

# Key Contact List for Government Departments and Agencies



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r e b u i l d



a c h i e v e



Office of the  
**First Minister and  
Deputy First Minister**  
[www.ofmdfmi.gov.uk](http://www.ofmdfmi.gov.uk)

Victims Unit

key contact list



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## OFFICE OF THE FIRST MINISTER AND DEPUTY FIRST MINISTER

Economic Policy; Equality; Civic Forum; European Affairs;  
Public Appointments Policy; Honours; Freedom of  
Information; Victims.

**Contact Address:** Castle Buildings  
Stormont Estate  
Belfast BT4 3SR

**Telephone:** 028 9052 8400

The **Victims Unit** is responsible for taking forward work to raise awareness of, and co-ordinate activity on, issues affecting victims across the devolved administration and has developed a cross-departmental strategy aimed at improving services to victims. It also manages a measure of the EU Programme for Peace and Reconciliation specifically directed at victims and operates a Helpdesk to assist victims who are experiencing difficulties with any of the devolved Government Departments, their Agencies or other public bodies.

**Telephone:** 028 9052 3445  
**Helpdesk:** Freephone 080 8127 3333  
**Textphone:** 028 9052 2343  
**E-mail:** [info@victimsni.gov.uk](mailto:info@victimsni.gov.uk)  
**Website:** [www.victimsni.gov.uk](http://www.victimsni.gov.uk)

The **Children and Young People's Unit (CYPU)** is a branch within the Community Relations, Race Equality and Victims Division of the Office of the First Minister and Deputy First Minister. The branch was established to ensure that the rights and needs of children and young people are given a high priority within the Executive.

Key responsibilities include:

- Monitoring the performance of the Office of the Commissioner for Children and Young People against agreed targets outlined in the Corporate and Operating Plans and monitoring its budget spend, and liaising between the Office of the Commissioner for Children and Young People and DFP seeking approval for change in resource allocations i.e. staff or budget;
- Developing a long-term over-arching strategy for children and young people in Northern Ireland by Autumn 2004.

**Contact Address:** The Children and Young People's Unit,  
Room A5.26, Castle Buildings, Stormont Estate,  
Belfast BT4 3SR

**Telephone:** 028 9052 8274  
**E-mail:** [cypu@ofmdfmini.gov.uk](mailto:cypu@ofmdfmini.gov.uk)  
**Website:** [www.allchildrenni.gov.uk](http://www.allchildrenni.gov.uk)

## OFFICE OF THE FIRST MINISTER AND DEPUTY FIRST MINISTER

The **Human Rights Unit** aims to promote a culture of rights and responsibilities within the Northern Ireland departments and the public authorities for which they are responsible. It also works closely with its colleagues in the Human Rights Unit in the Northern Ireland Office, which has responsibility for human rights issues arising in reserved areas.

Telephone: 028 9052 8477  
E-mail: [human.rights@ofmdfmi.gov.uk](mailto:human.rights@ofmdfmi.gov.uk)  
Website: [www.humanrightsni.gov.uk](http://www.humanrightsni.gov.uk)

The **Community Relations Unit** aims to increase cross-community contact and co-operation and encourage mutual respect, understanding and appreciation of cultural diversity. It has a budget of over £5million per annum the majority of which is channelled through the Community Relations Council. The Unit also has responsibility for the administration of European Union funding for community relations purposes.

**Community Relations Unit**  
Telephone: 028 9052 0198  
Website: [CRU - www.ofmdfmi.gov.uk/communityrelationsunit](http://www.ofmdfmi.gov.uk/communityrelationsunit)

**Community Relations Council**  
Telephone: 028 9022 7500  
Website: [CRC - www.community-relations.org.uk](http://www.community-relations.org.uk)

Further information about the Office of the First Minister and Deputy First Minister is available on the website [www.ofmdfmi.gov.uk](http://www.ofmdfmi.gov.uk)



## DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

Food, farming and environmental policy; Agri-food development; Veterinary; Rural development; Forestry; Sea Fisheries; Rivers.

**Contact Address:** Dundonald House  
Upper Newtownards Road  
Belfast BT4 3SB

**Telephone:** 028 9052 0100

The **Rural Development Division** is responsible for the promotion of integrated rural development in Northern Ireland, particularly in disadvantaged rural areas; administration of Government, EU and International Fund for Ireland rural development programmes and initiatives.

**Telephone:** 028 9052 4578

Further information about the Department of Agriculture and Rural Development is available on the website [www.dardni.gov.uk](http://www.dardni.gov.uk)

DEPARTMENT OF CULTURE, ARTS AND LEISURE

Serving Northern Ireland's population of just under 1.7 million people, the Department of Culture, Arts and Leisure (DCAL) is responsible for the central administration of Arts and Culture, Museums and Public Libraries, Sport and Leisure, visitor amenities, Inland Waterways and Inland Fisheries.

DCAL also has overall responsibility for the Ordnance Survey of Northern Ireland and Public Record Office of Northern Ireland, linguistic diversity, matters relating to the National Lottery and the Northern Ireland Events Company. Responsibility for two of the cross-border implementation bodies dealing with Inland Waterways and Language also falls to DCAL.

**Contact Address:** Interpoint  
20-24 York Street  
Belfast BT15 1AQ

**Telephone:** 028 9025 8825

**Coroners' Records** are among the records held by the Public Record Office of Northern Ireland. For information about how to access these contact:

**Contact Address:** PRONI  
66 Balmoral Avenue  
Belfast  
BT9 6NY  
(Weekdays 9.15am-4.45pm (10.00am - 8.45pm on Thursdays))

**Telephone:** 028 9025 5905

**E-mail:** [proni@dcalni.gov.uk](mailto:proni@dcalni.gov.uk)

**Website:** <http://proni.nics.gov.uk>

Further information about the Department of Culture, Arts and Leisure is available on the website [www.dcalni.gov.uk](http://www.dcalni.gov.uk)

## DEPARTMENT OF EDUCATION

Policy, legislation and resources for schools and youth service, including:

### **Admissions to pre-school, primary and secondary schools**

**Contact:** Open Enrolment Branch  
**Telephone:** 028 9127 9279

### **Curriculum, Examinations and Qualifications**

**Contact:** Curriculum and Assessment Branch  
**Telephone:** 028 9127 9728

### **Discipline Policy, Suspensions and Expulsions**

**Contact:** Pupil Support Unit  
**Telephone:** 028 9127 9749

### **Child protection, including bullying**

**Contact:** Pupil Support Unit  
**Telephone:** 028 9127 9749

### **Pupils at risk (including school age mothers, looked after children and truants)**

**Contact:** Pupil Support Unit  
**Telephone:** 028 9127 9749

### **Pupils with special educational needs**

**Contact:** Special Education Branch  
**Telephone:** 028 9127 9748

### **Home to school transport**

**Contact:** Schools' Administration Branch

**Contact Address:** Rathgael House  
Balloo Road  
Bangor BT19 7PR

**Telephone:** 028 9127 9402

Further information about the Department of Education is available on the website [www.deni.gov.uk](http://www.deni.gov.uk)

## DEPARTMENT OF ENTERPRISE, TRADE AND INVESTMENT

The aim of the Department and its Non-Departmental Public Bodies (NDPBs) is to encourage the growth of the economy by promoting knowledge-based business competitiveness and an enterprise culture in Northern Ireland and to develop and maintain the policy and regulatory environment to achieve economic growth with equal opportunities for all. This encompasses the activity of the newly formed Invest Northern Ireland (Invest NI), the Northern Ireland Tourist Board (NITB), the Health and Safety Executive (HSENI), and the General Consumer Council (GCCNI). The Department's headquarters provides central finance, personnel and strategic planning services and addresses energy, companies' legislation, insolvency and trading standards issues.

**Contact Address:** **Equality Unit**  
Netherleigh  
Massey Avenue  
Belfast BT4 2JP

**Telephone:** 028 9052 9650  
**Textphone:** 028 9052 9304

Invest NI supports a range of enterprise and business start-up programmes. If you would like further details on these programmes please contact their offices at Galwally or the nearest Local Office.

### **Invest NI**

**Contact Address:** Upper Galwally  
Belfast BT8 6TB

**Telephone:** 028 9023 9090  
**E-mail:** [info@investni.com](mailto:info@investni.com)  
**Website:** [www.investni.com](http://www.investni.com)

### **North Western Local Office**

**Contact Address:** 13 Shipquay Street  
Londonderry BT48 6DJ

**Telephone:** 028 7126 7257  
**E-Mail:** [nwlo@investni.com](mailto:nwlo@investni.com)

DEPARTMENT OF ENTERPRISE, TRADE AND INVESTMENT

**North Eastern Local Office**

Contact Address: Clarence House  
86 Mill Street  
Ballymena BT43 5AF

Telephone: 028 2564 9215  
E-Mail: [nelo@investni.com](mailto:nelo@investni.com)

**Southern Local Office**

Contact Address: 6-7 The Mall  
Newry BT34 1BX

Telephone: 028 3026 2955  
E Mail: [slo@investni.com](mailto:slo@investni.com)

**Western Local Office**

Contact Address: Kevlin Buildings  
47 Kevlin Avenue  
Omagh BT78 1ER

Telephone: 028 8224 5763  
E Mail: [wlo@investni.com](mailto:wlo@investni.com)

**Eastern Local Office**

Contact Address: 64 Chichester Street  
Belfast BT1 4JX

Telephone: 028 9024 2582  
E Mail: [elo@investni.com](mailto:elo@investni.com)

Further information about the Department of Enterprise,  
Trade and Investment is available on the website  
[www.detini.gov.uk](http://www.detini.gov.uk)

DEPARTMENT OF THE ENVIRONMENT

Planning Control; Environment and Heritage; Protection of the Countryside; Waste Management; Pollution Control; Wildlife Protection; Local Government; Sustainable Development; Driver & Vehicle Testing; Driver & Vehicle Licensing; Vehicle Standards; Road Safety.

Contact Address: Clarence Court  
10-18 Adelaide Street  
Belfast BT1 8GB

Telephone: 028 9054 0540

**Planning Service**

Telephone: 028 9054 0540

E-mail: [planning.service.hq@nics.gov.uk](mailto:planning.service.hq@nics.gov.uk)

**Driver Licensing Enquiries**

Telephone: 028 7034 1469

Minicom: 028 7034 1380

**Vehicle Licensing Enquiries**

Telephone: 028 7034 1461

Minicom: 028 7034 1351

**Driver and Vehicle Testing**

24-hour Fees

Information Line: 0345 581416

General Enquiries: 028 9068 1831

Theory Test enquiries  
and bookings: 0845 600 6700

**Environment and Heritage  
Information and Education**

Telephone: 028 9054 6533

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

**Local Government Division**

Telephone: 028 9054 1139

**Road Safety HQ**

Telephone: 028 9054 0042

Further information about the Department of the Environment and its Agencies is available on the website [www.doeni.gov.uk](http://www.doeni.gov.uk)

## DEPARTMENT OF FINANCE AND PERSONNEL

Central Finance Group; Central Personnel Group; Corporate Services Group; Office of Law Reform; Departmental Solicitor's Office; Business Development Service; Government Purchasing Agency; Valuation and Lands Agency; Rate Collection Agency; N.I. Statistics and Research Agency; Land Registers of Northern Ireland.

**Contact Address:** Rathgael House  
Balloo Road  
Bangor  
BT19 7NA

Contact telephone number  
for all queries related to  
victims' issues: 028 9185 8239  
E-mail: **Equality-unit@dfpni.gov.uk**

Further information on the Department of Finance and Personnel is available on the website **[www.dfpni.gov.uk](http://www.dfpni.gov.uk)**

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

Health and Personal Social Services; Public Health; Public Safety.

Contact Address: Castle Buildings  
Stormont  
Belfast BT4 3SJ

Telephone: 028 9052 0500

**Key Contacts in the Northern Health and Social Services Board are as follows:**

**Antrim**

Address: **Children’s Services**  
30 Station Road  
Antrim

Telephone: 028 9446 4031

**Adult Services**  
30 Station Road  
Antrim

028 9446 4031

Address: **Mental Health**  
Holywell House  
Holywell Hospital  
Steeple Road  
Antrim

Telephone: 028 9441 3650

**Ballymena**

Address: **Children’s Services**  
Slemish Community Services  
Braid Valley Site  
Cushendall Road  
Ballymena

Telephone: 028 2563 5640

**Adult Services**  
Salisbury House  
Queen Street  
Ballymena

028 2565 6447

Address: **Mental Health**  
Holywell House  
Holywell Hospital  
Steeple Road  
Antrim

Telephone: 028 9441 3650

**Carrickfergus**

Address: **Children’s Services**  
Ellis Street  
Carrickfergus

Telephone: 028 9331 5114

**Adult Services**  
Taylor’s Avenue  
Carrickfergus

028 9331 5850



DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

**Address:** **Mental Health** **Adult Learning Disability**  
**Glenview House** Ellis Street  
Whiteabbey Hospital Site Carrickfergus  
Doagh Road  
Newtownabbey

**Telephone:** 028 9086 5181 028 9331 5100

**Cookstown**

**Address:** **Children's Services** **Adult Services**  
**Community Services Centre** **Community Services Centre**  
Orritor Road Orritor Road  
Cookstown Cookstown

**Telephone:** 028 8672 3800 028 8672 3800

**Address:** **Mental Health**  
**Community Services Centre**  
Orritor Road  
Cookstown

**Telephone:** 028 8672 3800

**Larne**

**Address:** **Children's Services** **Adult Services**  
**Larne Community** **Larne Community**  
**Services Centre** **Services Centre**  
Moyle Hospital Site Moyle Hospital Site  
Gloucester Avenue Gloucester Avenue  
Larne Larne

**Telephone:** 028 2827 5427 028 2827 5427

**Address:** **Mental Health**  
**Larne Community**  
**Services Centre**  
Moyle Hospital Site  
Gloucester Avenue  
Larne

**Telephone:** 028 2827 5427

**Magherafelt**

**Address:** **Children's Services** **Adult Services**  
**Sperrin House** **Hospital Road**  
Queen's Avenue Magherafelt  
Magherafelt

**Telephone:** 028 7930 1700 028 7936 5000

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

**Address:** **Mental Health**  
 Loughview Resource Centre  
 2/4 Ballyronan Road  
 Magherafelt

**Telephone:** 028 7930 2950

**Newtownabbey**

**Address:** **Children's Services**  
 Whiteabbey Hospital  
 Doagh Road  
 Newtownabbey

**Telephone:** 028 9086 5181

**Children's Services**  
 Carnmoney Road  
 Glengormley

028 9084 9142

**Address:** **Adult Services**  
 Rathcoole Community Services  
 57 Rosslea Way  
 Rathcoole

**Telephone:** 028 9086 7111

**Adult Services**  
 The Beeches  
 Avondale Drive  
 Ballyclare

028 9334 9797

**Address:** **Mental Health**  
 Glenview House  
 Whiteabbey Hospital Site  
 Doagh Road  
 Newtownabbey

**Telephone:** 028 9086 5181

**Coleraine**

**Address:** **Children's Services**  
 Coleraine Child Care  
 Office 7A  
 Castlerock Road  
 Coleraine

**Telephone:** 028 7035 2221

**Mental Health**  
 Mental Health  
 Resource Centre  
 Coleraine Health Centre  
 Castlerock Road  
 Coleraine

028 7034 2721

**Address:** **Disability Services**  
 Physical Disability &  
 Sensory Impairment Team  
 Brookgreen Resource Centre  
 Brook Street  
 Coleraine

**Telephone:** 028 7035 5112

**Older People**  
 Social Work Department  
 Coleraine Hospital  
 Mountsandel Road  
 Coleraine

028 7035 0199

**Ballymoney**

**Address:** **Children's Services**  
Ballymoney/Moyle  
Child Care Team  
Armour  
Newal Road  
Ballymoney

**Telephone:** 028 2766 4101

If you feel you require the support of the Community Addictions Service they can be contacted as follows, during normal office hours (9.00am - 5.00pm) only.

<b>Address:</b>	<b>Community Addicts Service</b>	<b>Out of Hours Social Work Service</b>
	Parkmore Drive	
	Ballymena	

<b>Telephone:</b>	028 2565 8462	028 9446 8833
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**Key Contacts in the Eastern Health and Social Services Board are as follows:**

**Belfast City Hospital Trust**

**Address:** **Mental Health**  
Lisburn Road  
Belfast  
BT9 7AB

**Telephone:** 028 9032 9241

**Down Lisburn Trust**

**Address:** **Mental Health**  
25 Linenhall Street  
Lisburn  
BT28 1LU

**Telephone:** 028 9266 5181

**Greenpark Trust**

**Address:** **Mental Health**  
Musgrave Park Hospital  
20 Stockman's Lane  
Belfast  
BT9 7JB  
(In patient Child Psychiatry)

**Telephone:** 028 9066 9501

**Mater Hospital Trust**

**Address:** **Mental Health**  
45 - 51 Crumlin Road  
Belfast  
BT14 6AB

**Telephone:** 028 9074 1211

**North & West Belfast Trust  
(including Muckamore Abbey)**

**Contact:** **Mental Health**  
Skegoneill Health Centre

**Telephone:** 028 9077 2471

**Mental Health**  
Crumlin Road  
028 9074 1188

**Contact:** **Mental Health**  
Shankill

**Telephone:** 028 9024 7181

**Mental Health**  
Whiterock  
028 9032 3153

**Contact:** **Mental Health**  
Ballyowen

**Telephone:** 028 9061 0611

**Mental Health**  
Everton Complex  
028 9056 6056

**Address:** **Crisis Support Team**  
Glendinning House  
6 Murray Street  
Belfast

**Telephone:** 028 9032 7156

**Contact:** **Disability Services**  
Everton Complex

**Telephone:** 028 9056 6000

**Minicom:** 028 9039 1892

**Disability Services**  
Royal Hospitals  
028 9024 0503 ext 2515

**Contact:** **Disability Services**  
Mater Hospital

**Telephone:** 028 9074 1211 ext 2515

**Disability Services**  
Skegoneill Health Centre  
028 9077 2471

**Contact:** **Disability Services**  
Ballyowen Health Centre

**Telephone:** 028 9061 0611

**Disability Services**  
Shankill Health Centre  
028 9024 7181

**Contact:** **Disability Services**  
Occupational Therapy  
Services

**Telephone:** 028 9024 0482

**Contact:** **Family and Childcare**  
North Belfast

**Telephone:** 028 9056 6000

**Family and Childcare**  
Shankill Centre  
028 9031 5005

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

<b>Contact:</b>	<b>Family and Childcare</b> West Belfast	<b>Family and Childcare</b> Adolescent Services
<b>Telephone:</b>	028 9032 0840	
<b>Contact:</b>	<b>Addiction Services</b>	
<b>Telephone:</b>	028 9056 6057	
<b>Contact:</b>	<b>Community Physiotherapy</b> Albert Street Health Centre	<b>Community Physiotherapy</b> Ballyowen Health Centre
<b>Telephone:</b>	028 9024 2816	028 9061 0611
<b>Contact:</b>	<b>Community Physiotherapy</b> Cupar Street Clinic	<b>Community Physiotherapy</b> Shankill Health Centre
<b>Telephone:</b>	028 9032 7613	028 9024 7181
<b>Contact:</b>	<b>Community Physiotherapy</b> Lincoln Avenue Clinic	<b>Community Physiotherapy</b> Everton Complex
<b>Telephone:</b>	028 9074 8363	028 9056 6000
<b>Contact:</b>	<b>Community Physiotherapy</b> Parkmount Clinic	
<b>Telephone:</b>	028 9077 2413	
<b>Contact:</b>	<b>Elderly Programme</b> Beech Hall	<b>Elderly Programme</b> Shankill Centre
<b>Telephone:</b>	028 9062 2939	028 9031 5005
<b>Contact:</b>	<b>Elderly Programme</b> Everton Complex	
<b>Telephone:</b>	028 9056 6000	
	<b>Royal Group Trust</b>	
<b>Address:</b>	<b>Mental Health</b> Child and Family Team Royal Belfast Hospital for Sick Children 274 Grosvenor Road Belfast BT12 6BD	
<b>Telephone:</b>	028 9024 0503	

DHSSPS

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

**South and East Belfast Trust**

<b>Address:</b>	<b>Mental Health</b> Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH	<b>Crisis Support Team</b> Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH
<b>Telephone:</b>	028 9056 5555	028 9056 5555

**Ulster Community and Hospitals Trust**

<b>Address:</b>	<b>Mental Health</b> The Health & Care Centre 39 Regent Street Newtownards BT23 4AD	<b>Crisis Support Team</b>
<b>Telephone:</b>	028 9181 6666	028 9182 0355 (office Hrs) 028 9166 8246 (After Hrs)

**Key Contacts in the Western Health and Social Services Board are as follows:**

**Londonderry**

<b>Address:</b>	<b>Addiction Services</b> The Addiction Unit The Old Railway Station Duke Street Waterside Londonderry	<b>Adolescent Services</b> Leaving & After Care Team/ "Drop in" Centre Aberfoyle Terrace Londonderry
<b>Telephone:</b>	028 7186 5239	028 7127 1732

<b>Address:</b>	<b>Child &amp; Family Team</b> Old Railway Station Duke Street Londonderry	<b>The Family &amp; Child Care Programme</b> Riverview House Abercorn Road Londonderry
<b>Telephone:</b>	028 7134 3501	028 7126 6111

<b>Address:</b>	<b>The Family &amp; Child Care Programme</b> Shantallow Health Centre Racecourse Road Londonderry	<b>The Family &amp; Child Care Programme</b> Waterside Social Services Glendermott Road Londonderry
<b>Telephone:</b>	028 7135 1350	028 7131 4200

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

**Address:** **Community Mental Health**      **Community Mental Health**  
Cityside CMHT      Shantallow CMHT  
22 Crawford Square      Slievemore House  
2 Village Lane  
**Telephone:** 028 7137 2230      028 7135 0063

**Address:** **Community Mental Health**  
Waterside CMHT  
Rosstowney House  
Glendermott Road  
Londonderry  
**Telephone:** 028 7131 1477

**Address:** **Day Care Services**      **Day Care Services**  
Melrose Centre      Creggan Day Centre  
Rosstowney House      Fanad Drive  
Glendermott Road      Creggan  
Waterside  
**Telephone:** 028 7131 4200      028 7126 9082

**Address:** **Day Care Services**  
Foyleville Day Centre  
Academy Road  
**Telephone:** 028 7126 5800

**Strabane**

**Address:** **The Family & Child**      **Community Mental Health**  
**Care Programme**      Strabane CMHT  
Strabane Social Services      5a Railway Street  
County Buildings      Strabane  
Barrack Street  
Strabane  
**Telephone:** 028 7138 1600      028 7138 2963

**Address:** **Day Care Services**  
Strabane Day Centre  
Barrack Street  
Strabane  
**Telephone:** 028 7138 1600

**Limavady**

**Address:** **The Family & Child**      **Community Mental Health**  
**Care Programme**      Limavady CMHT  
Limavady Health Centre      The Arden Centre  
Scroggy Road      Scroggy Road  
Limavady      Limavady  
**Telephone:** 028 7776 1100      028 7772 2123

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

<b>Address:</b>	<b>Day Care Services</b> Arden Centre Scroggy Road Limavady	<b>Day Care Services</b> Thackery Place Limavady
<b>Telephone:</b>	028 7122 2123	028 7126 5800

**Sperrin Lakeland**

<b>Address:</b>	<b>Addiction Services</b> <b>Tyrone &amp; Fermanagh Hospital</b> 1 Donaghane Road Omagh BT79 ONS	<b>Adolescent Services</b> Rivendell 17 Campsie Road Omagh BT79 OAE
<b>Telephone:</b>	028 8283 5443	028 8224 0898

<b>Address:</b>	<b>Community Mental Health</b> Belmore House 19 Darling Street Enniskillen BT74 6DP	<b>Community Mental Health</b> Lissan House 41 Dublin Road Omagh BT78 1HE
<b>Telephone:</b>	028 6632 6604	028 8225 2202

**Key Contacts in the Southern Health and Social Services Board are as follows:**

**Armagh/Dungannon**

<b>Address:</b>	<b>Child and Family Care</b> Gosford Place Loughgall Road Armagh BT61 9AR Tel: 028 3752 2262	<b>Mental Health</b> Community Mental Health Team 5 St. Marks Place Armagh 028 3752 7776
<b>Telephone:</b>	028 3752 2381	

**Craigavon**

<b>Address:</b>	<b>Social Work</b> Craigavon Area Hospital Group Trust 68 Lurgan Road Portadown BT63 5QQ
<b>Telephone:</b>	028 3861 2420



**Craigavon/Banbridge**

<b>Address:</b>	<b>Child and Family Care</b> Craigavon/Banbridge Community Health & Social Services Trust Bannvale House 10 Moyallan Road Gilford BT63 5JX	<b>Mental Health</b> Craigavon/Banbridge Community Health & Social Services Trust Bannvale House 10 Moyallan Road Gilford BT63 5JX
<b>Telephone:</b>	028 3833 3747	028 4066 2866

**Address:** **Disability Services**  
Craigavon/Banbridge  
Community Health & Social  
Services Trust  
Bannvale House  
10 Moyallan Road  
Gilford BT63 5JX

**Telephone:** 028 4066 2866

**Newry & Mourne**

<b>Address:</b>	<b>Child and Family Care</b> Newry & Mourne HSST 5 Downshire Place Newry BT34 1DZ	<b>Disability Services</b> Newry & Mourne HSST 5 Downshire Place Newry BT34 1DZ
<b>Telephone:</b>	028 3082 5120	028 3082 5120

Further information about the four Health and Social Services Boards and the Trusts is available on the website [www.n-i.nhs.uk](http://www.n-i.nhs.uk)

The **Family Trauma Centre** is a regional resource service which works in partnership with statutory agencies, voluntary organizations and community groups, providing:

- A specialist service for psychological assessment and treatment of individuals up to the age of 18 years and families suffering primarily from trauma related to the Troubles and who reside within the four Health and Social Services Boards in Northern Ireland;
- A consultation service; and
- Training and teaching to statutory and voluntary agencies and community groups working with people traumatized by the Troubles.

**Contact Address:** **The Family Trauma Centre**  
1 Wellington Park  
Belfast BT9 6DJ

**Telephone:** 028 9020 4700  
**E-mail:** [brian.cairns@sebt.n-i.nhs.uk](mailto:brian.cairns@sebt.n-i.nhs.uk)

## DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY

The Sperrin and Lakeland Health and Social Care Trust and the **Trauma Advisory Panels** in each of the Health and Social Services Boards, have produced comprehensive **Directories of Support Services** in their areas for people who have suffered as a result of the Troubles. Copies of these Directories can be obtained from:

- Contact Address:** **Community Support Fieldworker**  
**Sperrin & Lakeland Health and Social Care Trust**  
 15 Elliott Place  
 Enniskillen BT74 7HQ  
**Telephone:** 028 6634 4240  
**E-mail:** [scoll@slt.n-i.nhs.uk](mailto:scoll@slt.n-i.nhs.uk)
- Contact Address:** **EHSSB Trauma Advisory Panel Co-ordinator: Sharon Campbell**  
 12-22 Linenhall Street  
 Belfast BT2 8BS  
**Telephone:** 028 9055 3978  
**Fax:** 028 9055 3620  
**E-mail:** [scampbell@ehssb.n-i.nhs.uk](mailto:scampbell@ehssb.n-i.nhs.uk)
- Contact Address:** **NHSSB Trauma Advisory Panel Co-ordinator:**  
**Sheelagh Sheerin**  
 Rockfield Medical Centre  
 73-75 Doury Road  
 Ballymena BT43 6JD  
**Telephone:** 028 2565 4170  
**E-mail:** [s.sheerin@btopenworld.com](mailto:s.sheerin@btopenworld.com)
- Contact Address:** **SHSSB Trauma Advisory Panel Co-ordinator: Clare Quigley**  
 Ballybot House  
 28 Cornmarket  
 Newry BT35 8BG  
**Telephone:** 028 3083 3074  
**Fax:** 028 3083 3075  
**E-mail:** [clarequigley@ic24.net](mailto:clarequigley@ic24.net)
- Contact Address:** **WHSSB Trauma Advisory Panel Co-ordinator: Sheena Funston**  
 Clinic Buildings  
 Gransha Hospital  
 Clooney Road  
 Londonderry BT47 6TF  
**Telephone:** 028 7186 0261 ext. 2648  
**Fax:** 028 7186 5185  
**E-mail:** [sfunston@foylebv.n-i.nhs.uk](mailto:sfunston@foylebv.n-i.nhs.uk)

Further information about the Department of Health, Social Services and Public Safety is available on the website [www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)

Higher Education; Further Education; Vocational Training; Employment Services; Employment Law and Labour Relations; Teacher Training and Teacher Education; Student Support and Postgraduate Awards; Training Grants.

The Department for Employment and Learning through its network of JobCentres offers an all age guidance and recruitment service, including:

- Job-Brokerage, Vacancy handling
- New Deal Employment Option/Employers Subsidy
- Disablement Advisory Service
- Travel to Interview Scheme
- Eures (European Employment Services)
- Jobclubs
- JobCentre Online

Careers Officers from the Department provide advice, information and guidance to help young people and adults make informed choices about education, training and employment. Careers Officers can be contacted at the local **JobCentres**. (see list below)

**Jobcentres**

<b>Address:</b>	<b>Andersonstown</b> 1st Floor Kennedy Centre 564-566 Falls Road Belfast BT11 9AB	<b>Antrim</b> 25-27 Church Street Antrim BT41 4BE
<b>Telephone:</b>	028 9087 1880	028 9446 2834
<b>Address:</b>	<b>Armagh</b> Ulster Gazette Shopping Centre 56 Scotch Street Armagh BT61 7PU	<b>Ballymena</b> 35-39 Bridge Street Ballymena BT43 5EL
<b>Telephone:</b>	028 3751 5970	028 2566 0777
<b>Address:</b>	<b>Ballymoney</b> 32 Main Street Ballymoney BT53 6AL	<b>Ballynahinch</b> 20 High Street Ballynahinch BT24 8AB
<b>Telephone:</b>	028 2766 0100	028 9756 2986
<b>Address:</b>	<b>Banbridge</b> 50 Newry Street Banbridge BT32 3HA	<b>Bangor</b> 65 High Street Bangor BT20 5BE
<b>Telephone:</b>	028 4066 2149	028 9127 9999

## DEPARTMENT FOR EMPLOYMENT AND LEARNING

<b>Address:</b>	<b>Belfast</b> Gloucester House Chichester Street Belfast BT1 4RA	<b>Carrickfergus</b> Davy Street Carrickfergus BT38 8DJ
<b>Telephone:</b>	028 9025 2222	028 9335 6916
<b>Address:</b>	<b>Coleraine</b> 41 Church Street Coleraine BT52 1AW	<b>Cookstown</b> 17 Oldtown Street Cookstown BT80 8EE
<b>Telephone:</b>	028 7032 2880	028 8676 6950
<b>Address:</b>	<b>Downpatrick</b> Rathkeltair House Market Street Downpatrick BT30 6LZ	<b>Dungannon</b> 5 Thomas Street Centre Dungannon BT70 1HN
<b>Telephone:</b>	028 4461 8023	028 8775 4754
<b>Address:</b>	<b>Dungannon</b> Crown Buildings Thomas Street Dungannon BT70 1HN	<b>Enniskillen</b> Paget Square Enniskillen BT74 7HS
<b>Telephone:</b>	028 8775 4754	028 6632 3511
<b>Address:</b>	<b>Falls Road</b> 45 Falls Road Belfast BT12 4PD	<b>Kilkeel</b> Newry Street Kilkeel BT34 4DN
<b>Telephone:</b>	028 9025 1346	028 4176 1444
<b>Address:</b>	<b>Larne</b> 75 Main Street Larne BT40 1HH	<b>Limavady</b> 43a Market Street Limavady BT49 0AB
<b>Telephone:</b>	028 2827 3371	028 7776 5967
<b>Address:</b>	<b>Lisburn</b> 71 Bow Street Lisburn BT28 1BJ	<b>Lurgan</b> 10a High Street Lurgan BT66 8AW
<b>Telephone:</b>	028 9262 3300	028 3834 4325
<b>Address:</b>	<b>Magherafelt</b> 31 Station Road Magherafelt BT45 5DJ	<b>Newcastle</b> 113 Main Street Newcastle BT33 0AE
<b>Telephone:</b>	028 7963 3804	028 4372 5001

DEPARTMENT FOR EMPLOYMENT AND LEARNING

<b>Address:</b>	<b>Newry</b> 5-13 Marcus Street Newry BT34 1ET	<b>Granite House</b> 31-35 St.Marys Street Newry BT34 2AA
<b>Telephone:</b>	028 3025 4154	028 3025 7980
<b>Address:</b>	<b>Newtownabbey</b> 41 Church Road Newtownabbey BT36 7UX	<b>Newtownards</b> 9 Conway Square Newtownards BT23 4DA
<b>Telephone:</b>	028 9054 8111	028 9181 8653
<b>Address:</b>	<b>Omagh</b> Kevlin Building Kevlin Avenue Omagh BT78 1ER	<b>Portadown</b> 27 Magowan Buildings West Street Portadown BT62 3PN
<b>Telephone:</b>	028 8225 5500	028 3839 6266
<b>Address:</b>	<b>Londonderry (Foyle)</b> Asylum Road Londonderry BT47 7EA	<b>Londonderry (Waterside)</b> 2 Crescent Road Lisnagelvin Londonderry BT47 2NJ
<b>Telephone:</b>	028 7131 9500	028 7131 9300
<b>Address:</b>	<b>Shankill Road</b> 178-180 Shankill Road Belfast BT13 2BH	<b>Strabane</b> 23 Upper Main Street Strabane BT82 8AS
<b>Telephone:</b>	028 9033 0063	028 7138 2332
<b>Address:</b>	<b>Knockbreda</b> Crown Buildings Upper Knockbreda Road Belfast BT8 8SX	
<b>Telephone:</b>	028 9054 5600	

## DEPARTMENT FOR EMPLOYMENT AND LEARNING

### European Programmes

The Department is responsible for the administration of a number of European programmes including the EQUAL community initiative which is aimed at innovative projects to tackle inequalities in the workplace for those in employment and inequalities affecting those seeking employment.

**Programme:** NI Programme for Building Sustainable Prosperity  
Priority 2 Employment

**Address:** European Unit  
Adelaide House  
39-49 Adelaide Street  
Belfast  
BT2 8FD

**Telephone:** 028 9025 7649

**Programme:** Measures 1.3, 1.4, 1.5  
EU Programme for Peace & Reconciliation (Peace II)

**Address:** European Unit  
Adelaide House  
39-49 Adelaide Street  
Belfast  
BT2 8FD

**Telephone:** 028 9025 7657

### EQUAL Programme

European Unit  
Adelaide House  
39-49 Adelaide Street  
Belfast  
BT2 8FD

**Telephone:** 028 9025 7669

### Skills and Industry

**Programme:** Learndirect

**Aim:** Learndirect provide a wide range of flexible learning opportunities supported by the Department

**Address:** Lifelong Learning & Qualifications Branch  
3rd Floor  
61 Fountain Street  
Belfast BT1 5EB  
028 9044 1846

**Learndirect freephone:** 0800 100 900

Further information about European Programmes is available on the website [www.delni.gov.uk](http://www.delni.gov.uk)

**Programme:** **Jobskills Training (16-18 year olds)**  
**Modern Apprenticeships (16-25 year olds)**  
**Aim:** A comprehensive work preparation programme.  
**Contact:** Local JobCentre

**Programme:** **Management Development**  
**Aim:** Support for entry into management and support for existing managers

**Address:** **Management Development**  
2nd Floor  
61 Fountain Street  
Belfast BT1 5EB

**Telephone:** 028 9044 1791

### Higher Education and Student Support

Student Support Branch provides advice and guidance to students wishing to undertake undergraduate and postgraduate study. A number of awards are also available direct from DEL for students undertaking postgraduate study at Queens University and the University of Ulster. A smaller number of awards are also available direct from DEL for students who wish to study at John Hopkins University, Bologna Centre, the College of Europe, Bruges and the European Institute, Florence.

Student Support Branch also provides advice and guidance on Disabled Students' Allowances (DSAs). This allowance helps pay for additional costs students may incur in undertaking particular courses as a result of their disability. Access funds are also available to institutions to provide financial help to students whose access to further and higher education courses might be inhibited by financial considerations. In addition, part-time students on low income who are undertaking courses which are at least equivalent to 50% of a full-time course may be entitled to have their fees remitted.

For further information on student support please contact:

**Address:** Student Support Branch  
Adelaide House  
Adelaide Street  
Belfast BT2 8FD

**Telephone:** 028 9025 7728

## DEPARTMENT FOR EMPLOYMENT AND LEARNING

<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>Employment Rights</b></p> <p>2nd Floor Adelaide House Adelaide Street Belfast BT2 8FD</p> <p>028 9025 7545</p>				
<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>New Deal Finance/Funding</b></p> <p><b>New Deal Policy</b></p> <p>Adelaide House Adelaide Street Belfast BT2 8FD</p> <p>028 9025 7482</p>				
<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>Employment Programmes Branch</b></p> <p><b>Worktrack</b></p> <p><b>Residual ACE Issues</b></p> <p><b>Review of Provision for Unemployed Adults</b></p> <p>Gloucester House Chichester Street Belfast BT1 4RA</p> <p>028 9025 2222</p>				
<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>Disability Issues</b></p> <p><b>Disablement Advisory Service</b></p> <p><b>New Deal for Disabled People</b></p> <p><b>New Deal 50+</b></p> <p><b>Ulster Sheltered Employment Ltd</b></p> <p>Adelaide House Adelaide Street Belfast BT2 8FD</p> <p>028 9025 7480</p>				
<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>Industrial &amp; Fair Employment Tribunals/OITFET</b> <b>(Operation matters, appointments)</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Redundancy Payments Service</b></td> <td style="width: 50%;"><b>Labour Relations Agency Certification Officer</b></td> </tr> <tr> <td>Adelaide House Adelaide Street Belfast BT2 8FD</td> <td>2-8 Gordon Street Belfast BT1 2LG</td> </tr> </table> <p>028 9025 7479                      028 9032 1442</p>	<b>Redundancy Payments Service</b>	<b>Labour Relations Agency Certification Officer</b>	Adelaide House Adelaide Street Belfast BT2 8FD	2-8 Gordon Street Belfast BT1 2LG
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Adelaide House Adelaide Street Belfast BT2 8FD	2-8 Gordon Street Belfast BT1 2LG				
<p>Area of Responsibility:</p> <p>Contact:</p> <p>Telephone:</p>	<p><b>Employment Legislation and associated policy development</b></p> <p><b>Industrial Court</b></p> <p><b>Tribunals/OITFET Strategic Review</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Adelaide House Adelaide Street Belfast BT2 8FD</td> <td style="width: 50%;"><b>OITFET</b> Long Bridge House 20-24 Waring Street Belfast BT1 2EB</td> </tr> </table> <p>028 9025 7545                      028 9032 7666</p>	Adelaide House Adelaide Street Belfast BT2 8FD	<b>OITFET</b> Long Bridge House 20-24 Waring Street Belfast BT1 2EB		
Adelaide House Adelaide Street Belfast BT2 8FD	<b>OITFET</b> Long Bridge House 20-24 Waring Street Belfast BT1 2EB				



DEPARTMENT FOR EMPLOYMENT AND LEARNING

Area of Responsibility: **Employment Assessment Unit**  
Contact: Felden Training Centre  
Mill Road  
Newtownabbey  
BT36 7BJ  
Telephone: 028 9085 6461

Further information about the Department for Employment and Learning is available on the website [www.delni.gov.uk](http://www.delni.gov.uk)

DEPARTMENT FOR REGIONAL DEVELOPMENT

Strategic Planning; Transport Planning; Provision and Maintenance of Roads; Provision and Maintenance of Water and Sewerage Services; Rail and Bus Policy; Ports and Airports Policy; Infrastructure Funding; Central Public and Employer Liability Claims.

**Contact Address:** Department for Regional Development HQ

Clarence Court  
10-18 Adelaide Street  
Belfast BT1 2GB

**Telephone:** 028 9054 0540

**Textphone:** 028 9054 0642

**Particular services relevant to Victims:**

**Central Claims Unit (CCU)** is responsible for processing all public liability and Employers' Liability claims against the Department for Regional Development, DOE and those agencies, such as the Rate Collection Agency, which were in DOE but moved to other Departments on devolution.

**Contact Addresses:** Central Claims Unit

2nd Floor  
Middleton Building  
10 High Street  
Belfast BT1 2BA

**Telephone:** 028 9054 4300

**Central Claims Unit**

Londonderry Office  
Orchard House  
Foyle Street  
Londonderry BT48 6AT

028 7131 9900

**Blue/Orange Badge Scheme**

The scheme provides on-street parking concessions to people with severe walking difficulties, who travel either as drivers or passengers, registered blind people and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It enables people who are severely disabled or blind to be more mobile by allowing them to park close to their destination. Following the recent introduction of the Blue Badge scheme, orange badges will be steadily replaced over the next few years. For more information on the scheme:

**Contact address:** Disabled Persons Scheme

DRD Roads Service  
Western Division  
Castle Barracks  
Wellington Place  
Enniskillen BT74 7HN

**Telephone:** 028 6634 3700

**Textphone:** 028 6634 3749

**E-mail:** [disabledpersons@drdni.gov.uk](mailto:disabledpersons@drdni.gov.uk)

**Rural Transport**

The Department for Regional Development has provided funding from the Rural Transport Fund for the development of Rural Community Transport Partnerships across Northern Ireland to address local transport needs. Details of the Community Transport Partnership in your area are available from:

**Contact Address:** **Community Transport Association**

Graham House  
Knockbracken Healthcare Park  
Saintfield Road  
Belfast BT8 8BH

**Telephone:** 028 9040 3535  
**Community Transport**  
**Booking line:** 0845 650 1190  
**E-mail:** [cta@rtni.org](mailto:cta@rtni.org)  
**Website:** [www.rtfni.org](http://www.rtfni.org)

Further information about the Department for Regional Development is available on the website [www.drdni.gov.uk](http://www.drdni.gov.uk)

**DEPARTMENT FOR SOCIAL DEVELOPMENT**

Urban Development; Community Development; Voluntary Activity; Social Legislation; Social Security; Child Support; Central Adjudication Services; Independent Tribunal Service; Office of Social Fund Commissioner; Housing Policy; Northern Ireland Housing Executive; Housing Benefit Review Board; Rent Assessment Panel; Lagside Corporation; Lands Division.

**Voluntary Activity Development Branch**

Voluntary Activity Development Branch has responsibility for Government policy on volunteering and voluntary activity and for developing and managing funding programmes in these areas. These funding programmes are worth approximately £3 million per annum. The programmes are:

- The Community Volunteering Scheme, aimed primarily at people who are unemployed;
- The Volunteer Bureaux Initiative which funds a network of volunteer bureaux across Northern Ireland;
- The Active Community Initiative, which is attempting to increase the level and breadth of people involved in volunteering and community activity; and
- Funding to regional organisations (i.e. Northern Ireland Council for Voluntary Action, Volunteer Development Agency etc) who promote voluntary activity

**Contact Address:** **Voluntary Activity Development and Charities Branch**  
5th Floor  
Churchill House  
Victoria Square  
Belfast BT2 4BA

**Telephone:** 028 9056 9100

### Community Development Branch

Community Development Branch is responsible for promoting and developing policy on community development within government. It administers the District Councils' Community Services Programme and has lead responsibility for policy on advice and information services. It also provides grant aid to regional voluntary organisations in the advice services field and community work education. EU funding includes implementation of Measures on Community Sustainability and Advice and Information Services as part of Priority 3 in the Programme for Building Sustainable Prosperity.

**Contact Address:** **Community Development Branch**  
5th Floor  
Churchill House  
Victoria Square  
BELFAST BT1 4DS

**Telephone:** 028 9056 9310

### Warm Homes Scheme

The Department for Social Development provides funding for the Warm Homes Scheme for people who own or privately rent their homes and are in receipt of Minimum Income Guarantee (paid as Income Support), Housing Benefit, a Rate Rebate or Income Based Jobseekers Allowance **and** are aged 60 or over or who have children under 16 years of age. Grants are available to help with the costs of insulation, draughtproofing and energy advice and also oil or gas heating for those over 60 years of age.

**Contact Address:** **EAGA Partnership**  
Freepost BE2107  
Dungannon BT70 5BR

**Telephone:** 08 00 18 16 67  
08 00 072 01 56 (textphone)

Further information about the Department for Social Development and an A-Z Guide to public Services for Pensioners in Northern Ireland is available on the website [www.dsdni.gov.uk](http://www.dsdni.gov.uk)

## NORTHERN IRELAND HOUSING EXECUTIVE

The Housing Executive provides advice and assistance on housing matters and in particular offers re-housing, housing benefit, housing adaptation and renovation grant services.

<b>Contact Address:</b>	<b>NIHE Headquarters</b> The Housing Centre 2 Adelaide Street Belfast BT2 8PB	<b>Housing Advice Centre</b> 32-36 Great Victoria Street Belfast BT2 7BA
<b>Telephone:</b>	028 9024 0588	028 9031 7000
<b>E-mail:</b>		Belfasthac@nihe.gov.uk
<b>24-hour Textphone:</b>	0845 6504381	
<b>Emergency Repairs:</b>	028 9024 6111 )	<i>These are outside normal office hours numbers and strictly for emergency call out, not normal repairs</i>
<b>Emergency Repairs:</b> (West Area)	028 7126 2628 )	

The 37 District Offices across Northern Ireland are the main points of contact between the Housing Executive and the public. District Offices are listed below and on the website

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

<b>Address:</b>	<b>Belfast District 1</b> 9 Upper Queen Street Belfast BT1 6FB	<b>Belfast District 2</b> Laganview House 95 Ann Street Belfast BT1 3HF
<b>Telephone:</b>	028 9032 8282	028 9032 4558
<b>E-mail:</b>	<b>Belfastone@nihe.gov.uk</b>	<b>Belfasttwo@nihe.gov.uk</b>

<b>Address:</b>	<b>Belfast District 3</b> Murray House Murray Street Belfast BT1 6DN	<b>Belfast District 4</b> 10-16 Hill Street Belfast BT1 2LA
<b>Telephone:</b>	028 9032 3642	028 9023 7740
<b>E-mail:</b>	<b>Belfastthree@nihe.gov.uk</b>	<b>Belfastfour@nihe.gov.uk</b>

<b>Address:</b>	<b>Belfast District 5</b> 83-87 Shankill Road Belfast BT13 1FD	<b>Belfast District 6</b> Spencer House 71 Royal Avenue Belfast BT1 1FE
<b>Telephone:</b>	028 9032 9442	028 9032 6477
<b>E-mail:</b>	<b>Belfastfive@nihe.gov.uk</b>	<b>Belfastsix@nihe.gov.uk</b>

<b>Address:</b>	<b>Belfast District 7</b> Law Society House 90-106 Victoria Street Belfast BT1 3GN
<b>Telephone:</b>	028 9024 8312
<b>E-mail:</b>	<b>Michael.mckay@nihe.gov.uk</b>

**NORTHERN IRELAND HOUSING EXECUTIVE**

**Address:** **Belfast Private Sector**  
Housing Benefit Office  
12 Keylands Place  
Belfast

**E-Mail:** **Belfasthb@nihe.gov.uk**

<b>Telephone:</b>	<b>North Belfast</b> 028 9072 7020	<b>South Belfast</b> 028 9072 7040
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<b>Telephone:</b>	<b>East Belfast</b> 028 9072 7030	<b>West Belfast</b> 028 9072 7010
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**Address:** **Ballymoney**  
50-54 Main Street  
Ballymoney  
BT53 6AL

**Telephone:** 028 2766 3442

**E-Mail:** **ballymoney@nihe.gov.uk**

**Ballycastle**  
Fleming House  
Coleraine Road  
Ballycastle  
BT54 6EY

**Telephone:** 028 2076 2014

**E-Mail:** **ballycastle@nihe.gov.uk**

**Address:** **Coleraine**  
19 Abbey Street  
Coleraine  
BT52 1DU

**Telephone:** 028 7035 8111

**E-Mail:** **colerainedistrict@nihe.gov.uk**

**Larne**  
5 Main Street  
Larne  
BT40 1JQ

**Telephone:** 028 2827 4426

**E-Mail:** **larne@nihe.gov.uk**

**Address:** **Ballymena**  
Twickenham House  
Mount Street  
Ballymena  
BT43 6BP

**Telephone:** 028 2564 4211

**E-Mail:** **ballymenadistrict@nihe.gov.uk**

**Antrim**  
48 High Street  
Antrim  
BT41 4AN

**Telephone:** 028 9442 8142

**E-Mail:** **antrim@nihe.gov.uk**

**Address:** **Newtownabbey 1**  
Rantalard House  
Rathcoole Drive  
Rathcoole  
Newtownabbey  
BT37 9AG

**Telephone:** 028 9036 5911

**E-Mail:** **newtownabbey1@nihe.gov.uk**

**Newtownabbey 2**  
2 Ballyearl Drive  
New Mossley  
Newtownabbey  
BT36 5XJ

**Telephone:** 028 9084 3711

**E-Mail:** **newtownabbey2@nihe.gov.uk**

**Address:** **Carrickfergus**  
19 High Street  
Carrickfergus  
BT38 7AN

**Telephone:** 028 9335 1115

**E-Mail:** **carrick@nihe.gov.uk**

**Londonderry Waterloo Place**  
Ulster Bank Building  
Waterloo Place  
Londonderry  
BT48 6BS

**Telephone:** 028 7126 6227

**E-Mail:** **waterlooplace@nihe.gov.uk**

## NORTHERN IRELAND HOUSING EXECUTIVE

<b>Address:</b>	<b>Londonderry</b> Waterside 2 Glendermott Road Waterside Londonderry BT47 1AU	<b>Londonderry</b> Collon Terrace 14 Collon Terrace Londonderry BT48 7QP
<b>Telephone:</b>	028 7131 1490	028 7137 3683
<b>E-Mail:</b>	<a href="mailto:waterside@nihe.gov.uk">waterside@nihe.gov.uk</a>	<a href="mailto:collonterrace@nihe.gov.uk">collonterrace@nihe.gov.uk</a>
<b>Address:</b>	<b>Limavady</b> 33 Catherine Street Limavady BT49 9DA	<b>Magherafelt</b> 3 Ballyronan Road Magherafelt BT45 6BP
<b>Telephone:</b>	028 7776 2711	028 7963 1121
<b>E-Mail:</b>	<a href="mailto:limavady@nihe.gov.uk">limavady@nihe.gov.uk</a>	<a href="mailto:magherafelt@nihe.gov.uk">magherafelt@nihe.gov.uk</a>
<b>Address:</b>	<b>Strabane</b> PO Box 11 48 Railway Road Strabane BT82 8EH	<b>Cookstown</b> 15 Morgan's Hill Road Cookstown BT80 8HA
<b>Telephone:</b>	028 7138 2637	028 8676 2004
<b>E-Mail:</b>	<a href="mailto:strabane@nihe.gov.uk">strabane@nihe.gov.uk</a>	<a href="mailto:cookstown@nihe.gov.uk">cookstown@nihe.gov.uk</a>
<b>Address:</b>	<b>Omagh Riverston House</b> 7 Holmview Terrace Omagh BT79 0AH	<b>Downpatrick</b> 51 John Street Downpatrick BT30 6HS
<b>Telephone:</b>	028 8224 7701	028 4461 3551
<b>E-Mail:</b>	<a href="mailto:omaghdistrict@nihe.gov.uk">omaghdistrict@nihe.gov.uk</a>	<a href="mailto:downpatrick@nihe.gov.uk">downpatrick@nihe.gov.uk</a>
<b>Address:</b>	<b>Lisburn</b> <b>Antrim Street</b> 29 Antrim Street Lisburn BT28 1AU	<b>Lisburn</b> <b>Dairy Farm</b> Dairy Farm Centre Stewartstown Road Belfast BT17 0SB
<b>Telephone:</b>	028 9266 5811	028 9061 1199
<b>E-Mail:</b>	<a href="mailto:lisburndistrict@nihe.gov.uk">lisburndistrict@nihe.gov.uk</a>	<a href="mailto:dairyfarm@nihe.gov.uk">dairyfarm@nihe.gov.uk</a>
<b>Address:</b>	<b>Bangor</b> 2 Alfred Street Bangor BT20 5DH	<b>Newtownards</b> 2-32 Frederick Street Newtownards BT23 4LR
<b>Telephone:</b>	028 9127 0761	028 9181 6979
<b>E-Mail:</b>	<a href="mailto:bangor@nihe.gov.uk">bangor@nihe.gov.uk</a>	<a href="mailto:newtownardsdistrict@nihe.gov.uk">newtownardsdistrict@nihe.gov.uk</a>



## NORTHERN IRELAND HOUSING EXECUTIVE

<b>Address:</b>	<b>Castlereagh</b> 30 Church Road Dundonald BT16 0LN	<b>Brownlow/Lurgan Maintenance and Housing</b> 16 Legahory Centre Craigavon BT65 5BE
<b>Telephone:</b>	028 9048 5237	028 3834 4631
<b>E-Mail:</b>	<a href="mailto:castlereagh@nihe.gov.uk">castlereagh@nihe.gov.uk</a>	<a href="mailto:lurganbrownlow@nihe.gov.uk">lurganbrownlow@nihe.gov.uk</a>
<b>Address:</b>	<b>Brownlow/Lurgan Housing Benefit Rent Accounting House Sales</b> 122 Hill Street Lurgan BT66 6BH	<b>Portadown</b> 41 Thomas Street Portadown BT62 3AF
<b>Telephone:</b>	028 3832 6417	028 3836 1895
<b>E-Mail:</b>	<a href="mailto:lurganbrownlow@nihe.gov.uk">lurganbrownlow@nihe.gov.uk</a>	<a href="mailto:portadown@nihe.gov.uk">portadown@nihe.gov.uk</a>
<b>Address:</b>	<b>Armagh</b> 48 Dobbin Street Armagh BT61 7BR	<b>Newry</b> 35-45 Boat Street Newry BT34 2DB
<b>Telephone:</b>	028 3752 3379	028 3026 7331
<b>E-Mail:</b>	<a href="mailto:armagh@nihe.gov.uk">armagh@nihe.gov.uk</a>	<a href="mailto:newrydistrict@nihe.gov.uk">newrydistrict@nihe.gov.uk</a>
<b>Address:</b>	<b>Fermanagh</b> Riverview House Head Street Enniskillen BT74 7DA	<b>Banbridge</b> 56 Bridge Street Banbridge BT32 3JL
<b>Telephone:</b>	028 6632 5770	028 4066 2721
<b>E-Mail:</b>	<a href="mailto:fermanaghdistrict@nihe.gov.uk">fermanaghdistrict@nihe.gov.uk</a>	<a href="mailto:banbridge@nihe.gov.uk">banbridge@nihe.gov.uk</a>
<b>Address:</b>	<b>Dungannon</b> Ballygawley Road Dungannon BT70 1AT	
<b>Telephone:</b>	028 8722 3000	
<b>E-Mail:</b>	<a href="mailto:banbridge@nihe.gov.uk">banbridge@nihe.gov.uk</a>	

For enquiries about **homeless services, re-housing, transfers/exchanges, maintenance and repairs, housing benefit, and housing adaptations** please contact the local Housing Executive District Office.

## NORTHERN IRELAND HOUSING EXECUTIVE

### Homeless – Out of Hours Telephone Referral Service

**Inner Belfast, Greater Belfast, North, Mid and East Down areas**

Telephone: 028 9056 5444

**Newry and Mourne**

Telephone: 028 3083 5000

**Armagh/Dungannon**

Telephone: 028 3752 2381

**Banbridge/Craigavon**

Telephone: 028 3833 4444

**Fermanagh**

Telephone: 028 6632 4711

**Magherafelt/Cookstown**

Telephone: 028 9446 8833

**Omagh**

Telephone: 028 8224 5211

**Londonderry/Limavady/Strabane**

Telephone: 028 7134 5171

**Antrim**

Telephone: 028 9446 8833

For enquiries about **renovation, Disabled Facilities and other grant services** please contact the local Housing Executive Grants Offices at the addresses below:

**Address: Belfast**

32-36 Great Victoria Street  
Belfast BT2 7BA

Telephone: 028 9023 1864

**Down, Lisburn**

4-6 Graham Gardens  
Lisburn BT28 1XE

028 9266 6736

**Address: Antrim, Ballymena, Moyle, Coleraine, Ballymoney**

Twickenham House  
Mount Street  
Ballymena BT43 6BP

Telephone: 028 2565 3399

**Carrickfergus, Larne, Newtownabbey**

141 Mill Road  
Ballyclare BT39 9DZ

028 9335 2849

**Address: Derry, Strabane, Limavady, Magherafelt**

Richmond Chambers  
The Diamond  
Londonderry BT48 6QP

Telephone: 028 7137 2000

**Cookstown, Omagh, Dungannaon**

McAllister House  
Woodside Avenue  
Mountjoy Road  
Omagh BT79 7BP

028 8224 9426

## NORTHERN IRELAND HOUSING EXECUTIVE

<b>Address:</b>	<b>Fermanagh</b> Riverview House Head Street Enniskillen BT74 7DB	<b>Ards, Castlereagh</b> Strangford House 28 Court Street Newtownards BT23 3NX
<b>Telephone:</b>	028 6634 2148	028 9182 2494
<b>Address:</b>	<b>Armagh, Craigavon</b> Marlborough House Central Way Craigavon BT64 1AJ	
<b>Telephone:</b>	028 3834 1188	
<b>Address:</b>	<b>Houses in Multiple Occupation Unit Northern Ireland East</b> 32-36 Great Victoria Street Belfast BT2 7BA	<b>Houses in Multiple Occupation Unit Northern Ireland West</b> 19 Abbey Street Coleraine BT52 1DU
<b>Telephone:</b>	028 9031 7000	028 7035 8111

Further information on the services provided by the Housing Executive, the areas covered by local Housing Executive District Offices and a list of Housing associations in Northern Ireland is available on the website [www.nihe.gov.uk](http://www.nihe.gov.uk)

## SOCIAL SECURITY AGENCY

Administration of the following benefits:

Attendance Allowance	Minimum Income Guarantee
Child Benefit	Old Person's Pension
Disability Living Allowance	Pensioners Lump Sum Payment
Guardians Allowance	Retirement Pension
Income Support	Severe Disablement Allowance
Industrial Injuries Scheme	Sickness Benefit
Invalid Care Allowance	Social Fund Payments, Grants and Loans
Incapacity Benefit	Widows Benefits
Jobseekers Allowance	Workman's Compensation Supplement
Maternity Allowance	

### The Benefit Enquiry Line

A **confidential** freephone telephone service is available for people with disabilities and their carers enquiring about Disability Living Allowance (DLA), Attendance Allowance (AA) and Invalid Care Allowance (ICA) on **0800 22 06 74**.

People with speech or hearing problems using a textphone can dial **0800 24 37 87**

The following benefits are dealt with centrally. You can contact the addresses and telephone numbers below about these benefits or call at the Benefit Shop, your local Social Security Office or Community Benefit Office.

**Attendance Allowance, Disability Living Allowance, Incapacity Benefit, Severe Disablement Allowance, Maternity Allowance, Industrial Injuries, Invalid Care Allowance**

**Contact Address:** Castle Court  
Royal Avenue  
Belfast BT1 1SD

**Telephone:** 028 9033 6000

## SOCIAL SECURITY AGENCY

### Pensions Service

Telephone: 0808 100 2658  
Textphone: 0808 100 2198

### Working Families and Disabled Person's Tax Credit

#### Tax Credit Office Helpline

Telephone: 0845 609 7000

#### Textphone for hearing impaired

Telephone: 0845 607 6078  
(7.30-18.30 Mon-Fri)

Application packs available from Inland Revenue Enquiry Centres, Social Security Offices and Job Centres

**Information and advice on which benefits to claim and assistance with form filling** is available through the Benefit Shop, local Social Security Offices and Community Benefit Offices listed.

**Address: The Benefit Shop**

Castle Court  
Royal Avenue  
Belfast BT1 1DF

Telephone: 028 9033 6000  
Fax: 028 9033 6252

### Community Benefit Offices

**Address: Ballyclare**  
(9.30am-12.30pm)  
29 Hillhead Road  
Ballyclare  
BT39 9DS

Telephone: 028 9335 2822  
Fax: 028 9334 9762

**Crossmaglen**  
(9.00am-3.30pm)  
Rathkeeland House  
1 Castleblaney Road  
Crossmaglen  
BT35 9AT  
028 3086 8589 (9.30-5.00pm)  
028 3086 8591

**Address: Northside**  
(9.00am-3.30pm)  
Community House  
Northside Village  
Shantallow  
BT48 8NN

Telephone: 028 7135 2066 (9.00am-5.00pm)  
Fax: 028 7135 4436  
Minicom: 028 7135 8757

## SOCIAL SECURITY AGENCY

### Social Security Offices

Offices are open from 9.00am to 4.30pm and telephone lines are available from 9.00am to 5.00pm.

<b>Address:</b>	<b>Andersonstown</b> 35-37 Slieveban Drive Belfast BT11 8HL	<b>Antrim</b> Castle Street Antrim BT41 4JD
<b>Telephone:</b>	028 9054 2700	028 9442 6500
<b>Fax:</b>	028 9054 2626	028 9442 6555
<b>Address:</b>	<b>Armagh</b> Alexander Road Armagh BT61 7JH	<b>Ballymena</b> Twickenham House 59-71 Mount Street Ballymena BT43 6BT
<b>Telephone:</b>	028 3752 9777	028 2566 2700
<b>Fax:</b>	028 3752 9726	028 2566 2777
<b>Address:</b>	<b>Ballymoney</b> John Street Ballymoney BT53 6DT	<b>Ballynahinch</b> 18 Crossgar Road Ballynahinch BT24 8XP
<b>Telephone:</b>	028 2766 0100	028 9756 0500
<b>Fax:</b>	028 2766 0147	028 9756 0555
<b>Address:</b>	<b>Banbridge</b> Castlewellan Road Banbridge BT32 4AZ	<b>Bangor</b> 110 Hamilton Road Bangor BT20 4LS
<b>Telephone:</b>	028 4062 0800	028 9127 9500
<b>Fax:</b>	028 4062 0888	028 9127 9095
<b>Address:</b>	<b>Carrickfergus</b> Davy's Street Carrickfergus BT38 8DJ	<b>Coleraine</b> Artillery Road Coleraine BT52 2AA
<b>Telephone:</b>	028 9335 1811	028 7034 1000
<b>Fax:</b>	028 9335 6940	028 7034 1126
<b>Address:</b>	<b>Cookstown</b> 38-40 Fairhill Road Cookstown BT80 8AG	<b>Corporation Street</b> 24-42 Corporation Street Belfast BT1 3DR
<b>Telephone:</b>	028 8676 8000	028 9025 1411
<b>Fax:</b>	028 8676 8001	028 9054 3316
<b>Address:</b>	<b>Downpatrick</b> 9-11 Mount Crescent Downpatrick BT30 6AU	<b>Dungannon</b> Thomas Street Dungannon BT70 1EN
<b>Telephone:</b>	028 4461 1300	028 8775 4754
<b>Fax:</b>	028 4461 1333	028 8775 4862

## SOCIAL SECURITY AGENCY

<b>Address:</b>	<b>Enniskillen</b> Queen Elizabeth Road Enniskillen BT74 7JD	<b>Falls Road</b> 19 Falls Road Belfast BT12 4PH
<b>Telephone:</b>	028 6634 3333	028 9054 2800
<b>Fax:</b>	028 6634 3211	028 9054 2750
<b>Address:</b>	<b>Foyle</b> Asylum Road Londonderry BT48 7EA	<b>Hollywood Road</b> 106 -108 Hollywood Road Belfast BT4 1JU
<b>Telephone:</b>	028 7131 9500	028 9052 8900
<b>Fax:</b>	028 7131 9573	028 9052 8950
<b>Address:</b>	<b>Kilkeel</b> Newry Street Upper Kilkeel BT34 4DR	<b>Knockbreda</b> Upper Knockbreda Road Belfast BT8 6SU
<b>Telephone:</b>	028 4176 1400	028 9054 5600
<b>Fax:</b>	028 4176 1422	028 9054 5620
<b>Address:</b>	<b>Larne</b> Crown Buildings 59 Pound Street Larne BT40 1SB	<b>Limavady</b> 9 Connell Street Limavady BT49 0DU
<b>Telephone:</b>	028 2826 3200	028 7776 0500
<b>Fax:</b>	028 2826 3211	028 7776 0555
<b>Address:</b>	<b>Lisburn</b> 71 Bow Street Lisburn BT28 1BB	<b>Lisnagelvin</b> 2 Crescent Road Lisnagelvin Londonderry BT47 2NJ
<b>Telephone:</b>	028 9262 3333	028 7131 9300
<b>Fax:</b>	028 9262 3466	028 7131 9407
<b>Address:</b>	<b>Lurgan</b> Alexandra Crescent Lurgan BT66 6BD	<b>Magherafelt</b> 31 Station Road Magherafelt BT45 5DJ
<b>Telephone:</b>	028 3831 5600	028 7930 2000
<b>Fax:</b>	028 3831 5666	028 7930 2001
<b>Address:</b>	<b>Newcastle</b> 31 Valentia Place Newcastle BT33 0EJ	<b>Newry</b> 28 Canal Street Newry BT35 6JF
<b>Telephone:</b>	028 4372 1600	028 3026 5522
<b>Fax:</b>	028 4372 1610	028 3025 3076
<b>Address:</b>	<b>Newtownabbey</b> 39 Church Road Newtownabbey BT36 7LB	<b>Newtownards</b> East Street Newtownards BT23 3EL
<b>Telephone:</b>	028 9025 0888	028 9181 2581
<b>Fax:</b>	028 9025 8300	028 9052 8723

**Address:** **Omagh**  
7 Mountjoy Road  
Omagh BT79 7BB

**Telephone:** 028 8225 4222

**Fax:** 028 8255 4333

**Portadown**  
Jervis Street  
Portadown BT62 3AD

028 3839 7200

028 3839 7222

**Address:** **Shaftesbury Square**  
Conor Building  
107-111 Great Victoria Street  
Belfast BT2 7AG

**Telephone:** 028 9054 5500

**Fax:** 028 9054 5511

**Shankill**  
15-25 Snugville Street  
Belfast BT13 1NB

028 9025 1456

028 9054 3500

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

**Telephone:** 028 7138 1000

**Fax:** 028 7138 1033

Further information about the Social Security Agency and the services it provides is available on the website [www.ssani.gov.uk](http://www.ssani.gov.uk)



## NORTHERN IRELAND OFFICE

The **Victims Liaison Unit** in the Northern Ireland Office (NIO) is responsible for the provision of core funding to victims' support groups; management and provision of grant aid to the Northern Ireland Memorial Fund; prioritisation and allocation of central Government funding for victims; development and implementation of Government policy for victims' issues; and ensuring that victims' issues which fall within the excepted and reserved fields in Northern Ireland, in areas such as compensation, criminal justice, security and 'the disappeared', are addressed.

**Contact Address:** Room 123  
Stormont House Annexe  
Belfast BT4 3SH

**Telephone:** 028 9052 7902  
**E-mail:** [victimsliaison.nio@nics.gov.uk](mailto:victimsliaison.nio@nics.gov.uk)

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

## NORTHERN IRELAND COURT SERVICE

The N.I. Court Service is a department of the Secretary of State for Constitutional Affairs. For information on the business of the Supreme Court, County Courts, Magistrates' Courts, Coroners' Courts and legal aid –

**Contact Address:** **Northern Ireland Court Service Information Centre**  
Windsor House  
9-15 Bedford Street  
Belfast BT2 7LT

**Telephone:** 028 9032 8594  
**E-mail:** [informationcentre@courtsni.gov.uk](mailto:informationcentre@courtsni.gov.uk)

## THE NORTHERN IRELAND MEMORIAL FUND

The Northern Ireland Memorial Fund (NIMF) is an independent charity that provides help and support to those who have suffered as a result of the 'Troubles' in Northern Ireland in a practical and meaningful way.

The Fund currently has six schemes in operation: The Small Grants Scheme, Short Break Scheme, Chronic Pain Management, Amputee Assessment Scheme, Wheelchair Assessment Scheme and an Education and Training Scheme.

**Contact Addresses:**

**Head Office**

Room 125  
Stormont House Annexe  
Stormont Estate  
Belfast BT4 3ST

**Grants Office**

1st Floor  
Albany House  
73-75 Great Victoria Street  
Belfast BT2 7AF

**Telephone:** 028 9052 7939

**E-mail:** [nimf@nics.gov.uk](mailto:nimf@nics.gov.uk)

028 9024 5965/5949

[nimfgao@belfast.org.uk](mailto:nimfgao@belfast.org.uk)

## EUROPEAN FUNDING

For general enquiries concerning the EU Programme for Peace and Reconciliation (Peace II)

**Contact Address:** **The Special European Union Programmes Body**  
6 Cromac Place  
Ormeau Road  
Belfast BT7 2JB

**Telephone:** 028 9026 6660

**Freephone:** 0800 0273872

For enquiries concerning applications for grants contact the relevant Implementing Body. Details of these and on-line application forms are available on the website [www.eugrants.org](http://www.eugrants.org)

The Implementing Body for the Integration and Reconciliation of Victims Measure of Peace II is a consortium led by:

**Contact Address:** **The Northern Ireland Voluntary Trust**  
Community House  
Citylink Business Park  
6a Albert Street  
Belfast  
BT12 4HQ

**Telephone:** 028 9024 5927

## CIVIC FORUM

The Civic Forum acts as a consultative mechanism on social economic and cultural issues. There are two victims' representatives on the Civic Forum who can be contacted via the Civic Forum Secretariat.

**Contact Address:** The Civic Forum Secretariat  
The Arches Centre  
11-13 Bloomfield Avenue  
Belfast BT5 5HD

**Telephone:** 028 9052 8841  
**E-mail:** [secretariat@civicforum-ni.org](mailto:secretariat@civicforum-ni.org)  
**Website:** [www.civicforum-ni.org](http://www.civicforum-ni.org)

civic forum





If you would like additional copies of this Key Contact List  
please contact:

The Victims Unit  
Office of the First Minister and Deputy First Minister  
Block A.5  
Castle Buildings  
BELFAST  
BT4 3SR

Freephone: 080 8127 3333 Textphone: 028 9052 2343

e-mail: [info@victimsni.gov.uk](mailto:info@victimsni.gov.uk)

The Key Contact List and other information are also available on  
the Victims Unit website: [www.victimsni.gov.uk](http://www.victimsni.gov.uk)

If you need any of the enclosed documents in an alternative  
format please contact us by one of the methods above.

*September 2003*