

# Directory of Services & Organisations for Refugees & Asylum Seekers



Derry City & Strabane  
District Council  
Comhairle  
Chathair Dhoire &  
Cheantar an tSratha Bán  
Derry Cittie & Stràbane  
Districk Council

## DIRECTORY OF SERVICES & ORGANISATIONS FOR REFUGEES & ASYLUM SEEKERS

*Derry City and Strabane District Council area, 2024*

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

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

Please let us know of any organisations and services that should be added and/or details corrected, by emailing **[goodrelations@derrystrabane.com](mailto:goodrelations@derrystrabane.com)**

Organisations are divided into DCSDC area, regional and national.

## CHILDREN'S SERVICES

### Action For The Children Waterside Sure Start

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

**Address:** 83 Ledwidge Avenue, Ebrington Square, Derry/Londonderry, BT47 6BG

**Telephone:** 028 7134 7186

**Email:** waterside.surestart@actionforchildren.org.uk

**Facebook:** www.facebook.com/profile.php?id=100029445206062

### CAMHS

A free service run by your local NHS, made up of medical and mental health professionals. CAMHS can help if you are going through mental health issues such as depression, anxiety, panic attacks, hearing voices, self-harm or suicidal thoughts.

Everyone at CAMHS is there to support you and help you get better. Some of the different people you could meet through CAMHS are listed include: therapists, family therapists, CAMHS nurses, psychiatrists and social workers. They can all help you in different ways. **Your GP or school can refer you to CAMHS.**

**CAMHS:** www.camhs-resources.co.uk

**Website:** www.westerntrust.hscni.net/service/child-and-adolescent-mental-health-services/

### NSPCC NI Foyle Hub

NSPCC are the leading children's charity in the UK, specialising in child protection and dedicated to protecting children today to prevent abuse tomorrow. NSPCC seeks to make life better for children in Northern Ireland by influencing public policy, legislation and practice through their local evidence-based research and services.

**Address:** Exchange House, 1st Floor Queens Quay, Derry/Londonderry, BT48 7AS

**Telephone:** 028 7131 2187

**Website:** www.hopeforyouthni.com

**Helpline:** 0808 8005000 (10am to 8pm Monday to Friday)

**Helpline email:** help@NSPCC.org.uk

## DIGITAL SERVICES

### Make the Call Service

A service for Northern Ireland residents only. This service can be used to check if you're getting all the benefits, services and supports you are entitled to.

**Freephone:** 0800 232 1271 (*network charges may apply*)

**Email:** makethecall@dfcni.gov.uk

**Website:** www.nidirect.gov.uk/contacts/make-call-service

Phone lines are open Monday to Friday from 9.00am to 5.00pm (excluding public holidays)

### 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*).

**Freephone:** 0800 915 4604 (10.00 am to 5.00 pm)

### 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:** www.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:** www.betteroffcalculator.co.uk/login

### Children & Young People's Strategic Partnership, CYPSP Translation Hub

Provides with important information on Health, COVID-19, Education, Housing, Employment, Contacts for support and much more. Users can access a toolbar and select the language of their choice. Text will then be visible in chosen language. Users can also hear an audio of the chosen text. Text can also be converted and downloaded as an MPS file. Users can download leaflets in their chosen language.

**Website:** www.cypsp.hscni.net/translation-hub/

## FAITH ORGANISATIONS

### Welcome Churches

No Refugee Alone – Their vision is for every refugee to be welcomed by their local church. There are ca. 61 Welcome Churches in Northern Ireland, 2 of which are in Derry/Londonderry and are listed below.

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

### Cornerstone City Church & The Hope Centre

The church meets every Sunday at 10.30am for worship. People can stay for a cup of tea, coffee and a chat after the service. The church has a dedicated “City Kids” programme for kids aged 6 months to 11 years old.

The Hope Centre initiative has been adapting to meet the current cost of living crisis. They offer money management courses through CAP Money (*Christians Against Poverty*), work with Life NI to offer a pregnancy support centre, as well as other services (*clothing bank, shower and laundry services and a drop in cafe*). There is also a supply of baby equipment for those who need it.

The Cafe is currently open from 11am to 1.30pm on a Wednesday and operates as a drop-in centre for those wanting a cup of coffee and a chat. Vegetables are sourced through Fareshare ([www.fareshare.org.uk](http://www.fareshare.org.uk)) and soup is also served free on Wednesdays. The Food Bank/Social Supermarket is available on Wednesdays from 11.00am–13.30pm.

**Address:** 40 Duke Street, Derry/Londonderry

**Telephone:** 028 7134 9339

**Email:** [office@cornerstonecity.church](mailto:office@cornerstonecity.church)

**Website:** [www.cornerstonecity.church](http://www.cornerstonecity.church)

**Facebook:** [www.facebook.com/cornerstonecity](http://www.facebook.com/cornerstonecity)

### Foyle Vineyard Church

Part of the Welcome Churches network. The church meets every Sunday at 10.30am for worship. The Church is involved in delivering services to those in need in the community including supporting asylum seekers with English classes, social space through drop-in activity-based meeting space etc. They can help with clothing, toiletries and other household items and provide other support where needed.

**Activities include:** Social events, summer groups, family picnics

- Drop-in Social Space – Monday Evenings 7pm – 8.30pm.
- Pop Up Baby Bank, a free clothing market for babies aged newborn to 5 years, free toys and books, reasonably priced larger baby items, preloved maternity wear.

**Address:** The Old Shirt Factory, 63-65 Rosemount Avenue, Derry/Londonderry

**Telephone:** 078 2851 8476

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

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

**Facebook:** [www.facebook.com/foylevineyard/?locale=en\\_GB](http://www.facebook.com/foylevineyard/?locale=en_GB)

## FOOD & CLOTHING SERVICES

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

### Derry/Londonderry

#### Foyle Network Foundation (Foyle Foodbank)

Provides food and essential household items to those facing poverty or crisis.

**Address:** Unit 15, Apex Living Centre, Springtown Industrial Estate, Derry BT48 OLY

**Telephone:** 028 7126 3699

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

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

A list of referral agents is available on our website who will make a referral for support or contact the details above.

### Strabane

#### Grass Roots Café and Food Market Strabane

People pay a small membership fee and items can be purchased in the Social Supermarket at about 70% less than high street supermarkets. Membership also gives access to short courses for example: Budgeting and Cooking on a Budget. There is also a food bank which will provide three days’ nutritionally balanced emergency food to people who are referred to them in crisis.

**Address:** 5D John Wesley Street, Strabane, Co. Tyrone, BT82 8RJ

**Telephone:** 028 7141 4142

**Email:** [foodbank@strabanecommunityproject.org.uk](mailto:foodbank@strabanecommunityproject.org.uk)

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

## GENERAL & MULTI-PURPOSE ORGANISATIONS

### Accord

Provides marriage and relationship counselling to couples or individuals in a couple relationship. The service is based on client need rather than ability to pay. Accord also provides marriage education for couples preparing to marry.

**Address:** Pastoral Centre, 164 Bishop Street, Derry/Londonderry, BT48 6UJ

**Telephone:** 028 7136 2475

**Email:** derry@accordni.com

**Website:** www.accord-ni.co.uk

### Advice North West

Serves people living in the Derry City & Strabane District Council area. Their service is independent and provides free, confidential, impartial and high-quality advice to everybody regardless of ability, age, gender, gender identity, race, religion, political opinion, sexual orientation and social or economic status. All services are free to the public.

Trained advisors provide specialist information and advice on areas including consumer issues, employment legislation, social security benefits, money advice, health, housing rights and other matters. Advice is free, impartial confidential and independent.

**Address:** 5th Floor, Embassy Building, 3 Strand Road, Derry/Londonderry, BT48 7BJ

**Address:** 14 - 22 Spencer Road, Derry/Londonderry, BT47 6QA

**Address:** 17 Dock Street, Strabane, BT82 8EE

**Freephone:** 0300 303 3650

**Money Advice line:** 028 7137 0337

**Email:** imanderrycab@citizensadvice.co.uk

**Website:** www.citizensadvice.co.uk

**Opening Hours:** Monday - Friday: 9.30am to 12.30pm

### The Gasyard Development Trust

The only purpose-built facility in the North West that provides services to the community like health, education, children's services volunteering and community safety that targets all ages. The Gasyard Development Trust is registered charity set up to support residents through various mediums of personal and social development.

**Address:** 128 Lecky Rd, Derry/Londonderry, BT48 6NP

**Telephone:** 028 7126 2812

**Email:** receptiongasyard@gmail.com

**Website:** www.gasyardcentrederry.com/

**Facebook:** www.facebook.com/gasyardcentrederry

### Migrant Centre NI

Migrant Centre NI (MCNI) works to protect the rights of migrant workers in NI, tackle racism, eliminate barriers against migrant workers, advance education and raise public awareness about their rights.

Services include: financial health and wellbeing projects, providing support with welfare benefits, race hate crime advocacy service supporting victims of race hate crime, immigration advice for EU Settlement Scheme as well as migration justice project which engages in advocacy, lobbying, and policy work to advocate for migrant rights and for a more just immigration system.

**Address:** Office 12, 104 Ebrington, 104 Hill Avenue, Derry/Londonderry

**Telephone:** 028 7141 4848 or 077 3074 7860

**Email:** advice@migrantcentreni.org

**Website:** www.migrantcentreni.org/

**Facebook:** www.facebook.com/belfastmigrantcentre

### NI Sikh Association

On Sundays the Association meets to have a prayer service and a vegetarian meal is served to all (Langar). People from other faiths attend in accordance with the beliefs of the Sikh Faith that all other faiths are to be accepted and honoured. All are welcome for a meal and a chat.

**Address:** 16 Simpsons Brae, Waterside, Derry/Londonderry, BT47 6JL

**Telephone:** 077 7189 2345

**Email:** sikhniorg@gmail.com

**Website:** www.nisikha.org/

### North West Islamic Association (NWIA)

A voluntary/community organisation established in 2012. Its beneficiaries are mainly members of the Muslim community residing in the North West region of Northern Ireland. The charity provides information, practical support and activities for the Islamic community in Northwest.

**Address:** Hyde Business Park, 3, Pennyburn Industrial Estate, Derry/Londonderry, BT48 0LU

**Telephone:** 079 4097 3232

**Email:** info@nwia.org.uk

**Website:** www.nwia.org.uk

**Facebook:** www.facebook.com/nwia.org.uk

## GENERAL & MULTI-PURPOSE ORGANISATIONS

### North West Migrants Forum (NWMF)

Provides advice and support to Black/Minority/Ethnic communities living in Derry-Londonderry. The charity is one of the leading anti-racism charities in the DCSDC area.

NWMF offer support and advice through various means including running funded educational events and projects, encouraging participants to challenge negative perceptions and policies that impact them while also gaining skills and confidence to make change happen.

**Opening Hours:** Mon to Fri 9:00 – 17:00

**Address:** 22-24 Waterloo Place, Derry/Londonderry, BT48 6BU

**Telephone:** 028 7136 2184

**Email:** info@nwmf.org.uk

**Website:** www.nwmf.org.uk

### North West Volunteer Centre (NWVC)

Offices in both Derry/Londonderry and Strabane and supports individuals seeking to volunteer and organisations that are looking to involve volunteers. NWVC is here to support those who want to be involved in volunteering. Alternatively, for organisations that seeks to involve volunteers the centre will assist in creating that volunteer friendly environment and promoting opportunities.

**Address:** 22 Bishop Street, Derry/Londonderry, BT48 6PP

**Address:** 42 Barrack Street, Strabane, BT82 8HD

**Telephone:** (028) 7127 1017 / 077 0629 1964

**Email:** info@nwvc.co.uk

**Website:** www.nwvc.co.uk

### Simon Community

Northern Ireland's leading homeless charity. They work without judgement to support people who are experiencing or are at risk of homelessness.

**Address:** 2 -14 Bonds Hill, Derry/Londonderry, BT47 6DW

**Services include:** Accommodation, housing clinics, tenancy support, addiction support, health and wellbeing.

**Telephone:** 028 7131 1461

**Website:** www.simoncommunity.org/services/find-a-service/bonds-hill

**Address:** 2 Melrose Terrace, Derry/Londonderry, BT47 6DR

**Services Include:** Accommodation, housing clinics, tenancy support.

**Telephone:** 028 7131 1461

**Website:** www.simoncommunity.org/services/find-a-service/melrose-terrace

To access accommodation services, call **Helpline:** 0800 171 2222

### Strabane Community Unemployed Group (SCUG)

A space where all are welcome to gain the necessary requirements to achieve economic empowerment and create success in their lives.

SCUG's aim is to provide a meeting place for the unemployed and disadvantaged to gain welfare training and, importantly to gain trust and provide education opportunities regardless of race, colour or creed. The group provide training including: Maths, English and ICT essential skills.

**Address:** Unit 8, Market Centre, Upper Main Street, Strabane.

**Telephone:** 028 7138 3827

**Email:** scug@hotmail.co.uk

**Website:** www.scug65.wixsite.com/unemployed-centre

### Strabane Ethnic Community Association (SECA)

The aim of this Association is to identify and respond to the needs of people from ethnic minority backgrounds and to raise awareness and understanding within the local community as society becomes more multicultural.

**Address:** 2 Abercorn Square, Strabane, Co. Tyrone, BT82 8DF

**Telephone:** 028 7188 6419

**Email:** kaminiseca@gmail.com

**Facebook:** www.facebook.com/StrabaneEthnicCommunityAssociation

## HEALTH & WELLBEING

### Extern - The Community Crisis Intervention Service (CCIS)

A community-led initiative, which responds to individuals who are observed to be in distress and potentially vulnerable, and who may be at risk of suicidal behaviour.

The service provides a timely (*within approx. 30mins*), non-clinical, community response to individuals experiencing social, emotional or situational crisis over a timeframe of:

- Thursday, 8pm–Midnight
- Friday, 6pm–3am
- Saturday, 6pm–3am
- Sunday, 4pm–10pm

**Address:** Spencer House, 14-22 Spencer Road, Derry/Londonderry, BT47 6QA

**Telephone:** 028 71 262 300

### Extern's Crisis Café

A safe space for anyone who needs support with their mental health. The crisis café is open monthly and welcomes anyone who may be experiencing mental health crisis and who needs help. Trained and experienced staff are on hand to provide support and signpost to services available in the local area.

#### Dates:

Monday, November 13th, 6pm – 9pm

Monday, December 11th, 6pm – 9pm

Monday, January 8th, 6pm – 9pm

Monday, February 12th, 6pm – 9pm

**Location:** Holywell Trust, 10-12 Bishop Street, Derry/Londonderry, BT48 6PW

**Telephone:** 028 9084 0555

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

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

## HOUSING

### Apex

A not-for-profit housing association providing housing, care and support for the whole community in a variety of settings across Northern Ireland.

**Address:** 10 Butcher Street, Derry/Londonderry, BT48 6HL

**Telephone:** 028 7130 4800

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

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

**Office hours:** Monday to Friday: 9.00am to 5.00pm

### Housing Executive

The Northern Ireland Housing Executive (NIHE) and registered housing associations are social housing landlords. They rent their properties to people in housing need. Each social housing landlord is an independent organisation and can offer different services (*see Apex above*)

If you wish to apply for social rented housing, your first contact should be the Housing Executive who will assess your circumstances and check you are eligible for social housing.

#### You can apply:

- by calling into your local Housing Executive office.
- by phoning 03448 920900.
- by downloading an application form via this link: [www.nihe.gov.uk/housing-help/apply-for-a-home](http://www.nihe.gov.uk/housing-help/apply-for-a-home)

### Collon Terrace Office

**Address:** 14 Collon Terrace, Derry/Londonderry, BT48 7QP

**Telephone:** 03448 920900

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

#### Opening Times:

Monday: 9:30am to 4:00pm

Tuesday: 9:30am to 4:00pm

Wednesday: 9:30am to 4:00pm

Thursday: 9:30am to 12:30pm

Friday: 9:30am to 4:00pm

## HOUSING

### Waterloo Place Office

**Address:** Ulster Bank Buildings, Waterloo Place, Derry/Londonderry, BT48 6BS

**Telephone:** 03448 920900

**Email:** waterlooplace@nihe.gov.uk

#### Opening Times:

Monday: 9:30am to 4:00pm

Tuesday: 9:30am to 4:00pm

Wednesday: 9:30am to 4:00pm

Thursday: 9:30am to 12:30pm

Friday: 9:30am to 4:00pm

**NB** - For Homeless Open: Monday to Friday 9:30am to 5:00pm

### Waterside Office

**Address:** 2 Glendermott Road, Derry/Londonderry, BT47 1AU

**Telephone:** 03448 920900

**Email:** waterside@nihe.gov.uk

#### Opening Times:

(Closed 1:00pm to 2:00pm daily)

Monday: 9:30am to 4:00pm

Tuesday: 9:30am to 4:00pm

Wednesday: 9:30am to 4:00pm

Thursday: 9:30am to 12:30pm

Friday: 9:30am to 4:00pm

### Strabane Office

**Address:** 40-46 Railway Street, Strabane, BT82 8EH

**Telephone:** 03448 920900

**Email:** strabane@nihe.gov.uk

#### Opening Times:

Monday: 9:30am to 4:00pm

Tuesday: 9:30am to 4:00pm

Wednesday: 9:30am to 4:00pm

Thursday: 9:30am to 1:00pm

Friday: 9:30am to 4:00pm

**NB** - Homelessness appointments system available:

Tuesday and Friday between 9:30am and 4:00pm.

## LEGAL

### Advice North West

See listing above in General & Multi-purpose Organisations.

### Foyle Family Justice Centre

A one-stop facility for people affected by domestic and sexual abuse. It aims to reduce re-traumatisation by reducing the number of times survivors' must retell their stories.

#### Services and programmes include:

- Crisis Intervention
- Emergency accommodation
- Case management
- Self-sufficiency programmes

**Address:** 7-9 Bishop Street, Derry/Londonderry

**Telephone:** 028 7141 6800

**Email:** info@foylefjc.org

**Website:** www.foylefamilyjusticecentre.org

**Facebook:** www.facebook.com/FoyleFJC

### John Fahy & Co. Solicitors

This law office offers advice and assistance with applications and representation in challenging Home Office decisions, including Appeals, Administrative Review and Judicial Review. They aim to achieve the best possible outcome from initial consultation through each stage of the process, towards achieving a successful outcome.

**Address:** 27 Clarendon Street, Derry/Londonderry, BT48 7EP

**Telephone:** 028 7130 8664

**Email:** Shannon.doherty@johnfahysolicitors.com

**Email:** Derry@johnfahysolicitors.co.uk

**Website:** www.johnfahysolicitors.com

### SRM Legal

A recognised and well-established law firm situated in Derry/Londonderry. The firm provides a wide range of legal services and represents clients all over the world, proving it is an international firm of choice. SRM Legal is a specialist immigration law practice.

**Address:** 3rd Floor, Northern Counties Building, Waterloo Place, Derry/Londonderry, BT48 6BU

**Telephone:** (028) 7136 8292

**Email:** info@srmlegal.co.uk

**Website:** www.srmlegal.co.uk

**Facebook:** www.facebook.com/SRMLEGAL



## LIBRARIES

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.

**To find a library near to you go to:** [www.librariesni.org.uk/libraries](http://www.librariesni.org.uk/libraries)

Derry Central Library has an extensive list of programmes including the following:

- Tea and Newspapers Group, this weekly event giving adults the chance to meet up, socialise and discuss current affairs while enjoying a cup of tea and a biscuit.
- Rhythm and Rhyme - song and story session for kids up to 4 years old.
- Other groups include: Chess Club, Creative Writing Group, Knit and Natter, Book Club.

**Website:** [www.librariesni.org.uk/libraries/derry-city/derry-central-library/](http://www.librariesni.org.uk/libraries/derry-city/derry-central-library/)

**Strabane Library also offers many free interesting events:**

[www.librariesni.org.uk/libraries/county-tyrone/strabane-library/](http://www.librariesni.org.uk/libraries/county-tyrone/strabane-library/)

## POLICE SERVICE

### Police Service Northern Ireland

The PSNI is the police service that serves Northern Ireland. There are 11 policing districts in Northern Ireland, police officers and staff deliver a community-focused, local service to neighbourhoods and residents.

**Find your local policing area:** [www.psni.police.uk/about-us/local-policing](http://www.psni.police.uk/about-us/local-policing)

Within DCSDC area, there are 10 Local Policing Response Teams (LPRTs) based in Strand Road (Derry/Londonderry) and Strabane Police Stations providing 24 hour cover to keep people safe.

There are 4 LNPTs (Local Neighbourhood Policing Teams) covering Derry City and Strabane. Your LNPT have dedicated phone numbers for you to get in contact directly. These numbers should be used for general contact, NOT to report an incident.

**Find your LNPT contact details here:**

**Strabane:** [www.psni.police.uk/about-us/local-policing/derry-city-and-strabane/strabane-local-neighbourhood-policing-team-lnpt](http://www.psni.police.uk/about-us/local-policing/derry-city-and-strabane/strabane-local-neighbourhood-policing-team-lnpt)

**Derry:** [www.psni.police.uk/about-us/local-policing/derry-city-and-strabane/strand-road-local-neighbourhood-policing-team-lnpt](http://www.psni.police.uk/about-us/local-policing/derry-city-and-strabane/strand-road-local-neighbourhood-policing-team-lnpt)

If you are reporting an emergency, **call 999.**

If you are reporting a non-emergency, **call 101** or report online:  
[www.psni.police.uk/report](http://www.psni.police.uk/report)

## NHS

NI Direct is the official government website for Northern Ireland citizens. NI Direct aims to make it easier to access government information and services: [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

If you need to register with a Doctor, the website can be used to search, using your postcode, for a GP or a Dentist near you.

### Find a GP practice in your area:

[www.nidirect.gov.uk/services/gp-practices](http://www.nidirect.gov.uk/services/gp-practices)

### Find out more about services offered by GPs:

[www.nidirect.gov.uk/articles/your-local-doctor-gp](http://www.nidirect.gov.uk/articles/your-local-doctor-gp)

### Find a Dentist in your area

[www.bso.hscni.net/directorates/operations/family-practitioner-services/dental-services/find-a-dentist/](http://www.bso.hscni.net/directorates/operations/family-practitioner-services/dental-services/find-a-dentist/)

### Find out more about services offered by Dentists:

[www.nidirect.gov.uk/articles/types-dentists-and-your-rights-patient](http://www.nidirect.gov.uk/articles/types-dentists-and-your-rights-patient)

## Emergency Healthcare

**Phone First** is a new service which is being trialled across a number of Emergency Departments (ED) in Northern Ireland, improving patient safety and reducing the risk of COVID-19 infection and transmission.

The Phone First service is designed for patients who are feeling unwell and considering travelling to an ED with an injury or illness which requires urgent treatment but is not immediately life threatening. See below for participating departments:

### Emergency Departments in the Western HSC 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

For people who are Deaf or hard of hearing the [Interpreter Now app](#) or the **Phone First text relay number** 0870 240 5152

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.

## 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 6.00 pm 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.

## MEN'S SERVICES

### Men's Action Network

Supporting and promoting the health and well-being of men in the North West of Ireland by offering advice, counselling and support in a range of issues such as Men's Health Education and Health Promotion.

#### Services offered include:

- Telephone support
- One to one support
- Counselling
- Fathering support
- Weekly self-help support group
- Advocacy
- Upskilling – CV building, interview skills
- Access to over 160 online courses

**Address:** The Old City Factory, 100 Patrick Street, Derry/Londonderry

**Telephone:** 028 7137 7777

**Email:** admin@man-ni.org

**Website:** www.man-ni.org

**Facebook:** www.facebook.com/MANDERRY.ORG

### Men's Café

Claude's Cafe closes to the public every Thursday from 4pm to 6pm so men can sit and talk about what is going on in their lives. This is a casual drop-in service; no referral is required.

**Address:** 4 Shipquay Street, Derry/Londonderry, BT48 6DN

**Facebook:** www.facebook.com/claudescafe

### Men's Shed, Derry

Banishing loneliness and isolation isn't easy. Men's Sheds encourages local communities to come together to build, fix and restore – projects as well as themselves.

**Address:** Lecky Road, Derry/Londonderry, BT48 6NP

**Telephone:** 028 7136 5330

**Website:** www.menssheds.ie/sheds/derry-mens-shed/

**Opening times:** Tuesday, Wednesday & Friday: 11am – 3pm

## SOCIAL WELFARE

### Jobs & Benefits Office

Provide advice and information on a range of services and local supports including jobs, benefit eligibility and benefit application, preparation for work, and access to training.

#### Foyle Office

**Address:** Crown Buildings, Asylum Road, Derry/Londonderry, BT48 7EA

**Email:** foyle.delmail@dfcni.gov.uk

**Website:** www.nidirect.gov.uk/contacts/foyle-jobs-benefits-office

#### Lisnagelvin Office

**Address:** 2 Crescent Road, Lisnagelvin, Derry/Londonderry, BT47 2NJ

**Email:** lisnagelvin.jobsandbenefits@dfcni.gov.uk

**Website:** www.nidirect.gov.uk/contacts/lisnagelvin-jobs-benefits-office

#### Strabane Office

**Address:** 18 Urney Road, Strabane, BT82 9BX

**Email:** strabane.jobsandbenefits@dfcni.gov.uk

**Website:** www.nidirect.gov.uk/contacts/strabane-jobs-benefits-office

**Facebook:** www.facebook.com/JobsBenefitsNI

#### Opening Hours:

Monday to Wednesday: 9.00am to 5.00pm,

Thursday: 10.00am to 5.00pm

Friday: 9.00am to 5.00pm (*excluding public holidays*)

## SPORTS, CLUBS & ACTIVITIES

### Street Soccer NI

Street Soccer NI are passionate about bringing positive change to people's lives by offering help, community and hope for the future. Programmes tackle homelessness, unemployment, addiction and mental health issues.

They run free weekly football sessions across Northern Ireland for men and women from disadvantaged backgrounds. They also run volleyball and fitness sessions. Alongside the football, they offer support around housing, employment, addictions, mental health issues and more. Fitness classes and boxing training is offered when funding allows.

Generally, the Monday afternoon session has space for education programmes and workshops. Food parcels and help with food is also available at this time.

### Derry Men

Monday: 2pm-4pm Magee Campus, Derry (Men) also education programmes and workshops at this slot.

Thursday: 8pm-10pm - Magee Campus, Derry (Men)

**Address:** 20 Montrose Street, Belfast, BT5 4HY

**Telephone:** 077 0490 4714

**Email:** justin@streetsoccerni.org

**Website:** www.streetsoccerni.org

### Leisure Centres

Leisure centres and sports centres are purpose-built buildings or sites, usually owned and provided by the local Council, where people can engage in a variety of sports and exercise and keep fit.

DCSDC area has an abundance of opportunities to exercise, keep fit, join teams and meet people etc. See the link below for a list of council-run sports facilities in the council area.

**Website:** www.derrystrabane.com/services/leisure

### GAA Clubs

#### Doire Trasna GAA Club

Doire Trasna CLG is a Gaelic Athletic Association club based in the Waterside area of Derry. They play in the Derry GAA league and championships, and currently cater for Gaelic football.

**Address:** 35 Corrody Road, Derry/Londonderry, BT47 2EB

**Email:** pro.doiretrasna.derry@gaa.ie

**Facebook:** www.facebook.com/doire.trasna

#### Na Magha Hurling & Camogie

Founded in 1982 and is the only Hurling & Camogie club in the City of Derry.

They have both hurling and camogie teams from Under 6 right up to senior level.

**Address:** Ballyarnett Country Park, Springfield Road, Derry/Londonderry, BT48 ODE

**Telephone:** 079 3200 5169 / 00353 862685831

**Email:** secretary.namagha.derry@gaa.ie

**Website:** www.namagha.ie

#### Sean Dolan's GAC

A Gaelic Athletic Association club based in Derry. It is the oldest GAA club in Derry City, founded in 1942. The club is a member of the Derry GAA and currently cater for Gaelic football and Ladies' Gaelic football.

**Address:** 60 Blighs Lane, Derry/Londonderry, BT48 9PU

**Telephone:** 028 7187 6414

**Email:** pro.seandolans.derry@gaa.ie

**Facebook:** www.facebook.com/seandolangac

#### Steelstown Brian Ógs

Steelstown Brian Óg's GAC is a Gaelic Athletic Association club based in Derry. The club is a member of the Derry GAA and currently cater for Gaelic football and Ladies' Gaelic football. The club's catchment area includes Steelstown and the wider Shantallow area at the edge of the city.

**Address:** Pairc Bhrí, 50 Racecourse Road, Derry/Londonderry, BT48 8DS

**Email:** secretary.steelstown.derry@gaa.ie

**Website:** www.steelstown.ie

**Facebook:** www.facebook.com/steelstownbrianogs

#### Strabane Shamrocks Hurling and Camogie

**Address:** Ballycolman Estate, Strabane,

**Email:** secretary.strabaneshamrocks.tyrone@gaa.ie

**Facebook:** www.facebook.com/strabaneShamrocks

## SPORTS, CLUBS & ACTIVITIES

### Strabane Sigersons GAA

The club is based in the town of Strabane. The club concentrates on Gaelic football activities accommodating for both males and females from the ages of 4 until adult level.

**Address:** Ballycolman Estate, Strabane, BT82 9AH

**Telephone:** 028 7188 6454

**Email:** secretary.strabanesigersons.tyrone@gaa.ie

**Facebook:** www.facebook.com/StrabaneSigersonsGAA

### Rugby Club

#### City of Derry Rugby Football Club

Formed in 1881. Alongside its senior teams, the club also has under 19, under 17, under 15 and under 13 teams, and thriving mini and ladies' sections.

**Address:** Judges Road, Derry/Londonderry, BT47 6LN

**Telephone:** 028 7186 1101

**Website:** www.cityofderryrfc.com

#### Strabane Rugby Club

**Telephone:** 077 8331 3197

**Email:** psmith550@hotmail.co.uk

### Walking & Hiking

#### Foyle Hillwalking Club

Foyle Hillwalking Club is located in the North West of Ireland. They provide a weekly programme of walks, alternating between Saturdays and Sundays. Walks have varying levels of difficulty. Actively welcoming new members.

**Email:** foylehillwalking@gmail.com

**Website:** www.foylehillwalkingclub.com

**Facebook:** www.facebook.com/foylehillwalking

#### Magee Hillwalking Club

Originally founded by students at the University of Ulster, Magee Campus, Derry/Londonderry in the mid-1980s. The Club organises walks in the North West of Ireland most Sundays throughout the year including hill, mountain and coastal walks. Walk are graded from easy to hard and a New Members Walk is held on the first Sunday of each month.

**Website:** www.hillwalkers.com

For more information about walking clubs and groups in your area, see the link: [www.walkni.com/clubs-groups](http://www.walkni.com/clubs-groups)

## EDUCATION AND TRAINING

### North West Regional College

NWRC has multiple campuses and is a key provider of Full and Part Time, Higher Education, Apprenticeship and Professional Development courses for 16-18-year-olds and adults in the DCSDC area.

**Website:** www.nwrc.ac.uk/

## TRANSLATION & INTERPRETING

### 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:** www.language.com/en-gb

**Facebook:** www.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:** www.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:** www.en-gb.thebigword.com

## WOMEN'S SERVICES

### Derry Well Women

The organisation provides a range of programmes and services including generic counselling, support groups and community based mental health programme.

A Crèche is available daily from 10am-3pm for users of the centre.

**Address:** 17 Queen Street, Derry/Londonderry, BT48 7EQ

**Telephone:** 028 7136 0777

**Email:** info@derrywellwoman.org

**Website:** www.derrywellwoman.org

### Foyle Women's Information Network

Established for the advancement of education and the protection of health, and to provide facilities in the interests of social welfare for the education, recreation and leisure time occupation of women who by reason of social or economic circumstances have need of such facilities.

Apart from sign posting and referrals services, and training events and classes, they issue a weekly bulletin with information on events, activities, services, jobs and volunteering opportunities within the area. This bulletin is issued to members via email, post and via their Facebook page. Anyone who wishes to join should make contact via the website or email and request a membership form.

**Address:** 8 - 14 Bishop Street, Derry/Londonderry, BT48 6HW

**Telephone:** 028 7126 6291

**Email:** info@fwin.org.uk

**Website:** www.fwin.org.uk

**Facebook:** www.facebook.com/foylewomensinformationnetwork

### Women's Aid Federation NI

Exists to challenge attitudes and beliefs which perpetuate domestic violence. They strive to welcome and support all women, children and young people including those with disabilities and those without, women from minority cultures, races, languages and sexual orientation and from a wide age range.

**Address:** Aftercare and Outreach Pathways, 24 Pump Street, Derry/Londonderry, BT48 6JG

**Telephone:** 028 7141 6800

**Helpline:** 0808 802 1414

**Website:** www.foylewomensaid.org

### Waterside Women's Centre

An adult education, community and voluntary organisation. Free childcare is offered to women attending courses.

**Address:** 170 Spencer Road, Waterside, Derry/Londonderry, BT47 6AH

**Telephone:** 028 7134 1579

**Email:** info@watersidewomen.net

**Facebook:** www.facebook.com/WatersideWomensCentre

### Women's Centre Derry

A safe and welcoming space for women and children aiming to promote women's equality and access to education, employment, social & economic life.

#### The centre offers a range of programmes including:

- Multicultural Programme - make friends, gain important information and improve your English.
- Children's advocacy support for newcomer children - including after school club.
- Mum and baby programmes and parenting support.
- Supporting women to gain qualifications, gain skills and support into employment.
- Perinatal advocacy support.
- Onsite creche for children 8 weeks to 4 years old to enable women with young children to attend programmes.

**Address:** 5 Guildhall Street, Derry/Londonderry, BT48 6BB

**Telephone:** 028 7126 7672

**Email:** catherinebarr@womenscentre.co.uk

**Website:** www.thewomenscentre.co.uk

**Facebook:** www.facebook.com/Womenscentrederry

## YOUTH CLUBS/CENTRES

### Cathedral Youth Club

The Club's mission is as follows: Community Integration by bringing local residents and young people together with the local community which reduces feelings of isolation, particularly for older residents. Resilience – programmes help participants build resilience towards challenging social issues.

#### Offering:

- Counselling
- Education and training programmes
- Programmes for older people e.g., Art, Irish history, IT
- Intergenerational programmes
- Sports / Healthy Living Programmes
- Youth Diversionary initiatives
- Resilience and homework Club
- Baby and parent sessions
- Drama club for primary school age kids
- Advice clinic
- Diner facility

**Address:** 96-98 The Fountain, Derry/Londonderry, BT48 6QL

**Telephone:** 028 7126 0483

**Email:** office@cathedralyouthclub.com

**Website:** www.cathedralyouthclub.com

**Facebook:** www.facebook.com/pages/Cathedral-Youth-Club/278984172123956

### The Education Authority Youth Service

Manage youth centres across Northern Ireland that provide youth services and provision to young people aged 4 – 25. Each youth centre aims to be a welcoming and safe space to young people and staff are all trained to provide the best service to children and young people.

**Follow link for full list of Youth Clubs and Centres in DSSDC area.**

[www.youthonline.org.uk/youthcentres](http://www.youthonline.org.uk/youthcentres)

A few of these centres are listed on the opposite page.

### Rosemount Youth Centre

Offers children and young people aged 8 – 25, a wide range of activities and projects aimed at supporting emotional, personal and social development outside of the school setting. All staff are fully trained in youth work practices to engage with children and young people, supporting their learning and providing educational opportunities which aim to develop confidence and resilience.

The centre provides a safe environment where children and young people can express themselves and most importantly, have fun with peers. The centre facilities include; social area, and group work room. There is also a sports hall where football, and teambuilding games are played.

**Address:** Rosemount Avenue, Derry/Londonderry, BT48 0HH

**Telephone:** 028 7136 9264

**Email:** conor.moore@eani.org.uk

**Website:** www.youthonline.org.uk/youthcentres/rosemountyc

### Shantallow Youth Centre

**Address:** Racecourse Road, Derry/Londonderry, BT48 8DA

**Telephone:** 028 7135 3561

**Email:** declan.gallagher@eani.org.uk

### St Eithne's Youth Centre

**Address:** 26 Springtown Road Hazelbank, Derry/Londonderry, BT48 0LY

**Telephone:** 028 7136 1282

### Waterside Youth Club

**Address:** 40 Dungiven Road, Derry/Londonderry, BT47 6BW

**Telephone:** 028 7134 9332

**Email:** michelle.reid@eani.org.uk

### Londonderry YMCA LTD

This YMCA provides youth club activities five nights per week and an additional four nights per week in a neighbouring community facility.

Digital media, music and art and these are incorporated into youth activities. The centre offers an after-school programme as well as summer clubs. The centre also has a childcare centre attached to it, offering paid childcare from 8am to 6pm.

**Address:** 51 Glenshane Road, Drumahoe, Derry/Londonderry, BT47 3SF

**Telephone:** 028 7130 1662

**Email:** lisa@ymca-ireland.net

**Website:** www.ymca-ireland.net/locations/londonderry

**Facebook:** www.facebook.com/londonderryymca

# Northern Ireland: Organisations and Agencies

## 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:** www.adviceni.net/local-advice

## 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

**Website:** www.alghochak.org

**Facebook:** www.facebook.com/Alghochak

## 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

**Website:** www.barnardos.org.uk/who-we-are/where-we-work/northern-ireland

## 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:** www.capuk.org

**Facebook:** www.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@eastafrikeyouthni.org

**Facebook:** www.facebook.com/eayni

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

**Address:** 40 Academy Street, Belfast, BT1 2NQ

**Email:** info@eani.org.uk

**Website:** www.eani.org.uk/school-management/intercultural-education-service-ies/asylum-seeker-and-refugee-asr-support-team

### 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

### 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:** www.hopeforyouthni.com/

**Website:** www.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

**Website:** www.hapani.org

**Facebook:** www.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

**Website:** www.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 SignVideoapp

**Telephone:** 0808 808 8000

**Textphone:** 18001 0808 808 8000

**Website:** www.lifelinehelpline.info

### Red Cross (NI) Belfast

The British Red Cross is a volunteer-led humanitarian organisation that helps people in crisis, wherever and whenever 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

**Website:** www.samaritans.org/scotland/samaritans-ireland/about/northern-ireland

# Nationwide

Nationwide organisations/agencies marked with an asterisk have been directly sourced and licensed from the University of East London's Refugee Mental Health & Wellbeing Portal's "Directory of Services & Organisations for Refugees, Asylum Seekers & Migrants in the UK & Beyond 2023 Edition".

Produced by Dr Farkhondeh Farsimadan.

## Asylum Help

AH provides confidential and impartial advice on how to claim asylum and offers financial, accommodation support, and health assessment. The website resource centre provides and enables you to download advice in a variety of languages.

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

## Asylum Support Appeal Project (ASAP)

ASAP offers free legal service and representation to asylum seekers and refused asylum seekers as well as providing an advice line for advice agencies. They also engage in work to improve policies and procedures on asylum support.

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

## Barnardo's

One of the leading children's charities in the UK. Every year, they provide ongoing support for over 380,000 children, young people, parents and carers, through our services and partnerships. Support is given regardless of gender, race or background. Service include advocacy counselling, fostering and adoption services, emotional and practical support with health care, schooling, training and employment, supported accommodation, food and clothing donations, financial assistance for all those in need including children seeking asylum and their families.

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

**Website (NI):** [barnardosnorthernireland](http://barnardosnorthernireland)

## Better Health (BH)

BH is a project run by the Race Equality Foundation that aims to develop a national evidence-based resource to help health professionals, including Better Health briefings, translated resources, research, toolkits, etc.

**Website:** [www.raceequalityfoundation.org.uk/projects/better-health](http://www.raceequalityfoundation.org.uk/projects/better-health)  
[www.raceequalityfoundation.org.uk/health-care](http://www.raceequalityfoundation.org.uk/health-care)  
[www.raceequalityfoundation.org.uk](http://www.raceequalityfoundation.org.uk)

## Bail for Immigrants & Detainees (BID)

BID challenges immigration and detention in the UK whilst working with asylum seekers and migrants in removal centres and prisons to secure their release.

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

## Black & Asian Therapists Network (BAATN)

BAATN provides training, resources and information, and an online directory of qualified therapists experienced in working with immigrant population including African, Caribbean, and Asian clients.

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

### Centre for Armenian Information & Advice (CAIA)

CAIA offers advice and information for the Armenian community including refugees and asylum seekers on housing, benefits, immigration and training, education, etc., in London and UK wide.

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

### Child Poverty Action Group (CPAG)

CPAG is a national charity working to end poverty among children, young people and families including refugees and asylum seekers in the UK.

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

### Childline

A service provided by NSPCC, which dedicates a website page to refugee and asylum-seeking children by providing support and information including applying for asylum, living in the UK, celebrating the difference, help and advice for those subjected to hate crime and discrimination, etc. to enable them settle in the UK.

**Website:** [www.childline.org.uk/info-advice/bullying-abuse-safety/your-rights/child-refugees-and-asylum-seekers](http://www.childline.org.uk/info-advice/bullying-abuse-safety/your-rights/child-refugees-and-asylum-seekers)

### Children & Families Across Borders (CFAB)

CFAB is an NGO that deals with child protection cases that involve the UK and other countries. It protects vulnerable children who have been separated from family members as a result of divorce, forced migration, seeking asylum or those victims of trafficking as well as other vulnerable children and families.

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

### The Children's Society

A national charity which runs projects all over the UK. The Society's Social Policy Unit seeks to influence legislation and government policy in a number of children related issues including human rights submission, child poverty, health, youth justice, and the care of unaccompanied and separated refugee children.

**Website:** [www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)  
[www.childrenssociety.org.uk/what-we-do/our-work/young-refugees-migrants](http://www.childrenssociety.org.uk/what-we-do/our-work/young-refugees-migrants)

### The Chinese Information & Advice Centre (CIAC)

CIAC offers free legal advice, support, and information to disadvantages Chinese people living in the UK.

### Citizens UK

Organises communities to act together for power, social justice and the common good. It is the home of community organising in the UK, with diverse civil society alliances in London, Milton Keynes, Nottingham, Birmingham, Wales, and Leeds.

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

### City of Sanctuary

Is the umbrella organisation for local refugee and asylum seeker organisations, is a national network made up of local groups, businesses, community organisations and individuals, committed to working with refugees and asylum seekers in order to build a united voice to advocate for people seeking sanctuary in the UK.

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

### Coram Children's Legal Centre (CCLC)

CCLC is part of the Coram Group of charities, promotes and protects the rights of children in the UK and internationally in line with the UN Convention on the Rights of the Child. CCLC provides legal advice and representation, builds the capacity of professionals and practitioners through training and advice provision, and challenges laws and policies that negatively impact on children and their rights, as well as providing international consultancy on child law and children's rights.

### Council of Somali Organisation (COS)

COS is a national second tier organisation set up for the Somali voluntary and community sectors to assist as an umbrella organisation. COS intends to provide a collective voice for the Somali community including refugees and asylum seekers in the UK assisting them in areas of health and wellbeing, criminal justice, education, poverty reduction and economic empowerment.

**Website:** [www.councilofsomaliorgs.com](http://www.councilofsomaliorgs.com)

### Electronic Immigration Network (EIN)

EIN is a registered charity providing information on immigration and refugee law via the internet. EIN website has two-level access, the free public site and the subscription member's site. The member's site provides easy access to immigration and asylum related decisions from the Tribunal up to European Court of Human Rights.

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

### Embrace UK

Community Support Centre aims to relieve poverty among refugees, asylum seekers and migrants by the provision of free information, advice and guidance on welfare, benefits, housing, education employment, etc.

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

### Foundation for Women's Health Research & Development (FORWARD)

FORWARD is a leading African women's support organisation that campaigns against discriminatory practices against girls and women in Africa, Europe and in the UK which affect their dignity and wellbeing with specific focus on female genital mutilation (FGMS), child marriage and obstetric fistula.

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

### Immigration Advisory Service (IAS)

IAS is a nationwide immigration law firm that conducts both private and public funded work on a full range of immigration, asylum and citizenship cases, detention, bail, and appeal cases.

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

### Immigration Law Practitioners Association (ILPA)

ILPA is a professional association and registered charity the majority of whose members are barristers, solicitors and advocates practicing in all aspects of immigration, asylum and nationality law, promoting the advising and representation of immigrants.

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

### JAN Trust

A non-profit charity organisation empowering woman across UK. JAN campaigns against abuse, discrimination, social exclusion amongst BME women and refugees and asylum seekers. Services provided include Stop Domestic Violence, Against Forced Marriages, Raise Awareness and Prevent Hate Crime Against Refugees and Asylum Seekers and Against Female Genital Mutilation.

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

### Joint Council for the Welfare of Immigrants (JCWI)

JCWI is an independent national charity that works to ensure justice and fairness in immigration, nationality and asylum law and policy and provides direct legal advice and assistance to those affected by UK immigration control.

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

### Law Centres Federation (LCF)

LCF includes over 50 law centres across the UK which provide legal advice and representation including legal aid on housing, immigration, and welfare benefits.

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

### Medical Justice (MJ)

MJ is a network of volunteers (medical doctors, case workers, etc.) who visit men, women and children in immigration detention and expose and challenge medical abuse in immigration detention centres.

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

### Migrant Help UK

Provides independent advice and guidance to assist asylum seekers in the UK move through and understand the asylum process. Advice in a variety of languages can be downloaded from the website's resource.

**Website:** [www.migranthehelpuk.org/Pages/Category/asylum](http://www.migranthehelpuk.org/Pages/Category/asylum)

### Migrants' Rights Network (MRN)

MRN is a national NGO that works for the rights of all migrants. MRN brings together public sector organisations, faith groups, migrant activists to advocate and campaign for a rights- based migration system in the UK. It has a number of projects including the London Project & BME Women's Leadership Programme.

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

### National Asylum Support Service (NASS)

NASS as part of the Home Office service provides support to asylum seekers who would otherwise be destitute while their asylum applications are being considered.

**Website:** [www.gov.uk/asylum-support](http://www.gov.uk/asylum-support)

### National Society for the Prevention of Cruelty to Children (NSPCC)

NSPCC offers support to children and their families through provision of a range of services including sexual abuse, neglect, early intervention, children in care, individual and family therapy services to help children to work through their issues and move on in a safe and secure environment. Visit services and resources section of the website for more information of the services and resources available.

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

### Network of Eritrean Women UK (NEW-UK)

NEW-UK is a non-profit women organisation based in Islington that supports Eritrean women living in the UK including refugees and asylum seekers through provision of a wide range of services. These services include advice and advocacy services, wellbeing and empowerment programmes and campaign to promote women's rights and raising awareness within the community towards ending gender inequalities and violence against women and harmful practices including forced marriages and FGM.

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

### The No Accommodation Network

NACCOM provides accommodation for refugee and asylum seekers to prevent destitution amongst this population and other vulnerable immigrants.

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

### NSPCC's Child Trafficking Advice Centre

The NSPCC's CTAC provides free guidance and training to professionals concerned that a child or young person has been or is about to be trafficked into or out of the UK. The centre offers advice by phone and email to professionals; co-ordinates multi-agency responses, focused on protecting the child; delivers training and awareness-raising presentations in the UK and across the world; and attends child protection meetings and produces child trafficking reports for courts.

**Website:** [www.learning.nspcc.org.uk/services/child-trafficking-advice-centre](http://www.learning.nspcc.org.uk/services/child-trafficking-advice-centre)

## Oxfam

Oxfam Great Britain is a development, relief, and campaigning organisation dedicated to finding lasting solutions to poverty and suffering around the world. Oxfam offers emergency food and shelter as well as working with other agencies to help provide clothing to many individuals and families left destitute, including refugees and asylum seekers in Great Britain.

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

## Race Equality Foundation (REF)

REF is an independent charity that promotes race equality in social support and public services and by involving itself in a number of projects, including Better Health. The website provides resources including downloads, presentations, audio, and video, etc.

**Website:** [www.raceequalityfoundation.org.uk](http://www.raceequalityfoundation.org.uk)  
[www.raceequalityfoundation.org.uk/health-care](http://www.raceequalityfoundation.org.uk/health-care)

## Refuge

Aims to empower women and children by offering a range of specialist services to protect them against domestic violence, sexual violence, 'honour' based violence, forced marriage, FGM, human trafficking or modern slavery, ensuring survivors access safety and rebuild their lives.

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

## Refugee Action (RA)

RA provides support system, housing and legal assistance and outreach and crisis help and training programmes for newly arrived asylum seekers as well as aiding those already settled or those considering assisted voluntary return.

**Website:** [www.refugee-action.org.uk](http://www.refugee-action.org.uk)

## Refugee Council (FC)

RC offers refugees and asylum seekers therapeutic services, destitution support and free advice and information on various matters including welfare benefits, education, housing, as well working with refugee community organisations and services and partners to empower and support refugees and asylum seekers to rebuild their lives in the UK. For a complete list of services on offer by the Refugee Council including gender specific services, children and young people, mental health & therapeutic services, social activities, etc., locally and on regional level, use the link provided below.

**Website:** [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)  
[www.refugeecouncil.org.uk/get-support/services](http://www.refugeecouncil.org.uk/get-support/services)

## Refugee Council Children's Section

Refugee Council Children's Section works with separated children and young people seeking asylum who are under the age of 18 when they enter the UK as well as trafficked children and provides advice to those involved in their support including statutory and voluntary organisations. To explore all Refugee Council's children services/projects, including Children's Advice, Trafficked Children's Project, Age Dispute Project, etc., use the link below.

**Website:** [www.refugeecouncil.org.uk/service-category/children-young-people](http://www.refugeecouncil.org.uk/service-category/children-young-people)

## Refugee Study

Refugee Study is an information portal for refugees and asylum seekers who want to study in the UK. It provides information about grants, scholarships, bursaries, and free courses, with links to relevant funding organisations. It also offers tips to help refugees and asylum seekers to obtain funding.

**Website:** [www.refugee-study.co.uk](http://www.refugee-study.co.uk)

## Refugee Week

Refugee Week is a UK-wide festival which is coordinated and managed by Counterpoint celebrating the contributions, creativity, and resilience of refugees through a programme of arts, cultural, and educational events. Refugee Week is a platform for refugees in the UK to share their experiences, perspectives, and creative work on their own terms. Refugee Week is held every year on the World Refugee Day 20th June.

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

## Refugees at Home

A UK based charity aiming to connect those with a spare room in their home with asylum seekers and refugees in need of accommodation.

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

## Right to Remain

A UK Human Rights organisation, working to build a strong movement for the right to remain in the UK. It works with groups across the country supporting migrants to establish their right to remain with dignity, safety and humanity, and to challenge the injustice of the immigration and asylum system.

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

## Rights of Women (ROW)

ROW aims to advise, educate, and empower women including those claiming asylum and migrant women by provision of free, confidential legal advice by specialist women solicitors and barristers and through publications, training, and campaigning to ensure women's voices are heard and their needs are met.

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

### Room for Refugees

A discrete and confidential hosting network providing safe temporary homes and pastoral support for insecurely housed refugees, asylum seekers and vulnerable groups - families, the sick, the elderly and unaccompanied asylum-seeking children with no recourse to public funds in Scotland and the UK. On a yearly basis Room For Refugees receives referrals from its own caseworkers, as well as from British Red Cross, Scottish Refugee Council, Freedom from Torture and a great number of established refugee and asylum advice agencies.

**Website:** [www.roomforrefugees.com](http://www.roomforrefugees.com)

### Safe Passage

In collaboration with the United Nations High Commissioners for Refugees, UNHCR, set up a team to safely relocate refugees in the UK. It aims to support all refugees including Roma travellers, unaccompanied children, those without passports or ID. Safe Passage legal teams in France, Greece, and the UK work to help child refugees reunite with their families through a safe route to a place where they can rebuild their lives.

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

### The Salvation Army

Helps refugees living in the UK in their communities on an individual basis, offering practical help and sanctuary to vulnerable refugees and their families escaping war-torn areas ensuring refugee families do not fall prey to exploitation.

**Website:** [www.salvationarmy.org.uk/supporting-refugees](http://www.salvationarmy.org.uk/supporting-refugees)

### Save the Children UK

The UK's international charity helping children in the UK and around the world stay healthy and safe. The charity saves children's lives in war-torn countries and wherever disaster strikes, helping displaced and child refugees.

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

### Shelter

Helps people with housing issues or homelessness who are in the need of expert advice and support by offering face-to-face advice and support, online advice, free emergency helpline for those facing a housing crisis, and free legal advice and representation to help those who have either lost their homes or are facing eviction.

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

### Social Workers Without Borders (SWWB)

SWWB is a registered charity that offers voluntary support to asylum seekers, refugees and those impacted by borders, independently of government and local authorities, using its members' social work skill and expertise. By supporting and mentoring its social work volunteers from across the UK, SWWB provides pro-bono social work assessments for unaccompanied children, children and families and vulnerable adults facing removal from the UK, and children with claims to Dublin III family reunification.

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

### Somali Integration & Development Association (SIDA)

SIDA is a London and UK-wide voluntary organisation that aims to improve the quality of lives of the community, enabling Somalis including refugees and migrants to rebuild their lives and integrate into the wider society. There are services available for refugees, families, elderly, women, men, and children, including health advice and counselling, socialising activities, family conflict resolution and meditation, support for mothers, and befriending services for elderly.

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

### Student Action for Refugees (STAR)

STAR is a national charity of students welcoming refugees to the UK. STAR volunteer at local refugee projects, educate people about refugees and asylum seekers and fundraise to welcome and improve the lives of refugees in the UK.

**Website:** [www.star-network.org.uk](http://www.star-network.org.uk)

### UK Psychological Trauma Society (UKPTS)

UKPTS provides a forum for multi-disciplinary professionals to share ideas and knowledge relevant to the field of psycho-trauma.

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

### Wagging Peace (WP)

WP is a London and UK-wide charity that supports Sudanese refugees and asylum seekers to build meaningful lives in the UK. The charity act as a hub for advice and information for Sudanese and aims to increase awareness of the needs of Sudanese refugees and promote service development and policies at the local, national, and international levels.

**Website:** [www.wagingpeace.info](http://www.wagingpeace.info)



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**Derry City & Strabane**  
District Council

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Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

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**Derry Cittie & Stràbane**  
Destrìck Cooncil