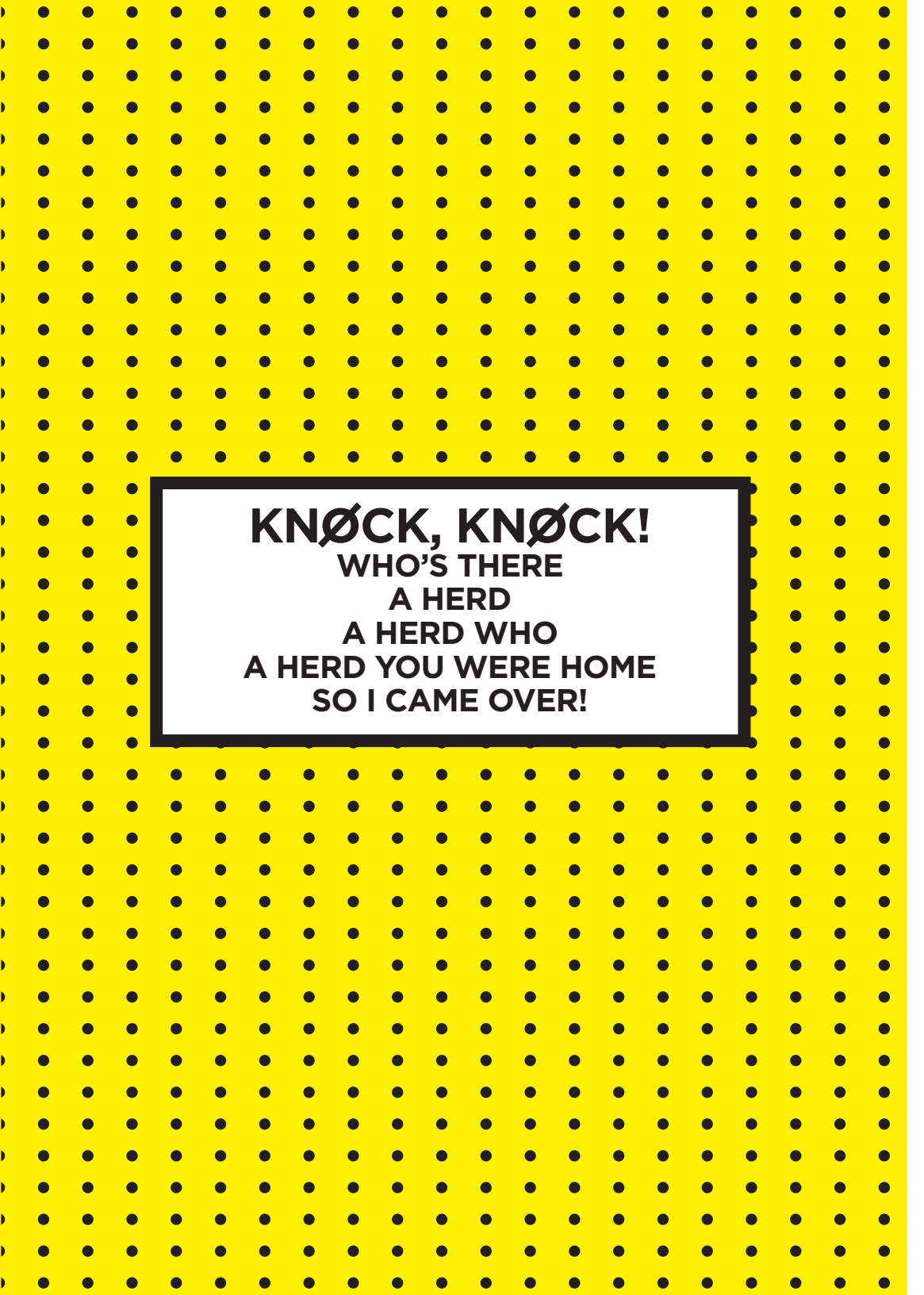




HØUSING

STUFF YOU NEED TO KNOW
HANDBOOK



KNØCK, KNØCK!
WHO'S THERE
A HERD
A HERD WHO
A HERD YOU WERE HOME
SO I CAME OVER!

We work with young people and children who haven't had a fair deal to support them to try and make things that bit better. Everybody is different! MACS work with young people on the things that are important to them. This could be getting out more, making new friends, getting a place to live, sorting out problems or money worries, dealing with stresses or the things that get you down. We do this through three services below:

VISION

LIFE IS GREAT FOR CHILDREN AND YOUNG PEOPLE

MISSION

TO PROVIDE A RANGE OF SUPPORT SERVICES FOR CHILDREN AND YOUNG PEOPLE WHO HAVEN'T HAD A FAIR DEAL IN RELATION TO HOUSING, HOMELESSNESS, MENTAL HEALTH AND PARTICIPATION.

ETHOS

WE NEED EACH OTHER TO MAKE LIFE WORK.

VALUES

WE MAKE OUR OWN CHOICES
WE TAKE RISKS
WE MAKE MISTAKES AND LEARN
WE RECOGNISE OUR DIFFERENCES AND CHALLENGE JUDGMENTS

AIMS

GETTING CHILDREN AND YOUNG PEOPLE TO WHERE THEY WANT TO BE
LED BY YOU
STRENGTH, EXCELLENCE, INNOVATION AND VISION.



WELLBEING

LIVE, DREAM, SUCCEED

SUPPORTING CHILDREN AND YOUNG PEOPLE TO LIVE, DREAM AND SUCCEED WITH INSPIRATION FROM VOLUNTEERS.



FLOATING SUPPORT

BUILDING FUTURES TOGETHER

HELPING YOUNG PEOPLE GET AND KEEP A PLACE TO LIVE.



SUPPORTED HOUSING

MOVE IN TO MOVE ON

WORKING WITH YOUNG PEOPLE WHO ARE LEAVING CARE OR HOMELESS SO THEY ARE BETTER PREPARED TO LIVE IN THEIR OWN PLACE DOWN THE LINE.

This handbook has been designed to give you all the stuff you need to know about MACS Supported Housing. A worker can explain it all to you and answer any questions you may have. Contact us if you would like to know more.

**PS We've also included some terrible Knock Knock jokes for bants! ... Bet you laugh at them!*

THE SET UP

BELFAST



- 18 flats for young people from Belfast Trust and 2 for young people from South Eastern Trust
- Stay for up to 2 years
- Move on with MACS Floating Support Team
- Aged 16-21
- Shared space Dee Lounge
- All care experienced

NEWRY



- 7 flats
- Outdoor space created and designed by young people
- Work to principles of social pedagogy
- Newry team do up to 3 months' support following move on
- Stay up to 2 years
- All care experienced young people from the Southern Trust

LISBURN



DOWNPATRICK



- 9 flats for young people from South Eastern Trust
 - 3 flats for care experienced young people for up to 2 years
 - 4 flats for young people experiencing homelessness
 - 2 Assessment flats for up to 10 days to respond to immediate housing need for 16-17 year olds
 - Shared living room designed by young people
 - Outdoor space designed by young people
-
- 8 flats for young people from South Eastern Trust
 - 3 flats for care experienced young people for up to 2 years
 - 3 flats for young people experiencing homelessness
 - 2 Assessment flats for up to 10 days to respond to immediate housing need for 16-17 year olds
 - Shared living room designed by young people
 - Outdoor space designed by young people
 - Work to principles of social pedagogy



WE SUPPORT YOU WITH

- Getting into work or on a course
- Money coming in and out
- Setting up bank account
- Understand the benefits system and what it means to you now in the future
- Going to benefits offices and filling out forms
- Making and keeping appointments
- Getting a place to live
- Keeping a place to live
- Living on your own, cooking, cleaning etc.
- Setting up your home
- Help you to report repairs
- Register with GP and Dentist
- Keeping safe yourself and with friends and visitors
- Building relationships with friends, family, social workers and other young people that live in MACS



KNØCK, KNØCK!
WHO'S THERE
ORANGE
ORANGE WHO
ORANGE YOU GOING TO
LET ME IN!

HERE'S HOW IT IS

- At the start you have named visitors and limited overnights
- What you do affects others around you be a good neighbour
- We will disrupt anti-social behaviour (drinking or substance use) and call PSNI if needed
- Under 17's can't visit you without social services or parental OK
- If we are worried about your safety, we will make plans together to help you
- Social Services ask us to report you as missing to out of hours' social work team and PSNI if you are not back on time (under 18's)
- If you don't want support, we'll help you move on
- No pets
- You bust it you pay for it to be fixed or do without!
- Visitors bans will happen if visitors are messing about...they don't live with us!
- We might ban some people permanently from the flats to keep you and others safe
- Violent, aggressive or intimidating behaviour to anybody in MACS is not tolerated. You staying with us will be reviewed and you may be evicted
- Agree to work on things to support you this will be looked at every 6 months to make sure it's working for you and to change it up if needed

SEE FOR YOURSELF

HOW DO I GET A CHANCE OF CARE EXPERIENCED YOUNG PEOPLE AGED 16-21

**SUPPORTED HOUSING PROVIDERS
(MACS, BCM, BARNARDOS and SIMON)**

**THE HEALTH TRUSTS HOLD MEETINGS
MONTHLY (OPS MEETINGS IN NEWRY)**

**WHAT DOES THE YOUNG
PERSON WANT?**

**WHO IS PRIORITY
FOR FLATS?**

**DOES YOUNG PERSON WANT
TO WORK ON KEEPING SAFE
AND HOUSING?**

COME AND HAVE LOOK AROUND CHAT TO YOUNG PEOPLE WHO LIVE WITH US. CALL UNI ST. (BELFAST) 028 9024 6220, LONGSTONE ST. (LISBURN) 02892 646 329, ENGLISH ST. (DOWNPATRICK) 02844 615 155, CANAL ST. (NEWRY) 02830 828 312 AND WE'LL SHOW YOU AROUND.

GETTING A FLAT WITH MACS?

SOCIAL WORKERS ASK FOR FLATS FOR YOUNG PEOPLE

WHO HAS FLATS AVAILABLE?

PANEL PROCESS TALK ABOUT THE SUPPORT NEEDS AND SAFETY OF YOUNG PEOPLE

WHO HAS FLATS COMING UP WITH MOVE ONS OR EVICTIONS.

WHAT'S GOING ON IN THE BUILDINGS RIGHT NOW?

PANEL AGREES WHO GOES WHERE AND TO WHICH PROVIDER

PROVIDERS TELLS SOCIAL WORKER TO APPLY TOGETHER WITH YOUNG PERSON

PROVIDERS DO A MATCH MEETING FORM AND TALK ABOUT MOVE IN AND HOW IT WILL HAPPEN ETC.

HOW DO I GET A CHANCE OF

NOT CARE EXPERIENCED YOUNG PEOPLE AGED 16-21

YOU MAY END UP

YES

16-21 YEARS OLD

- SOFA SURFING
- WHERE I'M LIVING NOW IS HARD TO KEEP
- I WANT MORE SUPPORT THAN I AM GETTING NOW

NEED TO DO A HOMELESS ASSESSMENT WITH HOUSING EXECUTIVE. CALL US WE CAN HELP YOU WITH THIS

FILL IN A REFERRAL FORM AND SEND IT TO US. IF YOU NEED HELP WITH US WE CAN DO THIS WITH YOU. GET IT ONLINE OR RING US AND WE'LL SEND YOU ONE.

MACS NOW HAVE Y
WHAT'S GOING

GETTING A FLAT WITH MACS?

BEING HOMELESS

YES

16-17 YEARS OLD
IMMEDIATE NEED FOR
SOMEWHERE TO STAY; OR NO
PLACE TO STAY RIGHT NOW

- SOCIAL SERVICES ARE WORKING WITH YOU OR...
- YOU GO TO HOUSING EXECUTIVE OFFICE AND TELL THEM YOU ARE HOMELESS

SOCIAL WORKER/HOUSING
EXECUTIVE CONTACT MACS
ABOUT YOU AND YOUR
HOUSING NEEDS.

VE YOUR INFO AND
NG ON FOR YOU

FORM IS SORTED WHAT NOW?

WE READ IT

YOU HAVE HOUSING
NEEDS AND YOU WANT
TO LIVE IN MACS

YES

YOU ARE THE RIGHT
AGE 16-21

YES

MATCH MEETING
IT'S A GO!

WORKER COMES WITH
SOME IDEAS FOR YOU
TO HELP WITH YOUR
HOUSING AND WORK
ON SAFETY

SOCIAL WORKER WILL
BE THERE IF YOU
HAVE ONE

MAKE A PLAN FOR YOU TO
GET WHAT YOU WANT
OUT OF MACS
DO YOU WANT TO LIVE
WITH US?
WHAT DO YOU THINK OF
THE RULES?

YES

NO

GOOD TO GO!
SET A MOVE IN DATE



WE THINK YOU AND US
CAN WORK ON YOUR
SAFETY TOGETHER

The flowchart is set against a white background with a blue and black striped horizontal bar at the top. It features several rectangular boxes with black borders containing text. Pink arrows indicate the flow between these boxes. A large yellow and black checkered pattern occupies the right side of the image. The flow starts with a box asking for agreement to work on safety. If 'YES', it leads to a box about slowing things down. If 'NO', it leads to a box about getting more info. From there, it leads to a box asking for agreement on the move. If not agreed, it leads to a box about talking to the manager and referrer.

NO


YES

SLOW THINGS DOWN
GET MORE INFO ON
YOUR SAFETY

YOU COME READY TO
TALK ABOUT WHAT
YOU WANT
WHAT DO YOU THINK
OF THE MOVE IN
AGREEMENT DO YOU
AGREE WITH THEM?

WHAT WENT WRONG?
TALK TO MANAGER
AND REFERRER AGREE
WHAT NEXT.


MACS SAY NO IF...

- 
- You don't want to sign up to the move in agreement
 - You just want a flat but don't want support
 - There is someone living with us already and you can't live together
 - You have charges now or in the past of a violent or sexual nature
 - You/others are unsafe because of your aggression; substance abuse or mental health
 - You do not fit the criteria for a flat. For example: The flats are for people aged 16-21, and you are 28.
 - You have stayed here before and been evicted

WHAT CAN I DO IF I DON'T GET A FLAT?

You can appeal the decision, a worker will go through this with you.

- This is temporary accommodation and support (2 years max) 10 days in assessment flat
- Together we begin to think about your move on when you move in!
- You must register with Housing Executive when you turn 18
- We plan your move on in stages to make it easier to move and you can get more support from our Floating service when you move on



KNØCK, KNØCK!
WHO'S THERE
CASH
CASH WHO
NO THANKS, BUT I'D
LOVE SOME PEANUTS!

MONEY...WHO PAYS FOR WHAT?

- Your flat is jointly paid for by Supporting People (Housing Executive) and the Trust
- At 18 you either pay rent for your flat (if you're working) or apply and get Housing Benefit to cover this.
- We have standards that we are tested against to make sure we are giving you the best service you can get. These are RQIA standards (Regulation and Quality Improvement Authority) and Quality Assessment Framework (Supporting People)

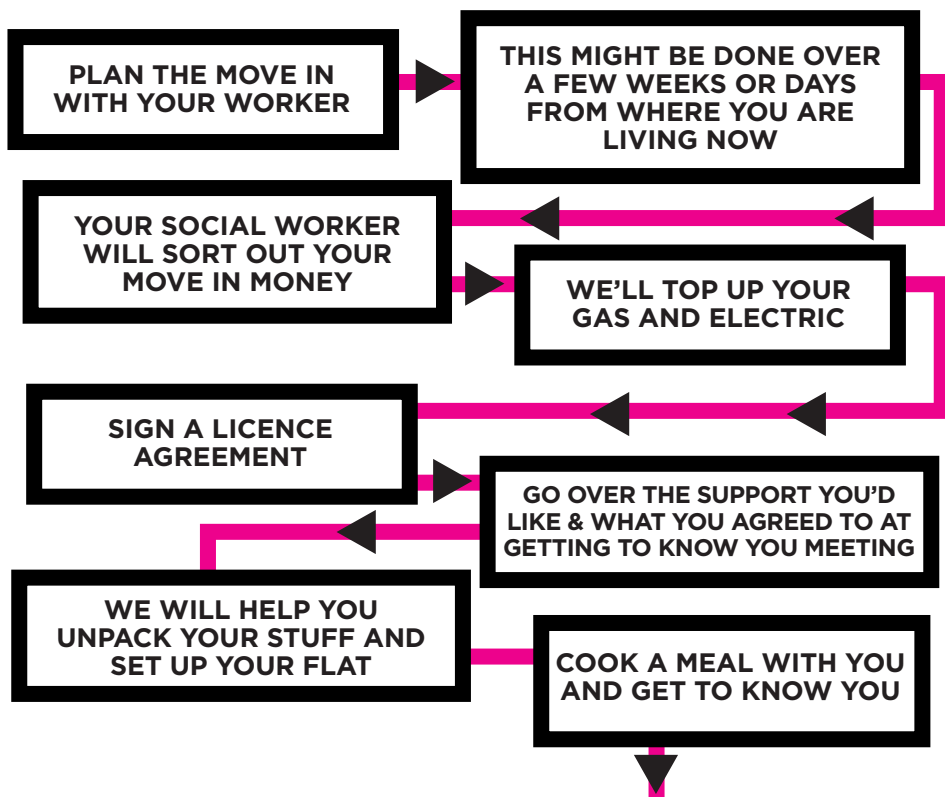
WHAT DO YOU PAY FOR?

- Heating (Top Ups)
- Electricity (Top Ups)
- All your bills
- TV licence
- Home insurance (we recommend you do this)
- Any damages caused by you or your friends/visitors

WE PAY FOR...

- Groups
- Maintenance of the building boilers etc.
- We don't keep money in the building. If you run out of money you need to talk to your social worker, family or social security

MOVE IN HERE'S WHAT HAPPENS



SORT OUT SOME DATES TO MEET WITH YOU AND GET AN IDEA OF WHAT YOU WOULD LIKE SUPPORT WITH

The first 6 months is a settling in time where you'll work out what you want and what goes in MACS and what doesn't. We will help you to work things out for yourself like living on your own and getting to and from appointments.

SHOPPING LIST

When moving into a new place there are things that you will need. Here are some of the items you may need to buy your worker will help you get the most value for money

LIVING ROOM STUFF

- Mat
- Cushions
- Coffee Table
- Television dearer depending on size and SMARTness!

BEDROOM STUFF

- Duvet set
- Pillows
- Duvet & Pillow Cover set
- Fitted sheets x 2

BATHROOM STUFF

- Towels x 4
- Laundry
- Loo brush
- Bin

KITCHEN STUFF

- 16-piece cutlery set
- 5-piece knife set
- Utensil set
- Glasses set of 6
- 16-piece dinner set
- Saucepan set
- Frying pan
- Chopping board
- Oven gloves
- Oven dishes

- Measuring jug
- Salt & Pepper shakers
- Tea Towels x 5
- Kitchen bin
- Iron
- Ironing board
- Brush
- Mop and Bucket
- Dust pan and brush
- Hoover

TOILETRIES and CLEANING STUFF

- Washing up liquid
- Shower gel
- Loo rolls
- Toilet bleach
- Hand soap
- Spray Cleaner
- Floor Cleaner
- Washing powder

OTHER BILLS

- Internet?
- TV licence - (you can pay online on www.tvlicensing.co.uk, buy at any paypoint, apply for TV licensing payment card, Direct Debit, or by cheque)

I HAVE TO SIGN A LICENCE AGREEMENT WHAT'S THAT?

Your licence agreement is a written agreement about your housing. It explains:

- What you pay to live in your home
- How to look after your home
- The rules for living in your home
- If the housing element of your benefit does not cover your rent or your the benefit stops, you will need to pay your rent
- We will make sure you get these services: Lighting, heating, fire safety equipment, furniture in shared rooms laundry facilities
- The Housing Association will repair the inside of your home – this includes making sure the heating, plumbing and lighting work

WHAT YOU DO

YOU MUST PUT YOUR RUBBISH IN THE BINS AND NOT LEAVE YOUR RUBBISH LYING AROUND

IF YOU OR A FRIEND WHO VISITS YOU, DAMAGES OR BREAKS PART OF THE FLAT OR SOMETHING IN YOUR FLAT, YOU MUST PAY FOR IT

TELL US IF SOMETHING IS BROKEN OR NEEDS REPAIRING YOU MUST LET US INTO YOUR FLAT TO DO REPAIRS, TO CHECK YOUR FLAT OR DO ANY WORK ON YOUR FLAT

DON'T ANNOY THE OTHER PEOPLE YOU LIVE WITH OR YOUR NEIGHBOURS IN ANY WAY

STICK TO ANY OTHER HOUSE BOUNDARIES THAT GO WITH THIS AGREEMENT, ESPECIALLY ANYTHING ABOUT HEALTH, FIRE OR SAFETY

KNØCK, KNØCK!
WHO'S THERE
MUSTACHE
MUSTACHE WHO
I MUSTACHE YOU A QUESTION
BUT I'LL SHAVE IT FOR LATER

MOVING OUT

- You must tell us if you are going to be away from home for more than 28 days. You must send us a letter if you want to leave your home for good. You must send the letter at least one month before you want to go

**IF YOU ARE LEAVING THE
FLAT YOU HAVE TO:**

RETURN THE KEYS

**REMOVE ALL YOUR
BELONGINGS AND RUBBISH**

**LEAVE EVERYTHING
CLEAN AND TIDY**

BEING ASKED TO LEAVE

- If your behaviour causes serious harm to yourself or others you will be asked to leave. There should be a meeting about it before anything can happen though

STAYING IN YOUR FLAT

- Your licence agreement allows you to live in your flat as long as you do these things:
- You pay the rent
- You look after your flat
- You keep to the agreement

WHAT'S THE SUPPORT LIKE?

We want to help you build living skills, It could be about practical things – such as paying the rent, claiming benefits, or learning to cook or clean – or it can mean help to cope emotionally, with living with other people, or learning to manage a mental health problem or a drug or alcohol problem.

We will help you to learn how to use services like health services, leisure centres and libraries, and help you make a start on getting a job, or going to college.

If you've been through the criminal justice systems, support also means offering help to not re-offend, or to attend appointments with a Probation officer or Drug Intervention Programme worker.

Your Support will be carefully planned and pieced together with you to make sure you get the support you want. We will discuss your support, goals, achievements and your journey with us.

This is your journey and we want you to do this together with us. This can be written, photographed, drawn or voice recorded whatever works for you! We'll review this regularly.

There are teams of Housing Workers who are specially trained to help you figure out what it's like to live on your own and develop your skills. The buildings are staffed 24/7 and you'll have a point of contact throughout the night and weekends.



WHAT STAFF CAN'T DO

SOCIALISE WITH YOU OR CONTACT YOU OUTSIDE OF WORKING HOURS

GIVE YOU THEIR PERSONAL HOME/ MOBILE NUMBER, EMAIL OR FACEBOOK ADDRESS

**COME INTO WORK UNDER THE INFLUENCE OF ALCOHOL OR DRUGS
USE INAPPROPRIATE LANGUAGE, PARTICULARLY OF A SEXUAL, AGGRESSIVE, SECTARIAN, RACIST OR HOMOPHOBIC NATURE**

TAKE YOU OR INVITE YOU TO THEIR HOME

GIVE YOU MONEY OR GIFTS OR BORROW MONEY FROM YOU

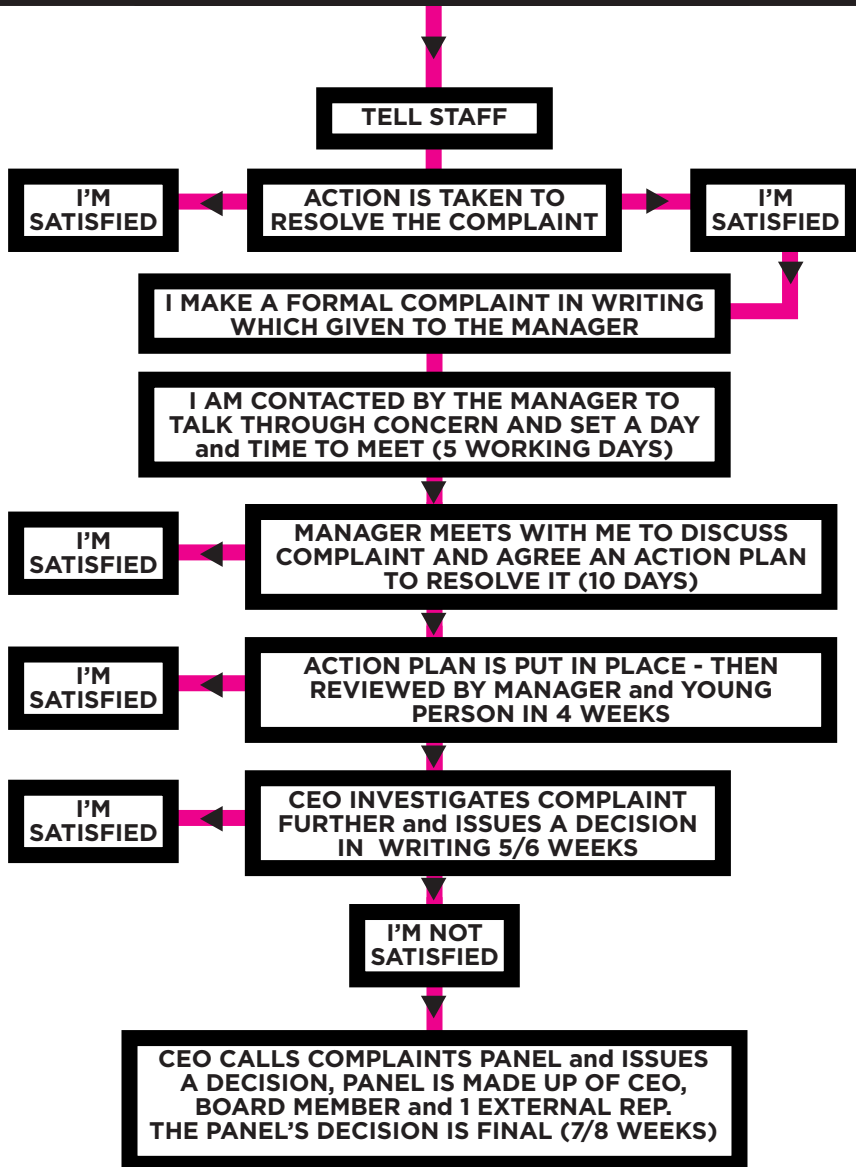
DATE YOU

IF YOU HAVE ANY CONCERNS ABOUT A WORKERS BEHAVIOUR OR PROFESSIONAL BOUNDARIES PLEASE TELL A MANAGER OR TELL SOMEONE WHO WILL SPEAK TO A MANAGER FOR YOU.

REMEMBER YOU ALWAYS HAVE THE RIGHT TO MAKE A COMPLAINT IF YOU ARE NOT HAPPY WITH MACS SUPPORT.

HOW TO MAKE A COMPLAINT

I HAVE A COMPLAINT ABOUT MACS



WHAT GOES ON?

We have house meetings regularly they are run by staff and young people to sort out problems and talk about new ideas. They are relaxed and we usually eat together and we can talk about any other things going on with you or in your flat.

We run events regularly on our own and with other houses in MACS. Posters of events will be around the building so you won't miss out.

VISITORS AND FRIENDS

Having friends to come hang out at your place is a normal thing and we want you to do this. It's important you realise that we may say they can't be in your flats at certain times because of what's going on in the building or with you.

- You are responsible for anyone you let into your flat or buildings. Think before inviting them in are they going to trash the place? Hurt you or others in the building?
- We can ban your visitors temporarily or permanently if they are being abusive, aggressive or are a risk to you or others

NEIGHBOURS AND THE PSNI

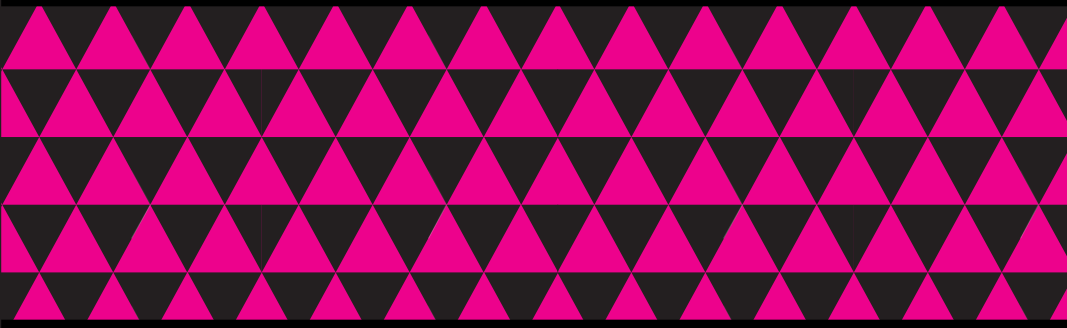
Being a good neighbour is important. You will have other young people, people in the local area and staff to live with! You don't have to like everyone but you do have to make the effort to avoid winding things up or getting involved in stuff that isn't your business

- Good neighbours are friendly
- Good neighbours respect the building
- Good neighbours handle situations maturely
- Good neighbours help when and where they can
- Good neighbours are trustworthy

We have good relationship with the PSNI they will regularly be in the buildings and might go to house meetings etc.

- We want to improve your view of the Police
- Help young people understand their legal rights
- Help you figure out the Justice system
- Have the PSNI work together with young people and MACS to keep themselves safe

KEEPING SAFE



At MACS we talk about Keeping Safe rather than 'risk'. Most young people living at MACS will at times do things that makes them/others unsafe. Whatever the safety issue is, our first reaction will not be to kick you out.

We want to work with you to help you to keep safe, agreeing realistic keeping safe plans with you. Sometimes this will mean putting a limit on what you can and cannot do. These plans will not last forever and you will know how long they will be in place for you.

WARNINGS

Warnings can be either verbal or written, permanent or temporary.

Written warnings are given after more serious incidents. If you are given a warning, your worker will talk to you about it and the manager will put it to you (and your social worker) in writing.

NOTICE TO QUIT

A notice to quit means you will be given 4 weeks to plan your move on. There are situations when you can be given an immediate notice to quit, that is you leave that same day. For example you can get A Notice To Quit if you bring dangerous people into the building, if you assault someone, or behave in an abusive or threatening way.

Unless you have family or friends that you can stay with, you will have to present as homeless to the Housing Executive.

If you are given a notice to quit, we will support you to move out of the flat and work with you in the community. You can still be referred to MACS Floating Support if you want it.



KNØCK, KNØCK!

WHO'S THERE

LETTUCE

LETTUCE WHO

LETTUCE IN, IT'S

COLD OUT HERE

HEALTH AND SAFETY

MACS have a responsibility to make sure the building and flats meet health and safety standards. We will;

- Carry out a monthly check of your flat
- Carry out nightly checks of communal areas
- Complete any repairs due to wear and tear
- Carry out fire drills
- Complete an Annual File Audit
- Ensure regular Heating/Boiler servicing
- Secure the building if there are any damages/vandalism

You have to stick with health and safety standards, especially in your flat and you will agree to do this when you sign the licence agreement.

You have to;

- Not damage the building or your flat

- Pay for damages caused by you or your friends/visitors
- Tell us if you notice a health and safety problem or need something fixed
- Keep fire doors closed and escape routes clear

SMOKING, DRINKING AND DRUGS

Smoking is not allowed in communal parts of the building. You can smoke in the flats.

SUBSTANCE USE, INCLUDING MEDICATION THAT IS NOT YOURS, AND UNDERAGE DRINKING ARE AGAINST THE LAW.

WHAT YOU CAN DO AT MACS WILL DEPEND ON HOW SAFE YOU CAN KEEP YOURSELF AND OTHERS.

MACS WILL TAKE ACTION TO DISRUPT ANY SUBSTANCE USE

PROTECTING YOU

We believe that all children and young people have the right to be safe and protected from harm, abuse or neglect. If we are concerned that you or other young people or children are being abused, we will take action.

ABUSE

Here's a list of some of the ways people can be abused;

PHYSICAL - hitting, punching, kicking, slapping etc

SEXUAL - rape, sexual assault, sexual acts without consent, sexual acts while drunk or under the influence of drugs

EMOTIONAL - threats of harm, intimidation, harassment, humiliation, blaming, controlling behaviours, isolating, name calling and put downs

FINANCIAL - theft, fraud, exploitation or pressure in connection with any money or possessions, controlling you or spending your money

NEGLECT - not looking after physical (ie washing, toileting, not changing nappies, inappropriately clothed) or medical needs, lack of food, lack of physical and emotional stimulation such as playing, exercise, walking (eg. a baby or toddler being left alone for a long time)

ONLINE - Online abuse is any type of abuse that happens on

the web, whether through social networks, playing online games or using mobile phones

Remember abuse can also come from a member of staff or other professionals (check out the list telling you "what staff can't do")

If you are worried or if you know or believe that you, or someone else is experiencing abuse it is important to report it. You can talk to any staff member or, if you feel you cannot talk to a staff member or social worker you can call the PSNI, local member of the clergy or the NSPCC Child Protection Helpline: 0808 800 5000.

HOW DO I REPORT ABUSE

You can talk to staff, tell your social worker, PA, or someone else who will take action to protect you or whoever it is you are concerned about. You can also contact the Police, RESWS (from 5pm - 9am), Childline or Womens Aid (domestic violence) Emergency line. All these numbers are either 24 hour or out of hours. Contact numbers are provided on the back cover of this booklet. If you are under 18 and tell staff that abuse happening with you staff will have to tell Social Services about it. Social Services will then decide what to do.




WHAT NEXT?

Anything you tell us will be treated respectfully. Your information will be taken seriously and the Housing Managers will have to be informed. The worker will make sure they understand the basic details of the suspected or alleged abuse. They will talk to the Manager and check the immediate safety of the person concerned. At MACS our role is to support and not to investigate alleged or suspected abuse. We will pass any concerns onto either the Police or Social Services. The designated officer for the protection of children and vulnerable adults at MACS is Mary Ryan, Chief Executive Officer. She is based at MACS Belfast main office: 028 9031 3163.

DIVERSITY

We encourage equality and diversity among our young people, and eliminating discrimination. The aim is for our workforce and young people to be truly representative of all sections of society, and for each person to feel respected and able to give their best. We work to The Equality Act 2010 which protects characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation. These factors will not stop you from getting support from us unless you are too old or your needs don't meet our referral information.



IF HOUSING IS A PROBLEM FOR YOU OR IF YOU ARE HOMELESS, YOUR FIRST STOP SHOULD BE THE NORTHERN IRELAND HOUSING EXECUTIVE 034 4892 0900
IF YOU NEED ASSISTANCE 'OUT OF HOURS' (OUTSIDE NORMAL OFFICE HOURS INCLUDING WEEKENDS AND PUBLIC HOLIDAYS), 028 95049 999
PLEASE USE THIS NUMBER IN AN EMERGENCY OR CRISIS SITUATION ONLY.

HOUSING ADVICE

Housing Rights Service 028 9024 5640 www.housingadvice.ni.org

BENEFITS ADVICE

Benefit freephone number: 08000224250
Finance Support (including advance payment & discretionary support) 08005872750

CHILDREN & YOUNG PEOPLE

Childline 0800 1111
CHALKY FREEPHONE (Children's Law Centre) 0808 808 5678
Housing Rights Service 028 9024 5640
NSPCC (if you're worried about a child) TEXT 88858 0808 800 5000
VOYPIC Help Line (leaving care) 084 5074 2942
Concerned about a child or young person's safety? contact a Gateway Service:
Belfast Trust area 028 9050 7000
Northern Trust area 030 0123 4333
South Eastern Trust area 030 0100 0300
Southern Trust area 080 0783 7745
Western Trust area 028 7131 4090
REGIONAL OUT OF HOURS SOCIAL WORK SERVICE 028 95049 999

DOMESTIC VIOLENCE

24 Hr Domestic & Sexual Violence Helpline N. Ireland 0808 802 1414
Text: SUPPORT - 07797 805 839 . The helpline is for ANYONE regardless of gender, sexuality, etc., If appropriate, you will be referred onto a refuge (available throughout NI). Refugees will accept male children, but age restrictions apply.

OUT OF HOURS SERVICES

OUT OF HOURS GP / SOCIAL WORK
North & West Belfast 028 9074 4447
South & East Belfast 028 9079 6220
Northern Trust Area 028 2566 3500
Lisburn & Downpatrick 028 9260 2204
North Down & Ards 028 9182 2344
Southern Trust area 028 3839 9201
Western Trust area 028 7186 5195
REGIONAL OUT OF HOURS SOCIAL WORK SERVICE 028 95049 999

HELPLINES

Samaritans Freephone 116 123
LifeLine NI 0808 808 8000
Parenting NI 0808 801 0722
Debt Action 0800 917 4607

LGB&T SUPPORT

The Rainbow Project, Belfast 028 9031 9030
LGBT Switchboard NI 0808 8000 390

DRUGS & ALCOHOL

A list of services (by area) can be found on the Public Health Agency's website:
www.publichealth.hscni.net/publications/drug-and-alcohol-directories-services

TELEPHONE NUMBERS CAN CHANGE. IF YOU'RE HAVING PROBLEMS GETTING THROUGH CHECK THE NUMBER ONLINE OR VISIT:
www.chini.org.uk/advice.html

www.macsni.org

[facebook.com/macsni](https://www.facebook.com/macsni) twitter.com/macs_ni

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Company Number: NI044482 / HMRC Ref No: XR13060