

## What Advice Services are available in Northern Ireland?

### AdviceNI

Advice NI provide telephone advice on most issues related to social security and welfare. They can also signpost to relevant organisations (telephone only)

- Foodbank vouchers
- Power NI vouchers in special circumstances
- Benefit Entitlement checks
- Can help Fastrack Discretionary Support applications
- HMRC
- PIP where relevant (no new claims after pension age)

Website: <https://www.adviceni.net/>

Contact number: 0800 915 4604

### Discretionary Support

Extreme or exceptional circumstances – can come in loan and grant form depending on the client's situation

Website: <https://www.nidirect.gov.uk/articles/discretionary-support>

### Attendance Allowance NI

You may get Attendance Allowance if you are State Pension age or over - and have needed help with personal care because of a physical or mental disability for six months.

Your disability must be severe enough for you to need either:

- help with things such as washing (and getting in or out of the bath or shower), dressing, eating, getting to and using the toilet, or communicating your needs
- supervision to avoid putting yourself or others in a lot of danger, for example, needing someone to keep an eye on your medical condition or diet
- someone with you when you are on dialysis

<https://www.nidirect.gov.uk/articles/attendance-allowance#toc-0>

### Help with rates

“If you are a pensioner, you may be entitled to help with your rates through the Housing Benefit and Rate Relief or Lone Pensioner Allowance schemes. There are allowances for certain tenants and homeowners.”

Website: <https://www.nidirect.gov.uk/articles/help-rates-pensioners>

## AgeNI

Can provide advice on benefits, social security and issues specifically related to age

<https://www.ageni.org/information-advice/>

## Pension Credit

“Pension Credit gives you extra money to help with your living costs if you’re over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.”

Website: <https://www.nidirect.gov.uk/information-and-services/state-pension/pension-credit>

## National energy action

“We offer advice and support to fuel-poor households in England, Wales and Northern Ireland, as well as advocating for policy and regulation to protect the most vulnerable households. We also offer [training](#) to frontline staff of other organisations, to they can best support fuel-poor households.”

<https://www.nidirect.gov.uk/contacts/national-energy-action-nea>

## Local Advice Services (face-to-face)

### East Belfast

Advice Space, 0300 123 3233

EBIAC, East Belfast Network Centre, 028 9073 5690

### South Belfast

Ballynafeigh Community Development Association, 028 9049 1161

South City Resource Centre, 028 9028 5060

## Foodbanks

The Trussell Trust, 01722 580 180

Website: <https://www.trussell.org.uk/our-work/northern-ireland>

Together NI, 07783 431899

<https://www.togetherni.com/>