in Northern Ireland for 2011/2012.**

**How much is a Cold Weather Payment?**

Each Cold Weather Payment is £25.00.

**Who can get Cold Weather Payments?**

If you are in receipt of any of the following, you could qualify for a Cold Weather Payment:

- Pension Credit
- Income Support
- Jobseeker’s Allowance (Income-based)
- Employment and Support Allowance (Income related).

A recorded, or forecasted, period of cold weather will trigger the process that allows payment to be made to eligible customers who live in the affected postcode areas.

**There were no cold weather alerts in Northern Ireland in the 2011/2012 year.**
Winter Fuel Payment

Winter Fuel Payments are different from Cold Weather Payments. Winter Fuel Payments are yearly one-off payments to help eligible people pay for their heating in the winter.

Winter Fuel Payments are paid to men and women who have reached the minimum age at which a woman can receive a state pension. They are not linked to temperature. This is different to Cold Weather Payments which eligible people may get for each period of very cold weather in their postcode area.

• ❄️Winter Fuel Payment (pensions and retirement planning section).

More useful links

• ❄️One-off fuel allowance payment
• ❄️Caring for a child with disabilities (caring for someone section)
• ❄️Benefits and tax allowances in retirement (pensions and retirement planning section)
• ❄️Help from the Social Fund fact sheet (PDF 469KB)
• ❄️Help from the Social Fund fact sheet in Arabic (PDF 72KB)
• ❄️Help from the Social Fund fact sheet in Chinese (PDF 203KB)
• ❄️Help from the Social Fund fact sheet in Latvian (PDF 128KB)
• ❄️Help from the Social Fund fact sheet in Lithuanian (PDF 125KB)
Housing Benefit and Rates Relief

If you are a tenant or own your own home you may be able to get help with your housing costs through housing benefit which is a social security benefit to help people on a low income to pay their rent and rates.

The amount you get depends on: the amount of money coming into the home; the amount of savings; personal circumstances (such as having children, being disabled, who else lives in the household); the amount of rent charged; and the amount of rates payable.

Housing benefit for Housing Executive and housing association tenants and tenants who are renting privately

Housing benefit is payable for rent, rates, and some service charges. You cannot get housing benefit on
charges for things such as meals, fuel charges or cleaning your home, as everyone has these expenses.

Rates relief can provide additional assistance if needed with payments of your rates charge.

If you have a query or wish to claim housing benefit and rates relief and are either a Housing Executive tenant, housing association tenant or renting privately, you can phone the Housing Executive and they will put you in touch with someone to speak to.

Both benefits can be applied for by using the same application form.

For more details about claiming Housing benefit and rates relief see the Housing Executive website.

---

**Housing benefit and rates relief for owner occupiers**

If you own your own home and want to get an application form for Housing benefit and rate relief:

- Telephone the Land and Property Services
- Email for rates relief.

---

**Contact:** Land and Property Services Helpline

---

**Housing Executive**

**Tel:** 03448 920 902

**Website:** [www.nihe.gov.uk/index/hb_home.htm](http://www.nihe.gov.uk/index/hb_home.htm)

**Contact:** Housing Executive

---

**Land and Property Services Helpline**

**Tel:**
- 0845 300 6360
- 0845 300 6361 (minicom)
- 0800 5877 477 (Freephone)

**Contact:** Land and Property Services Helpline
or: Write to:

<table>
<thead>
<tr>
<th>Contact:</th>
<th>Land and Property Services (Rating Services)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Housing Benefit Central Unit</td>
</tr>
<tr>
<td></td>
<td>Londonderry House</td>
</tr>
<tr>
<td></td>
<td>21 - 27 Chichester Street</td>
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<td>Belfast</td>
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<td>BT1 4JB</td>
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**Owner occupiers and help with paying rates: Disabled Person’s Allowance Scheme**

You may be entitled to a reduction of 25% in your domestic rate bill if you are eligible for the Disabled Person’s Allowance Scheme. In order to qualify for this your property must have been adapted to meet the needs of a person with a disability who lives in your home.

To apply for the Disabled Person’s Allowance Scheme, the person who pays rates on the property needs to fill in an application form. To get an application form you can:

- Telephone the Land and Property Services.

<table>
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<tr>
<th>Tel:</th>
<th>0845 300 6360</th>
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<tbody>
<tr>
<td></td>
<td>0845 300 6361 (minicom)</td>
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<table>
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<tr>
<th>Contact:</th>
<th>Land and Property Services Helpline</th>
</tr>
</thead>
</table>
Download an application from the following website.

Website: [www.lpsni.gov.uk_disabled_persons_allowance-2.pdf](http://www.lpsni.gov.uk_disabled_persons_allowance-2.pdf)

### Lone Pensioner Allowance

Are you over 70 and live alone? If so you may be eligible for the Lone pensioner Allowance, which was introduced in April 2008 to give eligible pensioners a 20% discount on their rates.

This scheme applies to people who are over 70 and live alone and pay rates for their home. It is not means tested so it does not depend on income or savings.

In certain circumstances some people over 70 who do not live alone may still be eligible.

If you are an owner occupier and want to find out more, phone the Helpline number.

**Tel:**

| 0845 300 6360 |
| 0845 300 6361 (minicom) |

If you rent your home contact the Housing Executive.

**Tel:**

| 03448 920 902 |

**Contact:** Housing Executive
Disabled Facilities Grant

The disabled facilities grant available through NIHE for homeowners and private tenants, assists with funding adaptation work to your home if you are disabled. This grant can only be accessed if an occupational therapist recommends it.

The South Eastern Health and Social Care Trust Occupational Therapy Departments can be contacted on:

Tel:
(028) 9250 1287 Lisburn area
(028) 4451 3810 ext 3532 Downpatrick area
(028) 9151 5351 North Down & Ards area

Free TV licence

If you’re 75 or over you are entitled to a free television licence. You can also get TV licence concessions if you’re registered blind or (subject to certain conditions) if you live in nursing or residential care or in sheltered accommodation.

Who is eligible?

Everyone aged 75 or over can get a free TV licence for their main home. The licence also covers other household members living at the address. If you are 74 you can apply for a short term licence that will be valid until the end of the month before your 75th birthday.
Concessions for blind people

If you or someone you live with is registered blind, you can get 50 per cent off the cost of your TV Licence. If the person registered blind is not the current licence holder for your address, you’ll need to transfer the licence into their name.

Television licence discount (people with disabilities section)

How to apply

If you’re 75 or over you can apply for the free Over 75 TV Licence by telephone. You’ll be asked to give your name, address, date of birth and National Insurance number.

If you have queries about free licences or concessions contact TV Licensing.

• Aged 74 and over - TV Licensing website.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0300 790 6131 0300 790 6050 (minicom)</th>
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<td>Monday - Friday</td>
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<td>8.30am - 9.00pm</td>
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<td></td>
<td>Saturdays</td>
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<tr>
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<td>8.30am - 5.00pm</td>
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</tbody>
</table>

Contact: TV Licensing
More useful links

- In retirement
- Qualifying for a free passport
- Benefits Adviser (do it online section).

Do it online

- Claim your State Pension online
- Apply for Pension Credit
- Apply for Over 80 Pension
- Apply for Winter Fuel Payment
- Calculate the date of your retirement.

See also...

- Pensions abroad
- Tax when retiring abroad or back in the UK
- State Pension Profiler.

Dealing with Debt

Disabled facilities grant

Debt is something that can affect everyone at different stages in their life. There are many causes of debt: personal, social, economic and access to credit. Some of the reasons we get into debt are outside our control, for example the death of a partner, redundancy, illness, poverty and so on. Often we deny or refuse to accept that we are in debt and have feelings of panic, hopelessness, shame and depression.
If you feel you are at risk of losing control of your financial affairs or already have then it is important that deal with this immediately. There are a number of organizations that can provide advice on dealing with debt, including Citizen’s Advice Bureau, Age NI and Independent Advice Centres.

For more information on dealing with debt or how to locate your local Independent Advice Centre telephone or Citizen Advice Bureau Offices.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9064 5919 (Advice NI) 0808 808 7575 (Age NI Advice) and Advocacy Services</th>
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</table>

**Making a Will**

Writing a will enables you to plan what will happen to your money and possessions (your estate), so you can live the rest of your life without worrying about the future.

Age NI produces ‘Will to Change’, a publication containing information on a wide range of issues including the importance of making a will, appointing an executor, inheritance tax, beneficiaries, legacies, storing your will and updating your will.

Age NI also works in partnership with local solicitors who help to run free legal clinics for older people and offer advice and will-writing services at a reduced rate.
Avoiding Scams

Scams can be sent to you through the post, by email or over the phone. They all have one thing in common and that is to make money by taking your money. Be aware scams share similar features that may alert you to the fact that they are not genuine:

- If it sounds too good to be true it probably is
- Once you show an interest it will be difficult to be let off the hook by the scammers
- Many scams ask for money up front in return for your prize for increased money return
- You should never have to pay for a prize
- You are asked to provide your bank details, or other personal details
- Never give anyone your bank account details, credit card details or other personal details
- You are asked to forward an administration fee to initiate the transaction
- Any correspondence, which asks for money up front, should be ignored.
- You have been specially chosen – you haven’t.

If you think you have been the victim of a scam, report it to the police immediately.
For further advice contact your local PSNI Crime Prevention Officer.

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<tr>
<th>Tel:</th>
<th>0845 600 8000 (Non-emergency)</th>
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<tr>
<td></td>
<td>999 (Emergency)</td>
</tr>
<tr>
<td>Contact:</td>
<td>Police</td>
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</table>

| Tel:          | 0800 555 111                  |
| Contact:     | Crimestoppers                 |

Further information and advice can also be found from the Office of Fair Trading.

| Tel:          | 0845 600 6262                  |
| website:     | www.oft.gov.uk                |
| Contact:     | Office of fair Trading Consumer Line |

### Preparing for Retirement

It is important to think about what finances you will have before you come to retirement age, the sooner the better.

To help you assess what income you will have when you retire you can do a number of things.

- You can ask the pension service for a forecast of what state pension you would be entitled to based on your national insurance contributions
• If you have a private pension or a pension at work ask the insurance company this is taken out with for a forecast of your income from this pension when you reach retirement age
• Assess if there is any additional sources of income you will have for example, other policies
• When you retire you may be entitled to benefits that would also contribute to your income.

If you feel the yearly income from the above will not be enough to maintain the kind of lifestyle that you would like when you retire, you may also consider:

• Putting more money aside each month to contribute to your retirement or
• Carrying on working past the standard retirement age.

For pension advice contact:

<table>
<thead>
<tr>
<th>website:</th>
<th><a href="http://www.thepensionservice.gov.uk">www.thepensionservice.gov.uk</a></th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Pension Service</td>
</tr>
</tbody>
</table>
Sources of Advice

Citizens Advice Bureau

What they do

Citizens Advice helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. They do this by:

- Providing advice and information on a wide range of topics
- Helping clients negotiate with companies and service providers such as creditors or to appeal against decisions, for example, social security benefit claims
- Contacting companies and service providers on behalf of clients
- Advising on debt management
- Helping with form filling, for example, social security benefits
- Representing clients in court and at tribunals.

Down District CAB

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 4110</th>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:downpatrickcab@citizensadvice.co.uk">downpatrickcab@citizensadvice.co.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Magh-Inis House</td>
</tr>
<tr>
<td></td>
<td>8 - 10 Irish Street</td>
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<td>Downpatrick</td>
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<td>BT30 6BP</td>
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If you want to request advice by email please use our Online Advice Form.
### Tel: (028) 4461 4110
- **email:** downpatrickcab@citizensadvice.co.uk
  If you want to request advice by email please use our 
  - [Online Advice Form](#).

#### Contact: Ballynahinch Office
- Market House,
  - The Square,
  - Ballynahinch,
  - BT24 8AE

### Tel: (028) 4461 4110
- **email:** downpatrickcab@citizensadvice.co.uk
  If you want to request advice by email please use our 
  - [Online Advice Form](#).

#### Contact: Newcastle CAB Office
- Newcastle Centre,
  - 1 - 14 Central Promenade,
  - Newcastle,
  - BT33 0AA

### Ards CAB
- **Tel:** (028) 9181 9257
  - (028) 9182 3966 (Reception only)

- **email:** ardscab@citizensadvice.co.uk
  If you want to request advice by email please use our 
  - [Online Advice Form](#).

#### Contact: Ards CAB
- 75 West Street
  - Newtownards
  - Co Down
  - BT23 4EN
North Down CAB (Bangor)

<table>
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<tr>
<th>►Tel:</th>
<th>(028) 9145 7000</th>
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<tr>
<td>◆email:</td>
<td><a href="mailto:enorthdown@citizensadvice.co.uk">enorthdown@citizensadvice.co.uk</a></td>
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<tr>
<td></td>
<td>If you want to request advice by email please use our ◆Online Advice Form.</td>
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<tr>
<td>►Contact:</td>
<td>North Down CAB (Bangor)</td>
</tr>
<tr>
<td></td>
<td>1a Springfield Avenue</td>
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<td></td>
<td>Bangor</td>
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<td>Co Down</td>
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<td>BT20 5BY</td>
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North Down CAB (Holywood)

<table>
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<tr>
<th>►Tel:</th>
<th>(028) 9042 8288</th>
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<tr>
<td>◆email:</td>
<td><a href="mailto:enorthdown@citizensadvice.co.uk">enorthdown@citizensadvice.co.uk</a></td>
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<td>If you want to request advice by email please use our ◆Online Advice Form.</td>
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<tr>
<td>►Contact:</td>
<td>North Down CAB (Holywood)</td>
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<tr>
<td></td>
<td>Queens Hall</td>
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<td></td>
<td>Sullivan Place</td>
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<td></td>
<td>Holywood</td>
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<td>Co Down</td>
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Consumer Council

The Consumer Council is an independent consumer organisation, working to bring about change to benefit Northern Ireland’s consumers.
Our aim is to make the consumer voice heard and make it count. We represent consumers in the areas of transport, water and energy.

We also have responsibility to educate consumers on their rights and responsibilities and to equip them with the skills they need to make good decisions about their money and manage it wisely.

<table>
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<tr>
<th>Tel:</th>
<th>(028) 9067 2488</th>
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<tr>
<td>Fax:</td>
<td>(028) 9065 7701</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@consumercouncil.org.uk">info@consumercouncil.org.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>The Consumer Council</td>
</tr>
<tr>
<td></td>
<td>116 Holywood Road</td>
</tr>
<tr>
<td></td>
<td>Belfast</td>
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<tr>
<td></td>
<td>BT4 1NY</td>
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Advice NI

Advice NI is a membership organisation which exists to provide support for independent advice organisations or centres around NI to deliver high quality advice services. They have over 70 member organisations operating throughout Northern Ireland.

Advice NI also provides advice to the general public and has trained advisors who can help with enquiries on a range of matters including:

- Social security
- Housing, debt
- Consumer
- Employment issues.
Age NI Advice & Advocacy Services

Age NI provides an advocacy services for people experiencing difficulties negotiating the health and social care system, accessing appropriate levels of community care, dealing with issues relating to residential and nursing care.

The charity’s advice and advocacy services also provide direct access to advice, information and practical support on a wide range of issues including welfare benefits, community care, housing and health.

Post Offices

State pensions are now paid by direct payment into an account of your choice.
Post Offices can give you advice on the type of accounts that will allow you to continue withdrawing your cash, free of charge, at any post office branch.

Post offices can offer a number of other services and products, as well as dealing with letters and parcels, these include:

- Savings
- Post office accounts
- Credit cards
- Insurance
- Broadband and phone top up cards
- Gift vouchers (that can be used in outlets nationwide)
- Car tax and licences (driving and fishing).

For more information visit your local post office or alternatively look on the following website.

<table>
<thead>
<tr>
<th>website:</th>
<th><a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a></th>
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<tbody>
<tr>
<td>Contact:</td>
<td>Post Office</td>
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</table>

If you are unsure where your nearest post office is located you can do a search on the post office website giving either your post code or town.

A full list of addresses of post offices can also be found in the yellow pages.
A2B: Access to Benefits for Older people

The A2B service is powered by Citizens Advice (Northern Ireland).

If you have any queries or feedback, email A2B service.

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:a2b@citizensadvice.co.uk">a2b@citizensadvice.co.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>A2B service</td>
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</tbody>
</table>

A free simple and anonymous benefit calculator will allow you to calculate online what benefits you may be entitled to.

For more information contact your local CAB office.
Transport Buddy Service

Do you lack confidence getting out and about using public and community transport?

You may be eligible to register for the Transport Buddy Service.

The Transport Buddy Service funded by the Department for Regional Development and managed by Volunteer Now is for people who want to learn to travel independently using public and community transport.

A Buddy (volunteer) will accompany you on a number of journeys until you are confident travelling independently.

The service can support anyone over the age of 14 years of age who could access transport independently with the help of travel training.

Contact Us

If you are an organisation interested in offering the service to your users or would like training and support to deliver your own transport buddy service.
Voluntary Transport Service (North Down and Ards)

The Voluntary Transport Service in North Down and Ards is funded by the South Eastern Health and Social Care Trust and is provided primarily for their family and childcare units.

This involves school runs, runs to after school care, runs to parental contact, health appointments and others and is a much needed and valuable service.

The service also works with voluntary organisations and helps older people in the community who need help to get to health appointments.

If you have some spare time, access to a car and would like to help people in your local community, we would love to hear from you.

Mileage expenses are reimbursed to all drivers and this will not affect any benefits you may be receiving.
For more information please contact:

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 9145 7916</th>
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<tbody>
<tr>
<td>🌐 email:</td>
<td><a href="mailto:judith.parr@volunteernow.co.uk">judith.parr@volunteernow.co.uk</a></td>
</tr>
</tbody>
</table>
| ► Contact:   | Voluntary Transport Service (North Down and Ards)  
                 Judith Parr |

### Public Services and Accessibility

**Translink** have an accessible timetable for services across Northern Ireland outlining bus services and routes that are accessible to wheelchairs.

This timetable is available at bus stations or alternatively can be obtained by contacting:

<table>
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<tr>
<th>► Tel:</th>
<th>(028) 9066 6630</th>
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<tbody>
<tr>
<td>► Contact:</td>
<td>🌐 Translink</td>
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Translink recommend that when planning a journey, passengers should always make them aware of any assistance required.

It is important to note that only one wheelchair space is available per bus. This space can be reserved giving Translink a minimum of twenty four hours notice by contacting the Translink Call Centre.

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<tr>
<th>► Tel:</th>
<th>(028) 9066 6630</th>
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<tbody>
<tr>
<td>► Contact:</td>
<td>Translink Call Centre</td>
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</table>
Concessionary Fare Scheme: SmartPass

FREE TRAVEL is available to all senior citizens who are 60 years of age or over and who are resident in Northern Ireland. You can travel anywhere in Northern Ireland on any Translink bus or rail service completely free of charge.

For those aged 65+ you can apply for a seniors smart pass which allows free concessionary travel in Northern Ireland and also avail of free concessionary travel in the Republic of Ireland.

Smart Passes are only valid for five years.

To apply for a senior smart pass, you can obtain an application form from any main bus or rail station.

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<th>Tel:</th>
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<td>Saturday - Sunday</td>
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<td>8.00am - 6.00pm</td>
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Contact: Translink

A dedicated User Helpline has also been set up.

<table>
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<tr>
<th>Tel:</th>
<th>0845 600 0049</th>
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<tbody>
<tr>
<td>Contact:</td>
<td>User Helpline (for those seeking further information)</td>
</tr>
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</table>
Train Services

Translink provides services all over Northern Ireland and also to Dublin. The main passenger line operates from Portadown to Bangor but also includes services between Belfast, Derry/Londonderry, Newry, Larne, Portrush and Coleraine. Please visit Translink for further information.

Accessible trains and facilities

In recent years Translink have purchased new trains which have special features that help passengers board or leave the train as well as features inside the train.

For information on accessibility facilities and timetables contact:

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<tr>
<th>Tel:</th>
<th>(028) 9066 6630</th>
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<table>
<thead>
<tr>
<th>Textphone:</th>
<th>(028) 9038 7505</th>
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<td></td>
<td>(for people who are deaf or hard of hearing)</td>
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<table>
<thead>
<tr>
<th>Website:</th>
<th><a href="http://www.Translink.co.uk">www.Translink.co.uk</a></th>
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<table>
<thead>
<tr>
<th>Contact:</th>
<th>Advice NI</th>
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Timetables are also available on the Translink website.
Shopmobility

Shopmobility Belfast is a charitable organisation that provides free daily loan and long-term loan (small cost) of electric scooters, powered wheelchairs and manual wheelchairs.

They can also provide information on blue badges, door2door service and motability radar keys.

Anyone who finds access to the city centre difficult including older people and people with disabilities can use this service.

To find out more information and your nearest branch, please contact:

- Tel: (028) 9080 8090
  Monday - Friday
  9.00am - 5.00pm
- Email: info@shopmobilitybelfast.co.uk
- Website: www.shopmobilitybelfast.co.uk
- Contact: Shopmobility

Wheelchair Hire

Sources for hire or purchase

The following is a list of sources of wheelchair hire for people whose needs are of a temporary or occasional nature.
If you need further information please contact them on the telephone number provided.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0787 284 3840</td>
<td>Red Cross</td>
</tr>
<tr>
<td>(028) 9080 8090</td>
<td>Shop Mobility</td>
</tr>
<tr>
<td>(028) 9080 8090</td>
<td>Lisclare Ltd</td>
</tr>
<tr>
<td>(028) 9267 7077</td>
<td>John Preston</td>
</tr>
</tbody>
</table>

Rural Community Transport

Community transport operators provide transport where there is limited public transport or where conventional transport is not appropriate for the passengers’ needs. Community transport can be used for travel to shops or to appointments. Community transport provides affordable accessible transport for individuals or community groups and associations.

For further information and how to access these services please telephone the organisation on the numbers below or visit:

Community Transport NI

<table>
<thead>
<tr>
<th>Tel:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(028) 4461 7900 / 07989 854 678</td>
<td>Down Community Transport</td>
</tr>
</tbody>
</table>
Dial-a-Lift

Dial-a-Lift services are operated by local community transport operators, they may be used for a variety of purposes including:

- Shopping or personal business
- Some local health services
- Local pharmacy
- Post office or banking
- Training and employment
- Visiting friends and family.

Dial-a-Lift provides access to local services or links with the public transport network to travel beyond the local area. It is accessible and inclusive.

Transport will be matched to the individual’s requirements using a range of resources at the disposal of the local community transport operator including accessible vehicles for wheelchair users.
To qualify to use Dial-a-Lift you must be a member of your local community transport service and meet the following criteria:

- Live in a rural area (i.e., an area not covered by the Urban Door to Door scheme)
- Have difficulty accessing everyday services due to lack of transport.

To contact the local Community Transport Operator anywhere within Northern Ireland.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0845 650 1190</th>
</tr>
</thead>
<tbody>
<tr>
<td>(from a landline only)</td>
<td></td>
</tr>
<tr>
<td>RNID Typetalk use the prefix 18001 followed by full telephone number</td>
<td></td>
</tr>
<tr>
<td>Contact:</td>
<td>Community Transport Operator</td>
</tr>
</tbody>
</table>

Transport to Health and Social Care Facilities

Non-emergency transport

As a general rule patients are expected to make their own way to hospital appointments. However, in some cases transport may be provided by the Health and Social Care Trust if a GP or hospital consultant assesses there is a medical problem that prohibits the use of other forms of transport.

In certain cases, patients may claim help with travel costs up to 3 months after the date of travel.
Claim forms and leaflets can be obtained from hospitals, Social Security Offices or Jobs and Benefit Offices.

| Tel:          | (028) 9033 6958  
                 | Monday - Friday 
                 | 9.00am to 5.00pm |
|---------------|-------------------|
| Textphone:    | (028) 9033 6206   |
| Email:        | ssabenefitshop@nissa.gsi.gov.uk |
| Websites:     | www.nidirect.gov.uk |
| Contact:      | Jobs and Benefit Offices 
                 | Benefit Shop 
                 | Castle Court 
                 | Royal Avenue 
                 | Belfast 
                 | BT1 1DF |

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0808 100 6165</th>
</tr>
</thead>
<tbody>
<tr>
<td>Textphone:</td>
<td>0808 100 1165</td>
</tr>
<tr>
<td>Websites:</td>
<td><a href="http://www.dhsspsni.gov.uk">www.dhsspsni.gov.uk</a></td>
</tr>
</tbody>
</table>
| Contact:      | Pension Service 
                 | (aged over 60) |

Peninsula Hospital Transport Scheme

**Ards Peninsula Connecting Seniors Group** is pleased to announce a new service available for people over 60 with transport difficulties who need to get to a hospital appointment in Lisburn, Dundonald or Belfast.
The scheme provides a volunteer driver to pick up directly from an individual’s home, drive them to the hospital, wait for them and take them home after the appointment.

The standard cost for using this scheme will be 23 pence/mile however if you are in receipt of certain benefits, some or all of your costs may be reimbursed.

Contact Down Community Transport/Peninsula Hospital Transport Scheme to find out more or make a booking.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 7900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Peninsula Hospital Transport Scheme</td>
</tr>
</tbody>
</table>

**Driving Licences**

There is no upper age limit on driving a car however all drivers have to renew their licence on reaching the age of 70 and every three years thereafter. The renewal form will be sent to you automatically by the Driver and Vehicle Agency (DVA).

Having a disability or medical condition does not necessarily mean that your licence will be affected however if you have a medical condition which has become worse since you’re driving licence was issued or you develop any another medical condition, you must write and inform the Driver Licensing Agency’s Medical Section of the nature of your condition.
For further information contact DVA.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0845 402 4000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>DVA</td>
</tr>
<tr>
<td></td>
<td>Driver Licensing Medical Section</td>
</tr>
<tr>
<td></td>
<td>DVLNI County Hall</td>
</tr>
<tr>
<td></td>
<td>Castlerock Road</td>
</tr>
<tr>
<td></td>
<td>Coleraine</td>
</tr>
<tr>
<td></td>
<td>BT51 3TB</td>
</tr>
</tbody>
</table>

Road Safety Advice

DoE have a Road Safety for Older Drivers leaflet which provides more information on road safety tips.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9054 0094</th>
</tr>
</thead>
<tbody>
<tr>
<td>website:</td>
<td><a href="http://www.doeni.gov.uk">www.doeni.gov.uk</a></td>
</tr>
</tbody>
</table>

Motability

Motability is a charity which helps disabled people and their families to become more mobile. It does this by helping them to use the Higher Rate Mobility Component of their Disability Living Allowance (DLA), or their War Pensions Mobility Supplement (WPMS), to lease or buy a car, or to buy a powered wheelchair or scooter.

You do not need to hold a driving licence to qualify.
Exemption from VAT

People with a disability do not need to pay VAT on equipment for daily living, personal vehicles or on cars specially adapted to carry a person in a wheelchair.

For more information telephone HM Revenue and Customs and ask for VAT notice 701/59 ‘Motor vehicle for disabled people’.

Road tax exemptions

In some cases individuals with a disability may not have to pay road tax.

For further information on road tax exemptions contact Disability and Carers Service.
Blue Badge Scheme

The purpose of the scheme is to give disabled people and older people the ability to park on-street, close to the facilities and services they need so as to improve their lifestyle, independence and freedom of choice.

To find out eligibility and more information contact:

<table>
<thead>
<tr>
<th>► Tel:</th>
<th>(028) 6634 3700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.roadsni.gov.uk">www.roadsni.gov.uk</a></td>
</tr>
<tr>
<td>► Contact:</td>
<td>Disabled Persons Badge Scheme Central Office</td>
</tr>
</tbody>
</table>

Taxis

Private taxis

Private taxis must be pre-booked. (See Yellow Pages for a full list of taxi firms).

All licensed taxi drivers must have a green badge showing their photograph and licence number.

Cycling

Translink have produced Bikeit with Translink, a guide on how to travel with your bike on public transport across Northern Ireland.
Travel to Airports

Translink offers bus shuttles to the City Airport, Belfast International Airport and Dublin Airport.

For more information on bus times contact Translink timetables.

Car parking at airports can be quite expensive especially if you park at the short stay car park which is closest to the terminal.

Long stay car parks are cheaper however there is usually a moderate or long walk to the terminal.

A mini bus is available which regularly tours around long stay car parks collecting passengers and bringing them to the terminal.
Travel to Boat Terminals

Translink run a bus service from the Europa Bus Centre to Larne Harbour, and from the Europa Bus Centre and Belfast City Hall to the Stena Line Terminal (West Bank Road Stena Line).

Translink also offer an Ulsterbus Cross Channel Service which will allow you to travel by bus and boat to a number of British destinations.

For more information on bus times to boat terminals as well as bookings on the cross channel service contact Translink.

<table>
<thead>
<tr>
<th>►Tel:</th>
<th>(028) 9066 6630</th>
</tr>
</thead>
<tbody>
<tr>
<td>✉️ website:</td>
<td><a href="http://www.Translink.co.uk">www.Translink.co.uk</a></td>
</tr>
<tr>
<td>►Contact:</td>
<td>Translink</td>
</tr>
</tbody>
</table>

Sources of Advice

The NI Direct website provides information on motoring and transport for people with disabilities in Northern Ireland.

<table>
<thead>
<tr>
<th>▶️Tel:</th>
<th>(028) 9066 6630</th>
</tr>
</thead>
</table>
The Royal National Institute for the Deaf (RNID) typetalk system can also be used to contact local bus and rail stations.

Textphone users can dial 18001, followed by the full telephone number.

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.

Their role is to advise government and others in Northern Ireland on issues that affect the mobility of older people and disabled people.

For further information contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9029 7885</th>
</tr>
</thead>
<tbody>
<tr>
<td>Textphone:</td>
<td>(028) 9029 7885</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@imtac.org.uk">info@imtac.org.uk</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.imtac.org.uk">www.imtac.org.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Imtac</td>
</tr>
<tr>
<td></td>
<td>Portside Business Park</td>
</tr>
<tr>
<td></td>
<td>189 Airport Road West</td>
</tr>
<tr>
<td></td>
<td>Belfast</td>
</tr>
<tr>
<td></td>
<td>BT3 9ED</td>
</tr>
</tbody>
</table>
Community Transport Association (CTA)

The Community Transport Association represents a wide variety of transport operators who provide accessible door-2-door and group travel services to community groups, older people and people with disabilities on a non-profit making basis throughout Northern Ireland.

For more information contact:

| ►Tel:                | (028) 9094 1661 (for information) |
|                      | 0845 650 1190 (for booking)      |
| ✉️email:            | info@communitytransport-ni.com  |
| ✉️website:           | www.communitytransport-ni.com   |
| ►Contact:           | Community Transport Association |

Lisburn City Council - Community Minibus Hire Service

Lisburn City Council has a number of minibuses that local community groups can avail of.

To find out more please contact:

| ►Tel:                | (028) 9266 2496 |
| ✉️email:            | bridge.community@lisburn.gov.uk |
| ►Contact:           | Community Services  |
|                     | Bridge Community Centre  |
|                     | 50 Railway Street  |
|                     | Lisburn  |
|                     | BT28 1XP |
Chapter 9

Support Organisations and Services
Support Organisations and Services

Regional Support Services and Organisations

Community Development and Health Network

Our vision is to work towards ending health inequalities using a community development approach.

We aim to be:

- The leading organisation championing community development approached to tackling health inequalities
- To be a centre of expertise that develops best practice, advances knowledge and develops tools for action
- To ensure that communities can define and represent their own health needs and design and implement radical solutions.

Click here to view our location map.
For further information contact the Community Development and Health Network.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 3026 4606</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 3026 4626</td>
</tr>
<tr>
<td>email:</td>
<td><a href="mailto:ruthmurphy@cdhn.org">ruthmurphy@cdhn.org</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Community Development and Health Network</td>
</tr>
<tr>
<td></td>
<td>30a Mill Street</td>
</tr>
<tr>
<td></td>
<td>Newry</td>
</tr>
<tr>
<td></td>
<td>County Down</td>
</tr>
<tr>
<td></td>
<td>BT34 1EY</td>
</tr>
</tbody>
</table>

**Linking Generations NI**

This Northern Ireland Initiative promotes and supports the development of Intergenerational Practice across the region by providing opportunities for older and younger people to meet and learn from each other.

Further information can be obtained by contacting:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9181 3022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Linking Generations Northern Ireland</td>
</tr>
<tr>
<td></td>
<td>43 - 45 Frances Street</td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
</tr>
<tr>
<td></td>
<td>BT23 7DX</td>
</tr>
</tbody>
</table>
Age NI

Age NI is the new charity combining Age Concern NI and Help the Aged Northern Ireland. Age NI offers a variety of services such as:

- Advice and Advocacy
- First Connect Service that supports independent living
- 24 hour response service
- Residential care
- Day care
- Domiciliary care
- Specialist support for older people with dementia.

For direct access to advice, information and practical support on a wide range of issues including welfare benefits, community care, housing and health, contact Age NI Advice and Advocacy Services.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>0808 808 7575</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone lines open:</td>
<td>Monday - Friday</td>
</tr>
<tr>
<td></td>
<td>9.00am - 4.00pm</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.ageuk.org.uk/northern-ireland/">www.ageuk.org.uk/northern-ireland/</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Age NI Advice and Advocacy Services</td>
</tr>
</tbody>
</table>

Age Sector Platform

Age Sector Platform (ASP) is an organisation set up to campaign and lobby for older people in Northern Ireland.
Contact ASP if you would like more information or if your group is interested in becoming a member of the organisation.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9031 2089</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 9064 0598</td>
</tr>
<tr>
<td>Textphone:</td>
<td>(028) 9064 8546</td>
</tr>
<tr>
<td>email:</td>
<td><a href="mailto:info@cilni.org">info@cilni.org</a></td>
</tr>
<tr>
<td>website:</td>
<td><a href="http://www.cilbelfast.org/">http://www.cilbelfast.org/</a></td>
</tr>
</tbody>
</table>
| Contact:   | Centre for Independent Living NI  
Linden House  
Beechill Business Park  
96 Beechill Road  
Belfast  
BT8 7QN|

**Centre for Independent Living NI**

Centre for Independent Living NI is an organisation run by disabled people for disabled people.

We work to promote the principles of independent living and in particular to provide a range of services for people using or considering using Direct Payments.

For further information contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9064 8546</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 9064 0598</td>
</tr>
<tr>
<td>Textphone:</td>
<td>(028) 9064 8546</td>
</tr>
<tr>
<td>email:</td>
<td><a href="mailto:info@cilni.org">info@cilni.org</a></td>
</tr>
<tr>
<td>website:</td>
<td><a href="http://www.cilbelfast.org/">http://www.cilbelfast.org/</a></td>
</tr>
</tbody>
</table>
| Contact:   | Centre for Independent Living NI  
Linden House  
Beechill Business Park  
96 Beechill Road  
Belfast  
BT8 7QN|
 Churches

Churches can provide spiritual, emotional and social support to older people. Many churches have special events that they run specifically for older people providing an opportunity to get out of the house and mix with others. Church leaders can also provide valuable support at the time of bereavement.

Contact your local minister or priest or religious leader for information on support and activities provided in your area.

Maximising Access in Rural Areas (MARA)

The Public Health Agency (PHA), in conjunction with the Department of Agriculture and Rural Development (DARD), has developed a four year partnership project to improve the health and wellbeing of rural dwellers in Northern Ireland. The MARA Project will increase access to services, grants and benefits by facilitating a co-ordinated service to support rural dwellers living in or at risk of poverty or social exclusion.

Aim

The project aims to improve the health and wellbeing of people living in rural areas in Northern Ireland by helping them to access local services, grants or benefits.
How

Trained enablers will visit you at your home or a venue of your choice to complete a questionnaire which is then linked to the relevant services - these bodies will in turn contact you if you are eligible for assistance.

- Access to home improvement/warm home schemes
- Access to benefit entitlement checks
- Access to a range of local services
- Access to community transport.

When and where

The programme will be running from April 2012 until November 2014 and will cover the Down District areas of Ardglass, Castlewellan, Crossgar, Derryboy, Drumaness, Dundrum, Dunmore, Kilmore, Killough, Killyleagh, Saintfield, Seaforde, Strangford and Tollymore.

To arrange a home visit please contact the project co-ordinator.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 2311</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:info@countydownrcn.com">info@countydownrcn.com</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.countydownrcn.com">www.countydownrcn.com</a></td>
</tr>
</tbody>
</table>
Volunteer Now

Volunteer Now works to promote, enhance and support volunteering across Northern Ireland. Volunteer Now is about connecting with individuals and organisations to build healthy communities and create positive change.

Volunteer Now enhances recognition for the contribution volunteers make, provides access to opportunities and encourages people to volunteer.

We provide training, information, guidance and support to volunteer-involving organisations on issues of good practice and policy regarding volunteering, volunteer management, child protection, safeguarding vulnerable adults and governance.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9023 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>website:</td>
<td><a href="http://www.volunteernow.co.uk">www.volunteernow.co.uk</a></td>
</tr>
</tbody>
</table>

Northern Ireland Council for Ethnic Minorities (NICEM)

NICEM is a membership based voluntary sector organisation, which is representative of the ethnic minority communities in Northern Ireland. Their members include ethnic minority community groups in Northern Ireland.

NICEM aims to identify and respond to the needs of ethnic minority communities and to raise awareness and understanding of individual discrimination on the grounds of colour, nationality, racial, ethnic and national origin through campaigning and lobbying.
For more information on NICEM services or to enquire about interpreting services from CONNECT-NICEM contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9023 8635</th>
</tr>
</thead>
<tbody>
<tr>
<td>website:</td>
<td><a href="http://www.nicem.org.uk">www.nicem.org.uk</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.nicem-interpreting.org.uk">www.nicem-interpreting.org.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>NICEM</td>
</tr>
<tr>
<td></td>
<td>CONNECT-NICEM</td>
</tr>
</tbody>
</table>

**Bryson Group**

Bryson Charitable Group delivers a number of care services for older people in the South East area.

Click on the link below for more information:

- Independent Advocacy Service
- Neighbourly Care.

**NICVA**

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

Its membership reflects the makeup of the sector in terms of both thematic (issue based) and geographical representation.
NICVA offers a range of services including:

- Governance and charity advice
- HR advice
- Fundraising
- Research
- Policy and lobbying
- Training
- Consultancy.

Local Support Services and Organisations

Lisburn

Safe and Well Project

The Safe and Well Project will support socially isolated older people 65 years and over, living in the Down and Lisburn areas, to become more included in their local community and remain living independently in their own home for as long as possible. This includes older people with a diagnosis of early (mild) stages of dementia/memory loss.

The Safe and Well Project will work in partnership with a range of community, voluntary and statutory organisations that provide social support services for older people to enable the client to avail of the range of services. By working together a more co-ordinated approach to the provision of social support services can be achieved.
First Steps Support

A particular part of the Safe and Well Project is the First Steps Support Service which provides a dedicated support worker for 3 hours per week for up to 12 weeks, to support and empower the person to attend local social groups and activities. The older person will work towards their personal goal, with a review period at week 8, to assess progress towards the person’s goal.

Volunteer Befriending Service

This part of the Safe and Well programme recruits volunteers on the premise of providing 1 - 1½ hours per week, for up to 1 year, to spend with an isolated older person, to assist them to be more socially integrated within their local community. The person will set a personal goal to work towards. This service will be reviewed at 6 months and 1 year to assess how the person is progressing towards their personal goal.

The Safe and Well Project has been funded by the Big Lottery Fund’s Safe and Well Programme with further funding from the Public Health Agency, and NI Rural Development Programme (NIRDP) which is part financed by the European Agricultural Fund for Rural Development (EAFRD) and is managed by the Department of Agriculture and Rural Development.

For further information please contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9756 6934 / 07525 898 723</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Safe and Well Project</td>
</tr>
<tr>
<td></td>
<td>Sandra Glover (Project Coordinator)</td>
</tr>
</tbody>
</table>
Age NI: First Connect Service

The First Connect Service aims to support disadvantaged older people to access a range of services to improve their quality of life, help them remain independent and enable them to access the right support. The service works directly with older people and their local communities. An assessor will visit the person at home to discuss their needs, provide information on services and signpost to the agreed services.

For more information telephone:

Tel: 0808 808 7575 (Freephone)

TADA

The Armagh Down and Antrim Rural Support Network provides support tailored to meet the needs of local rural communities by:

- Working in partnership with other agencies to provide better access to rural services
- Networking with other community, voluntary and statutory agencies, improving the quality of life for people living in rural areas
- Facilitating rural community groups to achieve their objectives
• Provide group development, support and mentoring
• Bring communities together to provide opportunities for community dialogue
• Support rural regeneration
• Advocate on behalf of rural communities
• Putting rural issues at the heart of policy making
• Sharing information, skills, knowledge and resources to seek to add value to local initiatives.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 3839 8888</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 3839 8883</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@tadarsn.com">info@tadarsn.com</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>TADA</td>
</tr>
<tr>
<td></td>
<td>Unit 10A</td>
</tr>
<tr>
<td></td>
<td>19 Carn Business Park</td>
</tr>
<tr>
<td></td>
<td>Portadown</td>
</tr>
<tr>
<td></td>
<td>BT63 5WG</td>
</tr>
</tbody>
</table>

Down

County Down Rural Community Network

County Down Rural Community Network is a voluntary umbrella body set up and managed by community groups in Down District and Ards Borough Council Areas. The support services provided by CDRCN to the local community and voluntary groups are summarised below:

• Ongoing technical, legal and funding support to rural groups
• Advocacy, research and consultation on issues affecting rural communities
• Facilitate training opportunities tailored to groups needs eg. capacity building, financial management, committee skills
• Regular news bulletins to over 140 groups across County Down
• Support for community activities eg. fun days, press launches, health fairs, etc.
• Networking opportunities for groups
• Office services, free or at cost price to member groups.

Contact County Down Rural Community Network for more information.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4461 2311</th>
</tr>
</thead>
<tbody>
<tr>
<td>email:</td>
<td><a href="mailto:info@countydownrcn.com">info@countydownrcn.com</a></td>
</tr>
<tr>
<td>website:</td>
<td><a href="http://www.countydownrcn.com">www.countydownrcn.com</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>County Down Rural Community Network (Head Office)</td>
</tr>
<tr>
<td></td>
<td>Ballymote Centre</td>
</tr>
<tr>
<td></td>
<td>40 Killough Road</td>
</tr>
<tr>
<td></td>
<td>Downpatrick</td>
</tr>
<tr>
<td></td>
<td>BT30 6PY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9182 8884</th>
</tr>
</thead>
<tbody>
<tr>
<td>email:</td>
<td><a href="mailto:ards@countydownrcn.com">ards@countydownrcn.com</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>County Down Rural Community Network</td>
</tr>
<tr>
<td></td>
<td>Ards Community Network Centre</td>
</tr>
<tr>
<td></td>
<td>43 - 45 Frances Street</td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
</tr>
<tr>
<td></td>
<td>BT23 7DX</td>
</tr>
</tbody>
</table>
The local authorities of Ards, Banbridge, Down and North Down have agreed to form a ‘cluster’ to deliver the new Northern Ireland Rural Development Programme across the four council areas to 2013.

DRAP has been formed, which is a fully inclusive and representative body comprising of individuals and organisations with an experience and expertise in diverse aspects of rural development, and is responsible for delivering a high quality and innovative rural strategy that addresses local rural issues and needs.

---

**Contact:**
Down Rural Area Partnership
Ards Business Centre
Skeetrick House
Jubilee Road
Newtownards
BT23 4YH

---

**North Down**

**North Down Community Network**

North Down Community Network located in central Bangor is an independent organisation which supports the development of community/voluntary organisations
within the North Down Borough. The support services provided by NDCN to the local community and voluntary groups are summarised below:

- Support community and voluntary sector groups around all issues relating to good governance and best practice
- Provide contact point and facilities for local groups who do not have a base
- Provide local base for IFH throughout North Down
- Through the Resource Centre we offer meeting facilities, funding support, IT suite and training
- User (Resource Centre) community and voluntary groups, statutory organisations, and individuals.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9146 1386</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:admin@ndcn.co.uk">admin@ndcn.co.uk</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.ndcn.co.uk">www.ndcn.co.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>North Down Community Network 5 Castle Park Road Bangor BT20 4TF</td>
</tr>
</tbody>
</table>

Ards

AGENDA (Age North Down and Ards)

Age North Down and Ards is a charity which represents the interests of all older people residing in the areas of North Down and Ards.
Its core activities includes:

- Good Morning Call
- Support and Signposting
- Floating Support Service
- Safety of Seniors road show
- Support and administration for both the Ards over 50 Forum and North Down over 50 Forum.

Our Mission

To improve the quality of life of older people in the North Down and Ards area.

Our Vision

To be recognised as a committee and respected source of practical support and information for older people in North Down and Ards.

Support and Signposting

Safety of Seniors

- Information roadshow
- Intergenerational programme
- AGENDA Good morning call service.

Activities include:

- Basic computer class
- Walking group
- Hobbies and craft
- REACH
For further information you can telephone or call the AGENDA (Age North Down and Ards) office.

<table>
<thead>
<tr>
<th>►Tel:</th>
<th>(028) 9127 1968</th>
</tr>
</thead>
<tbody>
<tr>
<td>◆email:</td>
<td><a href="mailto:agenda@agenorthdownards.co.uk">agenda@agenorthdownards.co.uk</a></td>
</tr>
<tr>
<td>◆website:</td>
<td><a href="http://www.agenorthdownards.co.uk">www.agenorthdownards.co.uk</a></td>
</tr>
</tbody>
</table>
| ◆Contact:     | AGENDA (Age North Down and Ards)  
|               | 24 Hamilton Road              |
|               | Bangor                        |
|               | Opening hours: Monday - Friday |
|               | 10.00am - 2.00pm              |

**Ards Community Network - Community Development Support Organisation**

Ards Community Network is a community development support organisation providing the following support services, activities and co-ordination for local communities:

- Networking and providing an interface with key statutory agencies and other organisations, with an emphasis on improving the quality of life for local people
- Promoting health and social wellbeing initiatives to address health inequalities, actively encouraging all sections of the community to get involved in events, workshops, fun days and social activities
• Promoting and facilitating training and capacity building programmes in local community resource centres
• The provision of a new fully accessible modernised shared community networking resource centre providing infrastructure support to local groups, accommodation, meeting rooms, administrative services, IT facilities, multi-media suites, conference facilities, community library, shared resources and admin support services
• Provision of an outreach and development support service promoting self help activities to promote overall health and social wellbeing
• Providing practical support and help to communities to enable them to access information, resources, support, advice and training
• Supporting local communities through a structured programme of outreach community development work and developing social activities in neighbourhoods with groups and communities across the South Eastern HSC Trust area.

For more information contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9181 4625</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:info@ardscommunitynetwork.com">info@ardscommunitynetwork.com</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Ards Community Network</td>
</tr>
<tr>
<td></td>
<td>Cathy Polley Rice (Manager)</td>
</tr>
<tr>
<td></td>
<td>43 - 45 Frances Street</td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
</tr>
<tr>
<td></td>
<td>BT23 4DX</td>
</tr>
</tbody>
</table>
Peninsula Healthy Living Centre

Peninsula Healthy Living Partnership is a voluntary, community based organisation that is committed to health improvement through partnership, community involvement, and the promotion of healthy lifestyles.

For more information contact:

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 4273 9021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>(028) 4273 9018</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:info@peninsulahealthyliving.org">info@peninsulahealthyliving.org</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Peninsula Healthy Living Partnership</td>
</tr>
<tr>
<td></td>
<td>24 Church Grove</td>
</tr>
<tr>
<td></td>
<td>Kircubbin</td>
</tr>
<tr>
<td></td>
<td>County Down</td>
</tr>
<tr>
<td></td>
<td>BT22 2SU</td>
</tr>
</tbody>
</table>

Advice and Support

Advice NI

Advice NI is a membership organisation which exists to provide support for independent advice organisations and centres around Northern Ireland to deliver high quality, advice services.

They have over 70 member organisations operating throughout the country.
Advice NI also provides advice to the general public and has trained advisors who can help with enquiries on a range of matters including:

- Social security
- Housing
- Debt
- Consumer
- Employment issues.

For more information contact Advice NI.

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9064 5919</th>
</tr>
</thead>
<tbody>
<tr>
<td>website:</td>
<td><a href="http://www.adviceni.net">www.adviceni.net</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Advice NI</td>
</tr>
</tbody>
</table>

Citizens Advice Bureau (CAB)

Citizens Advice helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Their trained advisers provide specialist information and advice on 14 different areas of the law including:

- Consumer issues
- Employment legislation
- Social security benefits
- Money advice
- Health
- Housing rights
- Other legal matters.

For more information visit their website:

<table>
<thead>
<tr>
<th>website:</th>
<th><a href="http://www.citizensadvice.co.uk">www.citizensadvice.co.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>(CAB)</td>
</tr>
</tbody>
</table>
Consumer Council

The Consumer Council role is to speak up for consumers and give them a voice.

They offer information and education campaigns, influencing the public and private sectors, undertaking research and producing publications.

They can also help individual consumers with complaints about a wide range of issues.

For general enquiries telephone or visit website.

►Tel: (028) 9067 2488
►website: www.consumercouncil.org.uk
►Contact: Consumer Council

Complaints:

If you have a complaint about buses, trains, planes, ferries, natural gas, electricity, coal or water, contact:

►Tel: 0800 121 6022
►email: complaints@consumercouncil.org.uk

Consumer Advice Centre

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

<table>
<thead>
<tr>
<th>Tel:</th>
<th>(028) 9032 8260</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:consumeradvice@belfastcity.gov.uk">consumeradvice@belfastcity.gov.uk</a></td>
</tr>
<tr>
<td>Contact:</td>
<td>Consumer Advice Centre</td>
</tr>
</tbody>
</table>

NI direct – government services

NI direct is a comprehensive online directory of services for Northern Ireland. It provides a vast array of public sector information and is sub-divided into the following categories:

- Motoring
- Money, tax and benefits
- Employment
- Education
- Citizens rights
- Housing
- Pensions, retirement
- Travel, transport and roads
- People with disabilities
- Leisure, home and community
- Parents
- Health and well-being
- Caring for someone
- Crime, justice and the law
- Young people
- Environment and greener living.
Telephone Support Services

Good Morning is a free community based telephone service for older and vulnerable adults, which supports them to remain independent in their own homes. The service provides telephone support and guidance, connecting people with local community groups, activities and voluntary and statutory services. It alerts others if the call is not answered, which provides service users and their families with peace of mind.

Four organisations provide the Good Morning Service coverage across the South Eastern HSC Trust.

For further details please contact your local Good Morning Service between 9.00am and 1.00pm.

North Down District Council
▶ Tel: (028) 9127 1968
▶ Contact: Good Morning North Down

Ards District Council
▶ Tel: (028) 9127 1968
▶ Contact: Good Morning Ards

Down District Council
▶ Tel: (028) 4461 3434
▶ Contact: Good Morning Down

Lisburn District Council
▶ Tel: (028) 9062 7863
▶ Contact: Good Morning Colin & Greater Dunmurray
Local Councils

Responsibilities of local councils

There are 4 councils in the South Eastern HSC Trust area. They each have a wide range of roles and responsibilities including service provision and representation.

Representation

Councillors are appointed to represent their councils, or elected members in general, on a number of public bodies such as Education and Library Boards, Heath and Social Services and Road Safety Committees.

Areas of responsibility

Local councils are responsible for service areas including the following:

- Refuse collection and disposal
- Recycling and waste management
- Civic amenity provision
- Grounds maintenance
- Street cleaning
- Cemeteries
- Public conveniences
- Food safety
- Health & safety
- Environmental protection
- Environmental improvement
- Estates management - building design and maintenance
• Building control-inspection and regulation of new buildings
• Dog control
• Enforcement byelaws such as those around litter
• Sports and leisure services
• Sports and recreational facilities
• Parks, open spaces and playgrounds
• Community centres
• Arts, heritage and cultural facilities
• Registration of births, deaths and marriages.

Councils also have a role in the following areas:

• Economic development
• Community development
• Community safety
• Sports development
• Summer schemes
• Tourism.

Councils are currently not responsible for, although they may be consulted on, the following areas:

• Education
• Personal social services
• Roads
• Public housing
• Fire service
• Police service
• Trading standards
• Drainage water
• Sewage
• Libraries
• Planning
• Street lighting
• Collection of rates
• Transport.

Please find your local council contact details below.

Your Rights

Patient Client Council

The Patient Client Council is an independent body who seeks to represent the views of the public in all areas of Health and Social Services.

They provide information about Health and Social Services including information on patient rights, as well as assistance in making a complaint.

Comments and complaints

The Patient Client Council does not investigate complaints but will give you accurate and impartial advice on the options open to you including how to make a complaint, who to complain to, and help with making a complaint.

If you would like more information on your rights as a patient or how to make a comment or complaint contact the Patient Client Council.

Tel: 0800 917 0222 (Freephone)
Contact: Patient Client Council
Commissioner for Older People for Northern Ireland

The Commissioner for Older People for Northern Ireland has promotional, advisory, educational and general investigatory duties and powers. She champions the rights and interests of older people throughout Northern Ireland and speaks with a strong voice on the contribution older people make and on the issues and problems they face.

For further information contact:

| Contact: | Commissioner for Older People for Northern Ireland  
| Equaliy House  
| 7 – 9 Shaftesbury Square  
| Belfast  
| BT2 7DP |
| Tel: | (028) 9089 0892 |
| Fax: | (028) 9032 9227 |
| Email: | info@copni.org |
Chapter 10

Emergency Contacts
# Emergency Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
<th>Tel/Fax website/email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance, Fire and Police Services</td>
<td>Emergency calls only</td>
<td>999</td>
</tr>
<tr>
<td>Police</td>
<td>Non emergency</td>
<td>0845 600 8000</td>
</tr>
<tr>
<td></td>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td>Electricity</td>
<td>Power NI (formerly NIE)</td>
<td>0845 764 3643</td>
</tr>
<tr>
<td></td>
<td>Airtricity</td>
<td>0845 601 9093</td>
</tr>
<tr>
<td>Street lighting</td>
<td>Faults with street lighting</td>
<td>(028) 9025 3051</td>
</tr>
<tr>
<td>Gas suppliers</td>
<td>Phoenix gas</td>
<td>0845 900 5253</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(028) 9055 5801</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(minicom)</td>
</tr>
<tr>
<td></td>
<td>Firmus Gas</td>
<td>0845 608 0088</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0845 603 1008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Textphone/minicom)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.phoenixsupplyni.com">www.phoenixsupplyni.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.firmusenergy.co.uk">www.firmusenergy.co.uk</a></td>
</tr>
<tr>
<td>Contact</td>
<td>Details</td>
<td>Tel/Fax website/email</td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Northern Ireland Water</td>
<td>Lagan Valley Island Island Civic Centre The Island Lisburn BT27 4RL</td>
<td>0845 744 0088</td>
</tr>
<tr>
<td>Lisburn City Council</td>
<td>Text Phone: (028) 9250 9508 (For deaf/hearing impaired patrons only)</td>
<td><a href="mailto:enquiries@lisburn.gov.uk">enquiries@lisburn.gov.uk</a></td>
</tr>
<tr>
<td>Newtownards Borough Council</td>
<td>2 Church Street Newtownards BT23 4AP</td>
<td>t:(028) 9182 4000 f:(028) 9181 9628 <a href="mailto:ards@ards-council.gov.uk">ards@ards-council.gov.uk</a></td>
</tr>
<tr>
<td>North Down Borough Council</td>
<td>Town Hall The Castle Bangor BT20 4BT</td>
<td>t:(028) 9127 0371 f:(028) 9127 1370</td>
</tr>
<tr>
<td>Down District Council</td>
<td>Downshire Civic Centre Downshire Estate Ardglass Road Downpatrick BT30 6RA</td>
<td>t:(028) 4461 0800 f:(028) 4461 0801 <a href="mailto:council@downdc.gov.uk">council@downdc.gov.uk</a></td>
</tr>
<tr>
<td>Doctor</td>
<td>Doctor’s number</td>
<td></td>
</tr>
<tr>
<td>Contact</td>
<td>Details</td>
<td>Tel/Fax website/email</td>
</tr>
<tr>
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<td>------------------------</td>
</tr>
<tr>
<td><strong>Hospitals</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ulster Hospital</strong></td>
<td>Ulster Hospital</td>
<td>(028) 9048 4511</td>
</tr>
<tr>
<td></td>
<td>Upper Newtownards</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dundonald</td>
<td></td>
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<tr>
<td></td>
<td>Belfast</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BT16 1RH</td>
<td></td>
</tr>
<tr>
<td><strong>Ards Community Hospital</strong></td>
<td>Ards Community Hospital</td>
<td>(028) 9181 2661</td>
</tr>
<tr>
<td></td>
<td>Church Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Newtownards</td>
<td></td>
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<tr>
<td></td>
<td>Co Down</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BT23 4AS</td>
<td></td>
</tr>
<tr>
<td><strong>Downe Hospital</strong></td>
<td>Downe Hospital</td>
<td>(028) 4461 3311</td>
</tr>
<tr>
<td></td>
<td>9a Pound Lane</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Downpatrick</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Co Down</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BT30 6JA</td>
<td></td>
</tr>
<tr>
<td><strong>Dentist</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Chemist</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family members</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Neighbour</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Plumber</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Electrician</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Religious contact</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Emergency Contacts**
User Feedback Form

If you have noticed an error, would like to be listed or have any suggestions on how to improve this directory please complete and return the user feedback form below.

<table>
<thead>
<tr>
<th>Your name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation</td>
</tr>
<tr>
<td>Position</td>
</tr>
<tr>
<td>Contact details</td>
</tr>
</tbody>
</table>

**Tick (√ / Insert)**

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Error</th>
<th>New listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page No.</td>
<td>Suggestion</td>
<td>Removal</td>
</tr>
</tbody>
</table>

**Insert Text/Comments**

**Complete and return to:**

Health Development Department  
Level 5  
Lisburn Health Centre  
BT28 1LU  
Tel: (028) 9250 1373  
Email: health.development@setrust.hscni.net
Download this Directory from:

www.setrust.hscni.net/healthyliving

This Directory can be made available in other formats if requested.