Chair’s Introduction

I am delighted to present Advice NI’s latest Membership Profile Report which highlights the essential services provided by our membership targeting need as it exists within deprived geographical areas and within particular social groups across Northern Ireland.

The recently launched DSD Advice & Information Strategy outlines key principles for advice service provision including access by all people (the disadvantaged in particular) to a high quality service that meets their individual need. These principles are at the heart of this report, whilst it also demonstrates increasing demands being placed by the public on our members – demands which the membership are willing and able to meet – given the availability of sufficient resources to frontline services.

At a time of some uncertainty about the future, advisers deserve great credit for their continued dedication and commitment in providing a lifeline for vulnerable people. On a daily basis they increase benefit uptake for low income households, provide representation at Disability and Social Security Appeal Tribunals, offer housing advice for those in housing need, support people in financial difficulty and provide advice and information on a wide range of other issues.

I commend this work, and I hope you find this report interesting.

Conor McGale
Chair
The workload statistics represents a substantial public service being provided by independent advice centres to vulnerable people across Northern Ireland.

The figures indicate clearly that these services are targeted towards addressing social need: in deprived geographical areas and within particular social groups. The services are further seen to be targeted by virtue of the fact that social security benefit recipients represent the bulk of people who want information, advice and representation.

Case Study
As a result of the NIE campaign “For Your Benefit” a carer contacted our adviser on behalf of his elderly mother. His mother did not think she was entitled to Attendance Allowance as both she and her son had savings. An Information Officer advised her that AA was not affected by savings or income. The application was successful and low rate care AA was awarded.

Total additional weekly income generated: £43.15
[Disability Action]
Advice NI has a current membership of 71 organisations, which can be categorised into generalist and specialist providers.

Generalist advice providers tend to have been formed by local people in response to local needs. They provide advice on a wide range of subjects and the advice service may be part of a wide range of community development activities, or alternatively advice may be the sole purpose of the organisation.

Specialist advice providers tend to focus their service on a specific issue or target their service towards a specific group of clients – covering the nine dimensions of equality under Section 75 of the Northern Ireland Act 1998. These organisations may be locally based or provide services right across Northern Ireland.

Case Study

Client was admitted to hospital following a severe depressive episode. When adviser saw client in hospital she had been found fit for work. Her Incapacity Benefit had stopped and she had nil income. Adviser assisted client to appeal this decision, made claims for Income Support and Disability Living Allowance.

Total additional weekly income generated: £219.40

[Omagh Independent Advice Services]
Throughout the year Advice NI and members were heavily involved in benefit uptake activity supported by the Social Security Agency. The SSA’s own evaluation of the work highlighted that the Programme resulted in an additional £6 million of benefits being paid to some of the most vulnerable people in Northern Ireland. Advice NI has also worked in partnership with NIE on benefit uptake activity. In total 1,020 holistic Benefit Entitlement Check’s were carried out with approximately 44% of targeted clients receiving additional benefits.

Case Study
An adviser made a home visit and conducted a benefits check for a carer, her husband and her daughter (who suffered from Down’s Syndrome). Both parents had severe health problems and received assistance with Attendance Allowance forms (both awarded). This also brought in entitlement to a Severe Disability Premium for their daughter.

Total additional weekly income generated: £134.75 [Craigavon Independent Advice Centre]
Advice NI members are at the forefront in tackling poverty and need by ensuring that people have access to the services they require.

The most popular method of initial contact by clients is by visiting the centre either by appointment or drop in. Telephone contact accounts for the other most popular method of contact with a number of centres operating dedicated telephone helpline services. Other methods of contact such as email and letter remain an important method, albeit a minority, of accessing advice services.

In an effort to make services more accessible many centres operate outreach in various locations, provide a home visitation service and provide information sessions on an ad hoc basis as required.

Case Study

As a direct result of calling SeniorLine a couple received backdated Pension Credit of £6,676 and an increase in their weekly income by way of accessing two Severe Disability Premiums and claiming Housing Benefit as they were entitled to have their rent paid.

Total additional weekly income generated: £152.41 [Help the Aged]
Advice NI members make every effort within available resources to ensure that their services are tailored to meet the needs of clients. Examples of how this is achieved include the availability of induction loops, access to sign language interpretation and documents provided on tape and text phone service.

Additional service provision is being developed for migrant workers and other minority ethnic languages – both in terms of translation (the written word) and interpretation (the spoken word).

Advice NI members provide workplace services in redundancy situations. Many also provide information sessions and information bulletins as required.

Case Study
Client’s Working Tax Credit and Child Tax Credit payments had ceased because he did not understand the communication he had received from HMRC. The adviser negotiated with Tax Credit Office and was able to provide the outstanding information that was required to put the tax credit awards back into payment.

Total additional weekly income generated: £218.96 [Chinese Welfare Association]
Quality assurance remains a key focus for Advice NI members. In response to the diversity of service provision, Advice NI and members have embraced quality in the most efficient, effective and appropriate manner relevant to the service provided.

The Advice NI membership criteria applies to the entire membership, is based on IiP principles and applies a common set of standards that aim to improve the quality of advice provided to the public.

Building on this strong foundation 41% of members have either achieved or are actively working towards IiP status in their own right. Much of this work has been supported by the Advice NI IiP Group Contracting Scheme.

Case Study

“Respondents that had used Investors in People within their centres found that the most useful themes within the Standard were Business Strategy, Leadership and Management Strategy and Learning and Development. The top three benefits for centres as a result of the Advice NI group contract were improved performance of the organisation, the development of a strategic plan and improved people management.”

Julie Allen Consulting

External evaluation of Advice NI BSP-funded Quality Project (2007)
Staffing

Staffing levels have decreased by 6% in comparison to 2005/6 in the main reflecting ongoing funding difficulties. The range of posts reflect the range of services provided, which in turn are reflective of the complex needs of NI society. Volunteering represents 19% of overall staffing – demonstrating the commitment of both the individuals and organisations to maximising community involvement in maintaining advice services.

Advice NI membership has increased highlighting the fact that the independent advice network is ever-changing in response to the changing needs of society within Northern Ireland. Changes to the demographic, cultural, social and economic profile of NI are reflected in the changing profile of organisations and posts within the Advice NI membership.

Human Resources

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<th>Advice Worker</th>
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Response rate: 71 organisations

Case Study

Client was in receipt of Income Support and Disability Living Allowance. Income was maximised by virtue of securing a Severe Disability Premium, a Community Care Grant and support from St Vincent de Paul.

Debts: (1) £3,113.46; (2) £7,833.24; (3) £3,098.48; (4) £2,100.00; (5) £7,518.24.

Total additional weekly income generated: £68.45

Support with Bankruptcy Application (Debt Written Off): £23,663.42

[Springfield Charitable Association]
**Staff Experience**

Experienced, knowledgeable advisers underpin service provision within the Advice NI membership. Testament to this is the fact that 70% of staff have been in post for 5 years or more; with 87% in post for 2 years or more. Allied to this is a range of ongoing training and development activity including Law Centre Training Programmes, CAB Training Programmes, Housing Rights Service Training Programmes, CPAG accredited tax credits training, child protection training, NVQ in Advice and Guidance and money advice training.

This staff resource is recognised within the DSD advice sector strategy ‘Opening Doors’ – the strategy stating that it presents an opportunity to support the professional development of staff and address issues of recruitment, staff retention and morale.

**Experience (Years)**

- **1 year or less** 6%
- **2 years or less** 7%
- **2 – 5 years** 17%
- **5 – 10 years** 23%
- **10 – 20 years** 28%
- **Over 20 years** 19%

Response rate: 71 organisations

**Case Study**

Client was attending a day centre due to her mental health. She was unaware of her benefit entitlements. Due to the NIE 'For Your Benefit' outreach programme in conjunction with Advice NI adviser was able to assist client with a successful DLA application as well as connecting her Community Psychiatric Nurse (CPN) with other services provided by the organisation.

**Total additional weekly income generated:** £60.25 [Rethink – Severe Mental Illness]
Advice NI has delivered 18 money advice related training courses with 117 learners attending. All courses have been developed and delivered as part of a UK-wide training strategy set up to develop high quality training for advisers in Northern Ireland. Three courses have achieved OCN accreditation (Introduction to Dealing with Debt: Level 2; Dealing with Codes of Practice and Utilities: Level 3; Debts and Courts in NI: Level 3). Advice NI has also received a National Training Award in recognition of the outstanding achievement and success of the money advice training programmes.

Advice NI can also provide tailored money advice related training courses on request.

### Money Advice Training

#### Generalist Money Advice Courses

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#### Skilled Money Advice Courses

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<tr>
<td>Introduction to Bankruptcy</td>
<td>7</td>
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<td>Negotiation Skills</td>
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Case Study

“The two day workshop was excellent and all of the staff who attended found it extremely useful and interesting. I was particularly impressed with the way in which the training was arranged and delivered to the group. Those attending were not afraid to ask questions and thereby gain much more information and knowledge about the sensitivities and difficulties which surround this intricate subject.”

Money Advice Trainee Feedback
Case Study

Thirty seven year old man came to centre requiring help to complete his DLA renewal form. He had mental health difficulties for a number of years which included severe paranoia. His mental health was managed by the community mental health team and he had a very well established relationship with his community mental health nurse. His only contact with his GP was for repeat prescriptions. This was detailed on his renewal form.

His DLA renewal was turned down based on evidence from GP report.

Request lodged for the decision to be looked at again and it remained unchanged. Decision appealed to a tribunal which client found to be extremely distressing. Supporting evidence was secured from the Community Mental Team and he was given an indefinite award. Client has since moved into private rented accommodation and was awarded SDP on his IS claim.

Total additional weekly income generated: £108.70
[STEER Mental Health Charity]

Advice NI is the sole Open University accredited Assessment Centre in NI for the delivery of the NVQ in Advice and Guidance. Workshops are facilitated in Belfast and the North-West to support candidates achieve their NVQ award.

Building on a proven track record for NVQ delivery, a number of programmes have been delivered including an interactive e-learning project in partnership with National Energy Action and Workers Education Association. In order to build an element of progression into training programmes, partnership approaches have been developed with Law Centre and Housing Rights Service which enable advisers to migrate from knowledge-based learning to the NVQ work-based qualification.
Advice NI is committed to providing high quality services in response to the needs of members. In order to ensure that services are continually improved, we conducted an online membership survey. Key findings from the analysis of the results are highlighted. Advice NI will ensure that the learning gained from the findings of the survey will impact on future service delivery.

Changes made to date include the introduction of new governance policies / procedures and the establishment of two new management sub-committees.

**Membership Survey**

- **100%** of respondents felt Advice NI represented good value for money
- **96%** of respondents would recommend Advice NI membership to others
- **91%** of respondents felt Advice NI communicated with their centre often enough
- **100%** of respondents had contacted us in the past year. Email was the preferred method of contact, followed by telephone
- **99%** of Advice NI members are contactable by email
- **651** messages have been posted on AdviceLink (the Advice NI egroup)

**Case Study**

Client suffered from aggressive form of rheumatoid arthritis, her DLA award was reduced from high mobility & middle care to low care. Adviser represented client at appeal tribunal where he secured award of high mobility & high care and the duration of award increased. Arrears generated amounting to £3,603.60.

**Total additional weekly income generated:** £92.40

[Limavady Community Development Initiative]
Securing sufficient funding to deliver essential advice and information services remains the key challenge facing the Advice NI membership. Whilst additional resources were accessed through the Department for Social Development’s (DSD) Community Support Programme and via Benefit Uptake tenders, the reduction in funding from other sources continues to create problems regarding sustainability.

The increasing moves towards a competitive tendering approach has implications for advice providers. Risks include fostering competition and not collaborative working; a short-termism approach breeding uncertainty; and a risk the service is not deliverable and sustainable at the quoted price.

Case Study
Client and wife were both finding it hard to cope physically. There was one visit from a social worker but as they refused help the case was closed. Adviser encouraged the client to think of a carer’s assessment for himself. Client was very distressed by the changes in his wife’s health, so adviser provided emotional support as part of this ongoing contact.

Outcome: Risks to personal health removed, couple able to remain at home. [Age Concern NI]
ADVOCACY FOR SENIOR CITIZENS
t: 028 7035 7966
e: claregreenfield@hotmail.com

AGE CONCERN NI
t: 028 9024 5729
e: cwilliamson@ageconcernni.org

ALZHEIMER’S SOCIETY NI HELPLINE
t: 028 9066 4100
e: roni@alzheimers.org.uk

ARDOYNE ASSOCIATION
t: 028 9071 5165
e: elaine@ardoyneassociation.com

BALLYNAFEIGH COMMUNITY DEVELOPMENT ASSOCIATION
t: 028 9049 1161
e: katiehanlon@bcda.net

BALLYSILLAN COMMUNITY FORUM ADVICE
t: 028 9039 1272
e: bcf_advice_services@yahoo.co.uk

BARNARDOS NI
t: 028 9064 6515
e: sue.stevenson@barnardos.org.uk

BELFAST UNEMPLOYED RESOURCE CENTRE
t: 028 9096 1111
e: barrie.mclatchie@burc.org

CAUSEWAY WOMEN’S AID
t: 028 7035 6573
e: womensaidcoleraine@btinternet.com

CHINESE WELFARE ASSOCIATION
t: 028 9028 8277
mar tin@cwa-ni.org

CITRAH FOUNDATION
t: 028 9335 1199
e: citrah@hotmail.com

CIVIL SERVICE BENEVOLENT FUND
t: 028 3026 5577
e: sheila.fitzgerald@csbf.org.uk

COOKSTOWN & WESTERN SHORES AREA NETWORK
t: 028 8773 8845
e: cwsan@aol.com

CORPUS CHRISTI SERVICES
t: 028 9024 0653
e: bronagh@corpuschristiservices.co.uk

COSTA
t: 028 8555 6880
e: costa.network@virgin.net

CRAIGAVON INDEPENDENT ADVICE CENTRE
t: 028 3832 4945

CROSS GLEBE COMMUNITY ASSOCIATION
t: 028 7034 4744
e: crossglebe@btopenworld.com

DISABILITY ACTION
t: 028 9029 7880
e: hq@disabilityaction.org

DUNGIVEN COMMUNITY RESOURCE CENTRE
t: 028 7774 2350
e: dcr c144@tiscali.co.uk

DYSLEXIA & DYSPRAXIA SUPPORT
t: 028 7954 9990
e: dyslexia.dyspraxia@yahoo.co.uk

EAST BELFAST INDEPENDENT ADVICE CENTRE
t: 028 9096 3003
e: advice@ebiac.org

EAST BELFAST MISSION (STEPPING STONE PROJECT)
t: 028 9073 8211
e: j.millar@steppingstoneni.org

EAST DOWN RURAL COMMUNITY NETWORK
t: 028 4461 2311
e: info@eastdownrcn.com

EGSA
t: 028 9024 4274
e: info@egsa.org.uk

EMPLOYERS FOR CHILDCARE
t: 028 9261 0661
e: patricia.murray@employersforchildcare.org

EPIC
t: 028 9074 3330
e: shelleychambers@btconnect.com

FALLS COMMUNITY COUNCIL
t: 028 9020 2030
e: john@fallscouncil.com

FALLS WOMEN’S CENTRE
t: 028 9032 7672
e: advice@fallswomenscentre.org

FIRST HOUSING AID & ADVICE SERVICES
t: 028 7135 7216
e: info@first-housing.com

GALLIA GH INTEGRATED ADVICE SERVICE
t: 028 7137 7066

GINGERBREAD DERRY
t: 028 9023 1417
e: enquiries@gingerbreadni.org

GREATER TURF LODGE RESIDENTS ASSOCIATION
t: 028 9061 9124
e: gtlrass@hotmail.com

HELP THE AGED
t: 028 9023 0666
e: helptheagedni@hta.org.uk

HOUSING RIGHTS SERVICE
t: 028 9024 5640
e: una@housingrights.org.uk

Membership List 2006/2007 A-H
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<thead>
<tr>
<th>Organization</th>
<th>Phone</th>
<th>Email</th>
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<td>LIAISE</td>
<td>028 3832 5764</td>
<td><a href="mailto:jim@mzhouse.org">jim@mzhouse.org</a></td>
</tr>
<tr>
<td>LIGONIEL IMPROVEMENT ASSOCIATION</td>
<td>028 9039 1225</td>
<td><a href="mailto:advice@wolfhill.org.uk">advice@wolfhill.org.uk</a></td>
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<tr>
<td>LIMAVADY COMMUNITY DEVELOPMENT INITIATIVE</td>
<td>028 7776 5438</td>
<td><a href="mailto:debbiem@cccs.co.uk">debbiem@cccs.co.uk</a></td>
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<tr>
<td>LISBURN WELFARE RIGHTS</td>
<td>028 92628903</td>
<td><a href="mailto:lwrg@lisburn.org">lwrg@lisburn.org</a></td>
</tr>
<tr>
<td>LOWER NORTH BELFAST COMMUNITY COUNCIL ADVICE SERVICE</td>
<td>028 9028 8887</td>
<td><a href="mailto:kpurves@lnbcc.plus.com">kpurves@lnbcc.plus.com</a></td>
</tr>
<tr>
<td>MENCAP</td>
<td>028 9069 1351</td>
<td><a href="mailto:mencapni@mencap.org.uk">mencapni@mencap.org.uk</a></td>
</tr>
<tr>
<td>MULTI-CULTURAL RESOURCE CENTRE</td>
<td>028 90244639</td>
<td><a href="mailto:margaret@mcrc-ni.org">margaret@mcrc-ni.org</a></td>
</tr>
<tr>
<td>NEIGHBOURHOOD ASSIST</td>
<td>028 7126 9327</td>
<td><a href="mailto:advice@freederry.org">advice@freederry.org</a></td>
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<tr>
<td>NEIGHBOURHOOD DEVELOPMENT ASSOCIATION</td>
<td>028 9058 4848</td>
<td><a href="mailto:nda@ukonline.co.uk">nda@ukonline.co.uk</a></td>
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<td>NEWRY WELFARE RIGHTS</td>
<td>028 3026 7631</td>
<td><a href="mailto:erussell@ccgnewrycommunity.org">erussell@ccgnewrycommunity.org</a></td>
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<td>NIACRO</td>
<td>028 9032 0157</td>
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<td>NORTH ANTRIM COMMUNITY NETWORK</td>
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<td><a href="mailto:info@nacn.org">info@nacn.org</a></td>
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<td>NORTH BELFAST EMPLOYMENT CENTRE</td>
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<td>NORTH BELFAST SENIOR CITIZENS FORUM</td>
<td>028 9074 9944</td>
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<td>NORTHLANDS</td>
<td>028 7131 3232</td>
<td><a href="mailto:brian@northlands.org.uk">brian@northlands.org.uk</a></td>
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<td>NUS-USI</td>
<td>028 9024 4641</td>
<td><a href="mailto:info@nstudents.org">info@nstudents.org</a></td>
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<tr>
<td>OMAGH INDEPENDENT ADVICE SERVICES</td>
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<td>RETHINK - SEVERE MENTAL ILLNESS</td>
<td>028 9040 2323</td>
<td><a href="mailto:info@rethink.org">info@rethink.org</a></td>
</tr>
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<td>ROSA - REGENERATION OF SOUTH ARMAGH</td>
<td>028 3086 8183</td>
<td><a href="mailto:rosaleen@rosa.ie">rosaleen@rosa.ie</a></td>
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<td>ROSE_MOUNT &amp; DISTRICT WELFARE RIGHTS GROUP</td>
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<td>S.T.E.E.R</td>
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<tr>
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<tr>
<td>SOUTH CITY RESOURCE &amp; DEVELOPMENT CENTRE</td>
<td>018 9050 4747</td>
<td><a href="mailto:jim.dillon3@btinternet.com">jim.dillon3@btinternet.com</a></td>
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<tr>
<td>SPECIAL EDUCATIONAL NEEDS ADVICE CENTRE</td>
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<tr>
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</tr>
<tr>
<td>TAR ISTEACH</td>
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<td><a href="mailto:tarsisteach@btconnect.com">tarsisteach@btconnect.com</a></td>
</tr>
<tr>
<td>THE PRESBYTERIAN ORPHANS &amp; CHILDREN'S SOCIETY</td>
<td>028 9032 3737</td>
<td><a href="mailto:orphans@presbyterianireland.org">orphans@presbyterianireland.org</a></td>
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<tr>
<td>THE RESOURCE CENTRE</td>
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<td><a href="mailto:jude.mckinney@yahoo.co.uk">jude.mckinney@yahoo.co.uk</a></td>
</tr>
<tr>
<td>THE WIDER CIRCLE</td>
<td>028 9024 5595</td>
<td><a href="mailto:info@widercircle.org">info@widercircle.org</a></td>
</tr>
<tr>
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<td>VINE CENTRE</td>
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<td><a href="mailto:vinecentre@btconnect.com">vinecentre@btconnect.com</a></td>
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<td>WAVE TRAUMA</td>
<td>028 37511599</td>
<td><a href="mailto:welfare@wavearmagh.co.uk">welfare@wavearmagh.co.uk</a></td>
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<tr>
<td>WINDSOR WOMENS CENTRE</td>
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