

**Fermanagh
& Omagh
District
Council**

New Resident Guide



The

Executive Office



**Fermanagh & Omagh
District Council**

**Comhairle Ceantair
Fhear Manach agus na hÓmaí**



Contents

Welcome	4-5
Fermanagh & Omagh District Council (FODC)	6-11
Emergency Services & Victim Support	12-15
Health & Social Care Services	16-19
Housing Support	20-23
Social Welfare & Employment.....	24-27
Education & Libraries	28-29
Translation & Interpreting Support.....	30-31
Legal Advice & Support Services.....	32-33
Arts & Leisure	34-35
Food Banks & Charity Shops	36-37
Road Safety & Driving in Northern Ireland.....	38-41
Transport Services	42-43
Local Organisations & Agencies.....	44-49
Northern Ireland Organisations and Agencies.....	50-54
Emergency Numbers.....	55

Welcome to

Fermanagh & Omagh District Council

We aim to ensure that all newcomer families feel welcome and safe, can access support when necessary, have an opportunity to integrate within the community, have their voices heard, and have an equal chance to rebuild their lives and contribute to the wider community.

This Guide is intended to identify services that offer advice and support to help refugees and asylum seekers to settle, integrate and rebuild their lives in our Fermanagh & Omagh District Council area.

We have tried to ensure that the information in this Guide is accurate and up to date. The inclusion of services and organisations in this Guide is not necessarily an endorsement of their services.

Fermanagh Omagh District Council Chair Councillor John McClaughry

We, as a Council and a community are committed to supporting new arrivals and will continue to work with asylum seeker and refugee families to build a strong, integrated community.

We aim to ensure that all newcomer families feel welcome and safe, can access support when necessary, have an opportunity to integrate within the community, have their voices heard, and have an equal chance to rebuild their lives and contribute to the wider community.



Refugees, Asylum Seekers and Newcomer Families are socially and economically disadvantaged in so many ways, but they also bring with them a huge wealth of experience, knowledge, resourcefulness and diversity which can only be a benefit to our District.

This Guide is intended for refugees, asylum seekers, newcomer families, community groups, health and social care practitioners and agencies working with them to identify services that offer advice and support to help our new communities to settle, integrate and rebuild their lives in the FODC area.

Understanding what the different services are, and what they do can be confusing, so this information is organised by theme, based on what you might need. Once you have identified the area that you would like to know more about, the services available to support you are listed.

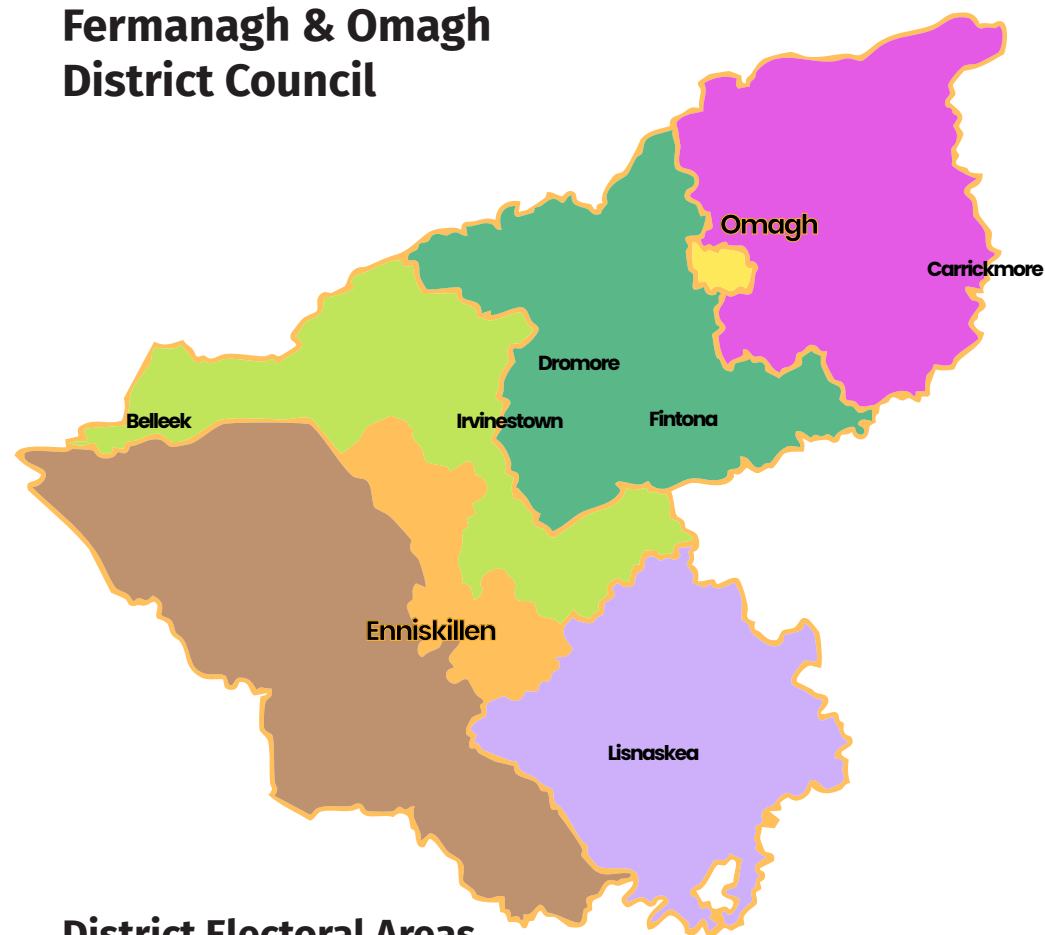
Please let us know of any organisations and services that should be added and/or details corrected, by **emailing:**
goodrelations@fermanaghomagh.com

Fermanagh & Omagh

District Council

FODC is one of the 11 councils in Northern Ireland. It covers an area of 2,829km² in the south west, approximately 20% of the land mass of Northern Ireland, stretching from Gortin to Rosslea and from Beragh to Belleek. The district is the largest, geographically, of the 11 council areas, however it has the smallest population with about 115,000 people.

Fermanagh & Omagh District Council



District Electoral Areas

Enniskillen	Erne East	Erne North	Erne West
Mid Tyrone	Omagh	West Tyrone	

FODC Councillors

There are 40 councillors representing FODC constituents' needs, across the seven District Electoral Areas in the Fermanagh & Omagh District Council boundary. To find your local councillor visit: fermanaghomagh.com/your-council/councillors

FODC has responsibility for statutory and regulatory functions including:

- ▶ Registration of Births, Deaths, Marriages and Civil Partnerships
- ▶ Building Control
- ▶ Environmental Health
- ▶ Planning
- ▶ Licensing

FODC also delivers a range of public services including:

- ▶ Waste management and recycling
- ▶ Recreation, sport and leisure services
- ▶ Community and good relations support
- ▶ Tourism and economic development and regeneration
- ▶ Street cleansing
- ▶ Culture and arts facilities
- ▶ Events

Getting in touch with FODC:

In person: Call into one of FODC Customer Connect Centres to speak to the Customer Services team.

Opening Hours: Monday to Friday, 9am-5pm.

County Buildings,
15 East Bridge Street,
Enniskillen,
BT74 7BW

Strule House,
16 High Street,
Omagh,
BT78 1BQ.



Telephone: 0300 303 1777



Webpage: fermanaghomagh.com



Live Chat: Monday – Friday 9am – 5pm via our website

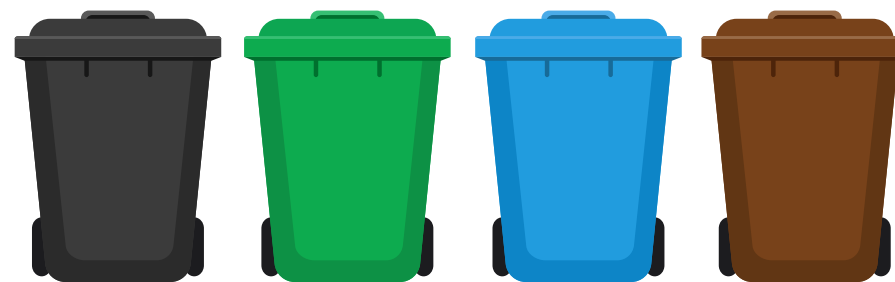


Email: info@fermanaghomagh.com

FODC Waste Collections

FODC is responsible for waste management, including refuse collection and bulky waste. FODC provide a refuse collection service to all domestic households as well as a collection service to commercial and industrial premises. Domestic households have three bins:

- ▶ Black/ Green: landfill bin for non-recyclable waste
- ▶ Blue: Recycling bin
- ▶ Brown: Compostable bin for garden and food waste



Bin rotation and collection details can be found on FODC webpage: fermanaghomagh.com/services/environment-and-waste

FODC recycling facilities (opening times may vary)

Facility	Address	Opening Hours
		Monday - Friday (1 November - 28 February): 11.00 am - 5.45 pm
Carrickmore Recycling Centre	Ballintrain Road, Carrickmore, BT79 9JX	Monday - Friday (1 March - 31 October): 11.00 am - 6.45 pm Saturday (all year): 11.00 am - 3.45 pm
		PLEASE NOTE: open from 2pm to 5.45 pm on Tuesday 07 January 2025. Alternative site - Gortrush Household Recycling Centre

FODC recycling facilities (opening times may vary)

Facility	Address	Opening Hours
Dromore Recycling Centre	Camderry Road, Dromore, BT78 3AP	Monday - Friday (1 November to 28 February): 11.00 am - 5.45 pm
		Monday - Friday (1 March to 31 October): 11.00 am - 6.45 pm
		Saturday (all year): 11.00 am - 3.45 pm
Enniskillen Drummee Recycling Centre	Drummee Road, Enniskillen, BT74 5JX	Monday - Friday (1 November to 28 February): 11.00 am - 5.45 pm
		Monday - Friday (1 March to 31 October): 11.00 am - 6.45 pm
		Saturday (all year): 11.00 am - 3.45 pm
Fintona Recycling Centre	Lisdergan Road, Fintona, BT78 2NS	Monday - Friday (1 November - 28 February): 11.00 am - 5.45 pm
		Monday - Friday (1 March - 31 October): 11:00 am - 6.45 pm
		Saturday (all year): 11.00 am - 3.45 pm
Garrison Recycling Centre	Lattone Road, Garrison, BT93 4ER	Tuesday and Thursday: 10.00 am - 5.45 pm
		Saturday: 3.30 pm - 5.15 pm
		Closed: Monday, Wednesday and Friday
Irvinestown Recycling Centre	Enniskillen Road, Irvinestown, BT94 1BD	Monday Wednesday - Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Tuesday
Kesh Recycling Centre	Letterboy Road, Kesh, BT93 1UP	Monday - Wednesday, Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Thursday

FODC recycling facilities (opening times may vary)

Facility	Address	Opening Hours
Kinawley Recycling Centre	Derrylin Road, Kinawley, BT92 4FH	Monday, Wednesday - Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Tuesday
Lisnaskea Recycling Centre	Killypaddy Road, Lisnaskea, BT92 0EX	Monday, Wednesday - Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Tuesday
Newtownbutler Recycling Centre	Lattone Road, Garrison, BT93 4ER	Tuesday and Thursday: 10.00 am - 5.45 pm
		Saturday: 3.30 pm - 5.15 pm
		Closed: Monday, Wednesday and Friday
Omagh Gortrush Recycling Centre	Mullaghmena Park, Omagh, BT78 5EJ	Monday - Friday: 8.30 am - 6.45 pm
		Saturday: 9.00 am - 6.45 pm
Rosslea Recycling Centre	13 Dernawilt Road, Rosslea	Monday - Wednesday, Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Thursday
Tempo Recycling Centre	Tullyreagh Road, Tempo, BT94 3LW	Monday, Wednesday - Friday: 10.00 am - 5.45 pm
		Saturday: 10.00 am - 5.15 pm
		Closed: Tuesday

Emergency Services & Victim Support

***Under immediate threat or
need emergency assistance
telephone 999 for***

- ▶ *Police Service of Northern Ireland (PSNI)*
- ▶ *Northern Ireland Ambulance Service (NIAS)*
- ▶ *Northern Ireland Fire & Rescue Services (NIFRS)*

In a non-emergency dial 101

Non-Emergency is:

- ▶ *Reporting property damage*
- ▶ *Reporting minor traffic accident*
- ▶ *Reporting car/ bike stolen*
- ▶ *Providing information to the police
about crime or drug use*

Police Service Of Northern Ireland (PSNI)

Emergency always call **999**

Non-Emergency Number **101** or contact Crime stoppers **0800 555 111**
for the following:

- ▶ Intimidation
- ▶ Harassment
- ▶ Criminal damage
- ▶ Drunken or rowdy behaviour in a public place
- ▶ Drug Use/Dealing
- ▶ Assaults
- ▶ Hate crime
- ▶ Theft

The PSNI can investigate complaints about criminal behaviours.
All complaints will be investigated.

PSNI Webpage: psni.police.uk

Crime Stoppers Webpage: crimestoppers-uk.org

Local Policing Team:

Communities living in the Fermanagh and Omagh District have two Local Policing Response Teams, based in Enniskillen and Omagh Police Stations, providing 24 hour cover to continue keeping local people safe right across the District.

Local Policing Response Teams Stations:

- ▶ Enniskillen Police Station, Portora, Enniskillen, BT74 7JR
- ▶ Omagh Police Station, 1 Derry Road, Omagh, Tyrone, BT78 5DR

Webpage: psni.police.uk/about-us/local-policing

Policing Community Safety Partnership (PCSP)

Fermanagh and Omagh PCSP aims to make our community safer by focusing on crime, policing and community safety issues that matter most in the Fermanagh and Omagh District.

Webpage: fermanaghomagh.com/services/community/policing-and-community-safety-partnership/

Email: pcsp@fermanaghomagh.com

Telephone: 0300 303 1777

Offensive Weapons

It is against the law to be in possession of an offensive weapon, if found guilty you could be sentenced to a maximum of two years imprisonment, given a fine or both. You may be committing an offence if you are outside your home and have in your possession (on your person or in a motor vehicle) any article that can cause injury to another person. You can be arrested and you will have to prove to the Court that you had the article for a lawful purpose. Offensive weapons are classified by three types:

- ▶ Any object made to cause injury such as knuckledusters or martial arts weapons.
- ▶ Any ordinary everyday item that has been adapted to cause injury – bat with nails, sharpened stick, etc.
- ▶ Any ordinary item not altered or changed but carried with the intention of causing injury – hammer, baseball bat, stick, kitchen knife.

Coercive Control is an offence in Northern Ireland

Coercive control is an offence in Northern Ireland with convictions for the most serious offences carrying a penalty of up to 14 years in prison.

What is Coercive Control?

Domestic abuse isn't always physical. Coercive control is often inherent in domestic abuse. It is a pattern of controlling behaviours and acts which may include threats, excessive regulation, intimidation, humiliation and enforced isolation. It is designed to punish, dominate, exploit, exhaust, create fear, confusion and increase dependency in a victim. Over time it can lead to a complete loss of self. If you are a victim of coercive control contact the PSNI or a victim support organisation for help.

SUPPORT SERVICES:

The Equality Commission for Northern Ireland:

SA public body which provides protection against discrimination on the grounds of age, disability, race, religion and political opinion, sex and sexual orientation.

Telephone: 028 9050 0600 **Email:** information@equalityni.org

Webpage: equalityni.org

Victim Support:

Supports people affected by crime.

Telephone: 028 9024 3133

Email: info@victimsupportni.org.uk

Webpage: victimsupportni.org.uk

Victim of Rape or Sexual Abuse:

Call Victim Support Line,

Telephone: 028 9024 4033. Access to Interpreters can be arranged.

Webpage: victimsupportni.com

SUPPORT SERVICES:

Opoka:

Specialist service working to stop domestic violence against women and children in the Polish community living in the UK. Helpline in Polish.

Telephone: 0300 365 1700

Email: info@opoka.org.uk

Webpage: opoka.org.uk

Respect:

Choose to stop! Provides a confidential and honest advice helpline to both domestic violence perpetrators, victims and their friends & families.

Telephone: 0808 8024 040

Webpage: respectphoneline.org.uk

Fermanagh Women's Aid:

Telephone: 02866 328898

Address: 19 Darling Street, Enniskillen, BT74 7DP

Email:

womensaidfermanagh@btopenworld.com

Respect Men's Advice Line:

Helpline for male victims of domestic abuse.

Telephone: 0808 8010 327

Email: info@mensadviceline.org.uk

Webpage: mensadviceline.org.uk

Racism and Discrimination:

If you feel you have been treated differently because of your age, race, a disability, religion and political opinion, sex and sexual orientation, then that may be discrimination. If this has happened to you contact the following organisations for help and advice.

Police Service Northern Ireland (PSNI)

Non-Emergency 101 or Emergency 999

Human Trafficking/Modern Slavery:

To file a report or get advice if you or you suspect someone you know is a victim of human trafficking or modern slavery. Modern Slavery helpline:

Telephone: 0800 012 1700

Webpage: modernslaveryhelpline.org

Women's Aid Federation N Ireland:

Supports women affected by domestic and sexual violence. Provide free and confidential support.

Domestic and Sexual Abuse **Helpline:** 0808 802 1414 (Managed by Nexus NI) is open 24/7

Omagh Women's Aid:

Telephone: 02882 241414

Address: 9 Holmview Terrace, Omagh, Co Tyrone, BT79 0AH

Email:

info@omaghwomensaid.org

The Northern Ireland

Human Rights Commission:

Champions and guards the rights of all those who live in Northern Ireland.

Telephone: 028 9024 3987

Webpage: nihrc.org

Samaritans:

As well as providing core Samaritan services have outreach activities to reach people and groups who may be at increased risk of suicide or who may be supporting others in crisis.

Telephone: 116 123 or 0330 094 5717

Webpage:

samaritans.org/branches/belfast/

Health & Social Care Services

For all emergencies that are life threatening always call 999 immediately.

This can include: Stroke, heart attack, loss of consciousness, breathing difficulties, severe bleeding or major trauma.



Northern Ireland New Entrant Service (NINES):

NINES provides health care advice and health assessments for adults and children who are new to Northern Ireland and not already registered with a General Practitioner (GP).

Telephone: 028 3756 1370

Email: nines@southerntrust.hscni.net

NI Direct:

NI Direct is the official government website for Northern Ireland citizens. NI Direct aims to make it easier to access government information and services. If you need to register with a Doctor or a Dentist, the website can be used to search by using your postcode: nidirect.gov.uk

Find a GP practice in your area: nidirect.gov.uk/services/gp-practices

Find out more about services offered by GPs:

nidirect.gov.uk/articles/your-local-doctor-gp

Dental Care:

Once you have your Medical Card, you can register with any dentist who is accepting new patients. Not all dental treatment is covered by your Medical Card.

Find a Dentist in your area:

bso.hscni.net/directorates/operations/family-practitioner-services/dental-services/find-a-dentist/

Find out more about services offered by Dentists:

nidirect.gov.uk/articles/types-dentists-and-your-rights-patient

Phone First- Emergency Healthcare:

The Phone First service is designed for patients who are feeling unwell and considering travelling to an Emergency Department with an injury or illness which requires urgent treatment but is not immediately life threatening. Participating emergency departments in the Western Health & Social Care Trust Area

- ▶ Altnagelvin Hospital ED
- ▶ South West Acute Hospital ED
- ▶ Omagh Hospital and Primary Care Complex, Urgent Care and Treatment Unit.

This service operates 8am to 12 midnight, 7 days per week.

Telephone: 0300 020 6000

People who are deaf or hard of hearing can use the Interpreter Now app or the Phone First text relay number 0870 240 5152.

Emergency Departments and Urgent Care Locations:

South West Acute Hospital (SWAH)

The Emergency Department at Enniskillen's South West Acute Hospital looks after the most critically ill and major trauma patients from across a large geographical area in the south-west of the region.

Address: SWAH, 124 Irvinestown Road, Enniskillen, BT74 6DN

Telephone: 028 6638 2000

Omagh Hospital and Primary Care Complex

The Urgent Care and Treatment Centre (UCTC) at the Omagh Hospital and Primary Care Complex is a Nurse-led Minor Injuries Unit which is operational 24 hours a day and is fully supported by 24/7 x-ray facility. The team consists of Emergency Nurse Practitioners who will see, treat and discharge the full range of presenting minor injuries.

Address: 7 Donaghane Road, Omagh, BT79 0NR

Telephone: 028 8283 3100

GP Out of Hours Service:

The best place to deal with your urgent but non-critical medical matters, or to discuss any ongoing treatment, is your local GP practice. The GP Out of Hours Service is for people who need urgent medical treatment but cannot wait until their doctor's practice opens. GP out of hours' service is available from 6pm during the week until your GP surgery opens the next morning, as well as 24 hours on Saturdays, Sundays and public holidays.

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

The doctor or nurse will tell you if you need to see a doctor or refer you to another service. If necessary, an appointment will be given to attend one of the Out of Hours GP locations at Altnagelvin, Limavady, Strabane, Omagh or Enniskillen.

Mental Health Service Emergencies:

Mental Health Single Point of Referral Service

Telephone: 028 3741 2409.

Weekends & public holidays **Telephone:** 028 3833 4444 or 028 3083 5000.

Lifeline Helpline counsellors, available 24 hours a day, 7 days a week.

Child & Adolescent Mental Health Services:

Early identification of mental health problems in children and young people

Address: Rivendell, Tyrone & Fermanagh Hospital, Omagh BT9 0NS

Telephone: 028 82835990

Western Health & Social Care Trust: Children's Disability Service

Work with children and young people who have a disability and/or complex and enduring physical health needs

Address: Health & Disability Community Services Dept, Tyrone & Fermanagh Hospital, Omagh BT74 6AY

Western Health & Social Care Trust: Sensory Support Team

Supports children who have sensory disabilities such as deafness, hearing loss or visual impairment

Address: Drumcoo Centre, Drumcoo, Enniskillen BT74 6AY

Telephone: 028 66324400

Housing Support

The Northern Ireland Housing Executive (NIHE) is the Strategic Housing Authority for Northern Ireland, and a public landlord at scale. If you wish to apply for housing benefit, social housing or you feel you are at risk of losing your home; contact NIHE. NIHE will assess your needs and decide if you are eligible for support.

Staff can also advise you on any financial support available, provide assistance with forms and can arrange an interpreter.

For NIHE housing eligibility criteria visit www.nihe.gov.uk
Further information visit housingadviceni.org or nidirect.gov.uk
Telephone: 0344 8920 900.

NIHE Fermanagh Office:
Riverview House, Head Street, Enniskillen,
Co Fermanagh, BT74 7DA
Telephone: 03448 920900
Email: fermanaghdistrict@nihe.gov.uk

NIHE Omagh Office:
MacAllister House, Woodside Avenue, Omagh,
Co Tyrone, BT79 7BP
Telephone: 03448 920900
Email: omaghdistrict@nihe.gov.uk

Private Housing:

You will be asked to pay a deposit of between one month and six weeks' rent. Some Estate Agents / Landlords may require references. Remember to check if the rental property is furnished and who will be responsible for repairs. Before accepting a tenancy, visit the NIHE office to check if you qualify for support with your rent and rates payments. After accepting a tenancy, your landlord must provide you with a rent book free of charge and you must make this rent book available to the landlord (or agent) for updating. Rent books must contain all relevant information associated with a tenancy.

Homelessness:

If you are homeless, or threatened with homelessness, contact the NIHE as soon as possible.

Telephone: 03448 920 900 (office hours)

Telephone: 03448 920 908 (out of hours)

Text service: 18001 03448 920 908 (hearing impaired)

Housing Advice:

If you rent your property from a landlord you are legally entitled to:

- ▶ **A rent book:** Includes the landlords name and address, amount of rent, rates and when to pay etc.
- ▶ **Freedom from illegal eviction/harassment:** Your landlord cannot access your home without reasonable notice unless it is an emergency. However, you should not refuse entry without good reason.
- ▶ **Notice to leave the property:** Your landlord has to give correct written notice and must follow a legal process; similarly you must follow correct procedure detailed in your agreement if you wish to leave.
- ▶ **Tenancy deposit secured in an approved scheme:** If you paid a deposit after April 2013, it must be protected within a Deposit Protection Scheme in Northern Ireland.
- ▶ **Sharing accommodation:** If you share a property with 2 or more people who are not related to you, then you live in a "House of Multiple Occupation" or "HMO". Landlords of HMO'S have to comply with much stricter safety and property management standards.

Housing Advice:

- ▶ **Repairs:** Your tenancy agreement should explain which repairs the property owner is responsible for and which are your responsibility. Your landlord is usually responsible for the repair of the structure of the property and supply of water, heating and electric. You will usually be responsible for decoration, gardens and day-to-day maintenance. You have a responsibility to report any damage or disrepair with the property to your landlord immediately. Follow up any reports you make over the phone or in person with a letter / email / text, so both you and your landlord have a record of any work that needs to be done.
- ▶ **Minimum housing fitness standard:** Your landlord must ensure that your accommodation meets the minimum standards for fitness when you move in.
- ▶ **The property must:** Be structurally safe, free from dampness prejudicial to health, free from serious disrepair and have adequate heating, lighting and ventilation. Have satisfactory kitchen and bathroom facilities with proper drainage. If natural gas is used within the property, a valid gas safety check certificate from a registered gas engineer for each gas appliance. You should ask for a copy of gas safety certificate from your landlord. Furniture provided by your landlord should be fire resistant.

If you have a concern in relation to your rented accommodation, you can contact the Environmental Health Department on:

Telephone: 0300 303 1777,

Email: eh@fermanaghmagh.com

Webpage: fermanaghmagh.com/services/environmental-health-service/

Further information is also available at:

housingadviceni.org

nidirect.gov.uk

Social Welfare & Employment

To work in Northern Ireland and/or to claim social security benefits you need a National Insurance number.

Contact your local Jobs and Benefits Office to apply for a National Insurance number: For further information on eligibility and criteria to work in Northern Ireland go to: [homeoffice.gov.uk](https://www.homeoffice.gov.uk)

Jobs & Benefits Office:

Jobs and benefits office provide advice and information on a range of services and local supports including:

- ▶ Jobs
- ▶ Benefit eligibility
- ▶ Benefit application
- ▶ Preparation for work
- ▶ Access to training

Enniskillen Office:

Crown Buildings, 14 Queen Elizabeth Road, Enniskillen, BT74 7JD

Email:

enniskillen.jobsandbenefits@dfcni.gov.uk

Omagh Office:

Crown Buildings, 7 Mountjoy Road, Omagh, BT79 7BB

Email:

omagh.jobsandbenefits@dfcni.gov.uk

Phone number: 0300 200 7822 **Textphone number:** 0800 587 1297

Webpage: nidirect.gov.uk/contacts/jobs-benefits-offices

job
centre
plus

Welfare Changes Helpline:

The independent Welfare Changes Helpline is available for anyone needing help or advice about any of the changes to the welfare system, including practical tips on how to make your money go further. The helpline is operated by Advice NI as part of a range of additional services provided by the advice sector (Advice NI and the Law Centre NI).

Telephone: 0800 915 4604 (10am to 5pm)

Benefits Calculator:

Allows you to answer questions anonymously online about your savings, income and outgoings to get benefit advice for you, your family or someone else.

You can use the Benefits Calculator to:

- ▶ Get an estimate of the benefits, tax credits or pension that may be available.
- ▶ Compare estimates if your situation changes.
- ▶ Save your answers for a later date or download and print results for reference.

Website: nidirect.gov.uk/services/benefits-calculator

Better Off Calculator:

Helps you see how much benefit you are eligible for and how much better off you might be in work. You can also see how changes in your household budget can affect your income. The calculator can be used for free, but if you want to save and compare calculations, you need to set up an account.

Website: betteroffcalculator.co.uk/login

Make the Call Service:

The service makes sure you're getting all the benefits, services and supports you're entitled to. Make the call and a Benefit Advisor will provide a full assessment of your entitlements.

Telephone: 0800 232 1271 (9am - 5pm Monday – Friday).

Email: makethecall@dfcni.gov.uk

Webpage: nidirect.gov.uk/campaigns/unclaimed-benefits

If you use sign language: You can use British Sign Language (BSL) or Irish Sign Language (ISL) to contact Make the Call Service.

To use the video relay service

visit: nidirect.gov.uk/contacts/make-call-service and click of the relevant link for your preference video relay service.

Education & Libraries

Libraries NI provides a FREE public library service throughout Northern Ireland. Libraries are a fantastic source of information. Not just about books, they provided many services: newspapers, eBooks, audio books, book clubs, room hire, free Wi-Fi, printing facilities, short courses, clinics and social events. For more information visit: www.librariesni.org.uk

Libraries in our District:

Enniskillen:

Halls Lane, Enniskillen,
Fermanagh, BT74 7DR

Telephone: 028 6632 2886

Email:
enniskillen.library@librariesni.org.uk

Lisnaskea:

157-159 Main Street,
Lisnaskea, Fermanagh,
BT92 0JE,

Telephone: 028 6772 1222,

Email:
lisnaskea.library@librariesni.org.uk

Fintona:

112-114 Main Street, Fintona,
Tyrone, BT78 2AE

Telephone: 028 8284 1774

Email:
fintona.library@librariesni.org.uk

Irvinestown:

Main Street, Irvinestown,
Fermanagh, BT94 1GJ

Telephone: 028 6862 1383

Email:
irvinestown.library@librariesni.org.uk

Omagh:

1 Spillars Place, Irishtown
Road, Omagh, Tyrone,
BT78 1HL,

Telephone: 028 8244 0733,

Email:
omagh.library@librariesni.org.uk

Education:

In Northern Ireland the school year is from September to June.

Play Groups and Nursery School (Ages 3-4):

If your child is 3 years old before 1st July then they are eligible for a free place at a nursery school in September of that year.

Primary School (Ages 4-11):

Children aged 4 before 1st July must be enrolled in a primary school to start in September of that year or enrolled immediately, if they arrive during the school year.

Secondary School / Grammar School (Ages 11 – 16/18):

Children aged 11-16 must be enrolled in a Secondary or Grammar School immediately if you arrive into Northern Ireland during the school year.

Institutes of Further & Higher Education / University Age 18+:

On becoming aged 16 pupils may leave school or, stay on at their Secondary or Grammar School or, attend a College of Further & Higher Education.

Education Authority (EA):

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.

For more information on admissions, free school meals, uniform grants, school transport, special educational needs and school locations **visit:** eani.org.uk

EA Local District Office: Omagh Office, 1 Hospital Road, Omagh, BT79 0AW

Telephone: 028 9056 4000

Email: info@eani.org.uk

Education Authority Educational Psychology Services

Services for 0-19 in the context of learning, emotional and behavioural difficulties and where possible prevent these difficulties arising.

Address: 1 Hospital Road, Omagh BT79 0AW

Telephone: 028 8224 1411

Translation & Interpreting Support

NI Direct brings together lots of information from government departments and agencies, written in language that is easy to understand. Website has a translation section to guide you through their documents.

nidirect.gov.uk/articles/translation-help

Google Translate:

This free, easy-to-use app provides voice and text translation.
App available on: Google Play, Apple App Store, Amazon App Store



Language Line:

Language Line Solutions aim to “optimise understanding in every situation”. Offering interpretation and translation services.

Telephone: 0800 1692879

Website: languageLine.com/en-gb

Facebook: facebook.com/LanguageLineSolutionsUK

“Say Hi” Translation App:

This free, easy-to-use app provides voice and text translation. It lets you have a conversation in two languages.

Website: sayhi.com/en/translate

App available on: Google Play, Apple App Store, Amazon App Store

The Big Word:

The Big Word provides Face to Face, Telephone and Video Remote interpreting services. Human and machine translation is also available.

Telephone: +44 (0)3333 445 720

Email: enquiries@thebigword.com

Website: en-gb.thebigword.com

Global Connects:

Global Connects provides Face to Face, Telephone and Video Remote interpreting services. If you are using ‘Global Connects’ you should send an email and include the details indicated above.

Telephone: 0141 332 8889

Email: info@globalconnects.com

Flex Language Services:

Flex Language Services provides Face to Face, Telephone and Video Remote interpreting services.

Telephone: 028 9072 7878

Email: info@flexlanguageservices.com

CYPSP Translation Hub

CYPSP (Children & Young People’s Strategic Partnership) provides important information on various topics including Health, Education, Housing, Employment, contacts for support and much more with direct access links to information directly provided by relevant authorities / support agencies. Information is available in English, Sign Language and various other languages through the use of a translation application.

cypsp.hscni.net/translation-hub/#contentHealth

Legal Advice & Support Services

Law Centre NI

Provides FREE independent legal advice and assistance to the public in Northern Ireland.

Employment: Employment law, and provides a representation service for employees, workers and self-employed contractors.

Social Security: Law relating to social security benefits, and provides representation before the Social Security Commissioners and/or at Social Security Appeal Tribunals.

Immigration Support: Law Centre NI's immigration legal advice and casework service assists people living in Northern Ireland in relation to Seeking Asylum, With Refugee Status and Resettled through a resettlement scheme.

New Refugee Move-On Guide: An essential guide for people who have recently received refugee status, humanitarian protection or discretionary leave in Northern Ireland.
lawcentreni.org/new-refugee-move-on-guide

Telephone: 028 9024 4401
Email: admin@lawcentreni.org
Webpage: lawcentreni.org

Advice NI:

Advice NI operates a regional helpline and delivers a range of advice services to the public including:

- ▶ Benefits
- ▶ Debt and Money
- ▶ Housing
- ▶ Education
- ▶ Employment
- ▶ EU Settlement Scheme
- ▶ Business Debt
- ▶ HMRC products/services

Callers will be signposted to their local advice providers within the council area.
Telephone: 0800 915 4604 **Email:** advice@adviceni.net **Webpage:** adviceni.net

Omagh Independent Advice Services:

Provides free, quality, independent advice and representation to the whole community on issues such as: Social Security Matters; Disability Benefits including the completion of benefit application forms; Debt and Money Advice issues; Tax Credits; Employment Rights, Housing etc.

Address: Community House 2 Drumragh Avenue Omagh BT78 1DP

Telephone: 028 82243252

Webpage: omaghcommunityhouse.com

Community Advice Fermanagh:

Community Advice Fermanagh is a registered charity offering free, confidential & impartial advice, ensuring everyone has access to high quality & professional advice & advocacy in relation to their rights, entitlements & responsibilities.

Telephone: 028 6632 4334

Email: bmaguire@communityadvicefermanagh.com

Webpage: fermanaghhouse.org/community-advice-fermanagh/

Arts & Leisure

Fermanagh & Omagh District Council operate two theatres in the district.

Strule Arts Centre:

Townhall Square, Omagh BT78 1BL

Telephone: 028 8224 7831

Email: strulearts@fermanaghomagh.com

Ardhowen:

94 Dublin Road, Enniskillen, BT74 6FZ

Telephone: 028 66325440

Email: ardhowen@fermanaghomagh.com

Leisure & Community Centres:

FODC operate four leisure centres across the District, each with a range of indoor and outdoor facilities:

Fermanagh Lakeland Forum: Broadmeadow, Enniskillen, BT74 7EF

Bawnacre: Castle Street, Irvinestown, Enniskillen, BT94 1EE

Castle Park: 1 Killypaddy Road, Lisoneill, Lisnaskea, BT92 0JJ

Omagh Leisure Complex: Old Mountfield Road, Omagh, County Tyrone, BT79 7EG

For more information on each centre visit, **Webpage:**

fermanaghomagh.com/services/health-wellbeing/leisure-complexes

Community Centres:

There are over 300 community centres in the District. With the majority ran locally and a small number Council lead. For more information visit,

Webpage:

fermanaghomagh.com/services/community/community-centres

(EA) Education Authority Youth Centres:

EA operated Youth Centres:

Carrickmore Youth Centre:

Termon Road, Carrickmore,

Sixmilecross, BT79 9JR

Telephone: 028 8076 1310

Lakeland Youth Centre:

Wellington Place, Enniskillen,

BT74 7HJ

Telephone: 028 6632 6932

Lisnaskea Youth Centre:

3 Drumhaw Pk, Lisnaskea,

Enniskillen, BT92 0GT

Telephone: 028 6632 6932

Omagh Youth Centre:

Old Mountfield Road, Omagh,

BT79 7EG

Telephone: 028 8224 9349

Irvinestown Youth Centre:

Bawnacre Centre, 35 Castle Street,

Irvinestown, Enniskillen, BT94 1EE

Telephone: 028 8076 1310

Food Banks & Charity Shops

There are numerous different food banks operating across Northern Ireland, many operate on a referral voucher basis.

Enniskillen:

The Lakes Vineyard Church, 6–8 Cross Street, Enniskillen, BT74 7DX

Telephone: 07512548849

Webpage: enniskillen.foodbank.org.uk

Irvinestown:

Arc Healthy Living Centre, 116-122 Sallys Wood, Irvinestown, BT94 1HQ

Telephone: 07512548849

Webpage: enniskillen.foodbank.org.uk

Newtownbutler:

Cherish Surestart, The Old Courthouse, Bridge Street, Newtownbutler, BT92 8EN

Telephone: 07512548849

Webpage: enniskillen.foodbank.org.uk

Belleek:

Wark Hall, 42 Main Street, Belleek, County Fermanagh, BT93 3GR

Telephone: 07512548849

Webpage: enniskillen.foodbank.org.uk

Omagh :

REACH Food Bank

51 Market Street, Omagh, Co Tyrone, BT78

1EL Telephone: 07718915435

Webpage: lifetriumphantchurch.com

Fermanagh Area Charity Shops:

Charity Shop	Address	Telephone
The Salvation Army Charity Shop	Halls Lane, Enniskillen, BT74 7DR	(028) 6632 7969
The Hospice Shop	1 Cross Street, Enniskillen, BT92 0JE	(028) 6772 3170
St Vincent De Paul (Society Of) Shop	24 Church Street, Enniskillen, BT74 7EJ	(028) 6632 9893
The Drop In Thrift Shop	Wellington Road, Enniskillen, BT74 7EF	(028) 6632 8184
Action Cancer	5 Cross Street, Enniskillen, BT74 7DX	(028) 6632 7277
British Red Cross Society	6a Townhall Street, Enniskillen, BT74 7BA	(028) 6632 5218
Drop In Ministries	20 Clabby Road, Fivemiletown, BT75 0PU	(028) 8952 2865
Northern Ireland Hospice	14 Cross Street, Enniskillen, BT74 7DX	(028) 6632 8734
Cancer Research UK	25 Townhall Street, Enniskillen, BT74 7BD	(028) 6632 8055
British Heart Foundation	29b Townhall Street, Enniskillen, BT74 7BD	(028) 6632 8476

Omagh Area Charity Shops:

Charity Shop	Address	Telephone
British Red Cross	15 Scarffe's Entry, Omagh, BT78 1JH	(028) 8225 0006
Cancer Research UK	46 High Street, Omagh, BT78 1BP	(028) 8224 3811
Barnardo's	15 Scarffe's Entry, Omagh, BT78 1JH	(028) 8224 6958
St Vincent De Paul	10 Castle Street, Omagh, BT78 1DD	(028) 8224 3150
Foyle Hospice Store	8 John Street, Castlederg, BT81 7AW	(028) 8167 1900



Road Safety & Driving in NI

To prevent deaths and serious injuries, pedestrians and drivers must share the road and the responsibility

Road Safety Advice

Cycling - How to keep you and other road users safe

- ▶ Choose the right size and type of bicycle for safety and comfort
- ▶ Check your bicycle regularly and ensure all necessary maintenance is up to date
- ▶ Ensure that your bicycle is set-up correctly with the bell, lights and reflectors clean and in working order
- ▶ Always be visible and wear a well-fitting cycle helmet
- ▶ Indicate clearly and confidently
- ▶ Be aware of your surroundings and other road users
- ▶ Avoid distractions e.g. loud music, using your phone, eating or smoking
- ▶ The law also highlights that 'it is illegal, except where there is a marked track, for anyone aged 10 and over to cycle a bicycle on a footpath.'
- ▶ All road users, vehicles and pedestrians alike, have a duty to respect the rules outlined in the Highway Code in order to ensure their own and the safety of others
- ▶ Highway code can be accessed at nidirect.gov.uk/publications/highway-code-downloadable-version and is available in various languages

Driving while Intoxicated and/or Drug Driving

Drink / Drug driving kills. Both slows down your reactions and impairs judgement, making you more likely to have an accident.

The police advise that you should not drive if you have consumed any alcohol at all if planning to drive. It does not matter how many drinks you have had - the drink driving laws in Northern Ireland are very clear. It is against the law to drive whilst unfit through drugs. This offence is determined by how badly affected your driving is and the law does not distinguish between illegal drugs and drugs that are prescribed or bought over the counter.

Different drugs affect driving differently and people can also react to drugs differently. The type of drug, the dosage, the length of time in the user's body, as well as the user themselves, all impact on how much a driver is affected. This includes prescription and over the counter medication.

If alcohol has also been consumed, this will further increase the risk of being in a collision.

If the police stop you and suspect you have taken drugs and/or alcohol, they will ask you to take a 'Field Impairment Test'. This is a series of tests, such as asking you to walk in a straight line and checking your eyes. If they think you are unfit to drive, you will be arrested and will be required to have a blood test at a police station. If the test shows you have taken drugs or over the legal limit for alcohol you could be charged with a motoring offence.

You risk:

- ▶ Being banned from driving
- ▶ An unlimited fine
- ▶ Imprisonment

Driving Licence Issues

Nationals from any EU and EEA countries can drive with their own country's licence or send their licence to be exchanged to a UK licence after that. Driving licenses must be up to date with correct address and name.

If you are not a national of any of the European union (EU) or European Economic Area (EEA) countries, your own driving licence is valid in Northern Ireland for up to 12 months, during which you should take a driving test to get a UK licence for when your own expires. Application forms for Provisional Licences and driving tests are available from post offices.

nidirect.gov.uk/information-and-services/motoring

Requirements to Drive Legally in Northern Ireland

If you wish to drive a vehicle on the road you are required to have the following:

- ▶ **Driver's Licence** – this needs to be up to date with your correct address and name.
- ▶ **Insurance** – all vehicles need to have a certificate of insurance.
- ▶ **MOT (Ministry of Transport) certificate** – An MOT is a test of a vehicle's safety and roadworthiness - you must have a valid MOT certificate in order to legally drive a car, motorcycle or van. MOT certificates help to ensure that all the vehicles on the road are safe to drive. Cars and motorcycles, which are four years old and over, and light goods vehicles from three years old, require a MOT.

MOT Centres:

Enniskillen:

10 Coa Road, Moneynoe
Glebe, Enniskillen,
BT74 4EG

Omagh:

Gortrush Ind Estate Great Northern Road,
Mullaghmenagh Upper,
Omagh, BT78 5EJ

- ▶ **Road Tax** – Every vehicle registered in Northern Ireland (NI) must be taxed if used or kept on a public road. If the vehicle is kept offroad it must either be taxed or have a SORN (Statutory Off Road Notification) in force. If not, it could be wheel-clamped or removed.
- ▶ It is illegal to drive a vehicle without insurance, taxed or MOT and may lead to a fine, points on your licence, vehicle seizure and possibly a jail sentence.

For more information on driving requirements in Northern Ireland
nidirect.gov.uk/information-and-services/motoring



Transport Services

Fermanagh Community Transport (FCT):

FCT is a registered charity established to provide services throughout Fermanagh for our members who have difficulty accessing services due to lack of transport or other mobility issues.

Address: Unit 42, Enniskillen Business Centre, Lackaboy Industrial Estate, Tempo Road, Enniskillen, BT74 4RL

Telephone: 028 6632 4260

Email: info@fermanaghcommunitytransport.com

Easilink Community Transport (Omagh area):

Easilink Community Transport is an independent charity managed by a voluntary Board. We provide a transport option to rural dwellers across the Omagh, Strabane & Foyle areas who have difficulty or are unable to access public transport, and who do not have access to private transport.

Webpage: easilink.org

Telephone: 028 8224 8140

Email: [easilink.org/contact-us/](mailto:info@easilink.org)

Translink Ulsterbus:

Ulsterbus is responsible for most of the bus services in Northern Ireland. They operate around 20 bus stations which include: Armagh, Antrim, Lisburn, Bangor, Newtownards, Downpatrick, Newry, Craigavon, Dungannon, Omagh, Enniskillen, Derry, Coleraine, Ballymena, Magherafelt, Larne, Newcastle and Belfast.

Webpage: translink.co.uk

Translink Ulsterbus Omagh:

3 Mountjoy Road,
Omagh, BT79 7AA

Telephone: (028) 8224 2711

Translink Ulsterbus Enniskillen:

Wellington Road, Enniskillen,
BT74 7EF

Telephone: (028) 6632 2633



Local Organisations & Agencies

Empowering Refugees and Newcomers' Organisation (ERANO)

ERANO extends a warm embrace to refugees, asylum seekers and new comer migrant families to the Fermanagh and Omagh District Council area, fostering an environment that empowers them to reconstruct their lives and fulfil their potential.

Address: ERANO, 2 Drumragh Avenue, Omagh, BT78 1DP

Telephone: 07783 706 598

Email: mary.lafferty@eran.org.uk

Webpage: omaghcommunityhouse.com

Omagh Ethnic Minority Communities Support Group:

Omagh Ethnic Minority Communities Support Group develop and improve the quality of life of the different minority ethnic communities living within the Council area.

Address: Omagh Community House, 2 Drumragh Avenue Omagh BT78 1DP

Telephone 028 68621177

Email: oeqsq2@yahoo.co.uk

Webpage: omaghcommunityhouse.com

AMAN Association:

The Aman Association is a County Fermanagh based charity created to fulfil the needs of the growing community of Muslims in South-West Northern Ireland, by providing a means of community congregation, delivering education, and preserving Islamic culture and heritage, with the aim of improving the conditions and meeting the needs of the Muslim community in the environs of the Fermanagh-Omagh Council area.

Address: 100 Irvinestown Road, Enniskillen, BT74 6GQ

Telephone: 07825 699 666

Webpage: amanfermanagh.co.uk

Email: amanfermanagh@gmail.com

F.O.C.U.S:

Focus provides support to community and voluntary organisations in the Omagh area including advice on funding, lobbying and advocacy, training etc.

Address: Omagh Community House, 2 Drumragh Avenue Omagh BT78 1DP

Telephone: 028 82240991

Email: info@focuscommunity.co.uk

Webpage: focuscommunity.co.uk

Omagh Forum for Rural Associations:

Omagh Forum for Rural Associations provides practical support and guidance to local Community & Voluntary groups in the Omagh and Fermanagh area, responding to issues of concern and representing and acting upon the views of the community.

Address: Omagh Community House, 2 Drumragh Avenue Omagh BT78 1DP

Telephone: 028 82251559

Email: info@omaghforum.org

Webpage: omaghforum.org

Fermanagh Rural Community Network:

Provides practical support and guidance, information, signposting and networking opportunities for member groups, through their staff, resource centre, and network services and programmes

Address: 3 Queen Street, Enniskillen BT74 7JR

Telephone: 028 66327006

Email: info@fermanaghrcn.org

Webpage: fermanaghrcn.org

Fermanagh Trust:

Fermanagh Trust is an independent community based foundation which supports local communities and groups across County Fermanagh and its hinterlands. We have a broad portfolio of programmes and funds which make a valuable contribution to life in County Fermanagh and beyond.

Telephone: 028 66320210

Email: info@fermanaghtrust.org

Webpage: fermanaghtrust.org

Omagh Community House:

Omagh Community House to advance community development by providing office space, facilities and services and by providing a community forum for groups to share views.

Address: 2 Drumragh Avenue, Omagh, BT78 1DP

Telephone: 02882242040

Email: info@omaghcommunityhouse.com

Webpage: omaghcommunityhouse.com

Omagh Independent Advice Services:

Provides free, quality, independent advice and representation to the whole community on issues such as: Social Security Matters; Disability Benefits including the completion of benefit application forms; Debt and Monday Advice issues; Tax Credits; Employment Rights, Housing etc.

Address: Community House 2 Drumragh Avenue Omagh BT78 1DP

Telephone: 028 82243252

Webpage: omaghcommunityhouse.com

Community Advice Fermanagh:

Community Advice Fermanagh is a registered charity offering free, confidential & impartial advice, ensuring everyone has access to high quality & professional advice & advocacy in relation to their rights, entitlements & responsibilities.

Telephone: 028 6632 4334

Email: bmaguire@communityadvicefermanagh.com

Webpage: fermanaghhouse.org/community-advice-fermanagh/

Devenish Partnership Forum Enniskillen:

Devenish Partnership Forum is a community support organisation that aims to improve the social, economic and environmental infrastructure of four of the estates (Cornagrade, Hillview, Kilmacormick 1 and Kilmacormick II, Enniskillen) estates in partnership with the local residents

Address: 26-28 Yoan Road, Enniskillen BT74 6EL

Telephone: 028 6632 7808

Email: devenishpartnership@hotmail.com

South West Age Partnership:

SWAP is a platform for older people in FODC. Their mission is to create a powerful voice and to transform older people's lives by connecting them into their local community and beyond.

Address: 54 Gortview Close, Omagh, BT79 7WL

Telephone: 028 8225 1824

Email: aforbes@southwestagepartnership.co.uk.

The Aisling Centre:

Aisling Centre is dedicated to the promotion of positive mental health and emotional wellbeing through the provision of a safe space where people can find hope and healing at difficult times in their lives.

Address: 37 Darling Street, Enniskillen, BT747DP

Telephone: 028 6632 5811

Webpage: theaislingcentre.com

Sure Start:

Sure Start aims to improve the well-being of life opportunities for young children aged under 4 through better health, childcare, play and educational programmes, from the moment of conception

Sure Start Omagh

Address: 1 & 2 Strathroy Enterprise Units Meelmore Drive Omagh BT79 7XL

Telephone: 028 8225 2936

Email: surestartomagh@btconnect.com

Cherish Sure Start

Address: The ARC Healthy Living Centre 1160122 Sally's Wood BT94 1HQ

Telephone: 028 6862 1970

Website: home-start.org.uk

Home Start:

Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.

Home-Start Lakeland & Irvinestown

Address: 2C New Street Belmore Mews Enniskillen BT74 6AH

Telephone: 028 6634 6818

Email: info@homestartlakeland.com

Website: home-start.org.uk

Home-Start Omagh District

Address: MACCA Resource Centre 21a Knockshee Park Omagh BT79 7PH

Telephone: 028 8224 0902

Email: homestartomagh@btconnect.com

Website: home-start.org.uk

Action for Children Enniskillen:

Action for children provide practical and emotional support for children and young people.

Address: Action for Children 14A Darling Street BT74

Telephone: 028 6632 4181

Email: nioffice@actionforchildren.org.uk

Website: actionforchildren.org.uk

Northern Ireland: Organisations & Agencies

Northern Ireland Direct Government Services
Provides information and services relating to:

- ▶ Motoring;
- ▶ Employment, training & careers;
- ▶ Benefits & money;
- ▶ Health & wellbeing;
- ▶ People with disabilities;
- ▶ Education;
- ▶ Crime, justice & the law;
- ▶ Family, home & community;
- ▶ Pensions & retirement planning;
- ▶ Property & housing;
- ▶ Government, citizens & rights;
- ▶ Travel, transport & roads;
- ▶ Environment & the outdoors.

Webpage: nidirect.gov.uk

The Electoral Office of Northern Ireland:

Every 4 years we have separate elections for both local government (local council) and national government (The Northern Ireland Assembly). This provides residents an opportunity to elect representatives at both levels of government. You are eligible to take part in this democratic process if you are:

British, Irish or Commonwealth citizen.
European citizen (not British or Irish).

However to vote you must register to vote by contacting The Electoral Office of Northern Ireland.

Telephone: 028 9044 6680

Email: info@eoni.org.uk

Webpage: eoni.org.uk

Advice NI:

Advice NI members, offer free, independent, high-quality advice on issues such as: Benefits, Debt, Housing, Employment, Disability, Community Care, Consumer issues and the EU Settlement Scheme

Freephone helpline: 0800 915 4604

Email: advice@adviceni.net

Website: adviceni.net/local-advice

Barnardo's NI:

Help thousands of children, young people, parents and carers across the UK. It is the largest children's charity in the UK.

Areas of work include:

Mental health and wellbeing
Care journeys
Child sexual exploitation
Supporting refugees
Fostering in Northern Ireland

Webpage: barnardos.org.uk/who-we-are/where-we-work/northern-ireland

Afghan Association of Northern Ireland:

Alghochak's purpose is to build a bridge of communication, understanding and support between Afghan and Northern Irish people and the systems and organizations that support asylum seekers and refugees.

Address: High Street, Belfast.
Email: alghochak.aani@gmail.com
Webpage: alghochak.org
Facebook: facebook.com/Alghochak

Christians Against Poverty:

CAP have helped more than 20,000 people become debt free since 2010. Their free debt service is available right across Northern Ireland. Their network also works with people from all parts of Northern Ireland through community-based groups, with Life Skills courses helping people live better on a limited budget or get back into employment through Job Clubs.

Telephone: (new enquiries) 0800 328 0006 Monday to Thursday: 9.30am to 5pm Friday: 9.30am to 3.30pm Calls are free from landlines and mobiles in the UK.
Email: info@capuk.org
Website: capuk.org
Facebook: facebook.com/CAPuk

East Africa Youth NI (EAYNI):

Their mission is to empower, inspire and integrate East African Youth in NI by providing mentorship and leadership development to contribute to wider society and to become role models for future generations.

Address: 1-5 Botanic Avenue, Belfast, United Kingdom, BT7 1JG
Email: Admin@eastafriayouthni.org
Facebook: facebook.com/eayni

Eritrean Community Association in Northern Ireland (ECANI):

Address: 1-5 Botanic Avenue, Belfast, United Kingdom, BT7 1JG
Telephone: 074 5830 9883
Email: eritreanassociationni@gmail.com

Education Authority, Asylum Seeker and Refugee (ASR) Support Team

Address: 40 Academy Street, Belfast, BT1 2NQ
Email: info@eani.org.uk
Webpage: eani.org.uk/school-management/intercultural-education-service-ies/asylum-seeker-and-refugee-asr-support-team

Hope for Youth NI:

Hope for Youth, Northern Ireland aim to give young people a better future. The organisation "believes that community-based projects promote inclusion and support diversity". Funding available for art, drama, music, and sports projects that give opportunities for young people to work together, learn new skills, build friendships, and develop their confidence and creativity.

Address: Unit 8, Belmont Business Park, 240 Belmont Road, Belfast, BT4 2AW
Telephone: 028 9076 9966
Email: hfyni@ace-ni.co.uk
Webpage: hopeforyouthni.com

Horn of Africa Peoples Aid NI (HAPANI):

Supports the self-actualisation of individuals from, but not exclusive to, Horn of Africa in Northern Ireland. HAPANI facilitates numerous awareness, educational and support projects that aim to support and empower people from the Horn of Africa and beyond who are living in Northern Ireland and facing problems every day.

Address: 1-5 Botanic Avenue, Belfast, United Kingdom, BT7 1JG
Email: info@hapani.org
Webpage: hapani.org
Facebook: facebook.com/Hapani

Law Centre NI:

Protecting people and their rights is at the heart of everything Law Centre NI does. They offer free, independent and specialist legal advice, casework and representation in the areas of social security, employment and immigration. They also offer training courses. Website provides some great free resources.

Address: 2nd Floor, Westgate House, 2-4 Queen Street, Belfast, BT1 6ED
Telephone / Advice Line: 028 9024 4401
Email: admin@lawcentreni.org
Webpage: lawcentreni.org

Lifeline:

Lifeline is Northern Ireland's crisis response helpline. Lifeline provides support to people of every age, gender, race, religion, disability and sexual orientation. Trained counsellors are available to speak to 24 hours a day, 7 days a week. Translators are available to speak to you in your preferred language. Calls are free.

British and Irish Sign Language users can also use the Sign Video app.

Telephone: 0808 808 8000

Textphone: 18001 0808 808 8000

Webpage: lifelinehelpline.info

Red Cross (NI) Belfast:

The British Red Cross is a volunteer-led humanitarian organisation that helps people in crisis, whoever and wherever they are.

Services include:

Event first aid and ambulance support, Fire and emergency support, First aid courses, Hand, arm and shoulder massage, Humanitarian education, International family tracing, Meals on wheels, Mobility aids, Refugee support, Support at home, Support in emergencies and Transport support.

Address: 143 University Street, Belfast, BT7 1HP

Telephone: 028 9032 3055

Email: RSNorthernIreland@redcross.org.uk

Samaritans:

Volunteers undertake millions of potentially life-saving conversations with callers through a freephone phone helpline, email, face-to-face support and outreach in communities, schools, festivals and prisons. Samaritans currently has 8 branches across Northern Ireland which are run independently by a network of volunteers. Volunteers are on duty 24 hours a day, seven days a week, via:

Freephone helpline number: 116 123

Email: jo@samaritans.org

Webpage: samaritans.org/scotland/samaritans-ireland/about/northern-ireland

Useful Contact Numbers

Emergency, Statutory and Key Services

PSNI.....	999
FODC.....	0300 303 1777
Flooding Incident.....	0300 200 0100
GP Out of Hours.....	028 7186 5195
South West Acute Hospital.....	028 6638 2000
Omagh Hospital & Primary Care Complex.....	028 8283 3100
Northern Ireland Electricity.....	0345 7643 643
Northern Ireland Water.....	0345 7440 088
Emergencies Waterline.....	0345 7440 088
Lifeline Helpline NI.....	0808 808 8000
Fermanagh Womens Aid.....	028 6632 8898
Omagh Womens Aid.....	028 8224 1414
24 Hour Domestic & Sexual Abuse Helpline.....	0808 802 1414
Victim Support NI.....	028 9024 3133
Crimestoppers.....	0800 555 111



Get In Touch



Telephone: 0300 303 1777



Live Chat: Monday – Friday 9am – 5pm
via our website



Webpage: fermanaghomagh.com



Email: info@fermanaghomagh.com