

# The Fermanagh Early Intervention Family Support Hub

In association with Action for Children and Children and Young People's Strategic Partnership



HOW

**ACTION FOR  
CHILDREN**  
WORKS



Western Health  
and Social Care Trust

**CYPSP**  
Children & Young People's Strategic Partnership



# The Fermanagh Early Intervention Family Support Hub

The Fermanagh Early Intervention Family Support Hub is a multi agency network of organisations providing early intervention services to families.

## What is a Family Support Hub?

The Fermanagh Early Intervention Family Support Hub is a signposting service. It is a multi agency network of organisations that either provide early intervention services or work with families who need early intervention services.

## What does Early Intervention mean?

Early Intervention refers to intervention (support) 'early in the life of a child' or 'early in the life of a problem'.

## The aim of the Hub

The aim of the Hub is to ensure that families in need of support can choose the right help from the right service at the right time.

## How we do it?

Hubs signpost professionals and families to the services they need. The Hubs look at the needs of the family and work to match the family needs to the best possible services that can help.

Families & Professionals will receive the option of having their referrals anonymised and discussed at Hub Quorums that occur once a month where Hub partners will be present. The Hub coordinator will provide recommendations about the service(s) which is best suited to meet the needs of a family. Please see the list of our Hub Partners in our Hub booklet.

This can be a service provided by a core member of the Hub or an organisation closely associated with the Hub.

The Hub uses FSNi website [www.familysupportni.gov.uk](http://www.familysupportni.gov.uk) to help find appropriate LOCAL Family Support Services. This website provides details of statutory, community and voluntary services and is a useful information resource for front line staff, parents and young people looking for family support. This database can be accessed in a variety of languages.

In addition the Hub also works very closely with Priscilla Magee, Fermanagh Locality Planning Co-ordinator.

### What are Locality Planning Groups?

Locality Planning Groups are partnerships between statutory, voluntary and community organisations that are working with and for children young people and families at a local geography; such as District Council areas.

Locality Planning Groups are a Partnership of front line leaders and staff across all sectors from the local neighbourhood / locality. Their work focuses on early intervention, building preventative places and improving outcomes for children and young people.

The Fermanagh and Omagh Locality Planning Groups reports to the Western Area Outcomes Group by sharing information, knowledge base and expertise about the local area and identifying opportunities to improve outcomes for children and young people by working better together.

Members of each Locality Planning Group understand the issues for children and young people in their locality by using the CYPSP data sets, organisational data and input from children young people, and their families and linking closely with local Family Support Hubs.

Fermanagh and Omagh Locality Development Officer: Priscilla Magee

Tel: 028 6634 4082, Ext 267472

Email: [priscilla.magee@westerntrust.hscni.net](mailto:priscilla.magee@westerntrust.hscni.net)





## The Hub Organisations

Action for Children	7
Adult ADHD NI	8
The ARC Healthy Living Centre	9
Brain Injury Matters	11
Breakthru	12
CAMHS	13
Community Family Support Programme	14
Devenish Partnership Forum	16
Education Authority	
• Educational Psychology Service	17
• The Education Welfare Service	19
• The Youth Service	20
Fermanagh Women's Aid	21
F.I.N.D. Centre	23
Home-Start Lakeland	24
Men's Action Network - MAN	26
Mencap	28
Mindwise	30
New Horizon - Action Mental Health	31
Oak Healthy Living Centre	33
NI Commissioner for Children & Young People	35
Parenting NI	37
Positive Futures	38
PSNI	40
Sense	41
Start 360	42
Support 2gether	43
Tiny Life	44
Western Health & Social Care Trust	
• Autism Spectrum Disorder Service	46
• Children's Disability Service	48
• Erne Family Centre	50
• Gateway	52
• RISE NI	54
• Sensory Support	54
Other Useful Information	58

## How Can I get Help?

Self referrals can be made by parents.

If you feel you would like our support, you can contact us directly and we will arrange to discuss how you can be signposted to a service that best meets the needs of your family. You can also talk to someone on the list below to contact us on your behalf.

Professionals from a range of agencies, including those listed below, can also make referrals:

- Health Visitor
- Community Paediatrics
- School
- Education Welfare Officer
- Educational Psychologist
- Social Services Gateway Team
- CAMHS
- Youth Justice
- Occupational Therapist
- GP
- PSNI
- Speech & Language Therapist
- Paediatrician
- Hub Partner Organisations



# Action for Children

HOW  
**ACTION FOR  
CHILDREN**  
WORKS

## Early Intervention Family Support Service

Works across Fermanagh offering support to families. We aim to help children and their families deal with difficulties/problems and work together at an early stage to explore solutions and prevent long term problems.

## Family Group Conferencing

A Family Group Conference is a meeting where family members, relatives and friends get together to discuss problems or issues and make a plan to help and support one another in the future.

It is a different way of dealing with family difficulties – as families know one another best, it is a way for them to take responsibility for planning for their children.

Family Group conferencing allows families to take responsibility for making good, safe decisions about their children.

## Sperrin and Lakeland Floating Support Service

Works across Fermanagh offering support to young people aged 16-25 where there is a risk of family breakdown, risk of homelessness or actual homelessness.

We also support young people aged 18-21 leaving care.

We provide support and mediation to families, we provide independent living skills to young people as well as advocacy, practical support, benefit support and signposting.

We provide a 24 hour on-call service for young people, parents/carers and landlords.

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

## Contact Details

14 Darling Street,  
Enniskillen,  
Co. Fermanagh  
BT74 7EW

Telephone:  
028 6632 4181

Facebook:  
Action for Children

Twitter:  
@Actn4childrenNI



Adult ADHD NI

#### Contact Details

Emma or Niall

56 Enniskillen  
Business Centre,  
21 Lackaghboy  
Road, Enniskillen  
BT74 4RL

Telephone:  
028 6632 2077

## Adult ADHD NI

Adult ADHD NI is an organisation offering support to parents and family members of children and adults affected by ADHD throughout Northern Ireland. Our purpose is to create awareness of ADHD, provide support and information to families and those directly affected by the condition.

We offer one to one support for parents and family members directly affected by ADHD . We deliver training and information sessions to parenting groups, educational providers and health professionals.

We have monthly support groups in various locations throughout Northern Ireland. These offer peer support and an opportunity to meet other people who may be experiencing similar issues and reduce the anxiety that can be associated with ADHD.

#### Support groups:

Enniskillen on the first Thursday of the month in the Aisling Centre from 7.00pm until 8.30pm.

Activity programmes based on stress reduction techniques and reducing social isolation and anxiety.

**Supporting people with a hidden disorder to achieve their full potential.**

#### Email:

[niaadhd@gmail.com](mailto:niaadhd@gmail.com)

#### Website:

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

You can contact us on Facebook or Twitter.



# The ARC Healthy Living Centre

## CORE PROGRAMMES

Cherish Sure Start works with parents and children to promote the physical, social, and emotional development of pre-school children – particularly those who are disadvantaged – to ensure that they are ready to thrive when they go to school. This is done by providing better health, childcare, play and educational programmes from the earliest possible moment. A multi-disciplinary approach has been established with the Sure Start team consisting of staff specialising in play, health, family support, dietetics, speech & language and early education.

- SOLACE – Supportive Opportunities for Living with Addiction in a Community Environment.
- ACTIVE ALLSORTS Childcare Centre, self-financing and linking with SURESTART in pre-school provision, registered by Western Health and Social Care Trust
- SSAVI – Shared Services Added Value Initiative, supporting the sustainability of Non Profit Childcare Providers.
- Community Forums. Irvinestown Community Partnership, the Quarterly Round table consultation between FDC, DOE, PSNI, NIHE and the local community.
- ACCESS ARC Child Contact emotional Support Service, establishment of Child Contact Service for Fermanagh.

## CoH-Sync

Funded by Interrag, CoH-Sync is a new cross-border area intervention to support positive health & well-being and prevention of ill health. CoH-Sync is short for 'Community Health Synchronisation' and this project aims to have a positive impact on the health and well-being of individuals and communities.

### Your Next Step. You Decide!

- Contact a Community Health & Well-Being Hub in your community OR chat with your health professional for more information or referral.



## Contact Details

The Arc Living Centre,  
122 Sallyswood  
Irvinestown,  
Co Fermanagh,  
BT94 1HQ

Telephone:  
028 6862 8741

- Start your health journey with us.  
Enniskillen/West Fermanagh: The ARC Healthy Living Centre  
02868628741

A project supported by the European Unions INTERREG VA programme, managed by the Special EU Programme Body.

### Do you have children age 0-2?

Are you from the following areas:

- Kilmacormick 1
- Cornagrade
- Rossorry church Road
- Windmill Heights
- Galliagh Park
- Whaley Terrace
- The Brooke e.g. Featherbed Glade, Willoughby place
- Town Centre

We have a programme for you.....

Personal development/crèche places

Home visits/ nurturing tips/family support & Family days out.

If you or anyone you think would benefit from this wonderful programme, please contact Anne on:

02868628741/ 07760886920 [anne.taggart@archlc.com](mailto:anne.taggart@archlc.com)

Supported and funded by Devenish Partnership and Department of Communities.

In addition, the centre acts as a conduit for the delivery of additional services into the area, i.e. Relate, Carers Support, and CPN services are delivered from the ARC.

Areas covered: Irvinestown, Lisnarick, Kesh, Ederney, Lack, Ballinamallard, Trillick, Devenish, Roslea & Newtownbutler.

**Website:** [www.archlc.com](http://www.archlc.com)    **Follow us on Twitter:** @ARCHLCLTD1

# Brain Injury Matters

Do you have or know someone else who has a child with an acquired brain injury (ABI)? If so then the Family First Service may be able to offer support. The Family First Service offers a specialist programme designed to empower families, across the whole of Northern Ireland, to support the recovery of children aged 0-12 years old who have sustained an acquired brain injury.

Our family practitioners come from a range of professional backgrounds and work with the whole family unit to enable both the family and the child better manage the impact of ABI in daily life.

ABI refers to any brain injury acquired after birth, this can include children who are experiencing repercussions of illnesses such as meningitis, encephalitis, brain tumours and or a traumatic event directly resulting in acquired brain injury.

## Who can apply?

Anyone can make a referral, whether you are a family member, social worker, GP, counsellor or teacher. The child with ABI must be age 12 or younger but families can come in any shape or form and involve any number of people.

## What happens once a referral is made?

A member of the Family First Service will contact the family and find out a suitable time to meet. We will find out more about the challenges being faced and discuss support we could offer.

## How do I apply?

You can find a referral form in both the Referral and Children Services sections of our website ([www.braininjurymatters.org.uk](http://www.braininjurymatters.org.uk)) or you can call our team for further information on 028 9070 5125. Alternatively you can email us at [info@braininjurymatters.org.uk](mailto:info@braininjurymatters.org.uk)

[www.facebook.com/BrainInjuryMatters](https://www.facebook.com/BrainInjuryMatters)  
[www.twitter.com/braininjmatters](https://www.twitter.com/braininjmatters)



**BRAIN  
INJURY  
MATTERS™**

In partnership with  
The Department of  
Psychological Services,  
Belfast Health and  
Social Care Trust

## Contact Details

Brain Injury Matters  
Unit 5c  
Stirling House  
Castlereagh  
Business Park  
Castlereagh Road  
Belfast  
BT5 6BQ

Telephone:  
028 9070 5125



**INVESTORS  
IN PEOPLE**

### Drug Intervention and Community Education 2 (DICE2) Project

Our DICE 2 project works with vulnerable young people aged 10-21 who have been affected by hidden harm. Hidden harm is the term used to describe the impact of parental substance misuse on a child. This includes drugs and alcohol. We provide individual support to the young person to help them to come to terms with their troubles and help to develop their self-esteem and resilience.

We can work with the young people in small groups as research has shown that groups provide the young people with commonality and peer support as well as provide fun activities to help them destress from the problems in their lives. We also provide hidden harm awareness sessions in schools and professional support and training for people who work with affected children.

#### Contact Details

Breakthru  
18 Killymeal Road,  
Dungannon  
BT71 6LJ

Telephone:  
02887753228

Michaela O'Kane  
(DICE Project  
Worker)  
07769261533  
Michaela@  
breakthru.co.uk



# CAMHS - Child and Adolescent Mental Health Services



## Primary Mental Health Service

- Supporting and strengthening Step 1 and 2 CAMHS provision through the building of capability within community and primary care staff (Health, Social Care, Education, Youth Justice and Non Statutory Sectors) in relation to early identification of and intervention with children mental health needs.
- Promoting the mental and emotional health of children, young people and families in the community in line with policy guidance from the National Service Framework for Children, Young People and Maternity Service from pregnancy to adulthood.
- Enhancing accessibility and equity for children and families especially those who would not ordinarily have an opportunity to seek help from statutory and non statutory agencies.
- Early identification of the development of mental health problems in children and young people.
- Working across boundaries to develop a co-ordinated response to children's mental health needs with other agencies
- Facilitating appropriate access to specialist CAMHS and other relevant provision according to level and nature of need
- Providing a direct service to children and young people and their families in an accessible and less stigmatising environment.

### Contact Details

CAMHS,  
Rivendell,  
Omagh

Telephone:  
028 8283 5990



# Community Family Support Programme

## Contact Details

FIND Centre  
27c East Bridge St,  
Enniskillen,  
Co. Fermanagh  
BT74 7BW

Telephone:  
028 6633 0511

## What is CFSP?

Community Family Support Programme (CFSP) help families address the employment, educational, training, health, social and economic issues which are causing problems getting into education, training or employment.

## Who is CFSP for?

- Aged 16 + years, not in school or college, are unemployed or working under 16 hours per week
- Have concerns with health, social problems, housing issues, financial difficulties, or other issues stopping you find suitable education, training or employment
- CFSP is free and voluntary, we ask that you are committed to improving YOUR life, with our help
- Activities are tailored to your specific needs, strengthening support from family members, friends and / or other services.

## Which Council areas is CTS CFSP available?

Causeway Coast & Glens, Derry City & Strabane  
Fermanagh & Omagh

## When is CFSP?

- Start and finish CFSP anytime, we aim for 4 - 6 months - it's up to you.
- Meet in the family home, public place, library, café, groups or in our office, wherever you feel more comfortable
- Start with the difficulties and work together towards your end goal.

If you feel the time is not right to progress into training or employment, we can maintain contact, and offer to re-engage at a more suitable time.



This project is part funded through the Northern Ireland European Social Fund Programme 2014 - 2020 and the Department for the Economy

### How will CFSP help me?

Whether you have been referred by someone who is working with you or your family, like a support service, a careers advisor, or GP, or if you have decided to join yourself, your journey begins with your designated Family Mentor (FM) who will:

- Phone/text to introduce themselves and arrange a time to meet.
- Visit at a time and place that suits you, this initially takes place at the family home, or if you prefer CFSP office or someplace you feel more comfortable.

At the first meeting, the FM will ask some questions about your circumstances, to establish if there are concerns with money, benefits, housing, relationships, health and well-being— this is to assess what support you would like, and what we can offer.

The Family Mentor will ask the Career Mentor (CM) to help when you are ready to start looking for work or education/training opportunities.

The Career Mentor will discuss previous work history & qualifications, what kind of job or course you are looking for, help with job-searching, contacting employers and finding you work, and plan how we can work together to achieve your goals.

Both the Family and Career Mentors can also help arrange training through our Facilitators, who offer online training or source courses and training within your local area.

### Email:

[cfsp@customizedtraining.co.uk](mailto:cfsp@customizedtraining.co.uk)

### Website:

[www.customizedtraining.co.uk](http://www.customizedtraining.co.uk)

### Find us on Facebook:

Community Family Support Programme: Fermanagh & Omagh



## Devenish Partnership Forum

**Devenish Partnership Forum** is a community organisation established in 1994 as an umbrella body for four local communities, (Cornagrade, Hillview, Kilmacormick 1 and Kilmacormick II). The main aim of the forum is to add value to the whole community through coordination, communication, integration and providing programmes and activities for all the community.

### Contact Details

35 Yoan Road  
Enniskillen  
BT74 6EL

Telephone:  
028 6632 7808  
028 6632 8866

We have four projects running at present:

- Early Days Programme (0-7 years) in partnership with Arc Healthy Living Centre, Kilmacormick Playgroup and Fermanagh Womens Aid.
- Homework Club (8-12 years)
- Youth Programme (8-18 years)
- Investing in Your Health and Community Allotments (All ages)
- New Heroes Project (14-24yrs)

### Email:

[devenishpartnership@hotmail.com](mailto:devenishpartnership@hotmail.com)

### Website:

[www.devenishpartnership.com](http://www.devenishpartnership.com)

You can contact us on  
Instagram and Facebook

The Educational Psychology Service is a specialist support service involved in the identification and assessment of special educational needs and aims “to provide an effective, efficient, equitable, high quality service to children and young people in the age range 0 - 19 in the context of learning, emotional and behavioural difficulties and where possible to prevent these difficulties arising”.

## The role of the Educational Psychologist is to:

- Provide advice and support to children in the age range from birth to nineteen years, to parents, schools, the Education Authority and to other professionals.
- Be involved mainly with children who have developmental, learning, medical, sensory, communication, physical, emotional and/or behavioural difficulties
- Promote opportunities for the inclusion of children and young people with special educational needs in mainstream schools.

## Contact Details

Jacqueline  
Magwood (SEP)

Education  
Authority Child  
Guidance Centre,  
Model School  
House  
28 Dublin Road  
Enniskillen  
BT74 6EN

Telephone:  
028 6634 3900

## The work of the Educational Psychology Service is wide and varied and includes:

- Consultation
- Problem solving
- Observation
- Assessment
- Provision of written reports
- Provision of statutory advice
- Therapeutic intervention
- Training
- Early Years work
- Projects/developments

- Research
- Promotion of inclusive education
- Multi-agency approaches

Each school has an identified Educational Psychologist. Referrals to the Educational Psychology Service are accepted from the Community Paediatricians for pre-school children. Nursery and school aged children are referred by their Principal in consultation with the Educational Psychology Service.

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





# Education Welfare Service

The Education Welfare Service (EWS) is a specialist education support service which seeks to work in partnership with parents and schools to maximise every pupils educational opportunities.

## The Law

There are two pieces of legislation which underpin EWS practice.

### Education and Libraries (NI) Order 1986

Article 45 of the Education and Libraries (Northern Ireland) Order 1986 states that it is the duty of parents who have a child of compulsory school age to ensure their child receives efficient full time education suitable to their age, aptitude, ability and to any special education needs they may have.

### The Children (NI) Order 1995

Article 55 of the Children (NI) Order enables the court to make an Education Supervision Order if it is satisfied that a child of compulsory school age is not being properly educated. The effect of the Order is to place a child under the supervision of the ELB.

The role of the Education Welfare Officer is to:

- Work closely with parents/guardians and schools
- Home visits
- Work in partnership with relevant professionals/services
- Individual and group work
- Convene Education Planning Meetings
- When deemed necessary initiate Court Proceedings on behalf of the ELB

Each school has an identified EWO. Locally, in Fermanagh, there is a team of three Education Welfare Officers and a Senior Education Welfare Officer, based in Enniskillen.

## Contact Details

Arlene Wright  
(SEWO)  
WELB Child  
Guidance  
Centre, Model  
School House  
28 Dublin Road  
Enniskillen  
BT74 6EN

Telephone:  
028 6634 3900

WELB HQ  
Telephone:  
028 8241 1289

Email:  
Arlene.Wright@  
eani.org.uk

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

## The Youth Service

For further  
information on  
Youth Service  
provision in the  
Fermanagh area  
please contact:

Sharon Hughes,  
Senior Youth  
Worker & Team  
Leader

Telephone:  
028 6632 6932

Email:  
sharon.hughes@  
eani.org

Website:  
www.eani.org

The Education Authority provides a range of youth services directly to young people in a variety of settings such as full-time and part-time youth centres, as well as through outreach work and specialist programmes, which particularly focus on enhancing the inclusion and participation of young people.

Youth Work can, through these various methodologies and in various settings, provide additional opportunities to support young people's learning and development and improve employability by re-engaging disadvantaged young people with education.

Targeted provision seeks to address the direct impact of exclusion and marginalisation, addressing key themes of work, such as risk-taking health behaviour, sectarianism and racism, disaffection and low levels of attainment in school, while also focusing resources on specific groups of young people that are most marginalised, such as those young people in Section 75 groupings.

Accredited & Non-Accredited Personal & Social Development programmes are delivered in Enniskillen, Irvinestown, Dromore, Lisnaskea, Newtownbutler and Roslea areas to young people aged between 14 and 19.

The Youth Service also facilitates Youth Clubs in:

**Lakeland Youth Centre Enniskillen** (028 6632 6932)  
Tuesday 7.00-9.30pm & Thursday 7.00-9.30pm.

Lisnaskea Youth Office (028 6772 3378)

The EA Youth Service is committed to promoting equality of opportunity and removing the barriers faced by some young people today.

**Fermanagh Women's Aid** seeks to provide a safe and supported environment for women and children who are or have been subjected to Domestic and Sexual Violence, through our Floating Support or in our Refuge.

**Children and Young People Services** provide age appropriate support for children and young people (both male and female) who have witnessed or are victims of domestic violence; through one to one visits at home, school or in our centre. We provide preventative programmes - Helping Hands (aged 4 - 12) and Heading for Healthy Relationships (aged 12 - 18) to children in their school and in group sessions in both primary and secondary schools.

**Floating Support Team** is an outreach service in rural Fermanagh, offering emotional and practical support for women, whether they choose to leave the abusive relationship or not. We provide advice on a range of issues including housing, Welfare Benefits, Court Support and Legal Assistance. Women can also join our personal development programmes - My Life My Choices and Journey to Freedom.

**Refuge Services** offer safety and protection for women and their children in emergency situations where they need to leave their home, or are in need of respite, and enter our emergency accommodation. While there, they receive one to one support, information and guidance to assist them in obtaining their own accommodation.

**Fermanagh Women's Aid** will support female victims of domestic and sexual violence and elderly abuse over the age of 65. This service works in partnership with Men's Action Network to offer emotional support for male victims of domestic violence over the age of 65. We also provide programmes for the elderly - Right to be Safe and Change and Transition in the Third Age.

## Contact Details

Fermanagh  
Women's Aid,  
Safe Hands Centre,  
19 Darling Street,  
Enniskillen,  
Co. Fermanagh,  
BT74 7DQ

Telephone:  
028 6632 8898  
Fax:  
028 6632 8859

**A range of bespoke services** are provided in our centre;

- On-site Counselling
- Solicitor Referral/Legal Assistance
- Benefit Support
- Holistic Therapies

We raise awareness of domestic and sexual violence in our community through Awareness Training. We deliver prevention work within Schools in Fermanagh. We work towards eradicating domestic violence.

24 Hour Domestic and Sexual Violence Helpline: 0808 802 1414

**Area we cover**

We cover all areas in Fermanagh

**Email:**

womensaidfermanagh@btopenworld.com

**Website:**

[www.fermanaghwomensaid.com](http://www.fermanaghwomensaid.com)

**Facebook:**

<http://www.facebook.com/Fermanagh-Womens-Aid/403349426402822>

## The FIND Centre



**FIND – Fermanagh information for Needs and Development** is a One-Stop Shop based in Enniskillen and covering all Fermanagh. FIND provides extensive information and resources on a variety of health and well-being issues for 11 – 25 year olds. In addition trained staff are able to signpost and provide supported referrals to the appropriate organisation to match the needs of the individual.

The FIND Centre is also a community space where we work in partnership with local health and well-being services to facilitate counselling services, support groups and training programmes.

FIND staff are experienced in working with young people and have on-going updated training to equip them for their role. They work with staff from other projects to produce a holistic interface of services for young people.

You are welcome to visit the Centre at anytime and you will be warmly welcomed by all the staff.

### Contact Details

The FIND Centre  
27 East Bridge  
Street  
Enniskillen  
Co Fermanagh  
BT74 BRW

Telephone:  
028 6632 5559

Mobile:  
07980 535353

Website:  
[www.thefindcentre.com](http://www.thefindcentre.com)

Email:  
[info@thefindcentre.com](mailto:info@thefindcentre.com)







Support and friendship  
for families

#### Contact Details

Home-Start  
Lakeland,  
Belmore Mews,  
Enniskillen,  
Co. Fermanagh  
BT74 6AH

Telephone:  
028 6634 6818

## Home-Start Lakeland

### How we help families in our community

Home-Start Lakeland has been supporting families since 1999, offering one-to-one personalised home-visiting support for parents with children under five. Our volunteers provide non-judgemental practical and emotional support to help build family's confidence and ability to cope at a time when they are dealing with issues such as isolation, bereavement, depression, post-natal depression, illness, disability, multiple births or just finding life particularly tough. In many cases we manage to reach families that won't engage with other services.

Home-Start Lakeland believes that children need a happy and secure childhood and that parents have the key role in giving their children a good start and helping them achieve their full potential. Home-Start wants to see a society in which every parent has the support they need to give their children the best start in life and focuses its support on the early years, the most crucial time in a child's development.

### What Home-Start brings to the community

- Outreach to families through home-visiting support.
- Partnership working and local expertise to enhance family support.
- Trustees: local people selected, trained and guided to run a local service.
- Volunteers: local parents selected, trained and supervised to provide support to other local parents.
- Added value: local and other funding and resources brought into the Fermanagh community.

Home-Start Lakeland places trained volunteers alongside parents and support is provided on a weekly basis for as long as a family needs it.

Volunteers are managed and supervised by the local scheme which in turn is given support and

guidance by Home-Start UK. Home-Start is a community resource with all the benefits of a strong national organisation.

#### What we do

- Provide tailored, personalised support to families, in their own home.
- Offer practical help with budgeting, cooking and shopping, getting to hospitals, clinics and other appointments.
- Provide opportunities for children to play, read, and get out to local parks and local groups. Encourage wider social and support networks and opportunities for increased engagement in community life.
- Offer choices for parents/children so that their voices can be heard.
- Offer consistent adult role models for parents and their children.
- Signpost families to information and services available in their area.
- Promote active citizenship and help families make a positive contribution to their environment.
- Run a monthly Multiple Birth Support Group called 'Amazing Multiples' for parents and children of multiple births.

**Email:**  
[info@homestartlakeland.com](mailto:info@homestartlakeland.com)

**Website:**  
[www.home-start.org.uk](http://www.home-start.org.uk)





## Men's Action Network

### Supporting & Promoting Male Health & Wellbeing

#### Who are Man?

MAN are a charity who creates 'safe spaces' to hear and support the life experiences of men and boys age 14 years and older.

#### MAN offer spaces to address:

- Life Crisis
- Suicidal ideation
- Abuse
- Isolation
- Addictions
- Depression
- Self esteem
- Anger problems
- Fathering issues
- Domestic violence/abuse
- Sexual Violence abuse
- Sexuality
- Emotional wellbeing
- Family breakdown
- Relationship difficulties
- Lifestyle difficulties

#### Contact Details

Michael Lynch  
Lower Ground Floor  
Old City Factory  
100 Patrick Street  
L/Derry  
BT48 7EL

Telephone:  
028 7137 7777

Email:  
man\_in\_derry@  
yahoo.co.uk

Website:  
www.mam-ni.org

Or on Mondays  
& Thursdays  
at Fermanagh  
Women's Aid  
028 6632 8898

#### Our Services

Include 1 to 1 and group support and self-awareness and development programs to address issues such as Anger, Esteem and Managing Depression.

#### Self Help Groups

We have a weekly drop in self help support space called Your Space to hear and support men around ongoing life issues.

#### Counselling

We offer a Professional Counselling Service adhering to BACP protocols allowing the opportunity for individuals to gain self-understanding, personal development and instigate positive life change within a structured, agreed and ethical process.



### Fathering Families Project

This BIG Lottery project offers "Social Fathers", (those who play a fathering role to pre-birth to 12-year-old children either biological fathers or not) support with the life issues which impact on their role as parent.

#### The project offers

- Personalised support plan
- One to one support
- Counselling
- Couples support
- Mediation
- Practical support and Advocacy
- Personal awareness programs
- Personal development programs
- Parenting programs
- Anger programs
- Family time events

## Mencap NI

### Contact Details

Mencap  
Community House  
2 Drumragh Ave  
Omagh  
BT78 1DP

Telephone:  
028 8225 9249

**Mencap** is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, their families and carers. We work in partnership with people with a learning disability and all our services support people to live life as they choose.

**The Youth Forum (Fermanagh)** provides opportunities for young people aged between 16-25 years old to socialise and take part in events and projects.

It is a chance for young people to meet and build new friendships, learn new information about each other and talk about issues that impact them locally. We meet on a regular basis and have different activities such as quizzes, baking, gaming and music.

The Youth Forum would support other work streams with events and activities such as campaigns, fundraising and communications.

### What else does Mencap NI offer?

- High-quality, flexible services that allow people to live as independently as possible in a place they choose
- Advice through our helplines and websites
- Campaigning for the changes that people with a learning disability want
- Lifestyles and Work- Delivering employment, leisure and advocacy services
- Children and young people's programmes for 0-25 year olds

We support people with a learning disability throughout Northern Ireland.



#### Contact Details:

**Helpline:** 0808 808 1111

**Email:** [mencapni@mencap.org.uk](mailto:mencapni@mencap.org.uk)

**Website:** [www.mencap.org.uk/northern-ireland](http://www.mencap.org.uk/northern-ireland)

**Facebook:** [facebook.com/MencapNI](https://facebook.com/MencapNI)

**Twitter:** @Mencap\_NI

**Locally:** Maggie Hamilton, Youth Worker, Fermanagh

**Landline:** 02890691351; **Telephone:** 07717310234

**Twitter:** @ReachMeFermanagh

**The new HEROES Project** is supported by the European Union's PEACE IV Programme, managed by the SEUPB. This is an inclusive project for individuals aged 14-24 years, with and without a learning disability and/or autism diagnosis. The project aims to enhance the capacity of young people to form positive and effective relationships with others of a different background and make a positive contribution to building a cohesive society. The project outcomes are:

- Personal development: developing the social and emotional skills of the participants
- Citizenship: developing the capacity of participants to make a positive contribution towards their participation in family, community and society
- Community relations: contributing to lower levels of community division, sectarianism and racism, and making a positive contribution to reconciliation

For more information, contact Melissa Hanley on [melissa.hanley@mencap.org.uk](mailto:melissa.hanley@mencap.org.uk) or 07920361707.

**The Transform Project** is also supported by the European Union's PEACE IV Programme, managed by the SEUPB. This is a project for individuals aged 14-24 years, who have learning difficulties including those with a learning disability and/or autism diagnosis. The project has similar outcomes to the HEROES Project and will offer OCN qualifications in:

- Personal Success and Well-being
- Good Relations
- Citizenship and Leadership

For more information, contact Brendan Rogers on [brendan.rogers@mencap.org.uk](mailto:brendan.rogers@mencap.org.uk) or 07585889087.



A NEW VISION  
FOR MENTAL HEALTH



#### Contact Details

##### MindWise

Fermanagh House  
Broadmeadow  
Place  
Enniskillen  
BT74 7HR

##### Carmel Rooney

(Child & Family  
Support Worker)  
07773220818/  
028 6634 0087  
Carmel.Rooney@  
mindwisenv.org

##### Ursula Meehan

(Mums Wellness  
Worker)  
07720594983/  
028 6634 0087  
Ursula.Meehan@  
mindwisenv.org

##### Tracey Kernaghan

(Mums Wellness  
Worker)  
07395791167/  
028 6634 0087  
Tracey.Kernaghan@  
mindwisenv.org

## Mindwise

### Family Wellness Project

The Family Wellness Project is an early intervention project for children aged 5 – 12 who are experiencing emotional health & wellbeing difficulties, and their families.

The project supports children & their families across the Southern & Western (Fermanagh & Omagh only) Trust areas.

A child & Family Support Worker will aim to meet with children & their families on a weekly or fortnightly basis for approximately 10 sessions. Sessions last between 20– 50 minutes and can take place in the home, school or other community venue.

The project will be offering wellbeing programmes to adults throughout the year, details can be found on the Family Wellness Project webpage.

#### Website:

[www.parentingni.org/family-wellness-project/](http://www.parentingni.org/family-wellness-project/)

### Mums Wellness Project

The Mums Wellness Project is an early intervention project for expectant mums & mums with a baby up to 2 years who are experiencing emotional health & wellbeing difficulties.

The project supports mums & expectant mums across the Fermanagh area.

A Mums Wellness Worker will aim to meet with a mum or expectant mum on a weekly or fortnightly basis for approximately 1 hour and can take place in the home or a community venue. The project will be offering other programmes throughout the year, details can be found on the Mums Wellness Project webpage.

#### Website:

<https://www.parentingni.org/family-wellness-project/mums-wellness-project/>

## New Horizons Action Mental Health



AMH New Horizons aims for “a society which actively values and promotes good mental health”. The mission is “to make a difference in people’s mental health”. In AMH Fermanagh we provide clients with many opportunities to adopt healthier lifestyles and to widen their social networks. We provide them with skills to build a better future, set personal goals, develop coping strategies, re-engage with society and become more employable.

### New Horizons

We run a vast array of accredited and non-accredited training courses. These courses range from courses in personal development such as confidence building, assertiveness and stress management right through to woodwork, IT, crafts, horticulture and catering. We also run a range of fun, confidence building activities such as photography, basket weaving, relaxation, crafts, archery, orienteering, canoeing, sailing, waterparks, pool competitions, art and day trips. We also provide a range of keep fit activities including AMH gym with a personal trainer, swim and steam, tai chi, yoga, walking, golf and walking football. Clients can also get a cooked lunch here five days per week. Throughout your time on a New Horizons programme you will learn a vast array of real world skills that will improve your employability, mental health and your life, as well as building quality friendships and building confidence.

### Boost Programme

We run the BOOST Programme which is for young people aged 18-25 with mental health difficulties or addictions. BOOST combines training, personal

### Contact Details

AMH New Horizons,  
7 Cherrymount  
Road,  
Drumcoo,  
Enniskillen,  
BT74 4GN

Telephone:  
028 6632 3630

development and fun activities, to help build resilience and promote positive coping strategies. It is delivered in a local youth setting with the opportunity to meet other young people. The service will support young people to take positive steps for the future and will provide opportunities so that they can achieve their goals. Their confidence and skills will improve throughout their time on the programme, as well as having the opportunity to have fun and make new friends.

### **Men's Shed**

Men's Shed brings together men to share their skills, have a laugh and a cup of tea while working on practical activities of their choice. A place for members to be themselves, a place to work at your own pace, a place to exchange ideas and learn, a place for members to support each other and build friendships. Men over sixty years old can join and it is free.

**Mindset** is a free PHA funded Mental & Emotional Health & Wellbeing Awareness programme for young people, 14 – 17 years and adults.

**Healthy Me** is a vibrant and engaging mental health promotion programme delivered free in Schools aimed at children age 8-11, which explores emotional/mental health, healthy lifestyle choices and pathways to effective support through imaginative and interactive play and song.

# Oak Healthy Living Centre

**The Oak**



Healthy Living  
Centre

## Family Programmes

- **Health Promoting Homes** – personal development, diet and nutrition, physical fitness.
- **Stay and Play** every Tuesday morning from 10am–11:30am

## Mental Health

- **Drop-in centre** – every Tuesday for people dealing with alcohol issues. Open nights and soup run. Open mic nights.
- **Safetalk** – identify persons with suicidal thoughts & connect them to services
- **Stress Management** – practical advice & tested methods on coping with life experiences
- **Living Life to the full** – for people with mild to moderate depression or low mood
- **Befriending** – weekly visits & telephone support for vulnerable people
- **Referrals** – signposting & referrals, ie. Aisling Centre, Cruise, Relate, Nexus, Action for Children
- **Managing the challenge** of long-term health conditions such as Arthritis, High Blood Pressure, Parkinson Disease, Diabetes, Depression, share experiences & techniques to improve quality of life
- **Social car scheme** – volunteer drivers transporting people to GP, hospital & services appointments
- **First Responders** – early access for CPR and defibrillation.
- **Physical activities** – promoting exercise
- **Smoking cessation** – evening smoking cessation meetings, starting in New Year
- **ASIST Programme** – 2 Day training to help caregivers become willing, ready and able to provide emergency first aid to persons at risk of suicidal behaviour. Contact 028 67723843 for more info or to register

## Contact Details

LITE House,  
Cross Street,  
Lisnaskea  
BT92 0JE

Telephone:  
028 6772 3843

- **SOLOS** – Survivors of Loved ones to Suicide support group – meet on the second Monday of every month in the Oak Healthy Living Centre at 8pm. The support group is an opportunity to listen, share, to ask questions and to connect with others.
- **Mens Shed** – Meet every Wednesday and Thursday evening 6-8pm. The Mens shed is a self help group where men come together to socialise with other men and take part in a variety of activities. Open to everyone.
- **Stepping on Programme** for older people to reduce falls at same time of increasing self confidence in situations where they are at risk of falling

There is currently a temporary crèche available for parents attending courses and we are undertaking a feasibility study for a permanent community crèche childcare facility.

**Email:**  
[oakproject1@btconnect.com](mailto:oakproject1@btconnect.com)



# The Northern Ireland Commissioner for Children and Young People (NICCY)



NICCY's role is to safeguard and promote the rights and best interests of all children and young people in Northern Ireland. NICCY uses the United Nations Convention on the Rights of the Child (UNCRC) to guide their work. The UNCRC is a list of 42 basic rights which every child and young person in Northern Ireland should have. All of NICCY's work is focused on making sure children and young people have access to these rights in their day-to-day lives, so they have the best opportunity to reach their full potential.

The Government and 'relevant authorities' (including health, education and justice agencies) provide services for children and young people. NICCY's job is to check they do this in a way that is in the best interests of young people. NICCY does this by:

- Advising government – Advising government on the policies, legislation (laws) and services it provides, for children and young people.
- Monitoring – Monitoring what government does for children and young people, to encourage them to make the best provision.
- Holding government to account – When NICCY believes not enough is being done for children and young people, they challenge government to do better.

NICCY's Legal and Investigations team deals with queries and complaints from children, young people, their parents or carers, about the service they receive from public bodies – public bodies include schools, hospitals, councils, social services and many more.

## Contact Details

NICCY  
7-9 Shaftesbury  
Square, Belfast  
BT2 7DP

Telephone:  
028 9031 1616

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

Website:  
[www.niccy.org](http://www.niccy.org)

Complete the  
'Complaint and  
Advice' form online  
for assistance

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The Legal and Investigations team can provide assistance on a range of issues including education, bullying, suspensions and expulsions, special educational needs, health provision and access to services as well as many more.

The Legal and Investigations team can also fund or intervene in legal cases in certain defined circumstances. NICCY can offer assistance to children and young people up to 18 years of age or 21 years of age in certain circumstances.

NICCY can be contacted on any of the details listed below:

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

**Telephone:**  
028 9031 1616

**Write:**  
NICCY, 7-9 Shaftesbury Square, Belfast, BT2 7DP

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

**Twitter:**  
[@nichildcom](https://twitter.com/nichildcom)



## Parenting NI



ParentingNI

Parenting NI offer a range of Parenting Programmes such as Families Together, Parenting Apart and Dads Project.

For further information on programmes running in the Fermanagh area please contact Parenting NI or have a look on their website:

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

For free, confidential support on any parenting issue call the Parenting NI Helpline for Parents on 0808 8010 722.

Availability:  
Mon - Thurs 9am - 8pm & Fri 9am - 5pm.

**Contact Details:**

Parenting NI  
42 Dublin Road  
Belfast  
BT2 7HN

Telephone:  
028 9031 0891

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



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## Brighter Futures

Brighter Futures can help:

- We can help you to:

- Our aim is to reduce people's isolation, particularly in rural areas. We provide practical support to get you started, run information sessions on the topics that are important to you and advocate on your behalf. We also work with brothers and sisters to help them cope better. We organise social events and support your child to take part in activities in the community. Brighter Futures is the only project of its kind to offer support from a child's birth to the age of 12.

Please contact:

Pauline O'Hagan, Project Manager  
02891 475735  
pauline.ohagan@positive-futures.net



Lakeland Family Support Service

Supporting children with a learning disability between the ages of 5 and 18 in south east Fermanagh. This Service

compliments our Brighter Futures' Service and offers:

- Person centred planning
- Support to build resilience and coping skills
- Support for the whole family, including siblings
- Activities
- Holiday schemes

All referrals are from the Children's Disability Team.

**Please contact:**

Tracey McFarland, Project Co-ordinator  
028 6772 4700  
tracey.mcfarland@positive-futures.net

**Autism Outreach Service**

The Autism Outreach Service covers all of Fermanagh and is for children and young people aged 4-18. Support is time-limited, based on individual need, with clear outcomes agreed. It combats isolation and supports those with autistic spectrum conditions to engage in new activities.

All referrals are from the Children's Disability Team.

**Please contact:**

Tracey McFarland, Project Co-ordinator  
028 6772 4700  
tracey.mcfarland@positive-futures.net



#### Enniskillen Station

48 Queen Street  
Enniskillen  
BT74 7JR

Telephone:  
101

## PSNI Youth Diversion Scheme

The PSNI Youth Diversion Scheme (YDS) is devised to identify children and young people at risk in terms of safety or well being or at risk of becoming involved in offending or anti-social behaviour and providing an effective, equitable response to their needs. Dedicated Youth Diversion officers are available to provide assistance regarding potential intervention/support programmes appropriate to the young persons and family needs. They also assist navigating the child through the Criminal Justice System and the options available to them.

#### Station Opening Hours:

Office hours are Monday – Friday 9-5  
(24 hour response service by uniform officers)

#### Email:

[cathy.gregson@psni.pnn.police.uk](mailto:cathy.gregson@psni.pnn.police.uk)



Sense is a national disability charity that supports people with complex communication needs, including those who are deafblind, to be understood, connected and valued. Sense supports children, young people and adults in their home and in the community, in their education and transition to adulthood and through its holidays, arts, sports and wellbeing programmes. Sense campaigns passionately for the rights of the people it serves, and offers practical help and support to families and carers, including information, advice, short breaks and family events. For more information, please visit [www.sense.org.uk](http://www.sense.org.uk).

Sense currently offer the **"Touching Lives Transforming Families"** project, which works in partnership with the 5 Health and Social Care Trusts. This is a 5-year Big Lottery Funded Project aimed at supporting families with children age 0-12 affected by vision and/or hearing loss and complex needs.

The project will focus on putting together a support programme working directly with the child at home, school or in a community setting, that will include:

- Assessments that look at the child as a whole, including helping parents to understand a child's vision and/or hearing loss.
- Specialist advice, support and information to families
- Practical advice about adapting the sensory environment to meet a child's needs and offer advice on suitable play equipment.
- Developing and supporting a number of events for families, siblings and extended families.
- Working with a range of local organisations to provide advice, training and support.

This project covers all of Fermanagh. We accept referrals from both parents and professionals.

**Western Trust  
contact:**

Lori Harkin  
07717308767  
or  
[lori.harkin@sense.org.uk](mailto:lori.harkin@sense.org.uk)  
to make a referral  
or for further  
information



### Contact Details

Start360  
2 Castle St  
Derry/Londonderry  
BT48 6DN

Telephone:  
02871371162

Email:  
voices.west@  
start360.org

Manager:  
Marie Wright

**Daisy**  
Chris McMahon  
- ASCERT

Telephone:  
0800 2545 123

7a Dublin Road,  
Omagh BT78 1ES

## Start 360

### Voices West

VOICES WEST works with children and young people from age 7 upwards, and provides support for children and young people of substance misusing parents/adults. We work directly with the child or young person through therapeutic mentoring, individual counselling, creative play-work and systemic family intervention.

Referrals can be received from all professionals, and from families with Social Service Involvement.

VOICES WEST covers Castlederg, Omagh, Strabane, Derry/Londonderry, Dungiven, Limavady, and Enniskillen. We also offer support to the substance misusing parent/adult, including brief one to one support, and support to access and engage with local addiction specialist services

### Daisy

Youth Treatment Service delivered in partnership between ASCERT and Start360.

Funding by the Public Health Agency.

Provides person-centred programmes for young people and young adults to help reduce the harm caused by their substance misuse. Offers direct work with the young person through therapeutic mentoring, individual counselling, therapeutic group work, and therapeutic play work. Also works with the whole family through one to one parent/carer support and systematic family interventions.

### Criteria for Referral:

- Young people and young adults aged 11-25yrs.
- Young people whose substance use is impacting them, their families and communities and who are willing to seek support.
- The Service operates in Belfast, South Eastern, Northern and Western Health and Social Care Trust areas.
- We accept referrals from young people, their families or friends, and a range of professionals.
- Referral forms can be downloaded at [www.start360.org](http://www.start360.org) or [www.ascert.biz](http://www.ascert.biz)

## Support 2gether



Support 2gether is a charity who supports families who live with Antenatal and Postnatal Depression. This is an illness that can affect 1 in 10 Mothers at the Antenatal stage (during pregnancy) and Postnatal stage (after birth). Current research suggests that 1 in 25 Fathers can also have Postnatal Depression.

Support 2gether is a grass root charity and has hands on experience living with this illness. One of our aims is to reduce the stigma that surrounds this illness and raise awareness within the public about the signs and symptoms. This is a treatable illness and with help and guidance mothers and fathers can get better. Please do not suffer in silence your Mental wellbeing is important.

You are not alone, Support 2gether meetings take place in a safe relaxed, non judgemental environment. It is an opportunity for mums to share experiences which can help to normalise the illness.

Support 2gether has plans to develop more Support groups within Enniskillen please watch for further details on our Facebook page. We are aware that coming to a group can be a scary experience and is not for everyone so we also offer 1 to 1 support, this can be done via telephone/messenger or in person.

To find out our location for the Support groups or if you have any queries please contact Una and Brenda by email at [www.Support2gether.co.uk](http://www.Support2gether.co.uk)

Postnatal Depression is a common experience and with support and time you will recover.

You are not alone.

### Contact Details

Telephone:

07868 710778



## Tiny Life

Tiny Life is Northern Ireland's only premature and vulnerable baby charity, dedicated to reducing illness, disability and death in babies here and providing support for families who have been affected by such circumstances. Tiny Life has three core activities:

### Contact Details

Family Support  
Officer:  
Catherine  
McManus

Mobile:  
07954301472

Email: [catherine@tinylife.org.uk](mailto:catherine@tinylife.org.uk)

- Providing practical and emotional support for parents and families with prematurely born babies and those requiring special or intensive care at birth
- Funding research into Maternal and Child Health and Family Support Services
- Providing information to health professionals and parents-to-be to ensure that every pregnancy has the best chance of a healthy outcome and a healthy baby

At local level there are a number of Family Support Services available:

**Hospital Based Support Service** – the Tiny Life Family Support Officer visits the neo-natal unit in the South West Acute Hospital Enniskillen to offer parents support and information whilst their baby is still in hospital.

**Breast Pump Loan Service:** Tiny Life provides electric breast pumps for mums who wish to express their own milk to be fed to baby while they are in neonatal care.

**Parent Support Groups:** These informal get-togethers provide an opportunity for parents who have been through similar experiences to meet, learn and receive support from one another. These happen once a month in both the Enniskillen area.

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### Baby Massage courses

Throughout the Year Tiny Life will be running a number of Baby Massage classes. The classes normally run for five weeks and are held in a variety of locations in the Fermanagh area.

### Home Based Volunteer Support

Tiny Life is currently building on its local bank of Family Support Volunteers. Volunteers are carefully selected and trained. They are matched with a family and they provide practical, social and emotional support on a weekly basis.







Western Health  
and Social Care Trust

#### Contact Details

Autism Spectrum  
Disorder Service  
Level 0  
South West  
Acute Hospital  
Enniskillen  
BT74 4RT

Telephone:  
028 6638 2103  
028 8283 5983

## Autism Spectrum Disorder Service

### The Journey through the Assessment Process Service Structure

The ASD Service is a multi-disciplinary service that has been developed to offer assessment, diagnosis, support and early intervention for children and young people who are presenting with characteristics commonly associated with the autistic spectrum.

#### Team members may include:

Consultant Lead Clinical Psychologist, Community Paediatricians, Clinical Psychologists, Autism Practitioners, Social Workers, Occupational Therapist, Health Visitors, Speech & Language Therapist, Team Administrator, Team Secretaries.

#### Assessment Process

Assessment is the first step in your journey within our Team. This process is tailored to the individual needs of each child and their family and involves multi-professional specialist assessment. This is a process that may occur over a period of weeks/months and may include:-

- A comprehensive history of your child's development is completed with parent(s). This appointment will last 1½ - 2 hours.
- Assessments with your child to observe their social interaction, communication and behaviour.
- Liaison with/referral to other professionals or agencies involved with your child.
- Home and/or school observations.
- Initial assessment/advice/intervention from team members.
- You will be appointed a key-worker.



Following a confirmed diagnosis a post diagnostic appointment is arranged with a member of the Autism Team . A Carers Assessment of Need is offered with the social worker and if required appropriate onward referrals are made. This could be for parent training, Autism Practitioner, Clinical Psychologist, social skills groups. Alongside this if there are complex needs a comprehensive assessment of need can be carried out.

Review clinics are held on a monthly basis in each sector of the Trust and any child with a confirmed diagnosis can have access to this by contacting their local office and requesting a review.

### **Bringing it all Together**

Following assessment the members of the Team involved will take some time to discuss their observations and all other available information on your child.

This may involve convening a multi-disciplinary meeting which may be attended by Members of the WHSCT ASD Team, Senior Educational Psychologist for Autism (WELB), a representative from your child's school, any other professionals involved in your child's care.

The aim of this meeting is to ensure a co-ordinated approach to your child's assessment and care.

We aim to ensure that parents are involved and informed throughout the assessment process. Your key-worker will keep you informed at all times.

We can be contacted at the addresses below:

### **Website**

[www.westerntrust.hscni.net/services/servicesA-Z.htm](http://www.westerntrust.hscni.net/services/servicesA-Z.htm)



Western Health  
and Social Care Trust

## Children's Disability Team/ Children's Services

### Contact Details

The Children's  
Disability Team/  
Children's Services,  
South West  
Acute Hospital,  
124 Irvinestown  
Road,  
Enniskillen  
Co Fermanagh  
BT74 6DN

Telephone:  
028 6638 2000

Opening Hours:  
9am-5pm Mon-Fri.

### Who is the service for?

Children who have an Intellectual Disability, Physical Disability and/or complex health care needs. We work with children and young people up to the age of 18 years.

### How does it help?

The Social Work staff provides a holistic needs-led assessment of the child and their family. The Children's Disability Team respond flexibly and sensitively in order to provide a range of services that will enable children with a disability to reach their full potential in order to live as full a life as possible within their capabilities. Within our work we aim to respect the choice, rights, fulfilment, independence, dignity, and privacy of each individual.

### Services Provided

The services offered are variable and person-centred, depending on the outcome of the needs-led assessment. Resources may include:

- Support for children & families
- A listening ear
- Information
- Advice
- Liaison with school, youth groups, voluntary agencies, public and private sector
- Liaison with other professionals within health & Social Services
- Individual assessment of need (UNOCINI)
- Community services to meet assessed personal care needs
- Respite/short break and social outreach opportunities

- The transition officers' role is to coordinate and facilitate the smooth transition of young people through their final years of school
- The Paediatric Hospital Social Worker will coordinate discharge planning from the hospital to the community for children with complex needs.

#### How can I access these services?

Presently the team operates an open referral system whereby any member of the public can request an assessment of need via contacting the duty social worker, either in writing or by telephone. Professional referrals should be completed on the first four pages of the UNOCINI

#### Who provides this service / team information?

The team comprises of five full-time Social Workers and one Senior Social Work Team Leader.

#### How do I find out more about this service?

Information can be provided by contacting the duty Social Worker on 07879866231. Alternately you can discuss this service with any other professional who may be involved with your child.

#### Where else can I get help / support

You may access help/support from any health professional who is involved with your child.

You can also access further information regarding trust services via the Western Health & Social Care Trust website

#### Duty Social Work Contact Number:

07879866231

#### Website:

[www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)



Western Health  
and Social Care Trust

#### Contact Details

15 Elliot Place  
Enniskillen  
Co Fermanagh  
BT74 7HQ

Mrs Terrie McSorley  
Telephone:  
028 6634 4082

## Erne Family Centre

### Statement of Purpose

The Family Centre works in partnership with parents, carers and professionals, to provide intensive therapeutic support and family support services to families and children in the Fermanagh area. Referrals are only accepted for families known to WHSCT statutory childcare social work teams including- Gateway, Family intervention Services and Looked After Children's teams.

### Aim

Our aim is to provide an intensive and therapeutic family support response, with an emphasis on maintaining children in their families and communities, through strengthening parenting capacity, encouraging and assisting positive parenting and promoting the well-being and safety of children with assessed needs.

The delivery of these services takes place at the Family Centre, family home or in local community facilities, wherever is appropriate to the family need. Sessions are usually offered weekly for a period of time to suit case complexity and need with regular reviews to ensure work is focused.

### Services Provided - Work With Families:

- Family Work.
- Relationship support (parent/carer-children).
- Play Work with parents and children.
- Practical and emotional support at times of crisis.
- Assessment (brief / specific purpose only).
- Consultative support to social work staff on specific case issues.

### Work with Parents:

- Individually tailored Parenting Education Programmes.
- Relationship and Attachment Work.
- Behaviour Management Support.
- Help and support with homecare, childcare and budgeting.

### Work with Children and Young People:

- Focused individual work on specific issues.
- Life Story.
- Grief, Loss and Change/Transition.
- Specific issues can include exposure to parental alcohol misuse; family conflict or domestic violence; abuse, neglect, trauma or other childhood adversity; keep safe and self-protection advice.

### Basic Principles

- To value and recognise diversity of individual need.
- Everyone to be treated with respect.
- Choice, privacy, confidentiality and protection will be promoted.
- Children's welfare and development are paramount.
- To work in partnership to safeguard and maintain children in their families and communities.

### Referrals

Referrals to the Family Centre are received from WHSCT Childcare Social Work Teams through the WHSCT Family Support Panel (Southern Sector). The Family Support Panel Information Booklet and Access Form are available to referring staff on WHSCT Trustnet.

### Process

A referral will be acknowledged in writing by the Family Support Panel Administrator, then either placed on the Waiting list or allocated. Upon allocation a meeting involving the family and relevant professionals will be held to identify need and agree the content and purpose of work.

### Email:

[terrie.mcsorley@westerntrust.hscni.net](mailto:terrie.mcsorley@westerntrust.hscni.net)



Western Health  
and Social Care Trust

#### Contact Details

Gateway Team  
Whitehill  
106 Irish Street  
Londonderry  
BT47 2ND

Telephone:  
028 71 31 4090

## Gateway

### What is Gateway?

- Gateway Team is a social work service for children and families
- It is the first point of contact for people who are concerned about a child or young person not already known to Social Services.
- Gateway will respond quickly to the needs of children and families who are referred for Social Work Service
- We provide a Social Work Service Monday –Friday 9:00am – 5:00pm

### Gateway deals with 3 types of contact:

1. Information exchange
2. Request for advice and guidance
3. Referrals – Requests for assessment and assistance

### What is the purpose of Gateway?

- To make sure that all new referrals are responded to promptly
- To link in with children and families to assess their needs and identify appropriate support services
- To ensure an immediate response to safeguard children in need of protection
- To ensure that everyone involved with a child can contribute to the assessment of the child and his or her family
- To make sure children and young people receive ongoing social work support whenever they need it
- To work closely with other agencies when additional support is needed



### What do we do if an assessment and assistance is required?

- A social worker is allocated the case and will visit with children, young people and families in their homes to understand what the problem is and how they can help or support the family
- The social worker undertakes an initial assessment using a UNOCINI document – Understanding the Needs Of Children In Northern Ireland, and aims to complete this within 10 working days
- In their assessment the social worker will look at strengths, needs, risks and resilience or protective factors
- The social worker works in partnership with other professionals already involved with the family such as the GP, School, Health Visitor in order to get a better understanding of the family's situation
- The social worker will take steps to protect children and young people when this is necessary
- Working together with the family and other professionals, the social worker makes a decision as to how best to support the family, or if there are risks, how best to minimise those risks to the child or young person
- Following assessment, the social worker and the family may agree there is no further role for Social Services. Or, they may decide that family support is needed and this support can come from locally based services in the community, such as the HUB.
- If however, it is felt that further social work intervention is needed, the case will transfer to the Family Intervention Service
- The social worker will give the family (and professionals when appropriate) a copy of the completed UNOCINI

**ONE NUMBER – ONE CALL**  
**028 7131 4090**



Western Health  
and Social Care Trust



#### Contact Details:

Southern Sector:

Block A,

Community

Services Dept,

Tyrone &

Fermanagh

Hospital,

1 Donaghane Rd,

Omagh,

Co Tyrone

BT79 0NS

Telephone / Fax:

028 8283 5844

(Please telephone  
before Faxing)

#### The Western

Education

Support Team

Team Lead -

Sarah Dillon

Telephone:

028-82835844

## RISE NI Regional Integrated Support for Education, NI

RISE NI is a multidisciplinary team, working in partnership with education. The team focuses on early intervention and has a holistic approach incorporating health improvement, social and emotional wellbeing, and child development.

### How the Service Works

Our service aims to build capacity within schools, nurseries and playgroups by providing advice and information, training and support to educational staff.

The team provides a consultation service to referrers. Education staff can ring the team to get advice and signposting, discuss potential referrals, or organise Universal or Targeted groups and/or training.

Specific referrals can be made by Education Staff to support children aged 3 to Year 4 (aged 8) who are eligible for a pre-school place or who attend pre-school / school and who have concerns relating to their development and/or social/emotional wellbeing. RISE NI accept referrals for any of the following concerns which are impacting on the child's ability to access the curriculum

- Social, emotional and behavioural needs
- Speech, language and communication needs
- Sensory, motor and perceptual needs

### What we will do

Following consultation with the team, we may offer training, small group or whole class programmes to playgroups, nurseries, or schools without a specific referral.

If a specific referral is recommended, an assessment will be offered by the team at the child's educational setting. Support may be provided to the child, family, teachers and classroom assistants geared specifically around their needs. This support may include:

- individual or group programmes at school
- advice and support at home
- advice to school
- training to staff or parents

The team consists of Speech and Language Therapists, Occupational Therapists, Physiotherapists, Social Emotional Behavioural Practitioners and Support Workers.

If you have any queries about the service RISE NI provides in the Western Trust area, please contact: Sarah Dillon, team lead in the Fermanagh, Omagh and Strabane areas.

Telephone: 028 8283 5844

Email: [info.riseni@westerntrust.hscni.net](mailto:info.riseni@westerntrust.hscni.net)

<http://www.westerntrust.hscni.net/RISENI.htm>

**RISE NI, WHSCT was previously known as the Western Education Support Team**



Western Health  
and Social Care Trust

**Contact Details:**

Drumcoo Centre  
Drumcoo,  
Enniskillen,  
Co. Fermanagh  
BT74 6AY

Telephone:  
028 6632 4400

## Sensory Support Team

### Who is the service for?

The sensory support service is for children who have a sensory disability be that deafness, hearing loss or visual impairment.

### Purpose:

The purpose of the sensory support service is to maximise opportunities for each child with a sensory disability to ensure they reach their full potential.

### Team members:

The sensory support team comprises of a senior social worker, social workers, rehabilitation workers for visually impaired and an equipment and technical officer.

### What we do:

- The sensory support team will meet with individuals, families and carers to provide information and advice regarding deafness, hearing loss and/or visual impairment.
- Individual assessment of need is completed to clearly identify the needs of the individual with a sensory disability as well as the needs of the family and carers in that person's life.
- Rehabilitation services will provide support to visually impaired children/young people specifically through mobility training, daily living skills and communication skills.
- Emotional support
- Liaison with/referral to professional's organisations that can provide specialist support to the child with a sensory

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disability. This can include schools, audiology, ophthalmology and voluntary organisations including National Deaf Children's Society and Royal National Institute for Blind

- Specialist sensory equipment

#### How can I access these services?

Referrals are accepted from all sources including referrals from parents/carers. Children will be seen in their own homes with their parents/carers.

#### Website:

[www.westerntrust.hscni.net/services/servicesA-Z.htm](http://www.westerntrust.hscni.net/services/servicesA-Z.htm)

#### Email:

[martina.dempster@westerntrust.hscni.net](mailto:martina.dempster@westerntrust.hscni.net)



## Other Useful Information

**Aisling Centre** - 37 Darling Street, Enniskillen Provides Counselling, Psychotherapy and Well-Being Services. Play Therapy is available for Children coping with loss.  
Tel 02866 325811

**Barnardos Young Carers** - 36a Westland Road, Magherafelt offer support to young carers supporting a parent or sibling with a disability in Fermanagh/Tyrone  
Tel Dougie Tyler 028 79631344

**Childline** - If you are a child or young person you can talk to Childline by phoning: 0800 1111 for free, 24hours a day or online at [www.childline.org.uk](http://www.childline.org.uk)

**Citizens Advice** - Fermanagh House, Broadmeadow Place, Enniskillen. Tel: 028 6632 4334

**Cruse Bereavement Care** - Provides a free and confidential support service for anyone coping with bereavement, Omagh/Fermanagh Cruse Tel 028 8224 4414

**Employers for Childcare - Working For Parents**  
Blaris Industrial Estate, 11 Altona Road, Lisburn BT27 5QB  
t: 028 9267 8200  
m: 0771 100 9976  
e: [hello@employersforchildcare.org](mailto:hello@employersforchildcare.org)  
w: [employersforchildcare.org](http://employersforchildcare.org)

**Fermanagh and Omagh District Council Neighbourhood Renewal**  
Tel: Colleen McBrien 0300 303 1777

**Lifeline** - support for those in distress or despair: 0800 808 8000

**Make the Call** - to ensure you're getting all the money and supports you are entitled to. To request a call back: Text CHECK to 67300  
Speak to a local Benefit Advisor on 0800 232 1271  
(only available in Northern Ireland)

**NIACRO Chip Project** - offer support to children 0-18 who have a parent or sibling in prison. Tel 02890 320157

**NSPCC Helpline** - helping adults protect children  
free 24hrs a day 0808 800 5000



**NSPCC & 02 Helpline** - If you have a question about parental controls or concern about a social network your child uses, expert advisors at our free helpline are here to help. 0808 8005002

**Omagh Ethnic Communities Support Group** - (Omagh and Enniskillen). Omagh Community House, 2 Drumragh Avenue, Omagh, Co Tyrone, BT78 1DP. Tel: 028 8224 9750

**Princes Trust** - The Prince's Trust Team Programme is a full time, 12 week course that is FREE for unemployed young people aged 16- 24 years. The course will not affect participants' benefits and childcare and travel allowances are available. Enniskillen - Catherine Donaghy, Mob: 07523273865

**Recovery College** - Recovery College offer people in Fermanagh/ Tyrone a range of free educational courses and workshops designed to promote well-being and recovery. Tel Olive Young :028 7138 2963

**School Counselling** - is available through post primary schools, contact your local school for more information

**SUSE+** - South West College, provides support, guidance and qualifications as well as support into sustainable employment for those aged 16-65 years old. Enniskillen: Tel David Taylor 07442531667; Dermott Feely 07734281029

**The Traveller Education Support Service (TESS)** - provides advice, guidance and focused support to schools and to parents and pupils from the Traveller community. Tel Samantha Cummings at Education Authority 07990576003

**Toybox Early Years** - 84 Killadeas Rd, Enniskillen  
Toybox provides a rights-based outreach service for Traveller children aged 0-4 aimed at tackling inequalities in Traveller education. Tel Martina Grainger 02866 342696

**WHSCT Carers Support** - WHSCT, Community Services Dept. 2 Coleshill Road, Enniskillen, Co. Fermanagh BT74 7HG  
Tel: 028 6634 4163  
carers.support1@westerntrust.hscni.net

**Youthscape** - a cross community and cross border programme for 14-24 years olds which is young person centred. The programme will focus on 3 key areas; Personal Development, Good Relations and Citizenship. Enniskillen - Telephone or Text: 07557178162



### **Contact**

Hub Co-ordinator  
Seána Connor

Action for Children  
14 Darling Street,  
Enniskillen,  
County Fermanagh  
BT74 7EW  
**T: 028 6632 4181**

**E:** [seana.connor@actionforchildren.org.uk](mailto:seana.connor@actionforchildren.org.uk)

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