

# Further Information

- **Belfast City Council Consumer Advice Service, 4-10 Linenhall Street, Belfast, BT2 8BP**  
Provides free specialist advice to consumers in Belfast, for example: advise on making a complaint, draft letters on your behalf, follow up your complaint. Opening hours may vary. If you can, check before you visit the centre by calling **Tel: 028 9027 0525**  
**Email: [consumeradvice@belfastcity.gov.uk](mailto:consumeradvice@belfastcity.gov.uk)**
- **Belfast Unemployed Resource Centre, 45-47 Donegall Street, Belfast, BT1 2FG**  
Aims to provide support, education/training and facilities to the unemployed and other groups suffering from social and economic disadvantage. **Tel: 028 9096 1111 [www.burc.org](http://www.burc.org)**
- **Homelessness - Northern Ireland Housing Executive (NIHE)**  
The Housing Executive is the organisation that is legally responsible for helping homeless people and preventing homelessness in Northern Ireland.  
  
Homelessness does not just describe people sleeping on the streets. Even if you have somewhere to stay you still may be homeless. It can happen to anyone, for any number of reasons. **Tel: 034 4892 0900**
- **The Regional Emergency Social Work Service (RESWS)** The Regional Emergency Social Work Service (RESWS) provides an emergency social work response across all of Northern Ireland on an out of hours basis. This is an emergency service to be used only when you need a social worker urgently after hours, i.e. 5pm to 9am weekdays and 24 hours at weekends and bank holidays. The RESWS will provide services for children and young people, older people, people with mental health problems, people with physical disabilities, families and carers of all these groups. **Tel: 028 9504 9999**. More information is available at: [http://www.belfasttrust.hscni.net/RegionalEmergencySocialWorkService\(RESWS\).htm](http://www.belfasttrust.hscni.net/RegionalEmergencySocialWorkService(RESWS).htm)
- **Housing Rights Service**  
Provides specialist independent housing advice on a range of issues such as homelessness, mortgage or rent arrears, problems with social and private rented tenancies. The charity also offers free court representation for people facing eviction due to mortgage or rent arrears. Housing Rights operates a daily advice line that is open from 9.30am-1.30pm Monday to Friday. **Tel: 028 9024 5640 [www.housingrights.org.uk](http://www.housingrights.org.uk)**

## Further Information

- **Age NI Advice and Advocacy Services** provides free, independent and confidential support to older people, their families and carers as well as advocacy around the health and social care system, community, residential and nursing care.  
**Tel: Freephone 0808 808 7575** from 8.00am to 7.00pm, 7 days a week, 365 days a year.  
**Email: [advice@ageni.org](mailto:advice@ageni.org) [www.ageuk.org.uk/northern-ireland](http://www.ageuk.org.uk/northern-ireland)**
- **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.  
123 Ormeau Road, Belfast, BT7 1HP. **Tel: 028 9031 5744**  
**Email: [sebastine.james@migranthelpuk.org](mailto:sebastine.james@migranthelpuk.org) [www.brysongroup.org](http://www.brysongroup.org)**

### Other support for people who are new to Belfast:

- **Chinese Welfare Association** enables and supports the Chinese community and develops cultural awareness within both the Chinese and wider community.  
1 Stranmillis Embankment, Belfast, BT7 1GB. **Tel. 028 9028 8277 [www.cwa-ni.org](http://www.cwa-ni.org)**
- **Home-Start UK** helps families with young children by providing one-to-one support for parents as well as running family groups and social events.  
133 Bloomfield Avenue, Belfast, BT5 5AB.  
**Email: [northernirelandoffice@home-start.org.uk](mailto:northernirelandoffice@home-start.org.uk) [www.home-start.org.uk](http://www.home-start.org.uk)**
- **Northern Ireland Council for Ethnic Minorities (NICEM)** promotes good race relations and racial equality, campaigns on issues of common concern to minority ethnic communities and provides support to victims of hate crime.  
127-129 Ormeau Road, Belfast, BT7 1SH. **Tel: 028 9023 8645 [www.nicem.org.uk](http://www.nicem.org.uk)**
- **Northern Ireland Council for Refugees and Asylum Seekers (NICRAS)** represents the interests of the refugee community and organises social and recreational events for its members.  
143a University Street, Belfast, BT7 1HP. **Tel: 028 9024 6699 Email: [info@nicras.org.uk](mailto:info@nicras.org.uk)**
- **Parenting NI** offer a wide range of services for parents including information guides, parenting programmes and counselling.  
**Tel: 028 9031 0891 (office) Parents' Helpline: 0808 8010 722**  
**Email: [info@parentingni.org](mailto:info@parentingni.org) [www.parentingni.org](http://www.parentingni.org)**
- **Romanian Roma Community Association Centre** supports members of the Roma community living in Northern Ireland.  
133 University Street, Belfast, BT7 1HH. **Tel: 028 9543 8323**
- Two guides are also available for people who are new to Belfast. The "Refugee Transition" guide and "New to Belfast" are both available from Belfast City Council's Good Relations Unit.  
**Tel. 028 9027 0663 [www.belfastcity.gov.uk/community/advice/migrants.aspx](http://www.belfastcity.gov.uk/community/advice/migrants.aspx)**