

# Coping with the Pressures of Farming



Freephone Helpline: **0800 138 1678** 





## Acknowledgements

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## Introduction

Staying well mentally is just as important as staying well physically. Dealing with stress and strain, the ups and downs of life, are part and parcel of daily living. Farming, whilst rewarding, can sometimes feel stressful. Sometimes dealing with the day-to-day pressures of farming combined with life's other demands leads to greater stress and pressure, resulting in feelings of being unable to cope. On such occasions, being able to reach out to someone to talk to or get advice from can make all the difference in sorting out the troubled situation or problem.

This resource entitled 'Coping with the Pressures of Farming' is aimed at farmers and farm families based in Northern Ireland. It has been researched and collated to address some of the many and varied issues that contribute to stress when not handled appropriately.

### Objectives of this resource

- To promote positive mental health among farmers and farm families.
- To encourage help seeking behaviours in terms of emotional well-being among farmers and farm families by increasing awareness of services available.
- To reduce financial stress by encouraging more efficient ways of managing resources and increasing awareness of support services.
- To improve community understanding of what mental health truly is and challenge the fears and stigma often associated with mental illness which can be barriers to seeking necessary professional help.
- To promote and encourage the development of Social Farming for the benefit of vulnerable citizens persons and their families.

#### Part 1

Addresses the day-to-day management of farming and the essential requirements to manage farming effectively and efficiently.

#### Part 2

Addresses mental health and wellbeing with an emphasis on the more common mental health issues that can impact on day-to-day living.

A key theme throughout the resource is how and where you can access Further Information either through direct contact with organisations, useful websites, helpline numbers, and other publications. If you are worried or concerned about yourself, a family member or friend, contact one of these support services, or make contact with your family doctor. Even if you feel that you don't need a number right now, save a selection of them to have handy on your phone or screenshot the relevant page. Please remember that the information contained in this resource is not a substitute for professional and/ or medical advice.

If you, or anyone you know is in distress or despair you can call Lifeline for free on 0808 808 8000 24 hours a day.

We hope you find this resource beneficial.

pressures.

This resource brings together practical information on a broad range of farming matters and presents them in a direct and accessible manner. A similar approach has been adopted to highlighting mental health matters. For many years, people were reluctant to talk about mental health issues and were somewhat reluctant to ask for information or support. This contributed to a sense of separation and distance, which often compounded their difficulty and problems. Thankfully things are changing, and we now have a much more positive outlook when it comes to talking about and dealing with mental health concerns and issues.

Our farming sector is going through a period of great change and transformation and this can bring uncertainty and additional stress for people in rural areas. Isolation and Ioneliness can exacerbate mental health concerns and make some problems seem insurmountable. By reaching out for support and maintaining contact with friends, neighbours

and advisors we can reduce that sense of isolation and share the burden. Having access to good quality and trustworthy information can make all the difference when making decisions and considering options.

If you or someone you know frequently feels exhausted or overburdened, you can help protect yourself and others from the stresses which farm life can throw at you by learning how to recognise the symptoms of stress and taking steps to reduce and manage it. From the experiences of Rural Support staff, Farm Business Mentors and volunteers who support farmers on a regular basis, we are aware that farming while rewarding, can be a stressful occupation. Financial stresses, poor work-life balance, farm labour challenges, isolation, and habitual stressors such as animal mortality are part of many farm families' lives.

It is very important that we have conversations about these stressors and how they can be addressed to increase and sustain farmers' resilience.

We hope you find this resource helpful and remember, it is important to reach out to others in order to make that connection to protect and promote positive mental health. It is time to be hopeful about our mental health and working together represents the best approach for the future.

J'm Cam

Jude McCann
Chief Executive – Rural Support

## Pressures of farming

Anyone can experience excessive pressure and demands outside work just as much as they can at work. This is particularly true for farmers; unpredictable weather, commodity prices, rising costs, animal diseases, health problems, as well as isolation, can all cause pressures for the farming community and can lead to issues with a farmer's mental wellbeing.

It is important for farmers to realise that how they deal with pressures and stress can affect their ability to farm safely and remain healthy, yet because farming is such a busy occupation it's often the last thing on their mind. Farmers are good at looking after their land and livestock, they fix and maintain equipment, improve and enhance their farms, but often forget to look after the farm's greatest asset - themselves.

This book is designed to provide practical help and guidance on dealing with the pressures which are often encountered, and signpost to sources of help and advice. The information is divided up into commonly encountered issues to make it simple to find the specific information you need. Additional support is available from a number of organisations such as Rural Support, and I would really encourage anyone who is struggling to seek help.

There is also a section on practical, tried and tested advice on looking after yourself. It would be easy to ignore this, but from personal experience, I know that a few simple steps can make a massive difference. I would encourage everyone to read this section and look for things which can work for you.

HSENI would encourage farmers to recognise that they are the farm's most important asset – so if they are to protect the farm (and everyone relying on it and them) they need to protect themselves. Often we can't avoid the hazards and pressures of farming, but by working safely and managing stress, farmers can reduces the risk of accidents, improve their general health and create resilient businesses.

Bryan Monson

**HSENI Deputy Chief Executive** 

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Rural Support was established in the autumn of 2001. The aim was to help farmers and other rural residents impacted by the severe foot and mouth crisis which was plaguing the agricultural industry. In 2002 Rural Support was registered as a charitable company. The severe impact foot and mouth disease was having on farming and on the farming community as a whole was soon realised. It was this awareness and the urgent need to address this distress that led to the establishment of Rural Support and its telephone helpline. Rural Support remains unique in that it is specifically designed to support the wider farming community, and that its volunteers who assist its helpline service all have rural backgrounds.

Initially set up to alleviate the stress, worries and concerns experienced in the face of foot and mouth, Rural Support has subsequently broadened its focus to include concerns related to financial problems, inheritance issues/succession planning, disease outbreak, and the burden imposed by farm paperwork and related matters. These increasing pressures are a result of changing circumstances. While retaining its core focus on issues such as stress and emotional distress, physical and mental

health and the often-related risk of suicide, Rural Support now has extensive experience in handling problems associated with major incidents including animal diseases and major weather events, such as that experienced in the spring of 2013 and more recently in the North West in 2017. Such incidents have highlighted the on-going needs of the farming community and the valuable service that Rural Support provides.

## Our vision is of a vibrant, healthy and resilient farming community in Northern Ireland.

Our mission is to provide professional and practical support to farmers, farm families and farm businesses throughout Northern Ireland. What we do:

Helpline Support

Farm Business Mentoring

Promoting and Coordinating Social Farming

Outreach Support and Referrals

**Emotional and Technical/Practical Support** 

Promote Positive Mental Health

## Rural Support

## Why we do our work

#### FINANCIAL PRESSURES

UNCERTAIN FARM FUTURE
ATTACHEMENT TO LAND
YOUR FAMILY MEMBERS
LEAVING RURAL LAND
DIFFICULTY ACCESSING SERVICES
SOCIAL ISOLATION
ALCOHOL & SUBSTANCE ABUSE
RURAL POVERTY
SUCCESSION PLANNING
LOSS OF OFF-FARM INCOMES





ADVERSE WEATHER CONDITIONS
AFFECTING CROPS, LAND QUALITY
DISEASE OUTBREAKS
DECREASING SUBSIDIES
QUALITY OF PRODUCE
ANIMAL WELFARE
FARM INSPECTIONS
SOIL QUALITY

## PRESSURES ON FARMING

TECHNOLOGICAL CHANGES
STRESS, ANXIETY, PRESSURE
LONELINESS
DEBT
DIFFICULTY ATTRACTING
EMPLOYEES
AGEING FARMER POPULATION
RISK OF FARM ACCIDENTS





BREXIT
CHANGES IN TAXES
AND HMRC REPORTING
CLIMATE CHANGE
MARKET UNCERTAINTY
PRICE VOLATILITY
GOVERNMENT REFORMS
SOCIAL LICENSE TO FARM

## Impact of our work

- Improving the wellbeing of farmers and farm family members
- Helping to build more resilient farm businesses
- Supporting farmers to deliver a Social Farming service and supporting service users to participate
- Enhancing the social inclusion, mental health, physical health, and personal development opportunities for farmers and participants of Social Farming
- Increasing awareness and understanding of needs of the farming community
- Enabling partnerships between rural stakeholders to deliver better outcomes for the farming community



## Business Planning

### **Understanding your farm's** financial performance

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The financial performance of a farm will indicate how well the farm is operating. Cash flow is the most important financial measure you should use when completing financial analysis. Cash flow is a measure of the cash that is available after the day-to-day operation of the farm. This is the source of cash that is used as household income on many farms.

### **Importance of awareness** of financial position

It's only when you regularly review financial reports that you are in a true position to plan the future of your farm business. Financial analysis must be based on solid information. If a farm business is failing, the long term consequences for the farm family will be more severe if no action is taken. The loss can be minimised if the overall financial position is identified as early as possible.

#### Information needed

All farms should have:

- Annual cash flow analysis which includes budgets and a budgetary plan for the future.
- · A breakdown of all assets and liabilities of the farm business and farm household.
- It can be a very useful exercise to look at the previous year's performance and then make comparisons.

### Help with improving financial management

- The farm accountant can provide an indication of financial performance. They can also make recommendations or refer you for more specialist advice.
- Your accountant or a financial consultant can help you to analyse your business and has useful tools available to help you keep records and provide guidance on managing finances.

### Training and up skilling on financial recording

There are a range of courses/ programmes being offered to help develop skills in farm or general business financial management:

#### CAFRE Farm Family Key Skills (FFKS) programme

Offers workshops to help Northern Ireland farmers with their business decision making in the key areas of Animal Health, Business Planning, Health & Safety and ICT.

#### www.cafre.ac.uk/industry-support/ farm-family-key-skills/

Tel: 0800 028 4291

#### Rural Support's On Farm Business Support

This service aims to help farming families tackle farm business issues such as finance/debt and business decisions regarding the future. It is aimed at families or individuals experiencing stress or worry in relation to the farm and provides free, independent and confidential support from a business mentor, experienced in agriculture and finance.

#### www.ruralsupport.org.uk

Freephone Helpline: 0800 138 1678 (Mon-Fri 9am to 9pm)

#### The Prince's Farm Resilience Programme

Run by Prince's Countryside Fund and facilitated by Rural Support in Northern Ireland provides support through one-to-one, on farm mentoring and group workshops focusing on areas such as finance and business planning, making efficiencies and looking at new opportunities, preparing for the future, succession planning and change management.

#### www.princescountrysidefund.org.uk

Tel: 0207 566 8695

### **Planning your Farm Business**

Every farm family should set business and personal goals. You have to strategically look at your business and allocate your available resources (labour, time, money and equipment) in order to set goals that are achievable.

#### Importance of Business Planning

Running a farm business in the absence of a sound business plan puts more stress on the farm manager and the family in general. Many expanding farm businesses run out of cash, so it is important to complete a plan to prevent this common problem.

### Elements of a good farm business plan

- All family partners should be aware of the plan and buy into it.
- The goals should be clear.
- Family members or partners should be assigned for various tasks or activities.
- The roles of family members should be regularly reviewed to match the business goals and skills requirements.
- Plans should be regularly reviewed.
- Annual leave plans including holiday requirements of family members.
- The personal time allocation within short term business plan.
- Inputs for planned farming activities should always be costed, planned and timed.

#### Developing your farm business plan

• Your accountant or financial consultant can provide specialist advice in helping to develop a business plan.

Support can be obtained from the same organisations which provide financial planning support as in the previous section.

Planning allows farm business owners to:

- Think about where I'm going
- Think about what I have to do
- Estimate extra costs, extra revenues and risks

#### CAFRE's Business Development Groups scheme

Offers support to groups of farmers from a dedicated facilitator.

Activities include benchmarking, on-farm meetings, demonstrations and skills training. Through the scheme participants get access to a CAFRE Development Adviser and have the option to gain a qualification.

To register your interest for future tranches email: kt.admin@daera-ni.gov.uk

#### www.cafre.ac.uk

#### Enterprise Northern Ireland

Provides business support through 28 Local Enterprise Agencies across Northern Ireland who offer support to develop a business plan for a new business.

Find out the location of your nearest agency:

www.enterpriseni.com/business-support



## Business Planning Worksheet

In order to develop a plan for the farm business it is important first to consider what's important for individuals in the farm family as well as business goals.

The following worksheet may be helpful in considering this. At this moment in time, reflect on what are your strengths, weaknesses, opportunities and threats from a personal and business perspective.

Strengths		Opportunities			
Personal / Family	Business	Personal / Family	Business		
Weaknesses		Threats			
Personal / Family	Business	Personal / Family	Business		

## Business Planning Worksheet Continued

Further areas for consideration when business planning:

Where are you currently and where do you want to get to?

Personal circumstances which may impact farm business
Education/twoining qualifications, W/set is quieting in the business? W/set recars is needed?
Education/training qualifications - What is existing in the business? What more is needed?
Succession Plan currently in place
Leadle Albania (Carlos Sana)
Land, buildings and fixed equipment
Machinery
Laboration to the state of the
Labour - hours spent- paid and unpaid- family/ employees
Your market and customers
Farm business productivity
Overall business state and financial health of the business
O Votain Dubin 1655 State and Tillian Iolai Fleatit FOT the Dubin 1655

Coping with the Pressures of Farming

#### Workforce management

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As herd size increases, the labour resources on farm become stretched. Initially, this is dealt with by adopting labour efficient techniques and systems. These include compact calving, an efficient calf feeding system and a good milking routine, to mention but a few.

Another approach with increasing numbers is to increase the use of relief workers or contractors e.g. milkers, slurry, fertiliser and heifer rearing. But as numbers increase further additional full-or part-time staff may be considered. This can be difficult for you to see as you attempt to complete all of the work yourself. Joint farming ventures, such as farm partnerships and share farming are also ways to gain help and share responsibilities.

#### Importance of workforce management

The ability to manage staff is a key skill requirement in order to ensure a profitable business operation. A good workforce management approach will help the business run smoothly with minimum stress.

If workers enjoy their work environment they are less likely to want to leave and this gives a much better return on the investment or payback with their skills development.

#### Requirements in managing a workforce

- All employment issues such as hiring, keeping workers, employment conditions and costs.
- · Defining work tasks before and during employment.
- Team works skills and ability to lead.
- Negotiation and communication.
- Help available in managing a workforce

Farmers who start employing people need in most cases to acquire new skills and information. The main sources of information include:

Labour Relations Agency

www.lra.org.uk

Department for Employment and Learning

www.delni.gov.uk

Department for Communities Employers Online NI

www.employersonlineni.com

Health and Safety Executive NI

www.hseni.gov.uk/

www.gov.uk/paye-for-employers

#### **Training Opportunities**

There is a broad range of skills-based training available in workforce management. The key training areas of relevance would include:

- Negotiation and Communication
- Leadership
- Management
- Workforce/ Human Resource Management



There are legal requirements on farm businesses which need to be met in a broad range of areas.

Rural Support has found that farmers can have fears about proper implementation of legislation and the implications of noncompliance and that this can have an impact on mental well-being. Keeping informed about legislation by using the resources that are available to you will improve your resilience.

### Importance of understanding the farm legal requirements

The consequences of not complying with farm legislation requirements can be very costly in terms of fines and penalties. It is important that farm families understand the relevant Government requirements. There may be a number of Government departments or state agencies with whom farmers must comply. These include:

- Department of Agriculture, Environment and Rural Affairs (DAERA)
- Northern Ireland Environment Agency (NIEA)
- Local Authorities
- HM Revenue & Customs

#### What is included in **Government Legislation?**

There are many legislative requirements which farms must meet. This list is not comprehensive:

Cross Compliance

#### www.daera-ni.gov.uk/publications/crosscomplianceverifiable-standards

- Basic Payment Scheme
- The Code of Good Agricultural Practice for the Prevention of Pollution of Water. Air and Soil (CoGAP)

#### www.daera-ni.gov.uk/publications/ codegood-agricultural-practice-cogap

 The Nitrates Action Programme Regulations and the Phosphorus Regulations 2015-2018 and The Nitrates Action Programme 2019-2022

- · General Import Licences for Animals/Animal Products
- Pollution Prevention and Control- District Councils Charging Scheme NI 2018
- The Water Abstraction and Impoundment (Licensing) Regulations (NI) 2006
- Noxious Weeds (Northern Ireland) Order 1977
- Pesticide Regulations guidance Spraying Law and Legal requirements for the storage, sale and supply of Pesticides.
- Livestock and Meat Commission Farm Quality Assurance/ Red Tractor

#### www.lmcni.com/farm-quality-assurance/

- Management of Health and Safety at Work Regulations 1999
- Health and Safety on farm www.hse.gov.uk/pubns/priced/hsg270.pdf
- The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations (Northern Ireland) 2003
- Waste Management Regulations (Northern Ireland) 2006
- Building Regulations NI 2012

### Where can I find out more about **Government requirements?**

Department of Agriculture, **Environment and Rural Affairs:** 

Basic payment scheme: 0300 200 7848

Environmental issues: 0300 200 7842

Animal Welfare: 0300 200 7840

Farm Quality Assurance helpline:

028 9263 3024

Health and Safety Executive NI:

0800 0320 121

NI Water:

03457 440088

HM Revenue & Customs:

www.gov.uk/browse/business

## Succession Planning

Research has found that there is a relationship between the health of animals and the health of the farmer. Good animal welfare and good herd health means less stress on the farmer. Equally, when a farmer is stressed, research has found that animal health may suffer.

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There are practical steps and supports farmers can avail of to maintain good herd health and animal welfare. Your vet and agencies such as DAERA can offer advice to support you. However, people who surround themselves with animals will inevitably have to say goodbye on a continuous basis. This is normally due to animal sales. However, the loss of animals due to sickness, disease or mortality at birth can make farmers feel stranded or isolated. Farmers can sometimes blame themselves for making poor management decisions.

Threats that farmers must deal with in relation to animal health include; tuberculosis (TB) outbreak, Johne's disease, Bovine Viral Diarrhoea (BVD), calf scour of many forms, worm infection, calf mortality at birth, flooding, dogs worrying sheep and viral diseases etc. There are many disease risks and on farm challenges which could completely challenge the bravest and toughest of us.

#### When you lose Animal(s)

The death of an animal on a farm can be very significant for many farmers. This is closely linked to the financial loss and the hollow feeling of not performing as well as your neighbour, discussion group colleagues or peers. Anger, frustration and sometimes guilt are the types of feelings that come with losing animals.

Research has found that dealing with animal disease and deaths is a major challenge in farming that should be discussed more openly, in discussion groups, for instance. It's important to talk about your loss with peers who will empathise with you.

All farmers at some stage have experienced heard/ crop disease and death of animals. You should remain busy and focused on the farm. If, however, months after your loss you still feel isolated, unfocused on the farm or if you feel that you are not able to cope or lack the passion to farm the way you did in the past, then you should seek help. Agencies such as Rural Support are a source of support to farmers dealing with loss of animals. Talk to your veterinary practitioner and ask for help on combating disease issues or mortality problems.

#### Where can I get information on maintaining good herd health and animal welfare?

- Your local vet
- DAERA Animal Health and Welfare: 0300 200 7840
- Animal Health and Welfare NI (AHWNI) www.animalhealthni.com

If you are under stress due to loss of animals or concerns regarding animal welfare Rural Support could help:

Freephone Helpline: 0800 138 1678 (Mon-Fri 9am to 9pm)

#### www.ruralsupport.org.uk



Traditionally, family farms in Northern Ireland have been passed to the next generation on death. More recently, social and economic changes have meant that many farm businesses are now transferred to the next generation during the owner's lifetime.

#### Make a Will

Passing on ownership of a farm business can be stressful, whatever the circumstances. However, it can be particularly difficult when the transfer is unplanned through illness or the sudden death of the owner.

It is therefore important that you, as the current owner, have considered your options and have made legal arrangements to ensure that your wishes for the future ownership of your farm business are carried out. If, having consulted your solicitor and accountant, you decide to retain ownership of some or all of the farm business until your death, it is important that you make and regularly update your Will.

#### The risks involved in not making a Will

If you do not make a Will, your spouse will not automatically inherit all of your property after your death; instead, it will be divided according to the rules of intestacy, between your next of kin. These rules are rigid and may mean that the farm business will be divided between a number of relatives. This can often cause disputes within families and the break-up of the farm business.

In addition, the absence of a Will can result in a delay in the payment of money due to the farm business (including DAERA payments), pending a legal decision as to who is entitled to receive such payments.

### The benefits of making a Will

It is important that you make and regularly update a Will, to provide certainty and clarity regarding the division of your estate, and to avoid the potential for disputes and delays. If you choose to make a Will, it must be carefully drafted and professional advice should be considered.

It is important that you choose a solicitor who understands the specific issues involved in the transfer of a farm business, and executors (those appointed to carry out your wishes) who have a good knowledge of your particular business, one of whom should be younger than you.

#### Farm business assets

It is vital that all the assets of the farm are dealt with in such a manner so as to ensure that they pass to the person you intend. When you are making a Will, it is very important that you ensure that your solicitor has knowledge of all of the assets involved in your farm business.

This may include, not only the land but also the livestock, plant and machinery, entitlement to Basic Payment Scheme payments and other grant payments.

You should also discuss who will be responsible for the payment of any outstanding farm debts, and who will be entitled to monies which are owed to the farm business on your death.

#### Importance of planning

It is important that your Will is regularly updated, to take account of changes in the farm business, assets owned, family circumstances and changes in the law.

Illness and incapacity are often unplanned and can cause a great deal of stress for other members if the decision maker on farm is no longer able to fulfil this role. You can minimise disruption by ensuring, where possible, that more than one person is named on the herd book, flock number, Farm Business ID and bank account signatory.

## Self - Assessment - Taxation

#### **Power of Attorney**

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A Power of Attorney is a legal document giving someone else the authority to take actions or make decisions on your behalf. It enables you to choose a person/ or people (called an attorney) to deal with your farm business affairs. A Power of Attorney ceases when you become mentally incapable of managing your affairs, but an Enduring Power of Attorney will continue.

Appointing a Power of Attorney could ensure your wishes are carried out and farm business continues to operate should you become incapacitated through accident or illness.

You should seek legal advice as careful consideration should be given to the range of powers you wish to give your attorney.

#### **Inheritance Tax**

Depending on the scale of your farm business Inheritance Tax could be an important consideration in relation to your succession planning however it should not be a barrier to putting a succession plan in place.

A solicitor and/ or accountant, with relevant experience, can assist you in carefully considering these issues and the appropriate tax reliefs with regard to planning your succession.

#### **Talking about Succession Planning**

For many farmers the issue of succession planning causes a great deal of stress, worry and fear. Many farmers do not want to think about retirement and worry about how it will affect their physical, emotional and financial well-being.

There are many reasons why farm families avoid the subject of succession however it is important to weigh up the consequences to the family and farm business of doing nothing versus having difficult conversations and taking steps to address the issue now.

It is important to take the time to think about where your farm business is now, where it is headed and what you want in terms of a work-life balance now and in the future.

#### Other options

If you have no obvious or identified successor Land Mobility, Partnerships & Share/Contract Farming options could be considered. Arrangements such as these could lead to a reduced work load, improved work-life balance, reduced stress through shared decision making and improved profits and viability.

#### **Help with Succession Planning**

- A professional accountant/ solicitor/ financial advisor with knowledge of the farming sector
- A professional succession planning facilitator
- An agricultural consultant
- Agricultural Law Association

https://ala.org.uk/

• UFU/ YFCU Land Mobility Scheme

https://yfcu.org/land-mobility-scheme

If you are experiencing stress in relation to making decisions about the future Rural Support could help through it's On Farm Business Support

Freephone Helpline: 0800 138 1678 (Mon-Fri 9am to 9pm)

www.ruralsupport.org.uk



Tax time on the farm can be a little stressful in gathering all your forms and receipts in preparation for a visit to your accountant or when doing it yourself. Self-assessment is for the self-employed, including farmers, where you make your own tax assessment.

For many self-employed the idea of trawling through a mountain of incomings and outgoings in the form of receipts, cheque books and bank accounts is often put on the long finger. Procrastination is often the method used to deal with this in the shorter term. However sooner or later this chore will have to be faced either by oneself or provided to an accountant or tax advisor so as to avoid penalties.

Assistance is always at hand, either online or face-toface. Therefore, nobody needs to face this stressful task alone. By filing your return on time and getting it off your desk you will also clear your mind.

The HM Revenue & Customs website itself provides detailed information about tax and tax compliance matters for the self-employed. This includes how to calculate and pay your tax and file your tax returns.

### Filing your tax return

There are a number of steps involved in filing your tax return. These are detailed on the HMRC website to assist in filing tax return and in making a self-assessment.

#### Where can I find out more on selfassessment and filing my tax return?

- Contact your local accountant/tax adviser for further assistance
- HM Revenue and Customs

#### www.gov.uk/self-assessment-tax-returns

Telephone: 0300 200 3310

(If you have a National Insurance number and Self Assessment Unique Taxpayer Reference (UTR) have them with you when you phone).



## Benefits and Financial Support

### The government has a range of benefits to provide opportunities and support.

Benefits are available for people of working age, for pensioners, for families and children, and for people with disabilities and their carers.

The system also provides additional income when your earnings are low.

There are several benefits and financial supports available which can be availed of in certain circumstances. To qualify for a particular benefit, you must meet the conditions that the government specifies.

#### People of working age

Benefits and services for people of working age, for example Jobseeker's Allowance, are dealt with by Social Security/Jobs & Benefits offices around Northern Ireland.

These offices can help you with:

finding work

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- starting your own business
- managing on a low income

If you cannot work because of an illness or disability there are a number of benefits you may be entitled to.

#### Pensioners and people planning for retirement

The Pension Service, which is part of the Department for Communities provides services to:

- anyone planning for their retirement
- people approaching retirement
- people who've already retired
- employers

#### Families and children

Social Security / Jobs & Benefits offices look after benefits and services for families, including those:

- bringing up children, including children with special needs
- managing on a low income, including help with health costs
- expecting or bringing up children

#### People with disabilities and carers

The Disability and Carers Service, which is part of Department for Communities, is responsible for benefits and services for people who are sick or have a disability, and their carers (Personal Independence Payment, Disability Living Allowance, Attendance Allowance and Carer's Allowance)

Recent changes to the benefits system (the move to Universal Credit) will impact self-employed claimants differently to other claimants. It is important that if you are currently accessing benefits or if you are likely to in the future, that you get appropriate advice to avoid or reduce the impact on your income.

#### Where to get help

#### Make The Call helpline

To enquire if you're getting all the benefits, services and supports you're entitled to. Freephone: 0800 232 1271

#### Tax and Benefits Advice helpline

For advice on tax and benefits.

Freephone: 0800 988 2377

#### Welfare Reform helpline

If you are concerned about changes to your benefits.

Freephone Advice NI: 0808 802 0020

Visit your local Citizens' Advice centre:

www.citizensadvice.org.uk/about-us/ northern-ireland/

Agricultural crime is a serious concern to farmers. If you are a victim of rural crime, this can have a substantial emotional and financial impact on you, your family and

#### **Keeping your farm secure**

farm business.

Rural Crime

On your farm you may have valuable livestock, expensive equipment and vehicles. There are some simple things you can do to increase security on your farm, making it harder for thieves to get access to your land, livestock and equipment.

#### Keeping your house and farm secure

To keep your house and farm secure, there are some general things you can do:

- invest in good locks for doors and windows
- be aware of people or vehicles coming and going and report any suspicious activity to the police
- · keep a register with photographs and descriptions of animals, tools, equipment, vehicles and any other valuables
- contact the Police Service for Northern Ireland (call 101) or your local Police and Community Safety Partnership (PCSPs) for crime prevention
- find out if a Farm Watch scheme or a Rural Text Alert scheme, operates in your area

#### Security around the farm

Farms can cover large areas of land and it can be difficult to make them completely secure. There are things you can do to make your farm more secure:

- check fencing, hedges and walls regularly they should be robust and well maintained
- restrict access to your yard with locked gates and security barriers - the fewer ways in the better

- fit alarms to storage sheds and other buildings
- consider installing a CCTV system to your yard, sheds and any other vulnerable areas
- invest in good lighting for your farmyard

### Keeping livestock, vehicles and equipment secure

- In order to keep these assets secure you
- regularly check fields with livestock
- keep hedges, fences and gates in good repair
- keep sheds and stockyard gates closed and locked
- always tag your livestock
- take photographs or videos of valuable animals with the brand and/or ear tags clearly visible
- keep a recent and accurate record of all your livestock
- lock away tools and equipment not in use
- mark vehicles, tools and machinery with your house number and postcode or your Business Identifier number
- secure or immobilise vehicles, plant, trailers and machinery when not in use
- remove machinery and vehicles from fields
- keep valuable vehicles and machinery in a securely locked shed
- always remove keys from parked vehicles
- consider fitting an electronic vehicle marking system or tracking device

#### Where to get help

If you wish to report a crime you should call the PSNI on 101 or Crimestoppers Rural Crime Reporting Line: 0800 783 0137

#### For crime prevention Advice:

Find your local Policing & Community Safety Partnership: 028 9040 8500

## Positive Ageing & Staying Fit for Farming

Normal ageing is a gradual process accompanied by some physical decline, such as decreased vision, hearing, and pulmonary and immune functions. Changes also occur in mental functioning. Coping with all these gradual changes can be difficult and challenging but it can be done in a healthy way. Each individual ages in their own way.

#### **Risk Concerns**

Many farmers don't retire primarily because, unlike many other employment situations, there is no standard retirement age from farming. Farmers by their very nature simply like to keep going. Those who wish to remain active well into their later years can often do so with adequate support and if they take care of themselves remaining aware of the risks involved with routine farm activities. Stress reduction, open communication and creating a safe work environment are the keys to helping the older farmer continue working.

Some of the main causes of farm accidents for the older farmer include:

- PTO guards broken or missing
- Carrying out high risk maintenance on buildings and roofs
- Decreased mobility and reaction time in relation to driving tractors/machinery and working with bulls and other livestock
- Strength, mobility and flexibility in relation to working from height
- Working alone with livestock
- Stress which can lead to lack of concentration, depression, low moods and exacerbate physical illness
- Poorly maintained tractors and machinery
- Starting tractor from outside the cab

#### **Risk Management**

- Adjusting work practices and making sure not to be in a position that would require quick movement to get out of the way to avoid injury.
- Assessing the work to be done.
- Get competent help when handling livestock.
- Have tractors and machinery properly maintained.

#### **Looking after your Physical Health**

Regular exercise and eating a balanced diet can seriously improve your health by:

- · Keeping your weight down
- Lowering your blood cholesterol
- Preventing high blood pressure

Often farmers ignore symptoms of ill-health, putting them down to getting older and avoid visiting the doctor. It is important to seek professional advice from a pharmacist or GP when you are ill.

## Where can I get more information about staying fit for farming?

#### Your own GP

Health and Safety Executive NI

#### www.hseni.gov.uk

Telephone: 0800 0320 121

#### Farm Family Health Checks Programme

This programme is a one-stop mobile facility offering free health assessments and advice tailored specifically for you.

To find out when the screening van will be near you telephone: 028 2563 5573.

## Understanding Mental Illness

#### **Understanding Mental Health**

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We all have mental health, like we all have physical health. Both change throughout our lives. Our mind, like our body, from time-to-time can become unwell.

Mental health has to do with different aspects of our lives including

- How we feel about ourselves.
- How we feel about others.
- How we are able to meet the demands of life.

The World Health Organisation states "Mental health is not just the absence of mental disorder". It is defined as "a state of well-being in which every individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community."

Good mental health is essentially about how you look after yourself physically and mentally. Mental health is a spectrum, or a continuum, that applies to everyone. It is all to do with daily living. There are days when you can feel at either end of the spectrum. The ideal is to try to keep yourself somewhere in the middle.

#### Well-being:

At the 'healthy' end of the continuum individuals are experiencing well-being, a state of good mental and emotional health. At this point people may also experience stress but are managing it well as an aspect of everyday life.

However, where problems become more serious or prolonged, coping may become progressively more difficult and can lead to poor mental health necessitating some form of appropriate support.

#### **Emotional Problems or Concerns:**

Discomfort has risen to a level of distress leading to the beginning of difficulty in coping which can result in possible insomnia, lack of concentration or loss of appetite. If the distress levels increase, it is advisable for a person to seek appropriate professional help as the person at this point of the continuum may be vulnerable to depression or general anxiety.

### Where can I find out more about mental health and wellbeing?

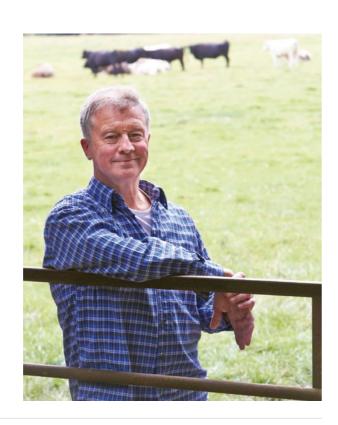
Minding Your Head website

www.mindingyourhead.info

Mental Health Foundation website

#### www.mentalhealth.org.uk/

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems please refer to the appendix at the back of this resource for a full list of services in your local health trust area.



Unfortunately, the terms mental illness and mental health are often used interchangeably thereby causing confusion as to our everyday understanding that mental health and mental illness are different. They are different in the same way as is good and poor physical health.

One of the fundamental differences between the two is that everyone has some level of mental health all of the time, just like physical health, whereas it is possible to be without mental illness. It is a recognised, medically diagnosable illness that affects the way people think, feel, behave, or interact with others.

Sadly, there are often perceived barriers to seeking help with the warning signs of mental illness, one being fear of dealing with the unknown, another being the stigma often unfairly associated with mental illness. The consequence can be avoidance thereby compounding the situation and slowing the recovery process.

#### **Mental Illness**

Signs and symptoms of mental illness can vary, and often it can be a combination of changes that are indicative that help or support needs to be considered. (Please note that the following signs are not a substitute for a clinical diagnosis).

- Feeling sad or down for a prolonged period
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries, or extreme feelings of guilt
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Significant tiredness, low energy or problems
- Detachment from reality (delusions), paranoia or hallucinations

- Inability to cope with daily problems or stress
- Alcohol or drug abuse
- Major changes in eating habits
- Excessive anger, hostility or violence
- Suicidal thoughts and self harming

#### **Recovery and Mental Illness**

Recovery from mental illness, like physical illness, is possible with the correct professional support and those with mental illness can still enjoy a positive sense of overall health and well-being.

There is a range of professional support available in Northern Ireland for people with mental health problems including:

- Medical treatments
- Psychological therapies
- Psychiatric interventions

A GP will usually be the first point of contact for these services and will also provide advice, support and treatment where appropriate.

#### Where to get help

Your own GP

#### Lifeline

If you, or anyone you know is in distress or despair you can call Lifeline for free on 0808 808 8000 24 hours a day.

#### Minding Your Head website

#### www.mindingyourhead.info/

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems please refer to the appendix at the back of this resource for a full list of services in your local health trust area.

There are noted risk factors, both physical and mental, associated with farming. Research indicates that on-going mental distress leads to anxiety and depression. Mental distress also leads to increased risk of accidental injury. Mental distress from farming can arise from on-going work time pressure, bureaucracy, financial pressure, work unpredictability and the presence of farm hazards. The juggling of such competing demands can accumulate to the point that it can lead to stress, and poor mental health.

One of the more general definitions of stress is the feeling of being under too much mental or emotional pressure.

A certain amount of stress is a normal part of everyday living. A certain degree of stress can be positive, making us more alert and helping us perform better in certain situations, such stress is only healthy if it is short-lived.

Unfortunately, excessive or prolonged stress can lead to debilitating illnesses such as heart disease and mental health problems such as anxiety and depression.

#### **Awareness of stress symptoms**

Stress symptoms are warning signs that indicate that something needs to be changed. The signs of stress will vary, some of which can often overlap.

Physical symptoms - can include headaches, chronic tiredness and fatigue, insomnia, musculoskeletal aches and pains, stomach and bowel problems, hypertension, rapid heart rate, panic attacks, weak immune system.

Emotional symptoms - can include depression, anxiety, worry, fear, feelings of powerlessness and being overwhelmed, feeling trapped, frustrated, irritable or angry, loneliness, grief and feeling like crying a lot.

Cognitive symptoms - can include obsessive thinking, negative thinking, poor short-term

memory, difficulty concentrating, catastrophising, mind reading, black and white thinking – interpret things as all good or all bad, unable to see options.

Behavioural symptoms - can include being angry with other people, inability to make decisions, chronic complaining, procrastination, withdrawal from family, friends, lack of self-care, compulsive behaviours, changes in eating patterns, increased alcohol and caffeine consumption, gambling and other addictions.

## **Practical Ways of Personal Stress Management**

Whenever there is a feeling of being overwhelmed by stress it is helpful to have a range of practical strategies to reduce its impact.

- Don't ignore signs that you are stressed
- Focus on what you can do to work through problems and what support is available
- Talk to someone about how you are feeling
- Try relaxation exercises

The 'Take Five Steps to Wellbeing' model is one such strategy which you can find in the appendix of this resource.

## Where can I find out more about managing stress?

#### Mind

www.mind.org.uk/information-support/typesof-mental-health-problems/stress/

#### **Rural Support**

If you are experiencing stress or worry in relation to the farm Rural Support can offer free, independent and confidential support from a farm business mentor, experienced in agriculture and finance.

#### www.ruralsupport.org.uk

Freephone Helpline: 0800 138 1678 (Mon- Fri 9am to 9pm)

Everyone occasionally feels sad or "blue". We can often use the expression "I'm feeling depressed" or "not myself lately" when we are feeling sad or miserable. Usually these feelings pass in time over a couple of days or less.

However, if such feelings are interfering with your day to day living and they don't go away after a couple of weeks, or if they come back, over and over again, it could be a sign that depression is beginning to set in. If this is the situation it is advisable to seek professional help. People can get better and recover with treatment.

Although there are several types of depression there are a number of common symptoms which can include:

- Persistent sad, anxious or "empty" feelings
- Feelings of hopelessness and/or pessimism
- Feelings of guilt, worthlessness and/or helplessness
- Irritability, restlessness
- Loss of interest in activities, hobbies or friendships
- Fatigue and decreased energy
- Difficulty concentrating, remembering details and making decisions
- Insomnia, early-morning wakefulness, or excessive sleeping
- Overeating, or appetite loss
- Thoughts of suicide, suicide attempts

Not every person who has depression will have all of these symptoms. Some people with depression can cover up and 'mask' their symptoms.

Depending on the number and severity of symptoms, a depressive episode may be specified as mild, moderate or severe. It is important to remember that depression is a health problem and needs to be addressed in the same way as a physical health problem.

Appropriate and effective treatments are available for depression and can be accessed through your GP. These include medication and other treatments such as counselling or other talking therapies.

If you are concerned that you or someone you know might be showing signs of depression it is important to get support.

#### Where to get help

#### Your own GP

#### Rural Support

Provides a listening and signposting service for farmers and rural families across Northern Ireland through its confidential helpline. Freephone Helpline: 0800 138 1678 (Mon- Fri 9am to 9pm)

#### www.ruralsupport.org.uk

#### Samaritans

The Samaritans helpline provides a safe space for people to talk when things are getting to them.

Freephone: 116 123 (24/7 365 days a year) or email: jo@samaritans.org

#### <u>Aware NI</u>

Support groups for people with depression and bipolar disorder as well as carers for people with the illness

#### https://www.aware-ni.org/

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems – please refer to the appendix at the back of this resource for a full list of services in your local health trust area.

If you, or anyone you know is in distress or despair you can call Lifeline for free on **0808 808 8000** 24 hours a day.

## Looking After Yourself (Self-Care)

It is important to take the time to reflect on how well we are looking after ourselves and identify our own individual ways of maintaining or improving our well-being.

3 = I do this well (e.g. frequently) 2 = I do this OK (e.g. occasionally)

1 = I barely or rarely do this 0 = I never do this

? = This never occurred to me

## **Physical Self-Care** Eat regularly (e.g. breakfast, lunch & dinner) Eat healthily Get enough sleep Exercise Get regular medical care for prevention Get medical care when needed Take time off when sick Get massages Dance, swim, walk, run, play sports, sing or do some other fun physical activity Wear clothes I like Take holidays

Psychological Self-Care					
Take day trips or time away from the farm					
Make time away from telephones, email and the internet					
Make time for self- reflection					
Notice my inner experience- listen to my thoughts, beliefs, attitudes, feelings					
Have my own personal talking therapy (e.g. counselling)					
Write in a journal					
Read literature that is unrelated to work					
Do something at which I am not expert or in Charge					
Attend to minimizing stress in my life					
Engage my intelligence in a new area e.g. go to an art show, sports event, theatre					
☐ Be curious					
Say no to extra responsibilities sometimes					
Other					

## Looking After Yourself (Self-Care)

3 = I do this well (e.g. frequently) 2 = I do this OK (e.g. occasionally) 1 = I barely or rarely do this 0 = I never do this

? = This never occurred to me

### **Emotional Self-Care**

Spend time with others whose company I Enjoy
Stay in contact with important people in my Life
Give myself affirmations, praise myself
Love myself
Re-read favourite books, re-view favourite movies
Identify comforting activities, objects, people, places and seek them out
Allow myself to cry
Find things that make me laugh
Express my outrage in social action, letters, donations, marches, protests
Other:

Spiritual Self-Care
Make time for reflection
Spend time in nature
Find a spiritual connection or community
Be open to inspiration
Cherish my optimism and hope
Be aware of non- material aspects of life
Try at times not to be in charge or the expert
Be open to not knowing
Identify what is meaningful to me and notice its place in my life
Meditate/ Pray
Sing
Have experiences of awe
Contribute to causes in which I believe
Read inspirational literature or listen to inspirational talks/ music
Other:







## Looking After Yourself (Self-Care)

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3 = I do this well	(e.g. frequently)
2 = I do this OK	(e.g. occasionally

1 = I barely or rarely do this
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? = This never occurred to me

Relationship Self-Care	Workplace or Professional Self-Care			
Schedule regular dates with my family, partner or spouse, if applicable	Take a break during the workday (e.g. lunch)			
Schedule regular activities with my children, if applicable	Take time to chat with co-workers, if applicable			
Make time to see friends	Make quiet time to complete tasks			
Call, check on, or see my relatives	Identify projects or tasks that are exciting and rewarding			
Spend time with my companion animals	Set limits with clients and co-workers			
Stay in contact with faraway friends	Balance my workload so that no one day			
Make time to reply to personal emails and letters; send holiday cards	or part of a day is "too much"			
Allow others to do things for me	Arrange work space so it is comfortable and comforting			
Enlarge my social circle	Get regular supervision or consultation			
Ask for help when I need it	Negotiate for my needs (benefits, pay rise, better terms)			
Share a fear, hope or secret with someone I trust	Have a peer support group			
Other:	Other:			
Overall Balance	Other Areas of Self-Care			
Overall Dalatice	that are relevant to you			
Strive for balance within my work-life and work day				
Strive for balance among work, family, relationships, play and rest				

- Are you more active in some areas of self- care but ignore others?

  Are there items on the list that make you think, "I would never do that"?
- Listen to your inner responses, your thoughts

## My Daily Self Care Planner

DAY	Things I want to do and intend to do! (Be specific with activities)		Did I do?		If not, WHY?		
	Morning	Afternoon	Evening	Yes	No	Good Reason	No Good Reason
Mon							
Tues							
Weds							
Thurs							
Fri							
Sat							
Sun							

## Simple Self Care Plan

When I am feeling stressed or in a low mood I should try to:	When I am feeling stressed or in a low mood I should try <b>NOT</b> to:			
<b>✓</b>	×			
<b>✓</b>	×			
✓	×			
<b>✓</b>	×			
<b>✓</b>	×			







Alcohol Drugs 33

Alcohol is one of the oldest and the most widely used drugs in the world. Most of us use it for enjoyment, but sometimes drinking alcohol can be a problem. Some people drink alcohol because they believe it can alter their mood and feelings or help them cope with situations or emotions they find difficult.

However, alcohol is a depressant drug. It affects how the brain works, slowing down the central nervous system and can increase levels of anxiety or make symptoms of depression worse.

It is important to remember that alcohol has the potential to be addictive.

The after-effects of heavy and repeated alcohol use can make day-to-day living more difficult and can contribute to problems with sleep, physical health, finances, work and relationships.

Alcohol interferes with the chemicals in the brain's control system. The effect alcohol has on our brain makes us drunk, but it can also cause longer lasting or even permanent damage to our brains.

#### For example:

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- Mood changes
- Learning and concentration difficulties
- Mental health problems like anxiety and depression
- Poor memory, dementia
- Alcohol related brain injuries

## Taking control and staying within low-risk drinking limits

The government's unit guidelines state that there's no safe level of alcohol consumption. Unit guidelines are the same for men and women and both are advised not to regularly drink more than 14 units per week (e.g. 14 units is equal to 5 pints of lager/ beer/ cider approximately).

## Where can I find out more about support for alcohol issues?

Drugs and Alcohol Northern Ireland

www.drugsandalcoholni.info/alcohol/

#### Alcoholics Anonymous

An organisation of men and women who share their experience with each other hoping to solve their problems and help others to recover from alcoholism.

Tel: 028 9035 1222

#### www.alcoholicsanonymous.ie/

#### Al-Anon

An organisation which offers help and support to families and friends of problem drinkers.

Tel: 028 9068 2368 (6pm to 11pm, 7 days a week; 10am to 1pm, Monday to Friday)

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems – please refer to the appendix at the back of this resource for a full list of services in your local health trust area.

There are many different types of drugs including prescription and recreational. A drug can be described as a substance taken for its narcotic or stimulant effects.

When someone is dependent on drugs they may experience a difficulty controlling their use or spending a lot of time involved in drug use and less time on other things in life.

Various things influence how a person is affected by the drugs they take. Some of these things include:

- A person's size, height and weight
- Diet
- Whether other drugs have been taken
- The way the drug is taken
- The environment where you are taking it

Mixing recreational or prescription drugs with alcohol is extremely dangerous. Some users of drugs experience what is known as a 'Come Down'. It is also referred to sometimes as 'Crashing'. This experience can be triggered by numerous different drugs and some people seem more susceptible to this happening. The users will experience a dramatic worsening of mood as the peak effects wear off. This is caused by both physiological and psychological factors.

Physiologically, all the chemicals in the drugs that make you feel 'happy' and full of energy, have been absorbed or used up by the brain resulting in headaches, dizziness, nausea, sweating, insomnia or excessive sleepiness.

Psychologically, your mood becomes low because you are coming down from an experience and don't want the feelings to go. Due to this some users find themselves re-dosing in order to put off the come down. Once a person 'comes down' from a drug they can be left with feelings of paranoia, anxiety or depression and can sometimes experience hallucinations or psychosis.

## Where can I find out more about drug abuse and support?

Drugs and Alcohol Northern Ireland

www.drugsandalcoholni.info/alcohol/

#### **NIDacts**

Northern Ireland Drugs and Alcohol Services Directory

#### www.services.drugsandalcoholni.info/

#### Addiction NI

A registered charity providing treatment and support for people who are dependent on alcohol or drugs

Telephone: (028) 9066 4434

#### www.addictionni.com

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems – please refer to the appendix at the back of this resource for a full list of services in your local health trust area.



## Self Harm & Suicide

## Grief, Loss & Tragic Events

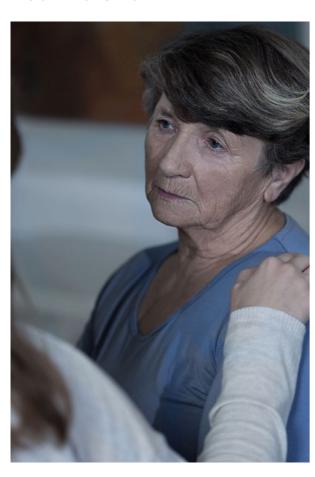
#### Self-harm

Is when someone deliberately hurts, cuts or injures him/ herself. It's usually a way of coping with or expressing overwhelming emotional distress and can be a call for help. It should be taken seriously. If you self- harm it is very important that you seek help and support. It might seem that nobody understands what you're going through or that you are alone but remember there is help available.

#### Suicide

If you are feeling suicidal, or are having thoughts of ending your life, it is important that you keep yourself safe. Try to remember that thoughts about taking your life are just thoughts. They do not mean you have to act on them, no matter how overwhelming they are. The most important thing to do if you are having thoughts of suicide is to talk to someone.

#### REACH OUT TO SOMEONE WHO CAN HELP. IT IS OKAY TO ASK FOR HELP.



#### Where can I get support with self harm or suicide?

If you, or anyone you know is in distress or despair you can call Lifeline for free on 0808 808 8000. Lifeline counsellors are available 24 hours a day, seven days a week to listen and help, in confidence.

#### **Samaritans**

Available 24 hours a day, 7 days a week for anyone struggling to cope. You can call for free on 116 123.

**In Crisis:** Go to or contact the Emergency Department of your nearest general hospital if someone is in immediate danger.

You can also contact the emergency services by calling 999 or 112.

#### Contact your local GP or GP Out of Hours service:

A GP can give you information about the supports available in your area.

#### Self-Harm Intervention Programme (SHIP)

Provides people who self-harm with quick access to support and counselling to help deal with the issues that are causing distress.

Tel: 028 7126 6999

#### www.zestni.org/services/ship/

#### Minding Your Head website

Information on mental health and the supports and services in Northern Ireland

www.mindingyourhead.info/

Coping with loss is a personal and singular experience - nobody can help you go through it more quickly or understand exactly all the emotions that you're going through but friends or family members can be there for you and help comfort you through this process.

### The best thing you can do is to allow yourself to feel the grief as it comes over you and to seek out support.

The stages of mourning and grief are universal and are experienced by people from all walks of life. Grief occurs in response to an individual's own terminal illness, the loss of a close relationship, or the death of a loved one or animal. Everybody grieves differently and there are different things that may affect the way people grieve. Knowing these may help to understand yours and other people's reactions to the loss. If someone's reaction is different to yours it does not necessarily mean they care less.

The death of someone we love is likely to be one of the most distressing experiences we will ever face. When someone dies, a relationship is lost, a process of change begins, and we move towards a new and largely unknown situation.



### Where can I find out more about support for grief and loss?

#### Cruse Bereavement Care

Service offering support, advice and information to children, young people and adults when someone dies.

Tel: (028) 9079 2419

#### Bereavement Support Network

Information and guidance for those who care for and support dying people and their loved ones around the time of and after death.

#### www.hscbereavementnetwork.hscni.net/ bereavement-care/bereavement-supportorganisations/

#### Rural Support

Provides a listening and signposting service for farmers and their families across Northern Ireland through its confidential helpline. Freephone Helpline 0800 138 1678 (Mon - Fri 9am to 9pm)

#### www.ruralsupport.org.uk

#### Health and Safety Executive NI

Provide information and advice to farm businesses in relation to farm safety and support where a farm accident has occurred.

#### www.hseni.gov.uk

Telephone: 0800 0320 121

There is a wide range of voluntary sector groups and organisations that offer support and information on a range of specific problems – please refer to the appendix at the back of this resource for a full list of services in your local health trust area.

Everyone has the right to live and work in an environment free from bullying, harassment, discrimination and violence. Bullying and abuse are very common and can happen to anyone, even in a farm family environment. When somebody does something or fails to do something which results in notable harm to another person, it is called abuse.

Bullying and abuse can occur in many different ways including:

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- Verbal: name calling, teasing, taunting, insults, and verbal threats.
- Physical: hitting, kicking, throwing things at someone or spitting.
- Social/Emotional: deliberately ignoring or leaving someone out, putting someone down, blackmailing or forcing someone to do something against their will.
- Financial or material abuse: including theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Sexual assault: any unwanted sexual contact. It is not just about physical violence. Using fear or threats to make someone do things that they do not want to do is an assault.
- Cyber/E-Bullying: Using mobile phones or the internet to hack someone's social media account to post offensive images, spread rumours or send abusive messages; internet stalking; 'hating' on social media sites.

Nobody has the right to hurt you physically or emotionally even if they are in a position of authority or they say they love you. Always refuse to accept abuse and remember that secrecy is an abuser's best weapon, so never keep it a secret. Help is always available. The most important thing is to tell somebody you trust and/ or talk to your family doctor or police.

## Where can I find about support for Bullying and Abuse?

#### Domestic and Sexual Abuse Helpline

Support, advice and signposting service for all women and men who have been affected by domestic or sexual violence.

#### Freephone: 0808 802 1414

#### Nexus NI

Advice and confidential support and counselling for those who have been sexually abused.

#### Tel: 028 7126 0566

#### Women's Aid Federation NI

Support and advice for women who have suffered or are suffering from domestic abuse.

#### Tel: 028 9024 9041

#### Victim Support NI

Emotional support for victims of crime.

#### Tel: 028 9024 3133

#### The Men's Advisory Project (MAP)

Support for male victims of domestic abuse.

#### Tel: 028 9024 1929

#### Action on Elder Abuse

Support and advice on abuse of older people.

#### Tel: 080 8808 8141

#### **NSPCC**

Advice on child protection issues and to report child protection concerns

#### Tel: 0808 800 5000

#### Childline

24-hour helpline for children and young people

#### Tel: 0800 1111

PSNI non-emergency reporting number

Tel: 101

Practicing mindfulness can help achieve a better quality of life both mentally and physically. Meditation is a very useful tool that can be used at any time or anywhere by a person to reflect on their emotions, to slow down racing thoughts, and be more 'in the moment'.

Mindfulness is about the person focusing on themselves, their mind, their body and surroundings. Instead of letting the mind get carried away by unhelpful thoughts and feelings, mindfulness meditation encourages the person to take notice of their thoughts and feelings nonjudgmentally.

#### Mindfulness exercises to try

One Minute Breathing: Start by taking several deep breaths. Fill your belly up with air like a balloon and gently let the air out. Focus on your breath for one minute. Breathe in and out slowly, holding your breath for a count of six and slowly exhaling. As your mind wanders to other things, try to bring your attention back to your breath.

Mindful Observation: Pick an object in the room and observe it for one minute. Notice the colour, texture, shape, smell, and size of the object. By focusing carefully on one object at a time you can improve your concentration and slow down your thoughts.

The Game of Five: Take notice of five things in your day that usually you don't take notice of by using your senses. Try to hear, smell, feel, touch or see things that surround you. For example when you are out and about look around you and see how you can match your five senses to things and sounds around you. This is a particularly good mindful exercise if you are feeling annoyed, stressed or angry about something.

Trying these mindful exercises can make a difference. Your skills will develop through regular practice and gradually you will feel the benefits.

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## Where can I find out more about Mindfulness?

Mind website

www.mind.org.uk

Mental Health Foundation

www.bemindful.co.uk/

#### Aware NI

Workshops and programmes on mindfulness.

#### www.aware-ni.org/

Tel: 028 7126 0602



Social Inclusion Social Farming

Being socially included is one of the most powerful protectors of human well-being. Feeling that you are part of a family and community is necessary for feeling comfortable at a personal level, 'in your own skin'. We are social beings and we need to be among others with whom we identify in pursuing common interests in work and leisure. Human beings need to feel endorsed and accepted by the people they live and work with.

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In rural areas, there are ways of life and strong community organisations that provide people with a sense of belonging. Agriculture involves communities of farm families who live and work cooperatively alongside each other, often for generations. Local sports clubs provide people of all ages with outlets for playing and spectating. Volunteering is alive and well in rural areas and not only helps those in need but is equally beneficial for volunteers. Involvement with others and maintaining good neighbourly relationships are hugely important for well-being and protecting social inclusion.

However, it is also the case that, inevitably, due to sparse populations, rural areas can lack social diversity. Research has found that for some, rural life can be stifling. Those who feel deep down that they don't 'fit in' are socially excluded and their well-being is at high risk. This can be the case even when the person is a member of an organisation but feels deep down that they are not part of it, but rather playing a role. People can furthermore feel 'stuck', unable to escape to alternative ways of living and working. Research highlights that such situations carry a risk of human susceptibility to suicide.

#### **Minority Groups**

Minority groups, such as Lesbian/ Gay/ Bisexual/ Transgender (LGBT) and migrant workers are an important part of rural society. It is important for all members of rural society to seek out membership of groups to which they can feel a sense of belonging and pursue their interests.

## Where can I find out more about Social Inclusion?

- Your local farming discussion group
- Ulster Farmers' Union Tel: 028 9037 0222
- NI Agricultural Producers' Association Tel: 028 8676 5700
- Young Farmers' Clubs of Ulster Tel: 028 9037 0713
- Your local Rural Community Network organisation:

North Antrim Community Network Limited (NACN)
Tel: 028 2177 2100

Rural Area Partnership in Derry Limited (RAPID)
Tel: 028 7133 7149

The Antrim Down and Armagh Rural Support Network Ltd NI (TADA)

Tel: 028 3839 8888

Cookstown and Western Shores Area Network
(CWSAN)

Tel: 028 8773 8845

Community Organisation of South Tyrone and Area (COSTA)

Tel: 028 8555 6880

County Down Rural Community Network (CDRCN)
Tel: 028 4461 2311

Omagh Forum for Rural Associations (OFRA)
Tel: 028 8225 1559

<u>Fermanagh Rural Community Network</u> Tel: 028 6632 7006

#### Men's Sheds

Sheds offer a social space for men of all ages to engage in meaningful leisure activities, whilst chatting to other men from their locality. There are over 50 sheds across Northern Ireland.

Tel: 028 9074 9494

#### Cara Friend

LGB&T Switchboard NI offers a listening ear and support to the Lesbian, Gay, Bisexual and Transgender communities.

Tel: 0808 8000 390

Social Farming is an innovative use of agriculture to promote therapy, rehabilitation, social inclusion, education and social services in rural areas. The farm is not a specialised treatment farm; rather the farm remains a typical working farm where people in need of support can benefit from participation in the farm's activities in a non-clinical environment. It also creates the opportunity to reconnect farmers with their local communities through the use of their farms as part of the social support system of the community.

#### Who can use Social Farming services?

To date in Northern Ireland Social Farming participants have been individuals with a Learning Disability and individuals recovering from a Mental Health issue. Individuals from both service user groups have benefitted from the opportunity to engage and contribute by choice in farming and related social activities in rural communities.

Individuals from other service user groups can also benefit from participation, including: physical and sensory disability; elderly; elderly with dementia; youth; youth with additional education or supervision needs; long-term unemployed; drug/alcohol rehabilitation; prisoner rehabilitation; refugees and asylum seekers.

#### **Key elements of Social Farming:**

- It is a service that a farmer provides
- It takes place on a working family farm
- It involves meaningful activities
- It is a personal choice for participants to engage

#### **Benefits of Social Farming services**

Social Farming has wide-ranging and farreaching benefits that are primarily experienced by the participant and the farmer, but which also positively impact rural communities. 39

- The participant benefits from being in a natural, outside environment; learns new skills; has the opportunity to care for animals and plants; develops new relationships with people; grows in confidence as they achieve and learn on the farm; has a role on the farm and a feeling of doing something worthwhile; is integrated into the local community.
- The farmer experiences satisfaction from supporting participants to learn new skills and grow in confidence; achieves projects/tasks with enthusiastic participants; supplements the farm income; witnesses their family and community play a part in helping others to have a rewarding experience in a farm environment.

## What do I do if I'm interested in Social Farming?

Rural Support coordinate the Social Farming Support Service in Northern Ireland. Whether you are a farmer, service user, staff member, family member/supporter of a service user, you can make contact on the details below.

Rural Support's Social Farming Support Service

Tel: 028 8676 0040

#### www.ruralsupport.org.uk



Coping with the Pressures of Farming

Coping with the Pressures of Farming



# Addendum



Most of us know when we are mentally and physically well, but sometimes we need a little extra support to keep well.



There are five simple steps to help
maintain and improve your wellbeing. Try to build these into your daily life
– think of them as your 'five a day' for wellbeing.



### Connect

Connect with the people around you: family, friends, colleagues and neighbours at home, work, school or in your local community. Think of these relationships as the cornerstones of your life and spend time developing them. Building these connections will support and enrich you every day.



### Be active

Go for a walk or run, cycle, play a game, garden or dance. Exercising makes you feel good. Most importantly, discover a physical activity that you enjoy; one that suits your level of mobility and fitness.



## Take notice

Stop, pause, or take a moment to look around you. What can you see, feel, smell or even taste? Look for beautiful, new, unusual or extraordinary things in your everyday life and think about how that makes you feel.



## Keep learning

Don't be afraid to try something new, rediscover an old hobby or sign up for a course. Take on a different responsibility, fix a bike, learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy. Learning new things will make you more confident, as well as being fun to do.



### **Give**

Do something nice for a friend or stranger, thank someone, smile, volunteer your time or consider joining a community group. Look out as well as in. Seeing yourself and your happiness linked to the wider community can be incredibly rewarding and will create connections with the people around you.

Adapted from work by the New Economics Foundation commissioned by the Foresight Project on Mental Capital and Wellbeing (www.neweconomics.org).

Artwork designed in association with Belfast Strategic Partnership.

## Northern Area - Directory of Services

**Directory of services to help** improve mental health and emotional wellbeing

Northern area

2019



#### **Urgent help and support**

#### **Emergency services**

Police, ambulance service, fire and rescue service, 077 1123 3802

Community Rescue Service

GP out of hours services, Dalriada

#### Lifeline

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despai

Samaritans helpline

Social services out of hours arrange

Action on Hearing Loss

0808 808 0123 0808 808 9000 (Textphone)

#### **GP** referral only services

Access to these services is through consulta with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

#### Self-Harm Intervention Project (SHIP)

Service provided by Zest: www.zestni.org

#### Community addiction service

#### Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working in each council area within the Northern Health and Social Care Trust, in emergen situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### Community outreach

provides a service for people with severe and enduring mental health problems who require intensive support in the community. The Child and Adolescent Mental Health

## Service (CAMHS)

provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

#### The dementia service

provides assessment, support and treatment for people in a range of settings who have dementia. The service also links with a number of voluntary and community organisations that provide support and respite in the community for the patient and their carers. **Hospital services** 

atient and outpatient treatment is provided for se who have severe mental health problems uiring intensive treatment that cannot be vided in the community setting.

#### Older people's mental health teams

provide assessment, treatment and support services to people experiencing mental health problems and who are over the age of 65 years

### Rehabilitation programmes

are linked to a range of mental health services, supporting people who are coping with, and recovering from, mental health problems to develop personal, social and employment skills and emportunities

#### Mental health including eating distress and anxiety support

**Action Mental Health New Horizons** 

Support, training and employment opportunities for people coping with mental illness.

#### Aware

Belfast 028 9035 7820 Derry 028 7126 0602 NI charity providing support and information for those affected by depression.

www.aware-ni.org

Support Mail Service: help@aware-ni.org

#### Beat eating disorders

 Studentline 0808 801 0811 (freephone) • Youthline 0808 801 0711 (freephone) www.beateatingdisorders.org.uk

#### Inspire (formerly NIAMH)

Local support, including housing schemes, home support, advocacy services, information services and education. www.inspirewellbeing.org

#### MindWise

Currently offers a wide range of support services

#### **NHSCT** eating disorder service

This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

#### PRAXIS Care 028 9023 4555

Praxis provides care to adults and children with learning disabilities, mental health issues and SANELINE

For anyone coping with mental illness. Helpline from 6pm – 11pm.

### Threshold (supported housing)

Offers residential therapeutic communities a other services to people in Northern Ireland. www.threshold-services.co.uk

#### **HSC** information on mental health conditions, treatments and medications

#### For information on more services and support:

www.familysupportni.gov.uk www.llttf.com (Living Life to the Full)

#### Alcohol, drugs, smoking and gambling

#### Addiction services (Adult) 028 2531 7160

For advice and support for alcohol and non-injecting

. For advice and support for injecting drug use Start 360

#### 028 2568 9306

Information, guidance and advice for young people. ASCERT/Start360

nunity based services for young people re identified as having substance misus www.ascert.biz

028 2565 4012

Step 2 service: therapeutic work for individuals 18+ who are misusing drugs and alcohol, and a support service for their family members. Low threshold: harm reduction services for people who are chaotically misusing substances. rals@extern.org

#### Al-Anon

To help and support families and friends of

#### **Alcoholics Anonymous**

#### Carlisle House (residential services)

Substance misuse treatment centre www.carlislehouse.org

#### Addiction NI

Drug and alcohol intervention and support services for adults and family members - specific support available for offenders and those aged 55+. www.addictionni.com

#### **Gamblers Anonymous**

028 9024 9185

www.belfastga.co.uk Northlands Centre, Derry

### Websites for further information

#### Abuse

### 24 Hour Domestic & Sexual Violence

0808 802 1414

Text support to 07797 805 839 Open to all women and men affected by domestic or sexual violence. The helpline is managed by the Women's Aid Federation NI.

24hrsupport@dvhelpline.org www.womensaidni.org

#### **National Association for People Abused** in Childhood (NAPAC)

www.napac.org.uk Nexus NI

#### Advice and confidential support and counselling for those who have been sexually abused. The Rowan - Regional Sexual Assault **Referral Centre**

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net **PSNI** non-emergency reporting number

#### Victim Support NI

Emotional support for victims of crime.

#### Women's Aid Federation NI

 Causeway Coast and Glens
 028 7035 6573 Mid Ulster 028 8676 9300

Helpline 0808 802 1414 (24/7 service)

Support and advice for women who have suffered or are suffering from domestic abuse.

### The Men's Advisory Project (MAP)

Specialised support for any man who has been a victim of domestic abuse. www.mapni.co.uk

#### Bereavement

#### Cruse Bereavement Care

 Cruse helpline 0808 808 1677

Cruse offers information, support and advice to anyone affected by death

Young people: www.hopeagain.org.uk Barnardo's child bereavement service

#### Barnardo's Northern Area children and young people bereaved by suicide support project

#### Helping someone who is thinking about suicide

Show you care, ask if they are thinking about suicide.

Let them explain their feelings. Tell them you have to take any threats seriously. 3 - Get help

#### Tell them you will support them to find help. Get professional help straight away. Call 999 in a crisis. Rem means of suicide and don't leave them alone.

**Child Death helpline** 0808 800 6019 (free for mobiles)

### **Miscarriage Association**

019 2420 0799

NI Stillbirth and Neonatal Death Society (SANDS)

www.sandsni.org NHSCT bereaved by suicide service

#### Sexual health

**Positive Life** 

028 9441 3544

Providing support services, advice and signposting to people living with and affected by HIV.

#### www.positivelifeni.com Common Youth (formerly Brook)

 Belfast 028 9032 8866 Free confidential advice on sex and contraception for young people aged under 25 years.

#### www.commonyouth.com **Family Planning Association**

Confidential information, advice and support on aspects of sexual health and family planning www.fpa.org.uk/

#### **Genito Urinary Medicine (GUM) Clinics**

8.15-11.15am)

#### www.sexualhealthni.info Relationship Resource Centre,

Carrickfergus Offers support and education with family life, sexual health and crisis pregnancy. Our services include: sexual health information appointments; online and telephone support; educational lessons and programmes; specialised children's counselling; young people's counselling; adult

#### www.therelationshipresourcecentre.co.uk

#### Sexual orientation and gender identity

**LGBT Switchboard** LGBT Northern Ireland

Transgender support services

#### Cara-Friend

Provides information and support to the lesbian,

#### Cara-Friend LGBTQ+ Youth

HERE NI

Support for lesbian and bisexual women in

#### The Rainbow Project

Supporting health and wellbeing for the LGBT+
community and their families. Co-cultural counselling
for individuals and couples; health and wellbeing
sessions; befriending support; personal development
(regional); sexual health testing and support/advice;
regional LGBT peer and support groups; advocacy
support; OUT North West (youth support in North
West); relationships and sex education for young
people; same sex family support; family support. www.rainbow-project.org

#### SAIL

General enquiries/professionals 028 9532 0023 Support for families 028 3057 0075

A support group for families of gender variant or transgender individuals of any age.

#### Children/youth support

Barnardo's

Main Northern Ireland contact numb www.barnardos.org.uk

Barnardo's child bereavement service

### Barnardo's Northern Area children and young people bereaved by suicide support project

Helpline (24/7 service) 0800 1111

www.childline.org.uk CLIC

028 9072 5780 0300 330 0803 Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

#### www.clicsargent.org.uk FLARE (Facilitating Life and Resilience

Support service for young people (11-25 years old)

Education)
028 2563 0064 028 2564 1966 077 3997 9443 077 2071 7275

experiencing mental health issues or impacted by suicide, delivered through youth work practice and

#### flare@eani.org.uk

#### Gateway 0300 123 4333 (Mon-Fri 9am-5pm)

The NHSCT children's social work service is a The NHSCI children's social work of first point of contact for anyone concern the welfare of a child or young person Outside office hours, you can contact the Regional Emergency Social Work Service.

#### 028 9504 9999 Lifeline

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 800

### Child protection 24/7 helpline - emotional, Voice of Young People in Care (VOYPIC)

Enabling children and young people with

### Student support

### Ulster University student support

Provides a professional counselling service on all Advice 4 Health takes client referrals from health

Further contact details at:

#### Family and relationships

Marriage counselling. www.accord-ni.co.uk

#### Autism NI

028 9040 1729 The Children's Centre

Providing support for families, enhancing parentin skills and promoting the emotional wellbeing of all individuals referred to the centre.

#### **Contact a Family Northern Ireland**

Freephone helpline 0808 808 3555 Signposting and help with disabilities. In the NHSCT area, family workers offer parents one-to-one help and support through times of need.

### **Family Ties Project**

Provides practical advice, guidance, advocacy support, counselling and befriending to parents guardians and family members of lesbian, gay, bisexual and transgender people. www.familytiesproject.org.uk

#### Home-Start Antrim 028 9442 8090

One-to-one family support for parents with at least one child under 5 years old.

### Parenting NI

Offers services to support parents and carers including a freephone helpline, face-to-face support, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers. Appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

## Services include relationship counselling for individuals and couples, and counselling for

office@relateni.org

children and young people

need of the indivdual or family.

Relate

www.relateni.org St Vincent de Paul 028 9035 1561 Offers direct, confidential assistance based on the

SI	ure Start			
•	Coleraine	028	7032	1032
•	Dalriada (including Bushmills and Ballycastle)	028	2073	0444
	ABBEY (Newtownabbey)	028	9086	0938
•	Ballymena	028	2564	3555
•	G-old (including Cookstown, Dunamore and Pomeroy)		oe, 8676	9994
•	Horizon (Carrickfergus)	028	9335	9734
В	Larne	028	2827	6044

## Benefits/financial advice

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

their ability to learn.

GILIZETIS AUVICE	
Antrim & Newtownabbey	028 9085 2271
Causeway	028 7034 4817
Mid & East Antrim	028 9600 1333
Mid Ulster	028 8676 6126

Free confidential, impartial advice; representation at tribunals; debt counselling services.

#### Advice 4 Health

Newtownabbey, Carrickfergus,		
Larne	028 9086 7100	
<ul> <li>Coleraine, Ballymoney, Moyle</li> </ul>	028 7034 4817	
Antrim & Newtownabbey	028 9590 6505	
Cookstown, Magherafelt	028 8676 6126	

### onals and through health based out

Public Health Agency, 12-22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

#### Trauma

#### **The Family Trauma Centre**

#### Victim Support

028 9024 3133 Emotional support for victims of crime

#### **WAVE Trauma Centre**

028 2766 9900 Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

#### Carers

Carers NI

Cause

Benefits and carers' rights

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

#### www.cause.org.uk Headway Ballymena - The brain injury

028 2565 1521 (24/7 service) Dedicated to supporting people with a brain injury, as well as their families and carers.

#### Rural support Rural Support Helpline

www.headwav.org.uk

0800 138 1678 www.ruralsupport.org.uk

MS Helpline

www.mssociety.org.ul **Macmillan Cancer Helpline** www.macmillan.org.uk

#### Housing/homelessness/

supported living Lighthouse Hostel (Ballymena) 028 2564 7654 (24/7 service) A residential homeless facility for men aged 18–65 years, which provides full board and supported living

Other health-related support

## Hostel primarily for single homeless people with support needs (direct access service).

Northern Ireland Housing Executive (NIHE) 028 9504 9999 (after hours)

www.nihe.gov.uk

Simon Community

MUST Hostel (Cookstown)

#### 0800 171 2222 (central access point an emergency accommodation 24/7 helpling Provides accommodation and support to people who **Triangle Housing Association Limited**

#### **Vineyard Compassion**

Coleraine-based practical and emotional support at points of need (including foodbank support, social supermarket, Job Club, debt management, clothing bank and supported living). www.vineyardcompassion.co.uk

#### **Cultural/ethnic**

#### Bryson Intercultural/Migrant Help

Support for black and minority ethnic (BME) communities

#### Migrant Centre NI

Financial health and wellbeing 077 6990 3471

#### www.migrantcentreni.org

#### Older people Age NI (Advice and Information)

Charity combining Age Concern NI and Help the Aged in Northern Ireland. v.ageuk.org.uk/northern-ireland

Good Morning Projects	
Antrim	028 9446 461
Ballycastle	028 2076 830
Ballymena	028 2564 072
Carrickfergus	028 9332 600
Causeway	028 7055 800
• Larne	028 2827 336
Mid-Ulster	028 7963 217

The primary aim is to support members of the community by means of regular, friendly, telephc conversations – making time for people, listenin effectively and becoming a 'friend on the phone' info@goodmorningcarrickfergus.com

#### Disclaimer:

be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessaril nstitute or imply any endorsement or commendation by PHA of that organisation or

Northern area

This information resource was developed through the Public Health Agency's Northern Area Suicide Prevention Action Plan. The resource will be updated as required. For further information, contact the Public Health Agency Northern Area Health and Social Wellbeing Improvement Team on: 028 9536 2913.

## South Eastern Area - Directory of Services

Directory of services to help improve mental health and emotional wellbeing

South Eastern area 2019



#### **Urgent help and support**

**Emergency services** 

Police, ambulance service, fire and rescue service

#### Gateway Children's Social Work Services

028 9504 9999 (out of hours)

Gateway assists people who are concerned about the welfare of a child or young person.

GP out of hours services

North Down and Ards 028 9182 2344

24 hour support for those in distress or despair.

#### Freephone 116 123

Listening ear to those in distress.

## **GP** referral only services

#### The Child and Adolescent Mental Health Service (CAMHS) provides specialist multi-professional support in the

community for children and young people aged up to 17 years experiencing mental health problems.

## Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the South Eastern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

#### Older people's mental health teams

#### Community addiction teams (CATs)

provide treatment and support for adults with drug and alcohol problems.

#### Suicide prevention/ self-harm/self help

**Colin Community Counse** 028 9060 4347

For people aged 16 years and over

**New Life Counselling** 

Niamh Louise Foundation

Complementary therapies, mentoring for people aged under 18 years, befriending for people aged 18 years and over, bereavement support, youth forum.

#### North Down YMCA Men's Health Worker

One to one support and group activities for men aged 18+ within North Down.

Samaritans helpline

Listening ear to those in distress.

Safe Talk - suicide awareness

MYMY (Mind Your Mate and Yourself)

Email: jo@samaritans.org

028 4372 7549

Free for anyone aged over 16 years, including Applied Suicide Intervention Skills Training (ASIST)

028 9182 1124

#### Mental health including eating distress and anxiety support

Action Mental Health Downpatrick (New Horizons) 028 4461 3791

 Lisburn (New Horizons Derriaghy) 028 9062 9759 Training and support for people with mental health needs or a learning disability.

#### Aware

The Hub Community Counselling Centre. Ballynahinch

028 9756 1100

Eating Disorder Association

#### Kairos Enterprises Ltd

Support for adults using a community gardens approach. Men's Shed Project.

#### Lisburn Downtown Centre

Mindwise

#### 028 4461 7964

Support for people recovering from mental illness.

#### Inspire (formerly NIAMH)

Local support, including housing schemes, home support, advocacy services, information services and education vellbeing.org

Services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

#### Threshold

Residential and supported housing / floating support. HSC information on mental health conditions.

www.choiceandmedication.org/hscni/

### Alcohol, drugs, smoking and gambling

Alcoholics Anony 028 9035 1222

Alcohol and You

#### www.alcoholandyouni.com Narcotics Anonymous

www.nanorthernireland.com

Al Anon / Alateen

Help and support for families and friends of problem drinkers. www.al-anonuk.org.uk

ASCERT

Drug and alcohol services including treatment and support, education and training for professionals. Drug and Alcohol Intervention Service for

Carlisle House

Substance misuse rehabilitation treatment centre **Dunlewey Addiction Services** 

39 2547 0800 0886 725

Drug and alcohol treatment service for adults.

**Gamblers Anonymous and Gam-Anon** 

Help and support for compulsive gamblers. Gam-Anon is for partners, relatives and close friends of compulsive

#### The Link MARC Project

Free confidential advice on sex and contraception for

Drug and alcohol intervention and support services for adults and family members – specific support available for offenders and those aged 55+.

Barnardo's Pharos Project

#### Simon Community

www.want2stop.info

0800 171 2222 (central access point 24/7)

Support and advice for people with drug and alcohol probl Websites for further information

www.talktofrank.com

#### Abuse

24 Hour Domestic & Sexual Violence Helpline

Text support to Open to all women and men affected by domestic or

24hrsupport@dvhelpline.org

**Domestic Violence Outreach Scheme** 

North Down and Ards.

The Rowan - Regional Sexual Assault Referral 24 hour freephone helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped. www.therowan.net

National Association for People Abused in

Childhood (NAPAC) 0808 801 0331

Nexus

028 9032 6803 Advice, support and counselling for people who have been sexually abused.

PSNI non-emergency reporting number

#### 101 Victim Support NI

#### Women's Aid

Support and advice for women who have suffered or are suffering from domestic abuse.

#### Rereavement

Barnardo's child bereavement service

Cruse Bereavement Care

Cruse Belfast Office 028 9043 4600

Bereavement support midwife

028 9056 4717

Child death helpline

0808 800 6019 (free for mobiles) The Compassionate Friends

Support and care for bereaved parents, siblings and grandparents who have suffered the death of a child. Lisburn Downtown Centre

Support for bereaved parents Miscarriage Association

info@miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society (SANDS)

019 2420 0799

Sexual health Common Youth (formerly Brook)

young people aged under 25 years.

#### Helping someone who is thinking about suicide

1 - Approach the person and ask Show you care, ask if they are thinking about suicide. 2 - Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

#### ell them you will support them to find help. Get professional help straight away. Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

Family Planning Association

0345 122 8687 Confidential information, advice and support on aspects of sexual health and family planning.

www.fpa.org.uk SEHSCT family planning clinics 028 9181 6666 028 9260 1992

Genito Urinary Medicine (GUM) clinic

ated at the Royal Victoria Hospital

Providing support services, advice and signposting to people living with and affected by HIV.

Youth health advice service (SEHSCT) Free, confidential nurse-led service, including relationship and sexual health advice.

#### Sexual orientation and gender identity

LGBT Switchboard LGBT Northern Ireland

028 9031 9030 www.lgbtni.org

Transgender NI

Cara-Friend

028 9089 0202

#### www.cara-friend.org.uk **Equality Commission enquiry line**

HERE NI

Support for lesbian and bisexual women in Northern Ireland

The Rainbow Project

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

#### www.rainbow-project.org

SAIL - Transgender support

A support group for families of gender variant or transgender individuals of any age

## Children/youth support

Drug and alcohol ser www.ascert.biz **Drug and Alcohol Intervention Service for** 

ith (DAISY)/Start 360/ASCERT Barnardo's

028 9756 5456

Direct services for children, young people and their

www.barnardos.org.uk

SEHSCT carers development officer

Contact point providing information for family carers.

Child protection 24/7 helpline - emotional, physical or

#### 0800 1111

Counselling for children and young people

#### Children's Law Centre

### FLARE (Facilitating Life and Resilience Education) 028 2563 0064 028 2564 1966

077 3997 9443 077 2071 7275 Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

#### flare@eani.org.uk Gateway

The SEHSCT children's social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

028 9182 1124 Safe and welcoming drop-in centre facility for young

MACS Supporting Children and Young People Services for people aged 16-25 years, including

Information, guidance and advice for young

Relate Teen Counseling for young people.

SET Connects

Therapeutic support for cared for and adopted children. The Edge Ballynahinch

#### Voice of Young People in Care (VOYPIC) 028 9024 4888 Enabling children and young people with experience of

YMCA

 North Down 028 9145 4290 Support and preventative and educational programmes

### Information and advice for anyone with concerns about the mental health of a child or young person. www.youngminds.org.uk

Young Minds

Student support Ulster University student support

#### Provides a professional counselling service on all campuses www.studentsupport.ulster.ac.uk Queen's University Belfast student guidance

During office hours 028 9097 2727 A first stop for information, advice and guidance. Also

Family and relationships ACCORD

www.qub.ac.uk/directorates/sgc/

Marriage and relationships couns www.accord-ni.co.uk Family Mediation NI

Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

#### Familyworks (Newtownards)

028 9182 1721

Counselling and training for families **Family Planning Association** 

Confidential information, advice and support on sexual health and family planning.

#### Holywood Family Trust

028 9042 7842 Child care, after-school club, youth provision, adult counselling and community development for people in North Down and Ards.

#### Home-Start

Supports parents as they learn to cope, develop confidence and build better lives for their children

#### Men's Advisory Project 028 9024 1929

Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management. Relate 028 9032 3454 Services include relationship counselling for individuals and couples, and counselling for children and young

## Women's Aid

24 hour helpline 0808 802 1414 Challenging domestic violence in Northern Ireland.

#### • Lisburn 028 9267 0918

YMCA.

St Vincent de Paul 028 9035 1561

 Colin Sure Start 028 9060 1417 Kircubbin Sure Start 028 4273 9322 Down Sure Start 028 4461 363

Lisburn Sure Start 028 9267 2292

North Down 028 9145 4290

Support and preventative and educational programmes

## Range of services for young children aged 0-4 years and their families, aimed at improving health, children social and emotional development, and their ability to

Benefits/financial advice Age NI advice service Charity combining Age Concern NI and Help the Aged in Northern Ireland.

#### www.ageuk.org.uk/northe Benefit Enquiry Line NI

Citizens Advice Bureau Community Advice Lisburn & Castlereagh Community Advice Newry, Mourne
 & Down
 028 3026 293

Ards & North Down 0300 123 9287

#### Free, confidential, impartial advice; representation at tribunals; debt counselling services. www.citizensadvice.org.uk Step Change

www.stepchange.org

www.adviceni.net

Trauma

Victim Support

Free confidential debt advice

Emotional support for victims of crime.

#### **WAVE Trauma Centre**

028 9077 9922

Offers care and support to anyone bereaved or ww.wavetraumacentre.org.uk

SEHSCT carers development officer

Contact point providing information for family carers

Peer-led support to carers and families of people with

Support services for carers of people with mental health

Support, advice and training for local communities

County Down Rural Community Network

North Down Community Network

Support, advice and training for local cor

Tailored support to meet the needs of local rural

Community activities for people living in Down District

#### The Wider Circle

Carers

Carers NI

Cause

028 9043 9843

www.cause.org.uk

028 4461 7964

028 9146 1386

**Rural Support helpline** 

www.ruralsupport.org.uk

Age NI Advice Line

**Footprints Women's Centre** 

Kilcoolev Community Forum

Kilcooley Women's Centre

Macmillan Cancer Support

ww.macmillan.org.u

028 4273 9021

**Volunteer Now** 

028 9023 2020

028 9147 8292

Contact information for all constituted groups that are active within the Kilcooley community.

Non-emergency police service (PSNI)

Peninsula Healthy Living Partnership

Services and programmes to improve health.

Volunteering opportunities and development

supported living

Belfast Central Mission (BCM)

Housing support for young per

Kilcooley Tenant Support

028 9147 0666

Housing/homelessness/

MACS Supporting Children and Young People

Floating support for vulnerable young people aged

**Northern Ireland Housing Executive** 

Rural support

Ards Community Network

Mindwise

Benefits and carers' rights.

028 7965 0875 Programmes for people affected by post-traumatic stress because of the Troubles. Provides accommodation and support to people who are currently homeless or at risk of

#### The Link (Newtownards)

028 9182 1124

Simon Community

Bryson An Munia Tober

Bryson Intercultural

#### www.brysonintercultural.org Chinese Welfare Association

**Equality Commission NI** 

w.migrantcentreni.org

## Older people

Addiction NI

Age NI

#### Other health-related support

www.ageuk.org.uk/northern-ireland

North Down and Ards.

Mon-Fri 10am-2pm (24 hour answering machine) Services in the Colin area, including crèche, training and Practical support and information for older people in

#### Support for people affected by dementia.

Belfast Central Mission (BCM) 028 9182 7783

Lisburn Downtown Centre

services for people aged 65 years and over living in the South Eastern Trust area.

be correct at time of going to print. Where any

Public Health Agency, 12-22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

**Cultural/ethnic** 

North Down YMCA Tenant Support Service

Housing support to 18-64 year olds within Ards and North Down – independent living skills and

028 9031 5744 Support for black and minority ethnic (BME) communities and individuals.

### Working to secure the future of the Chinese

Migrant Centre NI

North Down YMCA Harbour Ward Project

Drug and alcohol intervention and support services for adults and family members – specific support available for offenders and those aged 55+.

#### 0808 808 7575

AGE north down & ards (AGEnda)

## Alzheimer's Society

Parent support/preventing homeless

Signposting and referral to a range of social support

028 9756 6934

by name or otherwise this does not necessarily

South Eastern area

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

National Dementia Helpline 0300 222 11 22

**Good Morning Down Telephone Service** • Down 028 4461 3434

Support for older people. SEHSCT Safe and Well/Caring Communities

Disclaimer:

## Southern Area - Directory of Services

Directory of services to help improve mental health and emotional wellbeing

Southern area

2019



#### **Urgent help and support**

#### **Emergency services**

Police, ambulance service, fire and rescue service,

#### Lifeline

Deaf and hard of hearing —Textphone users can call Lifeline on 18001 0808 808 80

#### Samaritans helpline

#### Listening ear to those in distress. Southern Area out of hours GP

After 6pm and all day Saturday, Sunday and bank

Social services out of hours duty social

Provides an emergency social work response across Northern Ireland from 5pm – 9am and 24hrs at weekends.

#### Suicide prevention/ self-harm/self-help

24 hour support for those in distress or despair

#### Samaritans helpline

Listening ear to those in distress.

Action Mental Health (MensSana)

#### **PIPS Hope and Support Community Resource**

www.pipshopeandsupport.org

#### PIPS Upper Bann

www.pipsupperbann.co

**Niamh Louise Foundation** 

Protect life coordinator

#### 028 3756 4461 078 2562 7133

Information on suicide/self-harm prevention, support and initiatives within the Southern area. Training is also available.

#### **Zest for Life Counselling and Training**

Services 078 1808 8314 078 9438 8371

#### **British Association of Counselling and**

**Psychotherapy** 

#### Accredited counsellors and therapists. www.hacn.co.uk

**Yellow Ribbon Suicide Prevention** 

### Programme

Emotional and psychological support for those suffering from break-ups, depression, panic attacks and issues such as self-harming from alcohol and drugs.

#### **Links Counselling Service**

028 3834 2825

#### **Chrysalis Centre**

028 3834 1846 Nyama counselling service

#### Mental health including eating distress and anxiety support

#### Inspire (formerly NIAMH)

Local support, including housing schemes, home support,

#### Action Mental Health (AMH)

#### 028 3839 2314

1028 3839 2812
Incorporating MensSana (tailored activities to support mental health and emotional wellbeing) and New Horizons (supports the recovery of adults experiencing mental ill health who are interested in progressing towards further education/training or employment).

#### **AMH Everybody**

Supporting those affected by eating disorders.

#### The Mental Health Forum

Southern area. Provides advice, information and signposting for service users, carers, professionals a the public about mental health services. It engages locally and regionally in the planning and delivery of mental health services.

MindWise

Supporting people with mental illness.

#### www.mindwisenv.org

Aware 028 9035 7820 | 028 7126 0602

NI charity providing information and support for those affected by depression.

#### **PRAXIS Care**

PRAXIS Care provides a range of supported living services to people experiencing mental ill health.

#### **HSC** information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

#### Website for further information

#### Alcohol, drugs, smoking and gambling

#### The Magnet Centre, Newry

#### Barnardo's

066 3470 028 4062 3872 For children/young people and families affected by

**EXTERN** 

#### 028 9084 0555 | 028 9033 0433

Addresses homelessness, drug and alcohol abuse and rehabilitating offenders to build safer communities. www.extern.org

#### **Dunlewey Addiction Services**

Supporting people with addictions.

Community addiction team (CAT)

#### Accessed through GP.

#### Awareness, education, prevention and support for alcohol and drug issues.

www.breakthru.co.uk

#### Start 360 028 3832 2714

www.al-anonuk.org.uk

#### **Alcoholics Anonymous**

#### www.alcoholicsanonymous.ie Gamblers Anonymous

#### www.belfastga.co.uk

FutureProof (formerly REACT Ltd)

Addiction NI

www.addictionni.com

#### ASCERT

#### 0800 2545 123 www.ascert.biz

#### **Cuan Mhuire**

Provides support on alcohol and gambling issues.

#### Davina's Ark

www.davinasark.co.uk

#### Websites for further information

www.want2stop.info www.talktofrank.com

#### Abuse

#### 24 Hour Domestic & Sexual Violence

Helpline

#### Text support to 07797 805 839

Open to all women and men affected by domestic

#### Women's Aid NI

Support and advice for women who have suffered or are suffering from domestic abuse.

### www.womensaidni.org

Armagn/Down Women's Alu	
Armagh	028 3751 1473
Newry	028 3025 0765
Portadown	028 3839 7979
• Refuge number	028 3026 7174

#### Mid Ulster Women's Aid

#### Nexus

028 9032 6803 028 7126 0566

#### Trauma counselling service 028 3834 7537

**WAVE Trauma Centre support** 028 3751 1599

#### www.wavetraumacentre.org.uk Victim Support

Emotional support for victims of crime

### **National Association for People Abused**

## in Childhood (NAPAC)

The Rowan - Regional Sexual Assault 24 hour freephone helpline 0800 389 4424 Support and services for anyone who has been

#### Bereavement

**Cruse Bereavement Care** 

#### Cruse Armagh/Dungannon 028 8778 4004 Cruse helpline 0808 808 1677

### www.cruse.org.uk

### Niamh Louise Foundation

PIPS Hope and Support Community

### 028 3026 6195

Child death helpline

www.childdeathhelpline.org.uk

#### The Lullaby Trust

www.lullabytrust.org.uk

(SANDS)

Show you care, ask if they are thinking about suicide.

take any threats seriously. 3 - Get help Tell them you will support them to find help. **Get professional** 

Helpline 019 2420 0799

## info@miscarriageassociation.org.uk

Helpline 028 8778 8016 Office 0345 120 3785

#### **Positive Life**

Providing support services, advice and signposting to people living with and affected by HIV.

#### The Rainbow Project

028 9031 9030

Free confidential sexual health advice and

#### Family Planning Association

Confidential information, advice and support on aspects of sexual health and family planning

#### 028 3741 2891 077 8743 2845 health clinic@eoutherntruet beeni ne

## **Community Sexual Health Advice Service**

C.A.S.H. (Contraception & Sexual

Sexual orientation and

## Cruse offers information, support and advice to anyone affected by death.

Barnardo's child bereavement service

028 8775 3327

0800 282 986 (Freephone) 0808 800 6019 (free for mobiles)

NI Stillbirth and Neonatal Death Society

#### www.sandsni.org

#### Helping someone who is thinking about suicide

Let them explain their feelings. Tell them you have to

help straight away. Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

Miscarriage Association

### The Compassionate Friends

helpline@tcf.org.uk

### Sexual health

www.tcf.org.uk

www.rainbowproject.org Love for Life

#### www.loveforlife.org.uk Common Youth (formerly Brook)

contraception for young people aged 24 years

Health clinic

### Genito Urinary Medicine (GUM) clinic

**Health Service**)

www.labtni.ora

028 9089 0202

gender identity LGBT Switchboard

## **LGBT Northern Ireland**

Transgender support services Cara-Friend

### Provides information and support to the lesbian.

#### Cara-Friend LGBTQ+ Youth HERE NI

028 9024 9452 Support for lesbian and bisexual women in

### The Rainbow Project

www.sailni.com

www.rainbow-project.org

A support group for families of gender variant or transgender individuals of any age.

#### **Child/youth support**

<u> </u>	Person's Partnersi	
2380	028 3752 2	<ul> <li>Armagh</li> </ul>
	ople aged 13-18 in nee	

#### **Barnardo's Family Resource Centres**

	028 3026 0668	including a freep	
sessment, therapeutic a	and preventative re deemed to be at risk.	parenting progra have a say on th	
mily Support Hubs		carers across N	

#### Newry & Mourne **Child and Adolescent Mental Health**

Services (CAMHS)

#### Childline 0800 1111 24/7 counselling support for children and young

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

#### **Education Authority critical incident/** emotional health and wellbeing team FLARE (Facilitating Life and Resilience

Education) 028 2563 0064 028 2564 1966 077 3997 9443 077 2071 7275

## Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

flare@eani.org.uk

Start 360

Young Minds elpline 0808 802 5544

www.youngminds.org.uk		
Education Authority youth service		
Craigavon/Banbridge	028 3833 8556	
Armagh Headquarters	028 3751 2266	
Armagh/Newry & Mourne	028 3025 1515	

• Dungannon 028 8772 2167

Cookstown 028 8675 7168

Armagh/Dungannon 028 3752 2380

#### Young People's Partnership 028 3839 1155

Homy	020 0020 0100
Family Resource Centre	
Armagh/Dungannon	028 3752 2380
Youth Action NI	

028 3751 1624

Newry

One Stop Shops

#### Student support Ulster University student support

A professional counselling service is available on

Magnet Newry 028 3025 2214

### Queen's University Belfast student guidance centre During office hours 028 9097 2727

24 hr counselling helpline 0808 800 0016 A first stop for information, advice and guidance. www.qub.ac.uk/directorates/sgc/

#### Family and relationships

#### Family Support NI

info@familysupportni.gov.uk

#### Parenting NI

0808 801 0722 Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to

### he issues affecting parents and lorthern Ireland.

Barnardo's Parenting matters.

**Family Resource Centre** 

#### St Vincent de Paul regional office

Banbridge 028 4062 2475 Clogher Valley 028 8554 9898 Dungannon 028 8772 9695

Craigavon 028 3831 3360

#### Portadown 028 3833 7455 • Kilkeel 028 4176 4718 Newry 028 3083 3780 • South Armagh 028 3083 0022

Range of services from pregnancy through to a child's 4th birthday, aimed at improving health,

#### children's social and emotional de their ability to learn. **Family Mediation NI**

#### Home-Start

on 028 8778 9489 Clogher Valley 028 8554 9898 Craigavon 028 3834 5357 Banbridge 028 4062 6234 Newry/Mourne/Kilkeel 028 3026 6139

Supporting people and communities

### **Vineyard Church Dungannon**

Marriage and relationships counselling

every day (SPACE)

www.accord-ni.co.uk Care in Crisis - The Counselling Centre

ACCORD

#### Love for Life

Relate 028 9032 3454 Services include relationship counselling for individuals and couples, and counselling for children and young people

www.communityadvicearmagh.com

## Benefits/financial advice

### Advice Agencies

www.relateni.org

 Mid Ulster 028 8676 6126 Community Advice Craigavon 028 3836 1181 www.adviceni.net Banbridge 028 4062 2201

Community Advice Armagh 028 3752 4041

#### Community Advice Newry, Mourne & Down 028 3026 293 www.advicenmd.com

www.capuk.org

Christians Against Poverty

Law Centre NI 028 9024 4401 Legal support for disadvantaged individuals

#### Step Change

0800 138 1111 Free confidential debt advice www.stepchange.org

#### Trauma

**Family Trauma Centre** 

### Nova Trauma Support

www.wavetraumacentre.org.uk

Carers NI 028 9043 9843

028 9065 0650

### A local charity providing peer-led emotional and practical support to carers and families of people

Memory/dementia service in the Southern area

Helpline 0800 103 2833 (Freenh

#### Belfast (Head Office) 028 9046 0500 www.actionforchildren.org.uk

Rural support **Rural Support** 

028 8555 6880

**Borough Council** 

Helpline 0800 138 1678 (Freephone) www.ruralsupport.org.uk

#### Dungannon and South Tyrone TADA Rural Support Network

Mid Ulster District Council 0300 0132 132 **Armagh City, Banbridge and Craigavon** 

#### **Promoting Wellbeing Teams**

028 9024 1929 www.mapni.co.uk

Men's Advisory Project

Centralised phone number 028 3756 3946

Praxis

028 9023 4555 **Volunteer Now** 

### Volunteer Bureau Craigavon and Banbridge

#### Housing/homelessness/ supported living

#### **Northern Ireland Housing Executive** (NIHE)

#### www.nihe.gov.uk Regional emergency social work services

Depaul Ireland

Simon Community

## **Housing Rights**

www.housingadviceni.org www.housingrights.org.uk **Choice Housing** 

#### Cultural/ethnic **Equality Commission NI**

www.choice-housing.org

(STEP) 028 8775 0211 **WAH HEP** 

**South Tyrone Empowerment Programme** 

#### Chinese community association **Community Intercultural Programme** An Tearmann Project

028 3834 7162

**Craigavon Traveller Support Group** 

#### Newry Traveller Support Group Migrant Centre NI

Armagh Traveller Support Group

## Older people

Age NI

Charity combining Age Concern NI and Help the Aged in Northern Ireland. w.ageuk.org.uk/northern-ireland **Good Morning Neighbour Project** 

Referral service. The primary aim is to support older people by means of regular, friendly, telephone conversations – making time for people and listening effectively.

The information in this directory is believed to

icial health and wellbeing 077 6990 3471

Hate crime 078 2729 9347

### Disclaimer:

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### www.familysupportni.gov.uk

#### Victim Support

Emotional support for victims of crime **WAVE Trauma Centre** 

#### Carers

Benefits and carers' rights.

#### practical support to with mental illness www.cause.org.uk

Armagh/Dungannon 028 3756 4957

Newry and Mourne 028 3083 6970

**Action for Children Young Carers Project** 

Armagh/Dungannon/ 028 4062 6
 Craigavon/Banbridge/Newry/Mourne

**COSTA Rural Support Network** 

#### Armagh, Down and Antrim **ABC Community Network**

## **Newry, Mourne and Down District Council**

#### Other health-related support

• Craigavon 028 3756 3946

SHSCT Volunteer Coordinator Armagh and Dungannon 028 3756 4498 Craigavon and Banbridge 028 3756 3946 Newry and Mourne 028 3083 4270

correct at time of going to print. Where any specific organisation or service is mentioned constitute or imply any endorsement or

## Public Health Agency, 12-22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

Southern area

## Western Area - Directory of Services

**Directory of services to help** improve mental health and emotional wellbeing

Western area

2019



#### **Urgent help and support**

Emergency services

GP out of hours services

**Foyle Search and Rescue** 

Preservation of life in and around the River Foyle.

Samaritans helpline

Listening ear to those in distress

#### **GP** referral only services

Speak to your GP about accessing the following servi The Child and Adolescent Mental Health

Service (CAMHS)

Community Mental Health Teams (CMHTs)

mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Older People's Mental Health Teams

Provide assessment, treatment and support services experiencing mental health problems who are over the 65 years.

Community Addiction Teams (CATs)

Psychosexual Service

#### Suicide prevention/ self-harm/self help

24 hour support for those in distress or despair.

Zest

028 7126 6999

fackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults Samaritans helpline

Listening ear to those in distress

North West counselling

Youthlife 028 7137 7227

Helping children and young people who have experienced bereavement and loss.

Aisling Centre Enniskillen

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-usem and relationship/family issues.

Email: info@theaislingc

Koram Centre Strahane

Clare House (residential/respite)

Aurora Counselling

www.auroracounselling.org

0845 456 0455

www.rethink.org

#### Mental health including eating disorders and anxiety support

AWARE office 028 7126 0602 NI charity providing support and information for those affected

028 7128 8868 Community-led mental health project.

**Derry Well Woman** 

Praxis Care

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for olde people, including people with dementia.

Eating Disorders Association helpline

Eating disorders service

Western Trust eating disorder therapists

Men's Action Network

Provides a safe space for men to find support for life issues

Relate 028 9032 3454

Relationship and family services.

**CLEAR Project** 

Inspire Community Wellbeing Service

Mind Yourself & Foyle Advocates

Inspire (formerly NIAMH)

www.inspirewellbeing.org

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support, HSC information on mental health conditions,

treatments and medications

#### Substance misuse and aambling

Alcoholics Anonymous

Start 360 Daisy West 028 7137 1162

Drugs and alcohol interv

Alcohol and drug services

Asha Treatment Service

Community drug therapists

One Stop Shop FUEL / FIND Centre, Enniskillen

0300 123 1110

**Gamblers Anonymous** 

www.gamblersanonymous.org.uk **Narcotics Anonymous** 

www.nanorthernireland.co Northlands Centre

Treatment centre for alcohol problem www.northlands.org.uk

A safe space where street drinkers can access practical

SOLACE

**DIVERT Project** 

Provides support and information to children, young people and parents on alcohol and substance misuse.

Breakthru

www.breakthru.co.uk

Offering support on iss

Support group for people who live with, or have lived with, a oved one's addiction.

**Daisy West** 

CAMHS

028 7186 5238 028 6634 4246 028 8283 5990 Youth treatment, counselling and support Websites for further information

www.talktofrank.com

Victims of abuse

24 Hour Domestic & Sexual Violence Helpline

Text support to 07797 805 839

**PSNI Child Abuse and Rape Enquiry Unit** 

Cunamh 028 7128 8868

Community-led mental health project. **PSNI** non-emergency reporting number

Victim Support

fovle@victimsupportni.ora.uk

NSPCC helpline 0800 1111 (for under 18s)

> Nexus 028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including thos who have experienced rape and sexual assault.

**WAVE Trauma Centre** 

Women's Aid, Fermanagh

The Rowan - Regional Sexual Assault Referral Centre

24 hour Freephone Helpline 0800 389 4424 Support and services for anyone who has been sexually

**Bereavement** 

Barnardo's Child Bereavement Service

Cruse Bereavement Care Omagh and Fermanagh 028 8224 4414

• Foyle area 028 7126 2941

www.cruse.org.uk

Helping someone who is thinking about suicide

1 - Approach the person and ask Show you care, ask if they are thinking about suicide. 2 - Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously. 3 - Get help

Tell them you will support them to find help. **Get professiona** help straight away. Call 999 in a crisis. Remove potential means of suicide and don't leave them alone.

Miscarriage Association helpline

info@miscarriageassoc

NI Stillbirth and Neonatal Death Society (SANDS) 077 4099 3450

The Compassionate Friends

www.tcf.org.uk North West Counselling

WAVE Trauma Centre Omagh / Fermanagh 028 8225 2522 Offers care and support to anyone bereaved or traumatis violence, irrespective of religious, cultural or political beliewww.wavetraumacentre.org.uk

admin@wavederrv.co.uk

Youthlife

Helping children and young people who have experienced

www.youthlife.org
Suicide Liaison Officers / Bereaved by Suicide Support

Bereaved by Suicide Support Group

Koram Centre, Straban North West Bereaved By Suicide Group

Fermanagh Bereaved By Suicide Group

Roe Valley Bereaved By Suicide Support Group

PATHS Omagh

078 7941 4385 028 8225 0024 Support to families and individuals berea

Sexual health **Family Planning Association** 

Positive I ife

Brae Clinic Family planning and young people's clinic

Family planning clinic Family Nurse Partnership

Teenscene 028 8283 5536 028 6638 2693

Genito Urinary Medicine (GUM) Clinic

The Rainbow Project
028 7128 3030 028 9031 9030 Promotes the health and wellbeing of lesbian, gay, bisexual and/or transgender people and their families.

Disclaimer:

be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily

#### Sexual orientation and gender identity

Cara-Friend

LGBT Switchboard

HERE NI

028 9024 9452 Support for lesbian and b

The Rainbow Project

Support and counselling for gay and bis

SAIL - Transgender support

www.sailni.com Transgender NI

Advocacy and support for transgender people across Northern Ireland.

www.transgenderni.org.uk Teenscene 028 8283 5536 028 6638 2693 Positive Life Helpline

### Children and young people

Barnardo's

028 9067 2366

www.barnardos.org.uk

CLIC 0300 330 0803 028 9072 5780 Support for children suffering from cancer and leuka and signposting for parents or anyone else affected.

7est

Tackling the problems that lead to suicidal behaviour and/or indirect self-harm in young people and adults

FLARE (Facilitating Life and Resilience Education) 028 2563 0064 028 2564 1966 077 3997 9443 077 2071 7275

Support service for young people (11-25 years old) experiencing mental health issues or impacted by su delivered through youth work practice and intervention WHSCT Gateway Team (24 hour)

First point of contact for anyone concerned about the welfare of a child or young person. Youth Action Right Here Fermanagh Project

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued. www.youthaction.org

**DIVERT Project** Provides support and information to children, young people and parents on alcohol and substance misuse.

Breakthru

**Action For Children** 028 6632 4181 Supports and speaks out for the most vulnerable and neglected children and young people locally.

Family Nurse Partnership Young People Sexual Health Nurse

Youthlife Relate Teens

Voice of Young People in Care (VOYPIC)

**School Aged Mothers** 

NSPCC Helpline (24 Hour)

One Stop Shop FUEL / FIND Centre, Enniskiller

One Stop Shop Youth Transition Project, Derry

CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Student support

**Ulster University student support** 

Provides a professional counselling service on all campuses Queen's University Belfast student quidance

A first stop for information, advice and guidance. Also provides a professional counselling service. www.gub.ac.uk/directorates/sgc. Family and relationships

24 hr counselling helpline 0808 800 0

**Contact a Family** 

Autism Support NI

0808 808 3555 Freephone helpline – signpo

Family Support NI info@familysupportni.gov.uk

NI Newpin

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parent and carers across Northern Ireland.

w.parentingni.org	
re Start	
Ballymagroarty / Hazelbank	028 7126 7524
Dungiven	028 7774 2904
Edenballymore	028 7137 1670
Shantallow	028 7135 2522
Strabane	028 7138 2658
Waterside	028 7134 7186
Irvinestown	028 6862 1970

Range of services for young children aged 0-4 years and their families, aimed at improving health, children's social an

Strengthening Families Programme - Derry

ACCORD

Marriage and relationships counselling. www.accord-ni.co.uk Relate 028 9032 3454

**Derry Well Woman** 

office@relateni.org

Women's Aid www.womensaidni.org Waterside Women's Centre

Strabane and Lifford Resource and

The Women's Centre

**Galliagh Women's Group** Strathfovle Women's Activity Group

Men's Action Network

ertilitynetworkuk.org

**Healthy Living Centres** Derg Valley HL Project 028 8167 076-

**Fertility Network** 

Oak Healthy Living Centre A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am-1pm WHSCT Stop Smoking Service

Benefits/financial advice

Omagh support / self-help group West Tyrone Gateway

Carers NI

Citizens Advice North West

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

Disability Action Personal Independence Payment (PIP)

Omagh / Fermanagh

Benefit enquiry line **Omagh Independent Advice Services** 

Advice on social security benefits, disability benefits, employment, debt/financial matters.

Free confidential debt advice. www.stepchange.org **Employment training** 

www.amh.org.uk/amh-near-you/new-horizons

**AMH Fermanagh New Horizons** 

028 6632 3630

AMH Foyle New Horizons Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-**CLEAR Project Training** Condition Management Programme (CMP)
028 7137 6911 028 6632 4950 075 2589 8336

The Condition Management Programme is a multidisciplinary tean of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work. condition.management@westerntrust.hscni.ne **WHSCT Health Improvement Team** 

**Prospects Mental Health Day Care Centre** 

Lisnamallard Day Centre

Carers Carers NI

Benefits and carers' rights

A local charity providing peer-led emotional and practical support to carers and families of people with mental illnes

Headway - The brain injury association

Dedicated to supporting people with a brain injury, as well as their families and carers. Western Health and Social Care Trust Carers Coordinator
028 6634 4000 028 6634 4163

The Escapists

**Rural support** Rural Support Helpline

**Long-term conditions** 

MS Helpline 0808 800 8000 Macmillan Cancer Helpline

Mencap (Londonderry)

**British Lung Foundation** 

**Huntington's Disease Association NI** 

Housing and supported living First Housing Aid and Support Services

House in the Wells Methodist City Mission for Homeless Men

Simon Community

Shelter NI (SLATE Project) Depaul Ireland

www.depaulireland.org Cultural/ethnic

**Chinese Welfare Association** 

Omagh Ethnic Community Support Group Strabane Ethnic Group

Migrant Centre NI

Older people

Age Concern NI and Help the Aged in Northern Ireland

U3A Foyle Limavady - Be Safe Be Well Men's Sheds

Alzheimer's Society

LCDI Volunteer Bureau

North West Volunteer Centre

Dennett Interchange

Public Health Agency, 12-22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net Western area

#### Rural Support Helpline



0800 138 1678

Monday to Friday
9am - 9pm
(voicemail and support
options available at
all other times).

www.ruralsupport.org.uk

SandsNI Helpline



077 4099 3450

Monday to Friday 9am - 5pm

www.sandsni.org

Tax and Benefits Service



0800 988 2377

Monday to Friday 9am - 5pm

www.adviceni.net

#### **Samaritans**



#### 116 123

24/7 365 days a year

Jo@samaritans.org www.samaritans.org

Simon Community Central Access Point

simon community

0800 171 2222

24/7 365 days a year

www.simoncommunity.org

## NI Helplines Awareness Day 6th February 2019



## www.helplinesnetworkni.com

A SINGLE POINT OF ACCESS TO NORTHERN IRELAND HELPLINE NUMBERS AND WEBSITES

OVER 30 NORTHERN IRELAND HELPLINE ORGANISATIONS

**EASY TO NAVIGATE** 

FIND THE RIGHT HELPLINE
TO SUIT YOUR NEEDS





Helplines Network NI is a membership-led organisation consisting of over 30 members operating across Northern Ireland. The Helplines Network NI members provide a variety of support services including information, advice, counselling and befriending. Many of the services take place over the phone, via email, text and in some cases, with live web-chat. The Helplines are run by public, voluntary and community organisations and are non-profit making.

The Helplines Network NI membership organisation was brought together by the Public Health Agency (PHA), which has a lead role in promoting health and wellbeing in Northern Ireland. The PHA recognises the value of Helplines as they provide immediate support and information to those with a wide-range of health and wellbeing needs - often for those who are the most vulnerable in our community.

By bringing the Helplines Network NI together under one promotional brand, the Network is able to raise awareness amongst individuals, organisations, communities, health professionals and the media about how best to access the various Helplines more conveniently and meet the requirements of different service users.

Helplines are an invaluable resource that can be accessed from the privacy of home, without appointment and many can be contacted at a time that suits the person in need of support.







2019

www.helplinesnetworkni.com

www.adviceni.net

www.invisibletraffick.org

www.kinshipcareni.com

**Action on** Advice and **Alzheimer's Society Autism NI Business Debtline Cancer Focus NI** Carers NI **CAUSE: Elder Abuse National Dementia Advocacy Service** Helpline Helpline Cancer Focus **XX** carers NI **BUSINESS** Autismni A **YY** cause DEBTLINE aaeni 0300 222 11 22 080 8808 8141 0808 808 7575 0845 60 30 29 1 028 9040 1729 0800 0838 018 0800 783 3339 028 9043 9843 Monday to Friday 8am - 7pm **Monday to Friday Monday to Friday Monday to Friday Monday to Wednesday Monday to Thursday** Monday, Wednesday & 7 days a week 9am - 5pm 9am - 8pm, 9am - 5pm 9am - 5pm 9am - 1pm 9am - 4pm Friday: 10am - 4pm 365 days a year **Thursday & Friday Tuesday & Thursdays:** 9am - 5pm, 12pm - 8pm Saturday & Sunday www.adviceni.net 10am - 4pm www.elderabuse.org.uk/ www.carersuk.org/ www.alzheimers.org.uk in-northern-ireland www.ageni.org.uk/advice www.autismni.org www.businessdebtline.org www.cancerfocusni.org northernireland www.cause.org.uk **Child Bereavement** ChildLine **Christians Against** 24 Hour Domestic **Eating Disorders Family Benefits** Family Planning **Housing Rights Association NI Advice Service Association** Service & Sexual Violence **Poverty Debt Help** Housing **Sexual Health Helpline** Helpline Believe in childline Rights **Employers** children **W**fpa Open to all women and men CAP debt help **M**Barnardo's For Childcare affected by domestic and when everyone has a home sexual violence 0800 1111 0808 802 1414 028 9023 5959 0800 028 3008 028 9066 8333 0800 328 0006 0345 122 8687 028 9024 5640 Monday 9.30am - 12.30pm 24/7 **Monday to Friday** 24/7 **Monday to Friday** 24/7 **Monday to Friday Monday to Friday** Tuesday 9.30am - 12.30pm 365 days a year 8.30am - 5pm 365 days a year 365 days a year 8am - 5pm 9am - 5pm 9.30am - 4.30pm Friday 10am - 12.30pm Text 'Support' to 07797805839 Online 1-2-1 & 24hrsupport@dvhelpline.org **Email Service Available at** Live online chat via website: www.barnardos.org.uk/ www.fpa.org.uk/ www. www.childline.org.uk www.womensaidni.org www.eatingdisordersni.co.uk employersforchildcare.org childbereavementservice www.capuk.org northern-ireland www.housingadviceni.org **Invisible Traffick LGB&T Switchboard Independent Welfare NSPCC Helpline** Kinship Care NI **Crisis Telephone & Parents Helpline HIV & Sexual Health Cara-Friend Counselling Service Helpline NI Changes Helpline** Kinship Care **NSPCC** The Welfare Changes Lifeline ParentingNI 0808 800 8001 0800 022 3129 0808 8000 390 0808 800 5000 0808 802 0020 0808 808 8000 0808 8010 722 0800 137 437 **Monday to Friday Monday to Friday** Tuesday & Thursday **Monday to Friday Monday to Friday** 24/7 24/7 **Monday to Thursday** 1pm - 4pm 10am - 4pm 9am - 5pm 365 days a year 365 days a year 9am - 8pm 9am - 5pm 6pm - 10pm Wednesday & Friday Wednesday Friday 9am - 5pm 6pm-9pm 10am - 2pm

help@nspcc.org.uk

www.nspcc.org.uk

www.lifelinehelpline.info

Live online chat via Website

www.parentingni.org

www.positivelifeni.com

Live online chat via Website

www.cara-friend.org.uk



#### **Rural Support**

Estate Building, Loughry College Cookstown, County Tyrone BT80 9AA

Office: 028 8676 0040

Freephone Helpline: 0800 138 1678

(Monday to Friday 9am to 9pm, voicemail and support options available at all other times)

www.ruralsupport.org.uk





#### **Health and Safety Executive** for Northern Ireland

83 Ladas Drive Belfast BT6 9FR

Telephone: 0800 0320 121

www.hseni.gov.uk





