



Don't worry  
**BE#APPY**

# Digital Wellbeing & Safeguarding

SUPPORT PACK





# Digital Wellbeing & Safeguarding

## SUPPORT PACK



Causeway Coast and Glens Policing and Community Safety Partnership (PCSP) aims to make our community safer for all. We do this by focusing on the policing and community safety issues that matter most across the Causeway Coast and Glens.

We: **Consult and Engage** with the local community on the issues of concern in relation to policing and community safety. The Policing Committee has a distinct responsibility to provide views to the relevant District Commander and the Policing Board on policing matters;

**Identify and Prioritise** the particular issues of concern and prepare plans on how these can be tackled;

**Monitor** – a Policing Committee comprising the political and independent members will monitor the performance of the police and work to gain the co-operation of the public with the police in preventing crime;

**Deliver** a reduction in crime and enhance community safety in our district, directly through our own interventions, through the work of our delivery groups or through support for the work of others.

[www.causewaycoastandglens.gov.uk/live/policing-and-community-safety-partnership](http://www.causewaycoastandglens.gov.uk/live/policing-and-community-safety-partnership)

## NSPCC

The National Society for the Prevention of Cruelty to Children (NSPCC) is the UK's leading charity specialising in child protection and the prevention of cruelty to children. Over 135 years old.

The NSPCC aims to end cruelty to children by seeking to influence legislation, policy, practice, attitudes and behaviours for the benefit of children and young people. This is achieved through a combination of service provision, lobbying, campaigning and public education.

Our services include the NSPCC Helpline, for adults worried about a child, and ChildLine, the UK's free, confidential helpline for children and young people as well as Childrens Services and a range of other services.



The Western Digital Safeguarding Steering Group is made up of voluntary and statutory agencies in the Western Trust area of Northern Ireland. We are committed to delivering evidence-informed training and resources to make the Internet a safer place for all. We support the vision of the 5 Rights Foundation which believes children and young people should be supported to access digital technologies creatively, knowledgeably and fearlessly. For more information visit

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

'The Western Health and Social Care Trust provides health and social care services across the Council areas of Strabane and Derry City, Fermanagh and Omagh District and a portion of the Causeway Coast and Glens Borough Council area. The Western Trust employs approximately 12,500 staff and spends £588 million annually in the delivery of health and social care services. Our aim is: "to provide high quality patient and client –focused Health and Social Care services through well trained staff with high morale".

The Trust provides services across 4,842 sq. km of landmass and delivers services from a number of hospitals, community based settings and in some cases directly in individuals' homes'

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



The Northern Trust provides a comprehensive range of health and social care services to a population of almost 436,000 people across a geographical area of 1,733 square miles spanning four new council areas (Antrim and Newtownabbey District, Causeway Coast and Glens District, Mid and East Antrim District and Mid Ulster District). The Trust delivers services from over 150 facilities including two major general hospital sites, a mental health hospital, local community hospitals, health centres, social services, and a significant network of community services as well as provision of care in the home. This includes care to people who live on Rathlin, the only inhabited island in Northern Ireland. The Trust works in partnership with a range of other statutory, voluntary and community partners to provide the best health and social care to the population it serves.

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



EA is responsible for ensuring that efficient and effective primary and secondary education services are available to meet the needs of children and young people, and support for the provision of efficient and effective youth services.

EA Chairperson,

*"We are proud of the immense digital talent which is being developed in our schools, and we strive to help pupils, young people and staff by providing information, advice and educational resources about online safety, raising awareness of changing trends, encouraging creativity, highlighting digital resilience and managing school system security."*

*"We remain committed to supporting our schools to be innovative and most importantly, promote the safe use of digital technology."*



For the Police Service of Northern Ireland, keeping people safe is what we do; Policing with the Community is how we do it. Policing with the Community is about understanding and responding to the human impact of policing. It is about creating real participation between the police and the community - a partnership in which policing reflects and responds to the community's needs and in which the community plays an active part in delivering a solution.

The internet is a great way to learn, explore and connect with each other. The digital age has developed at a rapid pace and presented wonderful opportunities for individuals, communities and businesses. However, it has also presented criminals with opportunities to exploit vulnerabilities and it is vital that all of us are aware of the risks in order to keep each other safe.



consult and engage...



...monitor  
...identify and...  
**Policing & Community  
Safety Partnership**

making Causeway Coast & Glens safer

deliver...

### What are PCSPs?

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

They are statutory bodies established under the Justice Act (Northern Ireland) 2011.

There are 11 partnerships, one for each council area.

Each PCSP has a Policing Committee to take forward specific police monitoring and engagement functions, with the wider PCSP taking forward community safety related functions.

### What we do?

Causeway Coast and Glens PCSP aims to make our community safer for all. We do this by focusing on the policing and community safety issues that matter most across the area.

**Consult and Engage** with the local community on the issues of concern in relation to policing and community safety. The Policing Committee has a distinct responsibility to provide views to the relevant District Commander and the Policing Board on policing matters;

**Identify and Prioritise** the particular issues of concern and prepare plans on how these can be tackled;

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**Deliver** a reduction in crime and enhance community safety in our district, directly through our own interventions, through the work of our delivery groups or through support for the work of others.

### Contact us

Causeway Coast and Glens PCSP,  
Council Offices,  
7 Connell Street,  
Limavady, BT49 0HA Tel: 028 7776 0304  
Email: [pcsp@causewaycoastandglens.gov.uk](mailto:pcsp@causewaycoastandglens.gov.uk)

**Coleraine:** Cloonavin, 66 Portstewart Road, BT52 1EY  
Tel: 028 7034 7031

**Ballymoney:** Riada House, 14 Charles Street, BT53 6DZ  
Tel: 028 2766 0254

**Ballycastle:** Sheskburn House, 7 Mary Street, BT54 6QH  
Tel: 028 2076 2225

### Policing Committee

Causeway Coast and Glens Policing Committee works with local police to develop the local policing plan.

**The Policing Committee monitor PSNI Our other members are:**

The role of the Policing Committee is to carry out the following specific functions:

- to provide views to a relevant police commander and to the Policing Board on any matter concerning the policing of the district;
- to monitor performance of the police in carrying out the policing plan in the district, and;
- to make arrangements for obtaining the cooperation of the public with the police in preventing crime and enhancing community safety in the district.

### Community Safety

Causeway Coast and Glens PCSP works with the community to identify issues of concern in the local area, and potential solutions, and delivers a plan to address these concerns. The focus of the plan is on delivering practical solutions.

We also work in partnership with those organisations that have a contribution to make to enhancing community safety in our area.

### Getting involved

Community involvement is vitally important if we are to really deliver a safer society for everyone. Causeway Coast and Glens PCSP would be keen to hear your views.

We consult, on an ongoing basis, with those living and working in the Borough, to find out your views on:

- crime
- anti-social behaviour
- local policing

Our partnership plan is available to view at:

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



Department of  
**Justice**  
[www.dojni.gov.uk](http://www.dojni.gov.uk)



# NSPCC

Parents have been talking to their children for generations about keeping safe in their communities, but when it comes to online safety discussions we know they aren't as confident. Our NSPCC research has shown that for one fifth of parents, their biggest worry about what their kids are doing online is that they won't talk to them if they see something that worries and upsets them, yet only one in four parents surveyed have regular conversations with their children about it.

It can be difficult as a parent to know where to start with online safety. Our children are growing up 'digital natives', often knowing more about the online world they are engaging in than we do. At the NSPCC, we are trying to make things as easy as possible, using basic languages and principles, so parents can start these conversations early and continue them as their children grow and evolve in their knowledge online.

Children now view online life the same as 'real' life – so take an interest in what they are doing and why they are enjoying it. Explore what your child is doing online together, and talk to them about examples of inappropriate content online, for example, violent or sexual content, or anything which promotes risky behaviours. The key is to keep the conversations short, frequent and informal. Doing this will mean that it is much more likely your children will come to you if they see something they shouldn't.

Agreeing to family rules and boundaries together can ensure your children feel part of the process. Talk to them about what sites they think are appropriate for their age and go from there. Also, be prepared for them to mention sites that they have heard of or their friends are on that you don't believe are appropriate for their age. Be open with them so you can agree why, as their parent, you are making that choice for your family. The

NSPCC's Net Aware online tool can also help you keep up to date with the latest apps and games, and the O2 and NSPCC's Parents vs Kids quiz can be a fun way to test your online knowledge together. This, along with managing the technology your family use with parental controls will mean that you can lower the online risks and ensure your children are seeing age-appropriate content online.

It's also important to keep an eye on their online behaviour; if they become withdrawn, upset or are reluctant to talk about what they are doing or who they are talking to, use that as an opportunity to have an additional chat. Reassure them that you won't be angry about what they tell you, but that it is very important to keep them safe and happy online. Most importantly, keep coming back to your TEAM talks and family rules as the months and years go on. As you learn more about online safety, share your knowledge with your kids and other adults in the family. These conversations don't need to be a one off, and keeping them going will ensure your children feel comfortable with talking to you about their online world, hopefully keeping them safe for years to come.

Net Aware is available at [nspcc.org.uk/netaware](https://nspcc.org.uk/netaware). Parents can access free online safety advice at O2 shops across Northern Ireland, from a specially trained advisor known as a O2 Guru. During the pre-booked session, the NSPCC-trained O2 Guru can explain how to set up parental controls on phones, tablets and PCs as well as how to make devices safer for a child to use. Appointments for O2 Gurus can be booked in advance on [guru.force.com/O2DeskStoreLocator](https://guru.force.com/O2DeskStoreLocator). For more guidance from NSPCC on online safety visit [www.nspcc.org.uk/onlinesafety](https://www.nspcc.org.uk/onlinesafety) and for advice and support for children visit [www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/](https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/)



# Tips to Stay Safe Online:

## childline

ONLINE, ON THE PHONE, ANYTIME

### **You have the right to stay safe!**

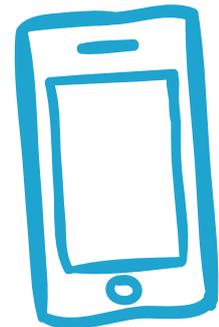
**Tell a safe adult or Childline if:**

- someone is mean to you online
- someone sends you a message that makes you feel uncomfortable
- you see something online that upsets you



### **Online friends belong online!**

Never meet up with anybody you've met online. People aren't always who they say they are.



### **Keep your accounts secure!**

Create passwords that are hard for other people to guess - try using number or symbols like &, \*, !. Don't share your passwords with anyone.

### **Think before you post!**

Anything you post online or any messages you send can be shared with other people. They may also stay online forever. Think before you post - is this something you're happy for everyone to know?





### Keep personal details private!

Never share anything online that means someone can find out who you are in the real world.

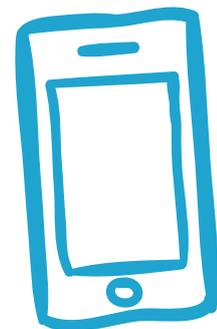
#### This means don't share:

- your full name
- your address
- the name of the school you go to
- your phone number
- your location - so where you are or places you are going to
- photos and videos that contain personal details, like:
  - the street where you live
  - your school, or your school uniform, or your school badge

Ask a safe adult to help you make your online accounts as private as possible, so only your friends can see what you share. They can also check your settings to make sure that the website or app you're using isn't recording your location or sharing that with anyone else.

Remember: If you are at all worried about anything that's happened you can always talk to a safe adult or to Childline. You never have to go through anything alone.

**Call Childline free on 0800 1111**  
**[www.childline.org.uk/kids](http://www.childline.org.uk/kids)**





# Take5

steps to wellbeing

**HSC** Health and Social Care



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



# Digital Wellbeing & Safeguarding

## SUPPORT PACK

Most of us know when we are mentally and physically well, but sometimes we need a little extra support to keep well.

There are five simple steps to help maintain and improve your wellbeing. Try to build these into your daily life – think of them as your ‘five a day’ for wellbeing.

# Take5

steps to wellbeing



### Connect

Connect with the people around you: family, friends, colleagues and neighbours at home, work, school or in your local community. Think of these relationships as the cornerstones of your life and spend time developing them. Building these connections will support and enrich you every day.



### Be active

Go for a walk or run, cycle, play a game, garden or dance. Exercising makes you feel good. Most importantly, discover a physical activity that you enjoy; one that suits your level of mobility and fitness.



### Take notice

Stop, pause, or take a moment to look around you. What can you see, feel, smell or even taste? Look for beautiful, new, unusual or extraordinary things in your everyday life and think about how that makes you feel.



### Keep learning

Don't be afraid to try something new, rediscover an old hobby or sign up for a course. Take on a different responsibility, fix a bike, learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy. Learning new things will make you more confident, as well as being fun to do.



### Give

Do something nice for a friend or stranger, thank someone, smile, volunteer your time or consider joining a community group. Look out as well as in. Seeing yourself and your happiness linked to the wider community can be incredibly rewarding and will create connections with the people around you.

Adapted from work by the New Economics Foundation commissioned by the Foresight Project on Mental Capital and Wellbeing ([www.neweconomics.org](http://www.neweconomics.org)).

Artwork designed in association with Belfast Strategic Partnership.

Public Health Agency, 12-22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate).

01/20



## What is 'Sharenting'?

Sharenting is when parents share information or photos about their children online e.g. Facebook, Instagram, Blogging etc. Parents have always enjoyed sharing photos and stories about their children, but the online audience can be huge and include people who aren't really 'friends'. Information can also stay online for a very long time.

INEQE found that the average 38 year-old Facebook user has 338 'friends' and could have 114,000 people looking at their stuff if their settings are 'friends of friends'! Do you know who can see your children's photos?

**Do** check your privacy settings and ensure you carefully choose who sees your precious memories. Think about what and how you share and sometimes exercise restraint about what you share.

**Do** think about the future. Do you want your child, their future employer, partner or school mates to see that photo or read that post?

**Do** consider whether you would like that information, photo or video to be shared about you. If the roles were reversed, would that be ok?

**Do** encourage a culture of mutual respect or 'Netiquette' about online behaviour and sharing. This teaches your children good lessons about respect and kindness!

[www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/](http://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/)

**Do** take particular care when sharing about children who are ill, in hospital or disabled. They are children first, not just 'patients' or 'disabled'. They have the right to privacy and to choose who knows about their health or medical condition. If you are trying to raise funds or awareness, consider using Avatars or sharing anonymously.

**Do** remember children learn from you about what's okay to share online. If they see that anything goes, that won't help with their own boundaries about sharing as they grow up.

**Do** discuss and agree online family privacy rules the same way you talk about other privacy rules such as bathroom or bedroom privacy or helping with getting dressed. It's important to talk about what is or is not

acceptable to share online. NSPCC have Family Online Agreements you can use.

**Do** take care with what you post online and remember that your child may one day see what you have written or shared about them. This is kind of like virtual 'eavesdropping' and if you are expressing frustration about being a parent (and yes it can be tough!) just think about how that might be interpreted by your child or other people.

**Do** encourage a culture of consent. If you expect people to ask for your permission to be in their photos, do the same with your own children. Give your children the right to say no, the same way you can distance or 'untag' yourself from other people's photos. Even very small children should be taught about consent and that they have choices about what happens to them.

**Don't** share anything that could place your child at risk such as their location, school uniform, date of birth, etc. Although these risks are probably low, information can be easily 'stolen' by strangers or predators online. Even innocent and cute photos have been found on paedophile sharing sites.

**Don't** share anything embarrassing or private such as sitting on the potty or toilet or being naked/semi-naked regardless of age!

**Don't** share photos or videos of your children in any state of distress e.g. tantrums, being upset or afraid or anything that could breach trust between you and your child e.g. private information that only parents would know.

**Don't** use social media as a way to discipline or shame your child when you have run out of ideas or are frustrated. Taking 'selfies' of their messy bedroom or encouraging your friends to support you by commenting or liking your posts may cause more problems than it solves and may affect trust.

Parenting NI have support online [parentingni.org](http://parentingni.org) or 080 8801 0722

## Why do people 'sharent' and what's good about it? What are the risks?

To connect with others such as friends & family to share children's achievements, celebrations or milestones. Parents also sharent to get support when feeling isolated or needing help at any time of the day or night! It's convenient, instant and free\* and connects lots of people all at the same time and can be a great way to keep memories digitally. There are also loads of different communities online that can help parents immediately, without leaving your house! Technology can be fantastic!

Social Media is only free\* in money terms. We 'pay' with our information which creates digital 'footprints'. This information is used by companies or data brokers and one day might affect your child in ways not yet known or understood. Some photos or stories are not respectful of children's privacy or dignity, especially when parents are frustrated and share content that could shame, embarrass or upset a child. People may also take your photos for other reasons without your knowledge or consent. Some children could be bullied because of what their parents share.

## Help and Advice

02/NSPCC Helpline 0808 800 5002 'Techy' info and online safety advice [parentzone.org.uk](http://parentzone.org.uk) Making the Internet Work for Families!

Parenting for a Digital Future • Research & Blogs on Sharenting <http://blogs.lse.ac.uk/parenting4digitalfuture/tag/sharenting/>

INEQE Video- Sharenting <https://www.youtube.com/watch?v=zTK-mQxHf-Y&feature=youtu.be>

Cerebra Guide for Parents with children who have Autism or Learning Disabilities:

<http://w3.cerebra.org.uk/help-and-information/guides-for-parents/learning-disabilities-autism-and-internet-safety-a-parents-guide/>  
[www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents)  
[www.net-aware.org.uk](http://www.net-aware.org.uk)  
[www.internetmatters.org](http://www.internetmatters.org)  
[www.saferinternet.org.uk](http://www.saferinternet.org.uk)  
[www.childnet.com](http://www.childnet.com)  
<https://h2bsafetycentre.com/>



# Digital Wellbeing & Safeguarding SUPPORT PACK

## Directory of services to help improve mental health and emotional wellbeing

Northern area 2020



### Urgent help and support

#### Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

077 1123 3802

Community Rescue Service.

#### GP out of hours services, Dalriada

Urgent care 028 2566 3500

#### Lifeline

0808 808 8000

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

#### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

#### Social services out of hours arrangements

028 9504 9999

#### Action on Hearing Loss

0808 808 0123

Textphone 0808 808 9000

Support for deaf people.

### GP referral only services

Access to these services is through consultation with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

#### Self-Harm Intervention Programme (SHIP)

Community based psychological intervention and support service for people who self-harm. NHSCT and GP referral only service.

Service provided by Zest: [www.zestni.org](http://www.zestni.org)

#### Community addiction service

provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

#### Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working in each council area within the Northern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### Community outreach

provides a service for people with severe and enduring mental health problems who require intensive support in the community.

#### The Child and Adolescent Mental Health Service (CAMHS)

provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

#### The dementia service

provides assessment, support and treatment for people in a range of settings who have dementia. The service also links with a number of voluntary and community organisations that provide support and respite in the community for the patient and their carers.

#### Hospital services

Inpatient and outpatient treatment is provided for those who have severe mental health problems requiring intensive treatment that cannot be provided in the community setting.

#### Older people's mental health teams

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

#### Rehabilitation programmes

are linked to a range of mental health services, supporting people who are coping with, and recovering from, mental health problems to develop personal, social and employment skills and opportunities.

### Mental health including eating distress and anxiety support

#### Action Mental Health New Horizons

028 9442 8081

Support, training and employment opportunities for people coping with mental illness.

#### Aware

• Belfast 028 9035 7820  
• Derry 028 7126 0602

NI charity providing support and information for those affected by depression.

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

Support Mail Service: [help@aware-ni.org](mailto:help@aware-ni.org)

#### Beat eating disorders

• Adult helpline 0808 801 0677 (freephone)  
• Studentline 0808 801 0811 (freephone)  
• Youthline 0808 801 0711 (freephone)

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

#### Inspire

028 9032 8474

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

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

#### MindWise

028 9446 0873

Currently offers a wide range of support services from locations throughout Northern Ireland.

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

#### NHSCT eating disorder service

028 9441 3307

This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

#### PRAXIS Care

028 9023 4555

Praxis provides care to adults and children with learning disabilities, mental health issues and dementia.

#### SANELINE

0300 304 7000

For anyone coping with mental illness. Helpline from 6pm – 11pm.

#### Threshold (supported housing)

028 9087 1313

Offers residential therapeutic communities and other services to people in Northern Ireland.

[www.threshold-services.co.uk](http://www.threshold-services.co.uk)

#### HSC information on mental health conditions, treatments and medications

[www.choiceandmedication.org/hscni](http://www.choiceandmedication.org/hscni)

#### For information on more services and support:

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

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

[www.lltff.com](http://www.lltff.com) (Living Life to the Full)

### Alcohol, drugs, smoking and gambling

#### Addiction services (Adult)

028 2531 7160

• For advice and support for alcohol and non-injecting drug use.

028 2531 7162

• For advice and support for injecting drug use.

#### Ballymena Youth Engagement Service (YES)

028 2568 9356

Offering a youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues. Run by Start360.

#### Carrickfergus Youth Engagement Service (YES)

028 9335 5890

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

#### ASCERT/Start360

0800 2545 123

Community based services for young people who are identified as having substance misuse difficulties. [www.ascert.biz](http://www.ascert.biz)

#### Extern

028 2565 4012

Step 2 service: therapeutic work for individuals 18+ who are misusing drugs and alcohol, and a support service for their family members.

Low threshold: harm reduction services for people who are chaotically misusing substances.

[asmreferrals@extern.org](mailto:asmreferrals@extern.org)

#### Al-Anon

028 9068 2368

To help and support families and friends of problem drinkers.

#### Alcoholics Anonymous

028 9035 1222

#### Carlisle House (residential services)

028 9032 8308

Substance misuse treatment centre.

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

#### Addiction NI

028 9066 4434

Drug and alcohol intervention and support services for adults and family members - specific support available for offenders and those aged 55+.

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

#### Gamblers Anonymous

028 9024 9185

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

#### Northlands Centre, Derry

028 7131 3232

#### Websites for further information

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

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

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

### Abuse

#### 24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

[help@dsahelpline.org](mailto:help@dsahelpline.org)

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

#### National Association for People Abused in Childhood (NAPAC)

0808 801 0331

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

#### Nexus NI

• Northern and Western area 028 7126 0566

• Belfast, South Eastern and Southern 028 9032 6803

Advice and confidential support and counselling for those who have been sexually abused.

[www.therowan.net](http://www.therowan.net)

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

24 hour freephone helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

[www.therowan.net](http://www.therowan.net)

#### PSNI non-emergency reporting number

24/7 service 101

#### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

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

#### Women's Aid Federation NI

Helpline 0808 802 1414 (24/7 service)

• Causeway Coast and Glens 028 7035 6573

• Antrim, Ballymena, Carrickfergus, Larne and Newtownabbey 028 2563 2136

• Mid Ulster 028 8676 9300

Support and advice for women who have suffered or are suffering from domestic abuse.

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

#### The Men's Advisory Project (MAP)

028 9024 1929 or 028 7116 0001

Specialised support for any man who has been a victim of domestic abuse.

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

#### Helping someone who is thinking about suicide

##### 1 – Approach the person and ask

Show you care, ask if they are thinking about suicide.

##### 2 – Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

##### 3 – Get help

Tell them you will support them to find help. **Get professional help straight away.** Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

### Bereavement

#### Cruse Bereavement Care

• Cruse Northern Area 028 2766 6686

• Cruse helpline 0808 808 1677

Cruse offers information, support and advice to anyone affected by death.

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

Young people: [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

#### Barnardo's child bereavement service

Advice line 028 9066 8333

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

#### Barnardo's Northern Area children and young people bereaved by suicide support project

Northern Area number 077 9614 8549

#### Child Death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

#### Miscarriage Association

019 2420 0799

[info@miscarriageassociation.org.uk](http://info@miscarriageassociation.org.uk)

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

#### NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

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

#### NHSCT bereaved by suicide service

028 9441 3544

### Sexual health

#### Positive Life

028 9024 9268

Confidential helpline 0800 137 437

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

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

#### Common Youth

• Coleraine 028 7034 2178

• Belfast 028 9032 8866

Free confidential advice on sex and contraception for young people aged under 25 years.

[hello@commonyouth.com](mailto:hello@commonyouth.com)

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

#### Informing Choices NI (formerly fpaNI)

0345 122 8687

Confidential information, advice and support on aspects of sexual health and family planning.

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

#### Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028

• Royal Victoria Hospital 028 9615 2111

Belfast (appointment line 8.15-11.15am)

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

#### Relationship Resource Centre, Carrickfergus

028 9332 9997

Offers support and education with family life, sexual health and crisis pregnancy. Our services include: sexual health information appointments; online and telephone support; educational lessons and programmes; specialised children's counselling; young people's counselling; adult counselling.

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

### Sexual orientation and gender identity

#### LGBT Switchboard

0808 8000 390

#### LGBT Northern Ireland

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

#### Transgender NI

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



## Cara-Friend

028 9089 0202

Provides information and support to the lesbian, gay, bisexual and transsexual community.  
www.cara-friend.org.uk

## Cara-Friend LGBTQ+ Youth

028 9089 0202

## HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.  
www.hereni.org

## The Rainbow Project

028 9031 9030

Supporting health and wellbeing for the LGBT+ community and their families. Co-cultural counselling for individuals and couples; health and wellbeing sessions; befriending support; personal development (regional); sexual health testing and support/advice; regional LGBT peer and support groups; advocacy support; OUT North West (youth support in North West); relationships and sex education for young people; same sex family support; family support.  
info@rainbow-project.org  
www.rainbow-project.org

028 9031 9030

## SAIL

028 9532 0023

A support group for families of gender variant or transgender individuals of any age.  
www.saini.com

## Children/youth support

### Barnardo's

028 9067 2366

Main Northern Ireland contact number.  
www.barnardos.org.uk

### Barnardo's child bereavement service

Advice line 028 9066 8333  
(9.30am-12.30pm Mon-Fri)

### Barnardo's Northern Area children and young people bereaved by suicide support project

077 9614 8549

### Childline

Helpline (24/7 service) 0800 1111

www.childline.org.uk

### CLIC

028 9072 5780 0300 330 0803

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.  
www.clicsargent.org.uk

### FLARE (Facilitating Life and Resilience Education)

028 2563 0064 077 3997 9443

077 2071 7275

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.  
flare@eani.org.uk

### Gateway

0300 123 4333 (Mon-Fri 9am-5pm)

The NHSCT children's social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

Outside office hours, you can contact the Regional Emergency Social Work Service.

028 9504 9999

### Lifeline

0808 808 8000

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

### NSPCC

0808 800 5000

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

### Voice of Young People in Care (VOYPIC)

• Ballymena branch 028 2563 2641

Enabling children and young people with experience of care to make life changes.  
www.voypic.org

## Student support

### Ulster University student support

Main telephone number 028 9536 7000

Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.

24 hr counselling helpline 0800 028 5510

Provides a professional counselling service on all campuses.

Further contact details at:  
www.ulster.ac.uk/wellbeing

## Family and relationships

### ACCORD

028 9023 3002

Marriage counselling.

www.accord-ni.co.uk

### Autism NI

028 9040 1729

### The Children's Centre

028 7032 5456

Providing support for families, enhancing parenting skills and promoting the emotional wellbeing of all individuals referred to the centre.

### Contact a Family Northern Ireland

Main number 028 9262 7552

Freephone helpline 0808 808 3555

Signposting and help with disabilities. In the NHSCT area, family workers offer parents one-to-one help and support through times of need.

www.cafamily.org.uk

### Family Ties Project

028 9031 9030

Provides practical advice, guidance, advocacy support, counselling and befriending to parents, guardians and family members of lesbian, gay, bisexual and transgender people.  
www.familytiesproject.org.uk

### Home-Start Antrim

028 9442 8090

One-to-one family support for parents with at least one child under 5 years old.

### Parenting NI

0808 801 0722

Offers services to support parents and carers including a freephone helpline, face-to-face support, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers. Appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.  
www.parentingni.org

### Parentline NI

0808 8020 400

parentline@ci-ni.org.uk

### Relate

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

office@relateni.org

www.relateni.org

### St Vincent de Paul

028 9035 1561

Offers direct, confidential assistance based on the need of the individual or family.

www.svp-ni.co.uk

### Sure Start

• Coleraine 028 7032 1032

• Dalriada (including Bushmills and Ballycastle) 028 2073 0444

• ABBEY (Newtownabbey) 028 9086 0938

• Ballymena 028 2564 3555

• G-old (including Cookstown, Ardboe, Dunamore and Pomeroy) 028 8676 9994

• Horizon (Carrickfergus) 028 9335 9734

• Larne 028 2827 6044

Range of services for young children aged 0-4 years and their families, aimed at improving health, children's social and emotional development, and their ability to learn.

## Benefits/financial advice

### Citizens Advice

• Antrim & Newtownabbey 028 9085 2271

• Causeway 028 7034 4817

• Mid & East Antrim 028 9600 1333

• Mid Ulster 028 8676 6126

Free confidential, impartial advice; representation at tribunals; debt counselling services.

### Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

### Advice 4 Health

• Newtownabbey, Carrickfergus, Larne 028 9086 7100

• Coleraine, Ballymoney, Moyle 028 7034 4817

• Antrim & Newtownabbey 028 9590 6505

• Cookstown, Magherafelt 028 8676 6126

Advice 4 Health takes client referrals from health professionals and through health based outreach sessions.

## Trauma

### The Family Trauma Centre

028 9504 2828

### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### WAVE Trauma Centre

028 2766 9900

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk/

## Carers

### Carers NI

028 9043 9843

Benefits and carers' rights.

### Cause

028 9065 0650

Helpline 0800 103 2833

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

www.cause.org.uk

### Headway Ballymena – The brain injury association

24/7 service 028 2565 1521

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

www.headway.org.uk

## Rural support

### Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

## Other health-related support

### MS Helpline

0808 800 8000

www.mssociety.org.uk

### Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

## Housing/homelessness/ supported living

### Lighthouse Hostel (Ballymena)

24/7 service 028 2564 7654

A residential homeless facility for men aged 18-65 years, which provides full board and supported living.  
www.lighthousehostel.org

### MUST Hostel (Cookstown)

028 8676 2065

Hostel primarily for single homeless people with support needs (direct access service).

www.musthostel.co.uk

### Northern Ireland Housing Executive (NIHE)

0344 892 9000

After hours 028 9504 9999

www.nihe.gov.uk

### Simon Community

Central access point and emergency accommodation 24/7 helpline 0800 171 2222

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

### Triangle Housing Association Limited

028 2766 6880

### Vineyard Compassion

028 7022 0005

Coleraine-based practical and emotional support at points of need (including foodbank support, social supermarket, Job Club, debt management, clothing bank and supported living).

www.vineyardcompassion.co.uk

info@vineyardcompassion.co.uk

## Cultural/ethnic

### Bryson Intercultural/Migrant Help

028 9031 5744

Support for black and minority ethnic (BME) communities and individuals.

www.brysonintercultural.org

### Migrant Centre NI

Immigration advice (EU settlement scheme) 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

## Older people

### Age NI (Advice and Information)

0808 808 7575

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

### Good Morning Projects

• Antrim 028 9446 4619

• Ballycastle 028 2076 8309

• Ballymena 028 2564 0720

• Carrickfergus 028 9332 6000

• Causeway 028 7055 8005

• Larne 028 2827 3362

• Mid-Ulster 028 7963 2170

• Newtownabbey 028 9086 7686

The primary aim is to support members of the community by means of regular, friendly, telephone conversations – making time for people, listening effectively and becoming a 'friend on the phone'.

info@goodmorningcarrickfergus.com

### Disclaimer:

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



# Digital Wellbeing & Safeguarding SUPPORT PACK

## Directory of services to help improve mental health and emotional wellbeing

Western area 2019



### Urgent help and support

#### Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

#### GP out of hours services

028 7186 5195

#### Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.

www.foylesearchandrescue.com

#### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

### GP referral only services

Speak to your GP about accessing the following services.

#### The Child and Adolescent Mental Health Service (CAMHS)

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

#### Community Mental Health Teams (CMHTs)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### Older People's Mental Health Teams

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

#### Community Addiction Teams (CATs)

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

#### Psychosexual Service

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

### Substance prevention/ self-harm/self help

#### Lifeline

0800 808 8000

Deaf and hard of hearing – Textphone users can call

Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

#### Zest

028 7126 6999

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

www.zestni.org

#### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

#### North West counselling

028 7181 3587

#### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

#### Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

Email: info@theaislingcentre.com

www.theaislingcentre.com

#### Koram Centre Strabane

028 7188 6181

Counselling, psychotherapy and psychosocial support.

www.koramcentre.com

#### Clare House (residential/respite)

028 6632 6361

#### Aurora Counselling

028 7135 0407

www.auroracounselling.org

#### Rethink

0845 456 0455

www.rethink.org

### Mental health including eating disorders and anxiety support

#### AWARE

Londonderry office 028 7126 0602

NI charity providing support and information for those affected by depression.

www.aware-ni.org

#### Cunamh

028 7128 8868

Community-led mental health project.

www.cunamh.org

#### Derry Well Woman

028 7136 0777

www.derrywellwoman.org

#### Praxis Care

Londonderry 028 7130 8020

Lisnaskea 028 6772 2778

Belfast 028 9023 4555

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

www.praxiscare.org.uk

#### Eating Disorders Association helpline

028 9023 5959

www.eatingdisordersni.co.uk

#### Eating disorders service

028 7132 0165

#### Western Trust eating disorder therapists

028 8225 2202

#### Men's Action Network

028 7137 7777

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

www.man-ni.org

#### Relate

028 9032 3454

Relationship and family services.

www.relateni.org

#### CLEAR Project

028 7138 3386

www.clearproject.co.uk

#### Inspire Community Wellbeing Service

028 7126 9677

www.inspirewellbeing.org

#### Mind Yourself & Foyle Advocates

028 7126 3461 028 7126 3318

#### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

#### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

#### HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

### Substance misuse and gambling

#### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

#### Start 360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

#### Alcohol and drug services

028 7186 5239 028 7186 5240 028 6638 2073

#### Asha Treatment Service

028 8283 5453 028 8283 5445

#### Community drug therapists

028 8283 5453

#### One Stop Shop FUEL / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

www.thefindcentre.com

#### Drinkline

0300 123 1110

#### Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

#### Narcotics Anonymous

078 1017 2991

www.nanorthernireland.com

#### Northlands Centre

028 7131 3232

Treatment centre for alcohol problems.

www.northlands.org.uk

#### Foyle Haven

028 7136 5289

A safe space where street drinkers can access practical assistance and support.

www.depaulireland.org/our-services/on-the-map/northern-ireland/foyle-haven

#### SOLACE

028 6862 8741

Reducing the harm caused by the misuse of alcohol.

#### DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

#### Breakthru

028 8775 3228

www.breakthru.co.uk

#### HURT (Have Your Tomorrows)

028 7136 9896

Offering support on issues around alcohol and drug addiction.

#### Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one's addiction.

www.theaislingcentre.com

#### Daisy West

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

#### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

#### Websites for further information

www.want2stop.info

www.drugsandalcoholni.info

www.talktofrank.com

### Victims of abuse

#### 24 Hour Domestic & Sexual Violence Helpline

0800 802 1414

Text support to 07797 805 839

Open to all women and men affected by domestic or sexual violence.

24hrsupport@dvhelpline.org

#### PSNI Child Abuse and Rape Enquiry Unit

101

#### Cunamh

028 7128 8868

Community-led mental health project.

#### PSNI non-emergency reporting number

101

#### Victim Support

Foyle office 028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.com

foyle@victimsupportni.org.uk

#### NSPCC helpline

0800 800 5000

0800 1111 (for under 18s)

#### Nexus

028 6632 0046

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

www.nexusni.org

#### WAVE Trauma Centre

\* Londonderry / Limavady / Strabane 028 7126 6655

\* Omagh / Fermanagh 028 8225 2522

Offers care and support to anyone bereaved or traumatised through violence.

www.wavecentre.org.uk

#### Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

#### Women's Aid, Fermanagh

028 6632 8898

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

24 hour Freephone Helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

### Bereavement

#### Barnardo's Child Bereavement Service

Advice line 028 9066 8333

#### Cruse Bereavement Care

Helpline 0800 808 1677

\* Omagh and Fermanagh 028 8224 4414

\* Foyle area 028 7126 2941

Cruse offers information, support and advice to anyone affected by death.

www.cruse.org.uk

Young people: www.hopeagain.org.uk

### Helping someone who is thinking about suicide

#### 1 – Approach the person and ask

Show you care, ask if they are thinking about suicide.

#### 2 – Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

#### 3 – Get help

Tell them you will support them to find help. **Get professional help straight away.** Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

#### Miscarriage Association helpline

019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

#### NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

#### The Compassionate Friends

028 8778 8016

www.tcf.org.uk

#### North West Counselling

028 7181 3587

www.northwestcounselling.co.uk

#### WAVE Trauma Centre

\* Londonderry / Limavady / Strabane 028 7126 6655

\* Omagh / Fermanagh 028 8225 2522

Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.

www.wavecentre.org.uk

admin@wavederry.co.uk

admin@waveomagh.co.uk

#### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

#### Suicide Liaison Officers / Bereaved by Suicide Support

\* Limavady / Londonderry / Strabane 028 7132 0138

\* Omagh / Fermanagh 028 6638 2112

078 2653 5199

#### Bereaved by Suicide Support Group

028 7188 6181

Koram Centre, Strabane.

#### North West Bereaved By Suicide Group

028 7131 3800

1st and 3rd Monday each month.

#### Fermanagh Bereaved By Suicide Group

028 6632 5811

#### Roe Valley Bereaved By Suicide Support Group

079 4991 4100

#### PATHS Omagh



## Sexual orientation and gender identity

### Cara-Friend

028 9089 0202

Providing information and support to the lesbian, gay, bisexual and transsexual community.  
www.cara-friend.org.uk

### LGBT Switchboard

0808 800 0390

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.  
www.hereni.org

### The Rainbow Project

028 7128 3030 028 9031 9030

Support and counselling for gay and bisexual men.  
www.rainbow-project.org

### SAIL - Transgender support

Family support 028 3057 0075

General enquiries/professionals 028 9532 0023

info@sailni.com

www.sailni.com

### Transgender NI

0300 302 3202

Advocacy and support for transgender people across Northern Ireland.  
www.transgenderni.org.uk

### Teenscene

028 8283 5536 028 6638 2693

### Positive Life Helpline

0800 137 437 (10am-4pm Mon-Fri)

## Children and young people

### Barnardo's

028 9067 2366

www.barnardos.org.uk

### Childline

0800 1111

www.childline.org.uk

### CLIC

0300 330 0803 028 9072 5780

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.  
www.clicsargent.org.uk

### Zest

028 7126 6999

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

### FLARE (Facilitating Life and Resilience Education)

028 2563 0064 028 2564 1966

077 3997 9443 077 2071 7275

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.  
flare@eani.org.uk

### WHSCOT Gateway Team (24 hour)

028 7131 4090

First point of contact for anyone concerned about the welfare of a child or young person.

### Youth Action Right Here Fermanagh Project

028 6632 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.  
www.youthaction.org

Email: roisinmc@youthaction.org

### DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

### Breakthru

028 8775 3228

www.breakthru.co.uk

### Action For Children

028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.  
www.actionforchildren.org.uk

### Family Nurse Partnership

028 7186 5115

### Young People Sexual Health Nurse

028 7132 1758

### Youthlife

028 7137 7227

### Relate Teens

028 9032 3454

www.relateni.org

### Voice of Young People in Care (VOYPIC)

028 7137 8980

www.voypic.org

### School Aged Mothers

028 7127 2300

### NSPCC Helpline (24 Hour)

0800 800 5000

### One Stop Shop FUEL / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

### One Stop Shop Youth Transition Project, Derry

028 7137 2456 028 7136 6099

Education, prevention and referral on a range of issues.  
claremaguireytp@gmail.com

### Daisy West

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

## Student support

### Ulster University student support

Main telephone number 028 9536 7000

Press option for Coleraine, Jordanstown, Magee or Belfast when prompted.

Provides a professional counselling service on all campuses.  
www.studentsupport.ulster.ac.uk

### Queen's University Belfast student guidance centre

During office hours 028 9097 2727

24 hr counselling helpline 0808 800 0016

A first stop for information, advice and guidance. Also provides a professional counselling service.  
www.qub.ac.uk/directorates/sgc/

## Family and relationships

### Breakthru

028 8775 3228

www.breakthru.co.uk

### Autism Support NI

• Londonderry 028 7130 8313

• Omagh 028 8283 5983

### Contact a Family

0808 808 3555

Freephone helpline – signposting and help with disabilities.  
www.cafamily.org.uk

### Family Support NI

0845 600 6483

info@familysupportni.gov.uk

www.familysupportni.gov.uk

### NI Newpin

028 7134 4477

### Parenting NI

0808 801 0722

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers across Northern Ireland.

www.parentingni.org

### Sure Start

• Ballymagroarty / Hazelbank 028 7126 7524

• Dungiven 028 7774 2904

• Edenballymore 028 7137 1670

• Shantallow 028 7135 2522

• Strabane 028 7138 2658

• Waterside 028 7134 7186

• Irvinestown 028 6862 1970

• Castledearg 028 8167 9438

• Strathroy 028 8225 2936

Range of services for young children aged 0-4 years and their families, aimed at improving health, children's social and emotional development, and their ability to learn.

### Strengthening Families Programme – Derry Healthy Cities

028 7161 1384

www.derryhc.com

### ACCORD

• Northern Ireland regional office 028 9023 3002

• Londonderry 028 7136 2475

• Enniskillen 028 6632 5696

• Omagh 028 8224 2439

Marriage and relationships counselling.

www.accord-ni.co.uk

### Relate

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

office@relateni.org

www.relateni.org

### Derry Well Woman

028 7136 0777

www.derrywellwoman.org

### Women's Aid

• Foyle 028 7141 6800

• Fermanagh 028 6632 8998

• Omagh 028 8224 1414

www.womensaidni.org

### Waterside Women's Centre

028 7134 1579

www.watersidewomen.net

### Strabane and Lifford Resource and Development Centre

028 7188 6253

www.strabaneliffordwomenscentre.com

### The Women's Centre

028 7126 7672

www.thewomenscentre.co.uk

### Galligh Women's Group

028 7135 6092

### Strathfoyle Women's Activity Group

028 7186 0733

### Men's Action Network

028 7137 7777

### Healthy Living Centres

• The Old Library Trust 028 7137 3870

• The Oak Project 028 6772 3843

• The Arc HL Project 028 6862 8741

• Derg Valley HL Project 028 8167 0764

• Bogside and Brandywell HF 028 7136 5330

### Fertility Network

Support line 0121 323 5025

fertilitynetworkuk.org

### Oak Healthy Living Centre

028 6772 3843

A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am-1pm)

### WHSCOT Stop Smoking Service

0800 917 9386

## Benefits/financial advice

### Omagh support / self-help group

028 8225 9877

### West Tyrone Gateway

028 8166 2848

### Carers NI

028 9043 9843

### Citizens Advice North West

• Cityside/Waterside/Strabane 0300 303 3650

• Omagh / Fermanagh 028 6632 4334

Free, confidential, impartial advice; representation at tribunals; debt counselling services.  
www.citizensadvice.org.uk

### Disability Action

028 7136 0811

www.disabilityaction.org

### Personal Independence Payment (PIP)

Freephone 0800 0121 573

### Benefit enquiry line

0800 220 674

### Omagh Independent Advice Services

028 8224 3252

Advice on social security benefits, disability benefits, employment, debt/financial matters.

### Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

## Employment training

### AMH Foyle New Horizons

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-near-you/new-horizons

### AMH Fermanagh New Horizons

028 6632 3630

www.amh.org.uk/amh-near-you/new-horizons

### CLEAR Project Training

028 7138 3386

### Condition Management Programme (CMP)

028 7137 6911 028 6632 4950 075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

www.westerntrust.hscni.net/ourservices

condition.management@westerntrust.hscni.net

### WHSCOT Health Improvement Team

028 7186 5127

### Lisnamallard Day Centre

028 8225 2079

### Prospects Mental Health Day Care Centre

028 8167 0600

www.beaconwellbeing.org

## Carers

### Carers NI

028 9043 9843

Benefits and carers' rights.

### Cause

028 9065 0650

Helpline 0800 103 2833

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.  
www.cause.org.uk

### Headway – The brain injury association

028 2565 1521

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

### Western Health and Social Care Trust Carers Coordinator

028 6634 4000 028 6634 4163

### The Escapists

078 3011 7766

## Rural support

### Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

## Long-term conditions

### MS Helpline

0808 800 8000

www.mssociety.org.uk

### Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

### Mencap (Londonderry)

028 7126 2227

Helpline 0808 808 1111

### Huntington's Disease Association NI

info@hdani.org.uk

www.hdani.org.uk

### British Lung Foundation

020 7688 5555

www.blf.org.uk

## Housing and supported living

### First Housing Aid and Support Services

028 7126 6115

www.first-housing.com

### House in the Wells



# Digital Wellbeing & Safeguarding

## SUPPORT PACK



### Are you attached to your screen or your child?

Don't make your child compete for your attention



**1 IN 3** Adult mental health problems start in childhood

0-5 is the most important time for your child's brain to develop. This is the best time to create and grow the bond you have together. Your child learns from the people around them, this is an important time to make them feel safe and loved. Parents who spend too much time on their screen lose time to create that special bond and this can have a lasting effect on your child through out their lives.

### Too much time on your screen could cause your child to...



- have behavioural problems
- become less creative
- develop poor coping skills
- have poor communication skills

- have trust issues
- feel unloved
- become distressed
- feel anxious



- have trouble making friends
- struggle to learn at school
- develop low self-esteem
- learn unhealthy screen habits

### Help your child to flourish by



Finding a healthy balance of screen time and family time can give you more opportunities to create a warm, supportive environment for your child to flourish in.

### There can be benefits to shared screen time with your child

When you and your child use a screen together for a short period of time this can have a positive impact on your child's development.



Use educational apps to teach your child about objects, numbers and letters

Watch a fun children's video and talk about what is happening during and after the video.



Play interactive games together for fun and to encourage sharing

### Get the balance right

For Family support groups in your area visit  
Children & Young People's Strategic Partnership: : [www.cypsp.org](http://www.cypsp.org)  
Parenting NI: [www.parentingni.org](http://www.parentingni.org)

### SCREEN TIME OR YOUR CHILD'S TIME





# NOTES

A series of horizontal dotted lines for writing notes.



Don't worry  
**BE # APPY**

## At a Glance... Useful resources

### childline

ONLINE, ON THE PHONE, ANYTIME

<http://childline.org.uk/toolbox/calm-zone/>

### NSPCC

Visit the o2/NSPCC website

[www.o2.co.uk/help/nspcc](http://www.o2.co.uk/help/nspcc) Helpline 0808 800 5002

## Explore these resources:

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

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

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

[www.net-aware.org.uk](http://www.net-aware.org.uk)

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

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

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

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



**Causeway Coast and Community Safety Partnership**

Email: [pcsp@causewaycoastandglens.gov.uk](mailto:pcsp@causewaycoastandglens.gov.uk)

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