



Welcome to Flax Foyer

Residents Handbook



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Introduction

This booklet contains a variety of information to help you enjoy your stay here at Flax Foyer.

Flax Housing Association was set up in 1987 to help alleviate the need for housing in North Belfast. It is a community run organisation with Board Members from across the local community. In 2014 Flax Housing Association merged with Filor Housing Association to become NB Housing.

Flax Foyer is a project of NB Housing. It supports young people aged 18-25 who are homeless to prepare for independent living. Accommodation is for a maximum stay of 2 years. If you are turning 26 before the end of the two years you should be moved on at this stage. Staff complete support plans with every resident every quarter or more often if required.

Every resident is expected to be ready to commit to a training programme that will enhance the individual's employability. We also encourage participation in programmes designed to assist with independent living skills.

The Foyer contains 37 self-contained units of accommodation. A common room, common laundry and a computer suite are also provided. It is close to local amenities in North Belfast, library, doctors, dentists, bus stops, taxi ranks and several supermarkets. Staff in the Foyer will be only too happy to help you with directions to these amenities if you are unsure where to go.

On entry to the Foyer as a resident you will sign a Joint Agreement. This is when you make a promise to us to meet our requirements in relation to your development and we made a promise to help you to achieve this.

NB Housing Vision, Mission & Values

Vision: To lead physical, social and economic regeneration through outstanding social housing.

Mission: NB Housing provides affordable homes that build vibrant neighbourhoods and communities.

Values:

Leadership – We will demonstrate our leadership through the excellence of our housing and services, and the professionalism of our team.

Aspiration – We encourage the aspirations of our employees in their own personal and professional development. In the same manner we encourage communities to aspire to better standards of housing and regeneration.

Personal – We build homes not houses. We consider the needs of families, individuals, and the community before anything else in our developments.

Esteem - We value more than the physical regeneration of housing stock, but the restoration of esteem that people have for themselves, for their home, and for their community.

Community/Togetherness – We will listen to and respect each other working together to achieve a vibrant and prosperous community. We act collectively as one team to support one another, working co-operatively, respecting each other's views, and making our work environment enjoyable.

Integrity – We will be accountable and transparent to our customers, respectful of our tenants, and proud of our service delivery.

Flax Foyer Mission Statement

To provide temporary supported accommodation with access to training, education and employment opportunities from which young people are empowered to become socially and economically active citizens.

Your Accommodation

You will be asked to sign a licence to occupy when you move in. This provides information on the aim of the service and reasons why the licence could be terminated.

Please locate the nearest exit to your flat when you move in. Our fire alarm system can determine exactly which detector has been activated. Do not tamper with any fire fighting equipment. This will be viewed as a serious breach Foyer rules.

The Fire Assembly Point is at the entrance gate beside NB Housing head office.

On the wall of the living room there is a telephone. This allows staff in the office to call you for many reasons, including letting you know when visitors arrive.

Please keep your flat clean and tidy. If you need any assistance please speak with your keyworker.

You must take responsibility for the necessities, i.e. electricity, food and clothing. Your flat has been fitted with a cooker, fridge, bedroom furniture and chairs in the living area. Everything else you must supply. When you leave the Foyer the only items you can remove are those that belong to you. Removal of Foyer property will be looked upon as theft and treated as such. You may not bring in any items of furniture without permission.

Please respect the needs and privacy of other people by keeping noise to a minimum. If you do have others in your flat, it is not permitted for this number to exceed 2 at anytime (that is yourself and 1 visitor from outside the Foyer. If your visitor lives in the Foyer, two can visit). If you have a visitor, no other resident is permitted in your flat. Residents should expect noise levels to be kept at a reasonable level at all times.

Noise should not be heard outside your flat door. No music is to be played after midnight.

Should you wish to display posters in your flat please use “blu tac” or a similar substance. Cellotape, glue, nails etc must not be used as this destroys paint work and leave unsightly marks.

Posters that may be construed as offensive are not permitted. These types of poster may be of a political, sexual or racial nature. We should respect each other’s differences.

Staff will have a key to your flat and will enter if necessary, e.g. to do repairs or maintenance, for hygiene checks (these take place every Thursday), in cases of emergency or if there is suspicion of a serious breach of rules. Staff will try wherever possible, to ensure that you are present at these times.

NB Housing reserve the right to check all NB Housing fixtures, fittings and furniture during hygiene checks, such as, bedroom furniture, seating, kitchen cupboards/drawers (inside & out), fridge (inside & out) cooker (inside & out), etc to ensure that it is kept to a satisfactorily standard. If staff have concerns in relation to your wardrobe, bedside locker or chest of drawers and need to look inside they will speak with you first and ensure that you are present.

You are responsible for purchasing a TV licence for your own TV in your flat. A colour TV Licence costs £154.50 and a black and white TV Licence costs £52.00. You can pay by direct debit or by using a payment card through a pay point outlet.

Cost

The cost of staying at the Foyer will vary based on your income. Staff will discuss this with you before you move in. As the Foyer is supported accommodation there are two elements to your stay here, your support needs paid for by Supporting People and your accommodation needs

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paid for by yourself or Housing Benefit. All documentation, such as ID should be provided prior to Move in. Residents who are currently employed need to provide payslips and/or a letter from your employer as proof of income prior to move in. This will enable us to claim Housing Benefit you may be entitled to. There may be benefits available to aid your return to employment. Speak with staff in relation to this.

Unemployed residents rent will be paid for by Housing Benefit. You must inform staff of any change in your circumstances.

Students may also have to pay their rent. Speak with your key worker as there are some exceptions.

Utilities

Each flat has its own electric and gas meter. You can purchase electricity and gas at a local pay point. These meters provide a limited amount of emergency electricity/gas. This however will be deducted when you next purchase electricity/gas. The power card system means you are paying for the electricity/gas as you use it and there will be no shocks of a quarterly bill. An electricity meter card can be obtained from the electric company, Power NI. You can purchase a Gas Card at a local pay point for £4.00. Staff will assist you in registering your cards when you move in. You are not permitted to change electric/gas company.

Communal Facilities

The laundry is situated on the ground floor. There are two washing machines and two dryers and they are operated by 20p pieces. It is your responsibility to ensure that you do your personal laundry and bed linen on a regular basis. First wash is at 9am and the last is at 10pm.

A wash costs 40p; a dry costs 40p.

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There is a payphone available in the reception area. This is for everyone to use so please do not tamper with it in anyway and report it if broken, immediately, to staff.

The Foyer also operates a lift. Again, this service is for everyone residing in the building and you should treat it with respect. **YOU SHOULD NEVER USE THE LIFT IN THE EVENT OF THE FIRE ALARM SOUNDING.**

The computer room will be open between 9am and midnight. This room is intended to be used for accessing training, employment and move on opportunities as well as for social activities. Drinks and food are not permitted in this room.

The common room is intended as a communal space for meetings, socialising and education. It is equipped with a TV. Please remember that residents are jointly responsible for the cleanliness and general upkeep of the communal areas. Any breakages or damage should be reported to a member of staff.

Needs and Risk Assessment and Support Planning process

The Needs and Risk Assessment and Support Planning process is essential for the success of the Foyer and delivering our services.

When you move into the Foyer staff will complete an assessment of risk and your needs with you. This will then form a safety plan and support plan for your stay. Safety Plans will be reviewed as and when required and yearly. Support plans will be reviewed quarterly or more often if required. You can ask for a review at any time. Your risk assessment and support plan can change at any time if further needs arise or a goal has been met. Staff will cover areas such as, budgeting, training, employment opportunities, health, move on, etc. At your support planning session both you and your key worker will agree actions which need to be completed within an agreed timeframe. For example, you

may agree to call to NIHE to be assessed for housing and staff may agree to resource some training for you.

Training

When you enter the Foyer, you must access a training option and complete an Action Plan.

Training is a very important part of the Foyer programme. It helps residents increase their opportunities to gain employment and encourages independence.

Action planning helps the individual and the Foyer staff keep track of how each person is progressing and helps to set achievable targets and goals.

The choice of training is solely the residents. Staff will help guide you to the appropriate training organisation to register for courses.

Duke of Edinburgh

The Foyer run the Duke of Edinburgh Programme (DofE) in partnership with PBNI. If you are interested in taking part please speak with your keyworker.

The four sections of the DofE include:

- **Volunteering:** undertaking service to individuals or the community for at least 1 hour per week. Examples include:

- I. Volunteering in a charity shop
- II. Becoming a resident's rep or joining the NB Housing tenant's forum
- III. Being an active member of a youth council or forum. (Even in the DofE group itself)

- **Physical:** improving in an area of sport, dance or fitness activities. Examples include:

- I. Completing Park Run/Walk once a week

- II. Joining a boxing club or a dance class and attending weekly.

- **Skills:** developing practical and social skills and personal interests.

Examples include:

- I. Life skills can be counted while living in the Foyer. (Cooking, cleaning, employability, meal planning, housing)
- II. Achieving a new qualification or completing a training programme such as Bytes or Ashton Centre.
- III. Essential skill (Maths, English and/or ICT)
- IV. Digital and computing skills (Fab Lab) or Learning how to drive.

- **Expedition:** planning, training, fundraising for and completion of an adventurous journey in the UK. This will usually involve a few days walking/hiking and a minimum of 1 night camping out.

Resident Involvement

Get involved and show your right to be consulted about the services we provide! Although your stay at the Foyer is temporary, staff appreciate input from residents which can enhance their stay and enable improvements which can benefit future residents. You can do this by attending in-house and resident meetings and by becoming a resident representative. You can take the lead in setting the agenda, chairing and taking the minutes at in-house meetings. You can also take part in resident activities, weekly health and safety checks and policy and procedure review. To get involved speak with staff. We also have a suggestion box in the common room for any suggestions you would like to make.

Disposal of Rubbish/Recycling

There are dry recyclable boxes and food boxes in the yard at the back of the building.

Residents will be provided with a recyclable bag for recyclable items and a brown caddy box with bin liners for food waste. Once you have

filled a bag you will need to bring them to the yard and dispose of the waste. The recyclable bags are reusable.

You will also need to bring normal household waste to the yard and place this rubbish in the euro bins.

You will need to inform staff when you are going to the yard to dispose rubbish as the door alarm will sound. You will only be permitted to dispose of rubbish between 9am and 9pm due to the security of the building.

We have a Recycling Scheme in the Foyer. You can bring staff your recycling to count before you dispose of it. Every two weeks there will be a prize for three recyclers.

Keys

You will have a key to your flat. Your key must be left at reception when you go out. This assists us in case we have to evacuate the building. Please take care of your key as you will be expected to pay for the cost of replacing a lost key. The licensee accepts responsibility for their own contents, and accepts the Association has no liability for loss or damage to contents belonging to the licensee.

Smoking

Flax Foyer communal areas and staff offices are non-smoking. Residents are permitted to smoke in their flats apart from their bedroom. This includes the use of E-cigarettes.

CCTV

CCTV has been installed throughout the Foyer – not only to protect property but also to protect you and your belongings. Every area of common space is covered as well as the front and back of the building.

Photos/Recordings

NB Housing recognises the need to ensure the welfare and safety of all residents. In accordance with our safeguarding policy we will not permit photographs, video or other images of residents to be taken and used without their prior consent.

NB Housing will take all steps to ensure these images are used solely for the purposes they are intended.

NB Housing do not permit photographs, video or other images of staff to be taken and used without their prior consent. If you proceed to do this, staff will make it clear that they do not give permission and will end the conversation.

A warning will be issued to any resident who take photographs, video or other images of any other resident or staff member without their explicit consent.

Repairs/Maintenance

Should anything need to be repaired in the flat you should approach a member of staff and report the problem.

NB Housing reserves the right to enter any flat for the purpose of maintenance

On reporting the fault Foyer staff will email the Maintenance Officer at NB Housing.

Any damage caused by you or your visitors to Foyer property will have to be paid for by you. If you fail to pay NB Housing will pursue any costs incurred. In certain circumstances you may also be asked to leave the premises. While you are staying in the Foyer we would expect you to treat it as you would your own home. Respect the items within the building, the building itself and the right of other residents not to have to live in poor surroundings.

If you do not remove all belongings at move out, NB Housing will pursue any costs incurred for their removal.

Protection from Abuse

Flax Foyer believes that everyone has the right to protection from abuse or neglect. A copy of our Safeguarding Children and Vulnerable Adults policy is in the policy folder in the computer room. You will be given a poster about abuse at induction. Our staff are there to support you should you need further information in this regard.

Professional Boundaries

Foyer staff/volunteers will maintain professional boundaries at all times. They are in a professional role which means that they cannot over step these boundaries. For example, if you are out at a social event and a staff member is there, they will not be able to socialise with you as it is not work related. Staff/volunteers cannot share their personal phone number or address with you. Nor can they give you their money or accept any money from you. They cannot engage with you on their social media accounts apart from the official Foyer Facebook page. Staff/volunteers cannot form relationships with you outside the role of a support worker/volunteer.

Equal Opportunities

Flax Foyer is committed to ensuring equal treatment and services to all residents, regardless of Race; Age; Disability; Sexuality; Gender; Nationality; Religion; Cultural Beliefs. Flax Foyer does not permit displays of flags, emblems, posters or graffiti or the circulation of materials, or the deliberate articulation of slogans or songs, which are likely to give offence to or cause offence among any one section of the population. Our Equal Opportunities Policy is available in the policy file in the computer room.

Confidentiality

The information you give us or is shared with us, will be kept on record and will be treated as confidential within the staff team and all relevant “Support” professionals involved with you, if appropriate. **You will be asked to sign a data protection form in relation to this.**

You can access all information held on record in your file by arranging a time to do so, with a member of staff. A member of staff is required to be present at all times.

We will not disclose any information about you to any other person/s or agencies without your consent. **Please Note, When or if you disclose any information, or information is made known to us about any issue, which obliges us, LEGALLY, to pass it to the appropriate authorities, you will be advised of our duty to do so accordingly.**

Move On

Flax Foyer provides temporary supported accommodation on a weekly licence. This accommodation is for a maximum stay of 2 years. If you are turning 26 before the end of the two years you should be moved on at this stage.

Staff will provide support with move on from the first assessment and throughout your stay. There is also a responsibility for you to look at options for move on and attend all appointments made. Referrals will be made to outside agencies such as NIHE; and Smart Move. For further information on move on speak with staff and also see the Fair Exit on Policy which is in a policy folder in the computer room.

Alcohol and Drugs Policy

You may drink alcohol in your flats, but not in the common areas and this includes reception. You are only permitted to bring alcohol into the building between the hours of 7pm and midnight. If staff feel excessive amounts of alcohol are being brought on site they have the right to either ask you not to enter the premises with the alcohol or you can leave it at reception to be collected at a later stage.

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It is illegal to drink in the street and offenders may lose their place at the Foyer.

Remember, the use of alcohol does not have to be a problem.

Drugs are not permitted in the Foyer apart from those prescribed by your GP. It is important that your flat does not become a place where illegal drugs are used. If staff have suspicions of you using, or in possession of, illegal drugs they will contact the police and the drugs policy will be implemented

See Drugs and Alcohol Policy's which are in a policy folder in the computer room.

Visitors

Visitors are welcome in the Foyer; however, the privacy of our residents is important. Residents will be informed of a visitor's arrival and it is up to them whether or not they want to see the visitor.

Visitors are expected to treat the building, staff and residents with respect. If your visitors are unable to do this their access may be denied and you may be placed on a visitor ban, issued with a warning or, alternatively, you may be asked to leave.

Visitors:

Residents Visiting

Two residents can visit your flat at any one time if you have no outside visitors in the flat.

Visitors: Under 18 years of age

Residents may receive close family visitors under 18 between 10am and 8pm without a parent/guardian present if the parent/guardian has given written permission. Consent forms can be obtained at reception.

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Any residents who wish to have under 18-year-old visitors must sign an additional agreement, accepting the additional rules for under 18 visitors.

A close relative is defined as a brother or sister, niece or nephew, son or daughter. On occasion an exception may be made to this rule. This will be reviewed on an individual case by case basis and any exceptions must be approved by the Foyer Manager.

Friends Visiting

Residents of Flax Foyer may have one (Non-Resident) aged 18-25 visitor on site as per visiting hours.

Family Visiting/Visitors over 25

Residents of Flax Foyer may have two family members visit between 10am and 8pm.

Visitors over the age of 25 will only be permitted during the day if they are family, such as, Parent/Guardian, Grandparents and Siblings. Residents must provide details of their family members prior to the visit taking place.

Overnight Visitors

Residents of Flax Foyer may have one overnight visitor stay, up to a maximum of two nights per week.

Only visitors aged 18-25 will be permitted to stay overnight.

A request to have an Overnight visitor must be made by a resident **before 9pm** on the night they wish their visitor to stay. Details of name, relationship etc must be provided.

Overnight visitors will be limited to 10 in total within the scheme in any one night. Overnight visits will be allocated on a first come, first served basis.

Verifying Visitors

Foyer staff have the right to, and will, ask for visitors to produce ID where there are any concerns in relation to an individual's age or identity. All details will be recorded in a register, and retained on site.

Details recorded will include:

- Name
- Age
- Proof that identification has been checked and photocopied.
- Photocopy of ID

It is advisable for visitors when they wish to visit a resident, to bring ID as they may be asked for it for verification purposes.

Any visitor failing to show photographic identification, when asked, will not be admitted to the building.

Health and Safety

There are two fire escapes – the doors of which are on each landing. In the event of a fire leave your accommodation immediately. Go to the nearest fire escape door to your room. Walk (DO NOT RUN) down to the emergency door on the ground floor.

The rear doors in the common room and laundry room are fire exits and must not be blocked.

Fire extinguishers are on each floor. However rather than try to tackle any fire yourself the rule applies – get out, get the fire brigade out, and stay out.

Instructions on fire safety are placed at strategic points in the building and on the back of each flat door. Please take the time to read these instructions.

In the event of an evacuation follow the fire procedure which is on the back of your door. Dial 999 for emergency services. For any other issues staff have contact numbers, for example, if there is a flood.

The fire alarm will be sounded weekly to ensure that it is working. A monthly evacuation will take place to the evacuation point.

Warnings

Foyer staff will discuss actions or events that cause problems and will decide on the level of warning to be issued. Warnings range from a breach of policy to written warnings, which become more serious if disruptive behaviour continues. If the action is considered very serious the person concerned may be asked to leave immediately.

NB Housing or their agents in the Flax Foyer project can end the Licence at any time (subject to giving notice as laid out below) by issuing a written notice on one or more of the grounds listed below: -

- The Licensee has failed to pay the charges which are due.
- The Licensee has failed to comply with, or breached any conditions of this agreement, the Joint Contract, including breaches of Policies and Foyer rules.
- The Licensee has committed any criminal offence on the premises, or has used any part of the premises for unlawful or immoral purposes. i.e. drugs / prostitution.
- The Licensee has caused damage to the property, fixtures or fittings of the Foyer. NB Housing will pursue any costs incurred by individuals.
- In NB Housing's reasonable opinion, the Licensee no longer requires the services attached to the Foyer.
- The Licensee can be asked to vacate the Foyer immediately if Licensee is in breach of rules laid down in relation to use of illegal substances, solvent/aerosol misuse.
- The Licensee can be asked to vacate the Foyer immediately if it is believed that; the individual poses a risk to themselves, other

residents, staff or NB Housing property. Flax Foyer also reserves the right for immediate termination of agreement if the resident is violent or poses a violent threat.

See the warning policy, licence agreement and joint contract in policy file in computer room.

You will receive notice in writing that your Agreement has ended. However, if there has been disruptive, violent or criminal behaviour you will be asked to leave immediately and the letter will be provided retrospectively. If you do not leave by the date given legal action will be taken.

Upon leaving the Foyer either by choice or by being asked to leave you will have 2 WORKING DAYS to collect your personal belongings. Collection is by appointment only. If you have been asked to leave you will need to ask someone to collect your belongings on your behalf. After this time, they will be disposed of in an appropriate manner. The Foyer does not have the space to store ex-residents' property. See the agreement on removal of personal property when leaving flax foyer form you signed at induction.

Each resident has the right to appeal an eviction from the Foyer. To do so they should implement the appeals procedure.

Complaints

The Foyer has a complaints procedure. You will be given a copy of this when you move in, and it explains how you go about making a complaint if you feel you have been unfairly treated. If you do have a complaint, please speak first to a member of staff who will discuss your complaint and try to resolve it for you. If you are not satisfied, you will be referred to the Foyer Manager. A copy of the complaints procedure is in the policy folder in the lounge.

Appeals Procedure

If you are unhappy about the decision made you should put your case in writing to the Foyer Manager. A decision will be made regarding the matter you are writing about.

If you are unhappy with the decision made by the Foyer Manager you can appeal to management at NB Housing.

Should you remain unhappy with the decision of management then you should write to the Management Committee. This letter should be sent through the Association's office.

Continued dissatisfaction with the decision of the Management Committee means that the next step you take should be writing to the Ombudsman.

See a copy of the Appeals Policy in policy file in computer room.

SUPPORT/ADVICE AGENCIES CONTACT DETAILS

Ardoyne Association Citizens Advice 028 90715165

VOYPIC – Voice of Young People
In care 028 90244888

Castle Court, Royal Avenue S.S.A. 08000224250

Finance Support (including advance payment
& discretionary support) 08005872750

PIP 08000121574

ESA, General enquiries or to report a change of circumstance –
0800 587 1377 / New claims – 08000 856 318

Police Exchange 028 90650222

Post Office Lost or Stolen Card Enquiry Line 0800 389 2101

N.I.H.E

Housing Benefit 0344 892 0900

Housing Solutions 0344 892 0900

Housing Rights Service 028 90245640

Smart Move 028 90757801

ADVICE/HELPLINE

AA Central number 028 90351222

National Drugs Helpline 0800 776600

Gamblers Anonymous 028 90249185

Victim Support 028 90243133

Lifeline 0808 8088000

Domestic Violence Helpline 0800 9171414

Relate Teen 028 90323454
Samaritans 028 90664422
Dunlewey Addiction Services 028 90392547
Rape Crisis 0808 802 1414
Nexus 028 90326803
New Life Counselling 028 90391630
Bridge of Hope 028 9543 8707
Jigsaw Counselling 028 95438166
Extern 028 90840555
Addiction NI 028 90664434
Daisy 028 90435810
PIPS Charity 028 90805850
Ardoyne Youth Enterprise (AYE) 028 9074 1479

Bus Routes from City Centre:

11A – stops at Ardoyne Shops

12B – stops at Oldpark

57 – stops at Ardoyne Shops

HEALTH SERVICES

Mater Hospital, Crumlin Road 028 90741211

Royal Victoria Hospital 028 90240506

Ardoyne/Shankill Health P'ship 028 90756638

New Lodge/Duncairn Health P'ship 028 90745588

Out of hours GP Service 028 90744447

DR Tan, Flax Centre 028 91227088

Crumlin Road Health Centre 028 90741188

Clifton Street Surgery 028 90322330

Shankill Health Centre 028 90247181

Antrim Road Dental Clinic 028 90754916

Cavehill Dental Care 028 90370206

Brook Advisory 028 90328866

HYPE 028 9504 9748

PLACES OF WORSHIP

Holy Cross Church	028 90748231
St James Church of Ireland	028 90777053
St Luke's, Church of Ireland	079760529939
St Anne's Cathedral	028 90328332
St Patricks Presbytery	028 90324597
Ballysillan Presbytery	028 90391814
Ballygomartin Presbyterian	028 90391324
Shankill Mission	028 90324345
Antrim Road Baptist	028 90715234
Sacred Heart Church	028 90751543
Belfast Islamic Centre	028 90664465
Belfast Synagogue	028 90775013
Radha-Madhara Mandir	028 90620530

ETHNIC MINORITY GROUPS & ASSOCIATIONS

Chinese Welfare Association	028 90288277
Indian Community Centre	028 90249746
Multi-Cultural Resource Centre	028 90315744
N.I. Council for Ethnic Minorities	028 90238645
An Tunia Tober (Irish Travellers)	028 90438265

SEXUAL ORIENTATION AND TRANSGENDER GROUPS

Cara Friend	028 90278636
Lesbian Advocacy Services Initiative (LASI)	028 9024 9452
The Rainbow Project	028 9031 9030
Gender Jam	028 9099 6819
LGBT Switchboard NI	08088000390

CINEMAS & THEATRES

Yorkgate Cinema	028 90753300
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LEISURE FACILITIES

Shankill Leisure Centre	028 90918750
Grove Wellbeing Centre	028 90726363

Ballysillan Leisure Centre	028 95213645
Falls Road Leisure Centre	028 95213665
Girwood hub	028 95217870

TRAINING

Belfast Met	028 90265000
Bryson Future Skills	028 907438211
Ashton Centre	028 90742255
BYTES	028 90288180
NIYF	028 90331990
Springvale	028 90242362
Springboard	028 90315111
YE-HA	028 90757809
Extern	028 90846418
Start 360	028 90435810
Princes Trust	028 90745454
Workforce	028 90247016
Youth Action	028 90240551
Youth Works	028 90312115



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