

# New to Belfast?

A guide of support services 2015

Produced by Belfast City Council



**Belfast**  
City Council

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

# New to Belfast?

## A guide to support services

Welcome to our guide to support services for people who have migrated or are new to Belfast.

We have produced this guide to raise awareness and provide information about the range of support services available to migrant and minority ethnic communities in Belfast. We hope that you will find this resource useful, whether you are looking for help, or seeking to provide help to new communities.

### How to use this guide

Section 1 of the guide covers information on a broad range of support services, listed alphabetically. To make it less complicated, we have introduced a series of symbols which will take the user through the complexity of services on offer.

The symbols that appear beside each entry indicate the main support services provided by the agency, however additional services may also be available; if in doubt please contact the agency to find out more.

In this guide you will also find a list of minority ethnic support organisations in Belfast (section 2), a list of other useful contacts (section 3) and details of useful guides (section 4).

We're committed to making sure that our services and information are available to all parts of the community. If you require this publication in another format or language please contact us on 028 9027 0663 or email [goodrelations@belfastcity.gov.uk](mailto:goodrelations@belfastcity.gov.uk)

Advocacy support



Business advice



Capacity building : Organisational support



Community safety



Culture and arts



Education : Diversity training



Employment advice : Employment support



Family support services : Enrolment in school



Hate crime prevention



Health information : Social care



Housing : Homelessness



Immigration advice



Language classes : Language for work



Legal assistance : Anti-discrimination guidance



Recreational activities : Social activities



Specialised information





# Section 1

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## Support services in Belfast

This section lists details of support services for migrant and minority ethnic people living in Belfast. Services are listed in alphabetical order. To make it less complicated, we have introduced a series of symbols which will take the user through the complexity of services on offer. The symbols that appear beside each entry indicate the main support services provided by that agency.

# African Caribbean Community Support Organisation Northern Ireland (ACSONI)

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## Contact address:

1st Floor, 9 Lower Crescent, Belfast, BT7 1NR

**Telephone number:** 028 9043 4090

**Email:** [info@acsoni.org](mailto:info@acsoni.org)

**Website:** [www.acsoni.org](http://www.acsoni.org)

## General statement of your organisation:

To ascertain and address the specific civic, socio-economic needs and aspirations of individuals from the Caribbean, the continent of Africa, mixed heritage and all other individuals who identify with the community and reside in Northern Ireland. ACSONI is the central African and Caribbean body with a network of organisations, families and individuals who make up the membership.

## Services provided:

- A point of contact for African and Caribbean related service users for drop-in support, advice and referral
- Family services
- Addressing racism and discrimination
- Capacity building
- Cultural awareness
- Community cohesion activities
- Monthly intercultural dialogue activities
- Youth engagement work
- Intercultural arts

Services can be provided in other languages.



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## Contact address:

127-137 Philip House, York St, Belfast, BT15 1AB

**Telephone number:** 028 9023 1381

**Email:** [info@artsekta.org.uk](mailto:info@artsekta.org.uk)

**Website:** [www.artsekta.org.uk](http://www.artsekta.org.uk)

## General statement of your organisation:

ArtsEkta is an arts and cultural organisation that works to develop intercultural relationships. The organisation is dedicated to strengthening and deepening relationships between different cultures and communities through a series of cultural based programmes.

## Services provided:

- Training
- Artistic development support
- Participatory programme
- Heritage
- Festivals
- Health and wellbeing
- Social enterprise



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## Contact address:

23 Windsor Avenue, Belfast, BT9 6EE

**Telephone number:** 028 9066 8766

**Email:** [pauline.bell@barnardos.org.uk](mailto:pauline.bell@barnardos.org.uk)

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

## General statement of your organisation:

Barnardo's provide a range of services to children and families.

## Services provided:

- Support services for black and ethnic minority families
- Family support
- Multicultural breakfast clubs
- Parenting support
- Toy box programme
- ESL classes
- Family learning and integration hub

Services can be provided in Polish, Mandarin, Cantonese, and Spanish



## Contact address:

Community Safety Unit, Cecil Ward Building, 4-10 Linenhall Street, Belfast, BT2 8BP

**Telephone number:** 028 9027 0469

**Email:** [turleya@belfastcity.gov.uk](mailto:turleya@belfastcity.gov.uk)

**Website:** [www.belfastcity.gov.uk/communitysafety](http://www.belfastcity.gov.uk/communitysafety)

## General statement of your organisation:

The Community Safety Unit deals with antisocial behaviour incidents and alleygate installation. The Safer Neighbourhood Officers provide a visible presence and can offer support and advice on community safety issues at a local level.

Within the Community Safety Unit, the Policing and Community Safety Partnerships (PCSP) works to make communities safer, ensuring the voices of local people are heard.

## Services provided:

- Provides advice and assistance to address antisocial behaviour
- Signpost to other agencies as appropriate
- Works with a number of agencies at a strategic level to take forward various hate crime initiatives



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**Contact address:**

Good Relations Unit, City Hall, Belfast, BT1 5GS

**Telephone number:** 028 9027 0663

**Email:** [goodrelations@belfastcity.gov.uk](mailto:goodrelations@belfastcity.gov.uk)

**Website:** [www.belfastcity.gov.uk/goodrelations](http://www.belfastcity.gov.uk/goodrelations)

**General statement of your organisation:**

To support and promote the development of good relations in Belfast.

**Services provided:**

- Provides advice and support to projects that promote good relations within the city
- Provides advice and support to projects supporting the integration and inclusion of migrant or minority ethnic communities
- Facilitates the interagency Belfast Migrant Forum
- Provides good relations small grants funding to projects that aim to improve good relations within Belfast
- Delivers migration awareness and preventing hate crime training



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### Contact address:

Maureen Sheehan Centre, 106 Albert St. Belfast BT12 4HL

**Telephone number:** 028 9504 2830

**Email:** catherinedoherty@belfasttrust.hscni

### General statement of your organisation:

Northern Ireland New Entrant Service is a nurse led service for new entrants to Northern Ireland.

The service supports all new entrants by offering screening, health, education and sign posting to other services.

### Services provided:

- Registration with GP, dentists and opticians
- Health screening for tuberculosis, blood pressure, urinalysis, blood glucose
- Screening for communicable diseases.
- Referral to maternity services
- Fast tracking for chest x-ray

Services can be provided in other languages.



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### Contact address:

38 Wellington Park, Belfast, BT9 6DN

**Telephone number:** 028 9066 4465

**Email:** [info@belfastislamiccentre.org.uk](mailto:info@belfastislamiccentre.org.uk)

**Website:** [www.belfastislamiccentre.org.uk](http://www.belfastislamiccentre.org.uk)

### General statement of your organisation:

To support the integration and inclusion of the Muslim community in Northern Ireland.

### Services provided:

- Support and advice to Muslim people living in Northern Ireland



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### Contact address:

12 Heron Rd, Belfast BT3 9LE

**Telephone number:** 028 9073 5350

**Email:** [niiom@redcross.org.uk](mailto:niiom@redcross.org.uk)

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

### General statement on your organisation:

The Red Cross provides assistance to vulnerable refugees and asylum seekers.

### Services provided:

- Destitution support
- Emergency food provisions
- Orientation services
- Welcome information
- Tracing services for families separated by conflict

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## Contact address:

123 Ormeau Road, Belfast, BT7 1HP

**Telephone number:** 028 9031 5744

**Email:** [sebastine.james@migranthelpuk.org](mailto:sebastine.james@migranthelpuk.org)

**Website:** [www.brysongroup.org](http://www.brysongroup.org)

## General statement of your organisation:

Bryson Intercultural aims to make a positive impact on the lives of black and minority people and their families by helping them adjust to and cope with their new lives in Northern Ireland. Bryson Intercultural is the main reception centre for people seeking asylum in Northern Ireland.

## Services provided:

- OISC regulated advice on the asylum process.
- Support in completion of National Asylum Seekers Service (NASS) applications (ASFI) section 95/98
- Support and advice on access to section 4 support for failed asylum seekers
- Initial screening and guidance on access to Initial Accommodation
- Sign posting and referrals for access to Medicare, education, expert immigration advice, social services care etc
- Support and facilitation of Assisted Voluntary Return (CHOICES)

Interpreting available.



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## Contact address:

1 Stranmillis Embankment, Belfast, BT7 1GB

**Telephone number:** 028 9028 8277

**Email:** [contact@cwa-ni.org](mailto:contact@cwa-ni.org)

**Website:** [www.cwa-ni.org](http://www.cwa-ni.org)

## General statement of your organisation:

The Chinese Welfare Association is the main support and representation organisation for the Chinese community in Northern Ireland. The organisation aims to secure the future of the Chinese community in Northern Ireland within a framework of racial equality and enable all sections of the community to fully participate in both the development of the community and in the wider society.

## Services provided:

- Free welfare advice
- Help with GP registration
- Health advice
- Older persons support project
- Signposting to other organisations

Services can be provided in Mandarin and Cantonese.



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## Contact address:

Merrion Business Centre, 58 Howard Street, Belfast, BT1 6PL

**Telephone number:** 030 0123 3233

**Email:** [amycinbelfast@citizensadvice.co.uk](mailto:amycinbelfast@citizensadvice.co.uk)

**Website:** [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

## General statement on your organisation:

Provides advice and information on a broad range of issues.

## Services provided:

- Immigration advice
- Housing law
- Consumer law
- Employment law
- Taxes, legal aid, solicitors, barristers advice
- Human rights
- Health advice
- Social security
- Administration of justice

## Consular Corps / Association of Northern Ireland (CA-NI)

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### Contact address:

16-18 Glen Road, Comber, Co. Down, BT23 5EL

**Telephone number:** 028 9187 4697 **M:** 078 0389 7487

**Email:** [secretariat@ca-ni.org](mailto:secretariat@ca-ni.org)

**Website:** [www.ca-ni.org](http://www.ca-ni.org)

### General statement on your organisation:

Established to bring together Diplomats, Consuls (Career and Honorary) or International Organisations working in Northern Ireland to discuss issues and matters concerning their respective nationals and countries.

### Services provided:

- Consuls are official representatives of the country appointed by their government and accredited by the Foreign and Commonwealth Office
- CA-NI is a central contact for all countries having official Consular representation in Northern Ireland
- CA-NI promotes economic, commercial, educational, cultural and scientific relations between countries
- Consular services may vary between countries (passport, visa, immigration, advice, assistance, notarisisation, registration of births/deaths, etc)

## Department for Employment and Learning - Employment Agency Inspectorate (EAI)

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### Contact address:

1st Floor, Waterfront Plaza, 8 Laganbank Road, Belfast, BT1 3LY

**Telephone number:** 028 9025 7554

**Email:** [eai@delni.gov.uk](mailto:eai@delni.gov.uk)

**Website:** [www.delni.gov.uk/eai](http://www.delni.gov.uk/eai)

### General statement of your organisation:

The EAI is responsible for enforcing regulations governing the private recruitment sector in Northern Ireland which exist for the protection of work seekers and hirers.

### Services provided:

- The EAI can enter and inspect the premises and records of recruitment agencies, on receipt of a complaint
- In the most serious cases the Department may seek a prosecution against an agency or make application to an Industrial Tribunal to prohibit an agency from operating for up to 10 years

## Department for Employment and Learning, Employment Services, EURES (European Employment Services)

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### Contact address:

Gloucester House, Chichester Street, Belfast, BT1 4RA

**Telephone number:** 028 9025 2070

**Email:** [eures.section@delni.gov.uk](mailto:eures.section@delni.gov.uk)

**Website:** [www.eures.europa.eu](http://www.eures.europa.eu)

### General statement of your organisation:

Provision of advice and support to those who are seeking employment, support to employers who are seeking to recruit.

### Services provided:

- Advice and support for those seeking employment
- Support for employers with difficulty recruiting locally
- Academic qualification comparison service



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### Contact address:

48 Elmwood Avenue, Belfast ,BT9 6AZ

**Telephone number:** 028 9066 3145

**Email:** [info@embraceni.org](mailto:info@embraceni.org)

**Website:** [www.embraceni.org](http://www.embraceni.org)

### General statement of your organisation:

EMBRACE is a voluntary group of Christians from different denominations working together to promote a positive response to people seeking asylum, refugees, migrant workers and minority ethnic people in Northern Ireland.

### Services provided:

- Operates an emergency fund, administered solely through other groups, that assists foreign nationals with emergency needs, where there are no other funds available



## Contact address:

Equality House, 7-9 Shaftesbury Square, Belfast, BT2 7DP

**Telephone number:** 028 9050 0600

**Email:** [info@equalityni.org](mailto:info@equalityni.org)

**Website:** [www.equalityni.org](http://www.equalityni.org)

## General statement of your organisation:

The Equality Commission has responsibility for promoting and enforcing the equality laws in Northern Ireland. It also has a duty to promote good relations in the area of racial equality.

## Services provided:

- Free confidential advice to individuals who believe they have experienced discrimination because of their race, age, disability, sex, religious beliefs / political opinion or sexual orientation
- Seeks to influence public policy by using evidence based research and detailed position papers

Interpreting services are available at point of contact if needed.

## Extern Multidisciplinary Homeless Support Team (MDHST)

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### Contact address:

Francis House, 9-11 Brunswick Street, Belfast, BT2 7GE

**Telephone number:** 028 9033 0433

**Email:** [mal.byrne@extern.org](mailto:mal.byrne@extern.org)

**Website:** [www.extern.org](http://www.extern.org)

### General statement on your organisation:

EXTERN has a Multidisciplinary Homeless Support Team which works with people who are homeless, at risk of homelessness or who have been previously at risk and are now setting up a new tenancy. Social Workers and Project Workers complete comprehensive assessments and provide specialised housing based practical support to help individuals/families sustain their accommodation.

### Services provided:

- Practical advice and referrals to appropriate services
- Assistance to accessing and maintaining accommodation
- Benefits advice
- Resettlement support
- Access to healthcare professionals and other services in the community health care
- Education, employment and training opportunities



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### Contact address:

256-258 Falls Road, Belfast, BT12 6AL

**Telephone number:** 028 9032 7672

**Email:** [info@fallswomenscentre.org](mailto:info@fallswomenscentre.org)

### General statement on your organisation:

Falls Women's Centre/Ionad Mhná na bhFál is a feminist organisation committed to alleviating the effects of structural and gender inequality on the lives of women. We provide a safe, welcoming, comfortable, women-only environment. Our services include childcare, training and education and advice and counselling. We are open to all women and provide ongoing support.

### Services provided:

- Advice and counselling
- Training and education
- Limited childcare places for women taking part in training and education
- ESOL class



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## Contact address:

Unit 2-4 Ascot House, Shaftesbury Square, Belfast, BT2 7DB

**Telephone number:** 028 9033 2313

**Email:** [shane.smith@gemsni.org.uk](mailto:shane.smith@gemsni.org.uk)

**Website:** [www.gemsni.org.uk](http://www.gemsni.org.uk)

## General statement on your organisation:

GEMS NI deliver employability interventions to unemployed/economically inactive individuals who experience disadvantage in the labour market to maximise employment opportunities

## Services provided:

- GEMS NI work with individuals to enable them to access employment, education or training opportunities
- GEMS NI provide training and help with CV development, application forms and interview techniques
- GEMS NI provide language classes to help people improve their vocabulary to find work

## Horn of Africa People's Aid Northern Ireland (HAPANI)

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### Contact address:

Botanic House, 1-5 Botanic Avenue, Belfast, BT7 1JG

**Telephone number:** 028 9031 5778

**Email:** [info@hapani.org](mailto:info@hapani.org)

**Website:** [www.hapani.org](http://www.hapani.org)

### General statement on your organisation:

To support the self-actualisation of individuals from the Horn of Africa, through raising awareness and funds and offering practical assistance

### Services provided:

- Homework club
- Literacy and employability programmes for young adults
- English language courses
- Youth leadership training
- Interpreting and translations
- Referrals and sign posting to the public services and volunteer sector
- Advocacy
- Support and outreach

Interpreting and translations for Somali and Arabic speakers.

## Irish Congress of Trade Unions - Migrant Branch

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### Contact address:

4 - 6 Donegall Street Place, Belfast, BT1 2FN

**Telephone number:** 028 9024 6331

**Email:** [kasia.garbal@ictuni.org](mailto:kasia.garbal@ictuni.org)

**Website:** [www.ictu.ie](http://www.ictu.ie)

### General statement of your organisation:

Congress is the single umbrella organisation for trade unions in the Republic of Ireland and Northern Ireland. Trade unions represent the interests of working people seeking to improve the pay and working conditions of their members and campaigning for better living standards for working people.

### Services provided:

- Migrant Workers Support Unit offers support advice and representation for migrant workers with employment problems
- Provides employment rights clinics for migrant workers
- Provides training seminars for organisations to increase awareness of employment rights and the benefits of membership in trade unions

Services available in other languages.



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### Contact address:

124 Donegall Street, Belfast, BT1 2GY

**Telephone number:** 028 9024 4401

**Email:** [admin.belfast@lawcentreni.org](mailto:admin.belfast@lawcentreni.org)

**Website:** [www.lawcentreni.org](http://www.lawcentreni.org)

### General statement of your organisation:

The Law Centre aims to promote social justice through providing specialist legal services, policy, training and information.

### Services provided:

- OISC registered to provide immigration advice. However, our immigration advice has been suspended at present due to funding restrictions
- Legal support for young people who have been trafficked.
- Legal advice and representation in social security benefits and tax credits
- Employees' rights, health and social care

## Lower Ormeau Residents Action Group (LORAG)

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### Contact address:

Shaftesbury Community and Recreation Centre, 97 Balfour Avenue, Belfast, BT7 2EW

**Telephone number:** 028 9031 2377

**Email:** [info@lorag.org](mailto:info@lorag.org)

**Website:** [www.lorag.org](http://www.lorag.org)

### General statement on your organisation:

LORAG is a 'needs led', community development organisation, founded in 1987 to support the residents and community of the Lower Ormeau area of South Belfast. LORAG is committed to supporting and assisting the diverse community from 'the cradle to the grave' in a multitude of areas from personal development, family support, employment and training support, community cohesion and innovative health initiatives.

### Services provided:

- Services provided for residents living in Inner South areas: Lower Ormeau, Donegall Pass, Markets and Botanic areas
- Health programmes
- Sports programmes
- Intercultural parenting programmes
- Children's programme (ages 2-11 years)
- Family support
- Youth programme (ages 12-25 years)
- Community engagement programmes
- NEETS - (Not in education, employment or training) Engagement for Change for ages 16-20 years)



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### Contact address:

1st Floor Ascot House, 24-31 Shaftesbury Square, Belfast, BT2 7DB

**Telephone number:** 028 9043 8962

**Email:** [info@migrantcentreni.org](mailto:info@migrantcentreni.org)

**Website:** [www.migrantcentreni.org](http://www.migrantcentreni.org)

### General statement on your organisation:

Migrant Centre NI provides a one-stop shop service with bi-lingual staff. The centre provides outreach services responding to the needs of victims of racial harassment and hate crime and those in crisis situations.

### Services provided:

- Bi-lingual support workers provide a one-stop model of services to victims of racist hate crime
- Provides a comprehensive support service to victims based on a client centred approach

Services can be provided in the following languages: Arabic, Somali, and French.

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### Contact address:

123 Ormeau Road, Belfast, BT7 1SH

**Telephone numbers:** 013 0420 3977 M: 077 6666 8781

**Email:** roger.mcvicker@migranthehelpuk.org

**Website:** www.migranthehelp.org

### General statement on your organisation:

Migrant Help is a UK charity that has over 50 years experience of delivering support and advice services to migrants in the UK. Migrant Help provide individuals with the resources and support they need to find safety, access appropriate services and information and develop greater independence.

### Services provided:

- Contracted by the Department of Justice to support adult male victims of modern day slavery and human trafficking
- Provides potential victims of human trafficking with safe and appropriate accommodation
- Provide physical, psychological and emotional support to client base

Interpreting and translation available.



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### Contact address:

Amelia House, 2 Amelia Street, Belfast, BT2 7GS

**Telephone number:** 028 9032 0157

**Email:** [niacro@niacro.co.uk](mailto:niacro@niacro.co.uk)

**Website:** [www.niacro.co.uk](http://www.niacro.co.uk)

### General statement on your organisation:

NIACRO works to reduce crime and its impact on people and communities.

### Services provided:

- STEM is a floating support service, providing support and assistance to people whose tenancy may be at risk due to harassment or intimidation because of their ethnicity
- STEM helps people deal with the difficulties they are experiencing in the community and supports people to maintain their tenancies
- STEM works to improve the social inclusion of people from ethnic minority backgrounds, removing barriers to integration and encouraging participation in society
- STEM promotes positive community responses to dealing with incidents of intimidation and works alongside other organisations seeking to promote community integration



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## Contact address:

64 Woodvale Road, Belfast, BT13 3BU

**Telephone number:** 028 9031 1420

**Email:** [andy@alternativesrj.co.uk](mailto:andy@alternativesrj.co.uk)

**Website:** [www.alternativesrj.org](http://www.alternativesrj.org)

## General statement on your organisation:

Alternatives is a restorative justice programme that aims to promote and develop non-violent community responses to issues of low level crime and anti-social behaviour across Northern Ireland.

## Services provided:

- Threat verification service for individuals or households perceiving a threat within the community
- Victim support to victims of crime and antisocial behaviour
- Intensive youth support programme for youth up to 25 yrs
- Mediation, advocacy and community support service in relation to hate crime issues
- Delivery of structured programmes on cultural awareness, volunteering, peer leadership, and restorative practice
- Delivery of diversity and anti-social behaviour programmes in schools

# Northern Ireland Community of Refugees and Asylum Seekers



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## Contact address:

143A University Street, Belfast, BT7 1HP

**Telephone number:** 028 9024 6699

**Email:** [info@nicras.org.uk](mailto:info@nicras.org.uk)

**Website:** [www.nicras.org.uk](http://www.nicras.org.uk)

## General statement of your organisation:

NICRAS provides support and advice to Asylum Seekers and Refugees.

## Services provided:

- Advice and support for Asylum Seekers and Refugees
- Benefits, employment, housing, welfare and education advice
- Guidance and liaison with solicitors
- Provides access to purposeful activities including volunteering and recreational activities
- English language classes.
- Training and awareness raising for external organisations in Asylum process and refugees issues and forced migration.
- Capacity building for asylum seekers and refugees
- Mental health and wellbeing care plan.



**Contact address:**

1st Floor, Ascot House, 24-31 Shaftesbury Square, Belfast, BT2 7DB

**Telephone number:** 028 9023 8645

**Email:** [info@nicem.org.uk](mailto:info@nicem.org.uk)

**Website:** [www.nicem.org.uk](http://www.nicem.org.uk)

**General statement of your organisation:**

NICEM is an ethnic minority-led charity that aims to promote good race relations, eliminate racial discrimination and promote racial equality.

**Services provided:**

- Training for potential leaders from within black and minority ethnic communities
- Support and leadership to black and minority ethnic-led community groups
- Equality and Diversity training for organisations
- Support services for those who have experienced racial harassment and hate crime

Interpretation is available to support those who have experienced race hate crime.



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## Contact address:

Belfast Regional Office, 32-36 Great Victoria Street, Belfast, BT2 7BA.

## Telephone numbers:

General Housing Executive enquiries: 03448 920 900

Housing Benefit enquiries: 03448 920 902

**Email:** [belfastarea@nihe.gov.uk](mailto:belfastarea@nihe.gov.uk)

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

## General statement on your organisation:

NIHE offer a range of services to people living in socially rented, privately rented and owner occupied accommodation as well as supporting and working with a number of other public bodies.

## Services provided:

- NIHE deal with planning and delivery of landlord services, such as housing and homeless support and area information and planning.
- NIHE is open Monday to Friday 9am to 5pm (opening at 11am on Wednesdays)
- Local offices provide a range of services including: maintenance, repairs, housing benefit, rent collection, allocations, transfers, housing management, consultation on schemes, work with community groups, community safety issues, dealing with antisocial behaviour
- If you become homeless, or are at risk of becoming homeless, a telephone referral service when offices are closed and during holiday periods is available at 028 9504 9999

Interpretation provided.

## Northern Ireland Muslim Family Association (NIMFA)

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### Contact address:

7 Rugby Road, Belfast, BT7 1PS

**Telephone number:** 028 9031 5784

**Email:** [nimfabelfast@aol.com](mailto:nimfabelfast@aol.com)

**Website:** [www.nimfa.org](http://www.nimfa.org)

### General statement on your organisation:

To support the integration and inclusion of Muslim people living in Northern Ireland

### Services provided:

- Delivery of a range of activities, events and facilities to accommodate and integrate Islamic culture locally
- Provision of education based services and facilities for Muslims and Non-Muslims
- Delivery of activities and events that promote and support Muslim or Islamic faith based practices
- Provision of appropriate and bespoke advice, guidance and support to Muslims and non-Muslims to support integration into the community
- Delivery of targeted and needs led opportunities for members of the Muslim community to access high quality training and capacity building

Services can be provided in a number of languages.



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## Contact address:

Stations across Northern Ireland

(Please see web site or telephone directory for locations).

PSNI Headquarters

Brooklyn

65 Knock road

Belfast

BT5 6LE

## Telephone numbers:

Non emergency: 101

Emergency: 999

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

## General statement of your organisation:

Keeping People Safe

## Services provided:

- Keeping people safe through policing with the community
- 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.

## Polish Educational and Cultural Association (PECA)

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### Contact address:

c/o St Michael's Primary School, 514 Ravenhill Road, Belfast, BT6 0BW

**Telephone number:** 07925761634

**Email:** [info@peca.org.uk](mailto:info@peca.org.uk)

**Website:** [www.peca-ni.org](http://www.peca-ni.org)

### General statement on your organisation:

PECA promotes the Polish language and culture. PECA also supports the Polish community through information, advice and advocacy as well as providing opportunities for participation and integration.

### Services provided:

- Advice and support services
- Language and cultural rights
- Teacher training
- Polish, English, Irish language classes
- Publishes a free monthly magazine [www.naszexpress.pl](http://www.naszexpress.pl)

## South Belfast Roundtable



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### Contact address:

83 University Street, Belfast, BT7 1HP

**Telephone number:** 078 1190 1722

**Email:** [denise.wright@sbrtr.org.uk](mailto:denise.wright@sbrtr.org.uk)

### Website:

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

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

### General statement on your organisation:

A partnership of groups in south Belfast committed to tackling racism and promoting diversity

### Services provided:

- Belfast Friendship Club – a weekly event which helps anyone new to Belfast make friends and find out about what is going on in the city.
- Training including Migration Awareness, Ending Hate and Anti Racism programme



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### Contact address:

Annsgate House, 70/74 Ann Street, Belfast, BT1 4EH

**Telephone number:** 028 9024 3133

**Email:** [info@victimsupportni.org.uk](mailto:info@victimsupportni.org.uk)

**Website:** [www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

### General statement on your organisation:

Victim Support Northern Ireland is the charity which helps people affected by any type of crime. We provide emotional support, information and practical help to victims, witnesses and others affected by crime

### Services provided:

- Victim Support Northern Ireland Coordinates the PSNI Hate Crime Advocates
- The advocates provides support to victims of racial, homophobic, transphobic and disability hate crime
- The advocacy service is provided post PSNI investigation for victims of hate crime
- Advocates partner with other organisations to ensure victims of hate crime get the support they need, including emotional support, criminal injuries compensation, support before and at court

Interpreting available.



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## Contact address:

91 Whiterock Road, Belfast, BT12 7PG

**Telephone number:** 028 9043 8438

**Email:** [info@whiterockchildrenscentre.org](mailto:info@whiterockchildrenscentre.org)

**Website:** [www.whiterockchildrenscentre.org](http://www.whiterockchildrenscentre.org)

## General statement of your organisation:

To support children and families in West Belfast

## Services provided:

- Free English classes with free childcare for minority ethnic families (subject to availability)
- One to one practical support to minority ethnic families settling in West Belfast
- Support for registration with doctors and schools
- Family support
- Living in the north integration workshops for minority ethnic families
- Anti racism training
- Advocacy support

Services can also be provided in Spanish, French and Basque



# Section 2

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## Contact details of minority ethnic support organisations in Belfast

The following section contains contact details of the main minority ethnic support organisations in Belfast.

### **African Caribbean Community Support Organisation Northern Ireland**

T: 028 9043 4090

9 Lower Crescent, Belfast, BT7 1NR

Email: [info@acsoni.org](mailto:info@acsoni.org)

### **Arts Ekta**

**T: 028 9023 1381**

Philip House, Level 2, Suite 2, 127-137 York Street, Belfast, BT15 1AB

Email: [hello@ektaevents.org.uk](mailto:hello@ektaevents.org.uk)

### **Association Darfur of Northern Ireland**

T: 07459560040

Morton community centre, Lorne Street, BT9 7DU, Belfast

Email: [darfumi@yahoo.co.uk](mailto:darfumi@yahoo.co.uk)

### **Belfast Islamic Centre**

T: 028 9066 4465

38 Wellington Park, Belfast, BT9 6DN

Email: [info@belfastislamiccentre.org.uk](mailto:info@belfastislamiccentre.org.uk)

### **Belfast Jewish Community**

T: 028 9077 7974

Wolfson Centre, Somerton Road, Belfast, BT15 4EE

Email: [admin@jewishbelfast.com](mailto:admin@jewishbelfast.com)

### **Black and Minority Ethnic Women's Network**

T: 028 9023 8645

1st Floor, Ascot House, 24-31 Shaftesbury Square,  
Belfast, BT2 7DB

Email: [claire@nicem.org.uk](mailto:claire@nicem.org.uk)

### **Bryson An Munia Tober**

T: 028 9031 5744

Bryson House, 28 Bedford St, Belfast BT2 7FE

### **Chinese Welfare Association**

T: 028 9028 8277

1 Stranmillis Embankment, Belfast, BT7 1GB

Email: [contact@cwa-ni.org](mailto:contact@cwa-ni.org)

### **Indian Community Centre**

T: 028 9024 9746

86 Clifton Street, Belfast, BT13 1AB

Email: [iccnibelfast@gmail.com](mailto:iccnibelfast@gmail.com)

### **Ivorian Community of Northern Ireland**

T: 07825 836483

3rd floor Ascot House, 24-31 Shaftesbury Square, Belfast, BT2 7DB

Email: [ivoiriancommunityni@hotmail.com](mailto:ivoiriancommunityni@hotmail.com)

**Kenyan Association of Northern Ireland (KANI)**

3rd Floor, Ascot House, 24-31 Shaftesbury Square, Belfast,  
BT2 7DB

Email: kenyaassociationni@gmail.com

**Northern Ireland Council for Ethnic Minorities (NICEM)**

T: 028 9023 8645

3rd floor Ascot House, 24-31 Shaftesbury Square, Belfast,  
BT2 7DB

Email: info@nicem.org.uk

**Northern Ireland Muslim Family Association**

T: 028 9031 5784

7 Rugby Road, Belfast, BT7 1PS

Email: nimfabelfast@aol.com

**Polish Educational and Cultural Association (PECA)**

T: 07925 761634

c/o St Michael's Primary School, 514 Ravenhill Road, Belfast,  
BT6 0BW

Email: info@peca.org.uk

**Sudanese Community Association Northern Ireland**

SCANI, 19 Berwick View, Moira BT67 0SX

Email: scanisudan@gmail.com

## Organisations working with refugees and asylum seekers

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### **Northern Ireland Community of Refugees and Asylum Seekers (NICRAS)**

T: 028 9024 6699

143A University Street, Belfast, BT7 1HP

[nicras@btconnect.com](mailto:nicras@btconnect.com)

### **Bryson One Stop Service**

T: 028 9031 5744

Bryson Intercultural (Asylum help UK)

123 Ormeau Rd, Belfast, BT7 1SH

[sebastine.james@migranthelpuk.org](mailto:sebastine.james@migranthelpuk.org)

### **British Red Cross**

T: 028 9073 5350

12 Heron Rd, Belfast BT3 9LE

[niiom@redcross.org.uk](mailto:niiom@redcross.org.uk)

# Section 3

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## Useful contacts

The following section contains contact details of other useful organisations in Belfast

### **Emergency / help in a crisis**

Housing: NIHE Homeless Services Unit out of hours  
Phone 028 9504 9999 from 5pm to 9am week days, 24 hours weekends and bank holidays

### **Emergency services**

Emergency call for police, fire or ambulance: Phone 999  
Non-emergency police: Phone 101

### **Health**

Emergency health treatment, go to an Emergency Department  
For a doctor, call the GP Out of Hours Service:  
T: 028 9079 6220 (in South and East Belfast)  
T: 028 9074 4447 (in North and West Belfast)  
Mental health - T: 028 9056 5444 (out of hours, weekends and public holidays)  
Dental health - T: 028 9063 8486

Domestic violence - Women's Aid domestic and sexual violence helpline:  
T: 0808 2000 247

## **Depressed, suicidal**

Samaritans T: 0845 790 9090

Lifeline: T: 0808 808 8000

## **Help if you are homeless or in need of emergency practical support**

Housing: NIHE Homeless Services Unit out of hours

Phone 028 9504 9999 from 5pm to 9am week days, 24 hours weekends and bank holidays

## **Belfast Social Services Gateway Team**

T: 028 9050 7000

Out of hours service (nights and weekends)

T: 028 9504 9999

## **Extern Multidisciplinary Homeless Support Team**

T: 028 9033 0433

Francis House, 9-11 Brunswick Street, Belfast

T: 028 9046 3482

## **International Meeting Point.**

T: 078 4669 9554

Windsor Baptist Church, 140 Malone Avenue, Belfast

## **Local community centres**

[www.belfastcity.gov.uk/community/communitycentres/  
communitycentres.aspx](http://www.belfastcity.gov.uk/community/communitycentres/communitycentres.aspx)

## Housing

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### **Northern Ireland Housing Executive**

T: 03448 920 900

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

### **Housing Rights Service**

T: 028 9024 5640

Middleton Buildings, 10-12 High Street, BT1 2BA

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

## Looking for work

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[www.jobcentreonline.com](http://www.jobcentreonline.com) or visit your local Jobs and Benefits Office

### **Careers Resource Centre**

T: 0300 200 7820

56 Ann Street, Belfast BT1 4EG.

### **Gems NI**

T: 028 9033 2313

ASCOT House, 24-31 Shaftesbury Square, Belfast, BT2 7DB.

### **Getting your qualifications recognised**

Department for Employment and Learning

T: 028 9025 2270

(EURES section): 2nd Floor, Gloucester House, Chichester Street, Belfast BT1 4RA.

### **To volunteer**

T: 028 9023 2020

Volunteer Now, 129 Ormeau Road, Belfast BT7 1SH

## Finding a school

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For information on schools and colleges and on how to enrol, contact:

### **Education Authority**

T: 028 9056 4000

40 Academy Street, BT1 2NQ.

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

### **Registering with a doctor (GP)**

For details of your nearest GP, dentist or other health service:

<http://servicefinder.hscni.net>

### **Learning English**

For a list of classes in Belfast [www.embraceni.org/english-classes](http://www.embraceni.org/english-classes)

### **Belfast Metropolitan College**

[www.belfastmet.ac.uk](http://www.belfastmet.ac.uk)

### **Meeting people**

Belfast Friendship Club

Thursday 7-9 pm

Common Grounds Cafe, 22-24 University Avenue, BT7 1GY.

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

## Finding a place of worship

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### **NI Inter-Faith Forum**

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

### **Irish Council of Churches**

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

### **Humanist association of Northern Ireland**

T: 028 9145 0990

<http://humanistni.org>

### **Driver & Vehicle Agency**

T: 0845 402 4000

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

## Registering to vote

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### **Electoral Office for Northern Ireland**

T: 0800 432 0712.

2nd Floor, St Anne's House, 15 Church Street, BT1 1ER

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



# Section 4

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## Useful guides and sources of information

The following section contains details of guides and websites with useful information.

### **Northern Ireland Strategic Migration Partnership**

The Northern Ireland Strategic Migration Partnership is a useful website, hosting a range of information on issues relating to migration and the rights and entitlements of migrants  
[www.migrationni.org](http://www.migrationni.org)

### **NI Direct**

The website of the Northern Ireland government, provides information on a range of services across Northern Ireland  
[www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### **Refugee transition guide**

This guide provides vital information to anyone who is applying for, or has recently gained refugee status in Northern Ireland, It is available in a number of languages.  
[www.belfastcity.gov.uk/community/advice/migrants](http://www.belfastcity.gov.uk/community/advice/migrants)

### **Embracing Diversity: Information Update 2014**

A very useful update on the issues that concern minority-ethnic people, migrant workers and those who seek sanctuary in Northern Ireland.  
[www.embraceni.org](http://www.embraceni.org)

## **Law Centre NI**

The Law Centre has a number of very useful guides on the rights and entitlements of migrant and minority ethnic communities

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

## **British Red Cross: Welcome to Belfast: an information guide for refugees and asylum seekers**

This guide is specifically for asylum seekers and refugees and contains information about living in Belfast

Copies can be obtained from: British Red Cross, 12 Heron Rd, Belfast BT3 9LE

## **Northern Ireland Housing Executive: NI Community Welcome Pack**

This guide gives useful information about getting settled in Northern Ireland.

The Housing Executive has also published a series of Local Services Directories for different parts of Belfast.

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

## **GEMS NI: Guide to Living in Belfast**

This guide provides practical information on living in Belfast.

[www.gemsni.org.uk/bipp/PDFs/LivingInBelfast.pdf](http://www.gemsni.org.uk/bipp/PDFs/LivingInBelfast.pdf)





This guide has been produced by Belfast City Council. It is intended to be a resource to ensure that information is available to people who have migrated to Belfast.

October 2015