

Welcome Pack for newly arrived citizens

A basic guide to services in the Derry City Council area.

2006

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Welcome

Welcome to the Derry City Council area. Arriving in a different country can be an exciting but also challenging or frightening experience.

Many aspects of daily life and services may be different here compared to your country of origin.

In order to assist you in adapting to local society this Welcome Pack will try to give you basic information about local services and how to access them.

Hopefully you will find this helpful.

Derry City Council

Acknowledgements

Derry City Council would like to thank everyone who has contributed to this Welcome Pack in any form. Particular thanks go to:

Western Education and Library Board
Western Health and Social Services Board
Police Service of Northern Ireland
Northern Ireland Housing Executive
Northern Ireland Social Security Agency

We would also like to thank the Community Relations Unit (OFMDFM) for contributing funding towards this initiative.

This document is produced in 12 pitch sans serif and **is available in other formats**, upon request. Please contact:

The Equality Officer

Tel: 028 7136 5151 Ext 6706

Fax: 028 7126 5448

Email: kay.mcivor@derrycity.gov.uk

Health and Social Services

Getting Registered

Health and social services in Northern Ireland are generally free, which means that you do not have to pay to see a doctor nor do you need your own health insurance.

Your medical card

To get services you have to do two things:

- (a) Register with the health and social services in Northern Ireland
- (b) Register with a family doctor, also known as the General Practitioner or GP. There are over 350 GP practices in Northern Ireland. Lists of all practices are available from:

- Central Services Agency
- Online at www.n-i.nhs.uk
- Post offices
- Citizen Advice Bureaus
- Your local Health and Social Services Board
- Your local Health and Social Services Trusts
- Your local Health and Social Services Council.

You should register straight away when you arrive in Northern Ireland rather than wait until you need health or social services.

To become registered, you need to

- (1) Fill in an application form. It is called the HS22X form and is available from any doctor's practice or from the Central Services Agency (CSA), who look after your registration. Their contact details are:

Central Services Agency
2 Franklin Street
Belfast
BT2 8DQ

Phone: 028 90324431

- (2) Take the completed form to the doctor's practice that you would like to become your family doctors. If they agree to take you on, they will take your application form.
- (3) You will then receive a medical card issued by the CSA. Your medical card is free and is an important document; it entitles you to get a whole range of services.

There is one basic requirement that you will need to fulfil: you need to be resident in the UK for a settled purpose. This means that you must plan to stay in the UK for at least six months.

If you are seeking asylum in the UK you are also eligible to apply. You will be asked to attach evidence that you have made an application for asylum to the Immigration Service.

What to do if you have difficulties in finding a practice

If you have difficulties in finding a practice that is willing to take you on, please get in touch with the CSA. They will then find a practice for you by 'assigning' you to one.

About your GP

The GP is responsible for looking after your health needs. They will decide whether you should see any other health specialist and, if so, will make all necessary arrangements. Your GP will also decide what medicines you need.

You are entitled to treatment from one of the GPs at the practice where you are registered. You have no automatic right to see a particular GP, although you have the right to ask to be treated by a doctor of your own gender.

You must make an appointment to see a GP, by contacting the practice – by telephone, or by calling in to the practice.

Home Visits

If you feel too unwell to attend the practice, you may be entitled to a home visit by a GP. You should contact your GP practice. You cannot, however, insist that a GP visits you at home. A GP will only visit you at home if they think your medical condition requires it.

Medication/Prescription

If a GP decides you need medication, they will give you a prescription, which you would then take to any chemist or pharmacy to collect the medication. Without it your pharmacist cannot give you medicines, except for some very simple medicines such as painkillers, which you can also get in supermarkets and other stores. Medicines dispensed with a prescription all cost the same (around £6.50). However, you do not have to pay if:

- you are under 16 years old
- you are under 19 and in full-time education
- you or your partner are getting certain benefits
- you are pregnant or have given birth in the last 12 months.

If you are on a low income, you may not have to pay, but this is not automatic – you must apply by filling in form HC1 in your local Social Security Office.

Hospitals

The following is a list of services provided by most hospitals:

- Accident & Emergency Services - providing emergency treatment
- In-patient Services - perform operations or provide treatment, patients stay in hospital for one night or more
- Day Services - perform small operations and discharge patients home on the same day
- Out-patients Services - appointments with specialist doctors in the following range of clinical specialities
 - Anaesthetics - administration of drugs or gas before surgery to prevent pain
 - Cancer Services - consultation on and treatment of cancers
 - Cardiology – consultation on and treatment of heart disease
 - Care of the Elderly – care of older people
 - Dermatology – treatment of skin disorders
 - Maternity Services – care of expectant and nursing mothers
 - Rheumatology – treatment of swelling and pain in joints, muscles and ligaments
 - Ear, Nose and Throat – treatment of pain in the ears, nose and throat
 - General Medicine – treatment of disorders by medication (excluding surgery)
 - General Surgery – treatment of injuries or disorders by operations
 - Gynaecology – treatment for diseases and routine physical care of the reproductive system of women
 - Nephrology – treatment of diseases of the kidneys
 - Children Services (Paediatrics) – treatment for children

If you live in the Western Board area the following hospitals provide **Accident and Emergency** services:

Erne Hospital

Telephone: (028) 8283 2393

Opening Hours: 24 hours

Tyrone and Fermanagh Hospital

Telephone: (028) 8283 5285

Opening Hours: 24 hours

Altnagelvin Hospital

Telephone: (028) 7134 5171

Opening Hours: 24 hours

Out of Hours services

Practices are usually open Monday to Friday, at times advertised in the practice. Each practice will have arrangements in place for out of hours service – e.g. a rota between GPs, or a telephone number, which patients can use out of hours. Most practices will have details for arrangements for emergencies out of hours recorded on their answering machine. They will also display notices on the walls, which provide further details.

Emergency services

All out of hours centres will provide medical or other treatment in an emergency, even if you are not registered with them. In a serious accident or emergency, you should go to the Accident and Emergency Department of a hospital, or telephone 999 and ask for an ambulance. You will be asked details regarding your name, your location and the nature of the medical problem. An ambulance will be sent to you as soon as possible. There is no charge for this service.

The ambulance will take you to the accident and emergency department at the hospital where a doctor will examine you. Again, this treatment is free of charge.

Dentists

If you are looking for dental treatment you have to register with a dentist first. To register with a dentist you must have a Medical Card. You should check that the dentist you contact will treat you on the public health service (HPSS). You may have to pay for some dental services.

To choose your dentist you can obtain lists of dentists from the same organisations, which keep lists of GP practices:

- Central Services Agency
- online at www.n-i.nhs.uk
- post offices
- Citizen Advice Bureaus
- your local Health and Social Services Board
- your local Health and Social Services Trusts

your local Health and Social Services

Interpreters

If you need an interpreter for your appointment this can be organised by the health service you intend to use. It is important that you tell staff as soon as possible so that the interpreter can be booked for your appointment. The interpreter will then come to the appointment and interpret your discussions with the health care staff. If an interpreter is not available to attend your appointment, a telephone interpreter will be used. In an emergency, you should ask for an interpreter as soon as possible, although there may be a short delay before they arrive. At first the service may use a telephone interpreter. Then if you need one, they will arrange for an on-site interpreter to come in person. The interpreting service is free of charge.

Housing

How do I apply for housing?

One single application form will allow you to be considered by all social landlords who have housing in the areas in which you want to live. You can download the General Housing Application Form from the Housing Executive's website www.nihe.gov.uk or you can obtain one from your local Housing Executive District Office or housing association.

Can I get help to complete the form?

The Form must be completed, signed and returned to the Housing Executive with proof of your identity, either your passport or National Identity Card. There are some decisions you must make including where you want to live. There are three District Offices in the City and they are at:

14 Collon Terrace,
Londonderry
BT48 7QP

Telephone: (028) 7137 3683

Opening Hours

Monday – Friday 9.30 am – 4.00 pm

Thursday 9.30 am – 12.00 noon

Ulster Bank Buildings,
Waterloo Place
Londonderry
BT48 6BS

Telephone:(028) 7126 6227

Opening Hours

Monday – Friday 9.30 am – 4.30 pm

Thursday 9.30 am – 12.30pm

2 Glendermott Road,
Waterside
Londonderry
BT47 1AU

Telephone:(028) 7131 1490

Opening Hours

Monday – Friday 9.30 am – 4.30 pm

Thursday 9.30 am – 12.30 pm

What happens next?

Your application will be acknowledged and you will be visited where you currently live by a Housing Officer from the Housing Executive. The Housing Executive can provide a language line or other interpretation services to communicate with you in other languages during the interview if requested.

This Officer will talk to you about your circumstances, establish if you are eligible for social rented housing in Northern Ireland, and determine your particular needs for housing.

What should I do if I feel I am homeless?

If you have no home or are in danger of losing your home you should go to your local Housing Executive District Office or the [Homeless Advice Centre](#) and the Housing Executive will assess your needs. The level of help the Housing Executive can give you depends on whether you are eligible and your particular circumstances. The help may range from advice and assistance, to providing temporary accommodation to permanent accommodation.

Emergency Arrangements

If you become homeless, or are at risk of becoming homeless when Housing Executive offices are closed or during holiday periods, a telephone referral service is available at the numbers listed below.

West Area

Magherafelt/Cookstown	028 9446 8833
Omagh	028 8283 3100
Londonderry, Limavady, Strabane	028 7134 5171

Employment and Training

Jobs and Benefits Office - Foyle and Lisangelvin

The Jobs & Benefits offices (JBO) deliver services to people looking for work, claiming benefits or both.

The main business is to help people into paid work, help employers fill their vacancies and assess and pay Social Security Benefits.

Services Provided

Looking For Work

- ◆ Staff will help you to get work or improve your chances of getting work by:
 - Giving you details of job opportunities, including jobs from some employment agencies and jobs in other parts of Europe; and
 - Giving you information and advice:
 - ▶ To help you find a job; and
 - ▶ On training and preparation-for-work programmes.
 - Providing information and advice to the public on the whole range of benefits and other services, through a wide range of leaflets.
 - Assisting you to fill in our forms and make a claim if you need us to.
 - Dealing with your claim and pay your benefits.

Accessing Our Services

- ◆ Call in or telephone the Jobs & Benefits office.

Address:	Foyle JBO Asylum Road Londonderry BT48 7EA	Lisnagelvin JBO 2 Crescent Road Londonderry BT47 2NJ
Tel No:	(028) 7131 9500	(028) 7131 9300

- ◆ Access our websites @ www.dsdni.gov.uk
www.jobscenonline.com

- Information is available on our website in the following languages:

Arabic	Chinese	Latvian	Lithuanian
Polish	Portuguese	Spanish	

Opening Hours

- Monday to Friday** 9am to 4.30pm

Work Permits

Before starting work jobseekers for outside the European Economic Area (EEA) are required to have a work permit. Nationals from the 8 Accession Countries (i.e. Czech Republic, Hungary, Latvia, Lithuania, Poland, Slovakia, Estonia and Poland) are legally required to register with the Home Office within 1 month of starting work – under the Workers Registration Scheme – Applicants can download an application form from www.workingintheuk.org or alternatively can telephone 087 0521 0224. Members from Cyprus or Malta are not required to register.

National Insurance (NI) Number Processing Centre

In order to work in Northern Ireland you will need a National Insurance Number, which is personal to you and no one else should use this number.

The Social Security Agency provides a National Insurance allocation service on behalf of the Inland Revenue.

If you work in the United Kingdom, you must pay National Insurance contributions. You can apply for a National Insurance Number (NINO) at our National Insurance Number processing centre based at Lisnagelvin Jobs and Benefits Office (JBO). Lisnagelvin JBO deals with applications for National Insurance Numbers for people living in the North and West of the province.

Contact Details:	Lisnagelvin JBO 2 Crescent Road LONDONDERRY BT47 2NJ
Telephone No:	(028) 7131 9392 (028) 7131 9353

Services Provided by the Agency

- Process applications for National Insurance numbers.
- Carry out “Evidence of identity” interviews.
- Arrange Interpreters if required.
- Allocate National Insurance Numbers

Conversion of qualifications

Individuals who need to establish UK equivalencies of academic qualifications in order to apply for a specific job should be referred to the National Recognition Information Centre for the United Kingdom, (the UK NARIC). This is the national agency under contract to the UK Government [Department for Education and Skills](#). NARIC provide recognition service and comparability information of all international qualifications from 183 countries worldwide with those in the UK. This service can however be accessed through the internet, but it is not free. If you want to have your qualifications converted you will need to pay for it.

NARIC are also able to work for organisations such as Universities, embassies, government departments, professional bodies and recruitment and employment services.

Finding out about converting qualifications.

You can contact NARIC by any of the contacts below.

You can also access NARIC information on the internet at: www.naric.org.uk

- On the homepage click on 'choose the right service'.
- Look up the 'Standard Evaluation Service' (10-15 working days)
- There is also a 'Fast Track Service' which can deliver in 48 hours but it will cost more.
- To find out about translating qualifications as well as converting them click on 'Translation Waiver Scheme'.

NARIC can also provide a language translation service for qualifications written in the following languages:

Bulgarian, Catalan, Chinese, Danish, French, German, Italian, Norwegian, Spanish, Swedish, Russian

If your qualifications are written in a different language you may need to have them translated into English by an officially qualified translator before you can have the qualifications converted into their UK equivalent.

NARIC contact:

Qualifications & Skills Division UK NARIC

Oriel House

Oriel Road

Cheltenham

Glos GL50 1XP

Tel: +44 (0) 870 990 4088

FAX: +44 (0) 870 990 1560

Email: info@naric.org.uk

www.naric.org.uk

Education

In-school Support for Ethnic Minority Pupils

Inclusion, Access and Achievement are the stated goals of the Ethnic Minority Achievement Service (EMA) within the Western Education and Library Board.

What we do

- Advise schools on the best provision for your child
- Assess the needs of your child
- Devise individual support programmes in collaboration with the school.
- Monitor your child's progress
- Facilitate school-home communication
- Liaise with other educational practitioners
- Seek the views of parents
- Advise parents on how best they can support their children at home
- Support parents who wish to find out more information for themselves and their children

Attendance at Primary school is compulsory for all children in the year when they reach their 5th birthday between the 2nd July one year and 1st July the following year.

For further information contact Cass Advisory Officer for Ethnic Minority Achievement at the North West Teachers' Centre, telephone 028 7186 1116.

Pre-School Education In Derry City Council Area

Free Pre-School Places are available in:

- Nursery Schools
- Primary schools with a nursery class
- Voluntary and private playgroups that have pre-school places funded by the Western Education & Library Board Pre-School Advisory Group (PEAG).
- Private day nurseries that have pre-school places funded by PEAG

A child is entitled to ONE free place in a school, playgroup or day nursery. Many voluntary, private playgroups and private day nurseries may also have fee-paying places available to pre-school children.

Attendance

In Nursery schools and Primary schools attendance can vary from 2 and half hours to 4 and half hours daily, five days per week.

In the voluntary sector attendance is usually for 3 hours daily, five days per week

Age Qualification

The target group is children who are aged three before 2nd July of the year they start Nursery school.

If there are still places available younger children may be admitted to nursery schools or classes.

Applying For A Place

There is an advice booklet and application form for parents. They can be obtained from a pre-school provider or from Western Education & Library Board.

Up to date advice and applications are available and processed each year between December and January.

For further information, please ring: 028 8241 1458 or go to www.welbni.org

Third Level Education

There are two main providers of third level education in the Derry City Council Area. You can get details of their prospectus and course application forms from:

North West Institute of Further and Higher Education
Strand Road
DERRY

Tel. (028) 71 276010
Website: www.nwi.ac.uk

University of Ulster
Magee Campus
Northland Road
DERRY
(028) 7137 5258
www.ulster.ac.uk

Finance

Money Transfers

There are a variety of money transfer services available today that allow you to easily send or transfer money between your own accounts, as well as to others like friends or family. Typically, money transfer services are able to transfer money anywhere in the country within 24-48 business hours. Money transfers typically cost either a set fee per transfer, or a very small percentage of the overall amount of money being transferred.

Western Union Agent locations are independent businesses that provide money transfer service to their customers on behalf of Western Union. Western Union Agents are primarily newsagents, pharmacies, travel agencies and other retail locations. The agent locations in Derry are :

Gallagher Travel
167 Spencer Road
Derry
BT47 1AH

Gallagher Travel
14 Strand Road
Derry
BT48 7AB

Sending money with the Western Union Money TransferSM service from an Agent location does not require credit cards, debit cards, bank accounts or memberships. Customers receiving money only need a valid form of identification and/or, in some cases, depending on the amount of the transfer, senders may need to furnish 2 forms of identification or other information to meet government requirements.

Using an Agent location, you can send as much money as you'd like, although certain security compliance requirements must be met depending on amount sent.

Other Financial Institutions

Post Office

Head Office

Custom House Street

Tel: 08457 223344 Fax: (028) 7126 6986

Opening Hours:

Mon 8.30am-5.30pm, Tues-Fri 9.00am-5.30pm,

Sat 9.00am-12.30pm.

Banks and Building Societies.

Normal banking hours are: Monday-Friday 9.30am-4.30pm

Abbey National Bank

11 Shipquay Street,

Tel: 08457 654321

Bank of Ireland

Strand Road,

Tel: (028) 7126 4141

Shipquay Street,

Tel: (028) 7126 4992

Spencer Road,

Tel: (028) 7131 8849

First Trust Bank

Meadowbank,

Tel: (028) 7126 7722

Shipquay Street,

Tel: (028) 7136 3921

Spencer Road,

Tel: (028) 7134 9316

Lisnagelvin Centre,

Tel: (028) 7134 4333

Northern Bank

Shipquay Place,

Tel: (028) 7126 5333

Glenshane Road,

Tel: (028) 7134 5866

Ulster Bank

3 Waterloo Place,

Tel: (028) 7126 1882

29 Clooney Terrace

Tel: (028) 7134 4025

124 Strand Road,

Tel: (028) 7130 9355

Alliance & Leicester Building Society

17 the Diamond

Tel: (028) 7126 4178

City of Derry Building Society

43 Carlisle Road

Tel: (028) 7137 0037

Nationwide Building Society

11 Ferryquay Street

Tel: (028) 7185 0100

Progressive Building Society

The Diamond

Tel: (028) 7137 2277



DERRY CITY COUNCIL

98 Strand Road
Derry BT48 7NN
Tel: 028 71 365151

Key Services Provided by Derry City Council

Airport (City Of Derry)
Building Regulations (Information and Advice)
Cemeteries
Community Development
Community Safety Partnership
Corporate Management
Cycle Paths/Walkways
District Policing Partnership
District Registration of Births, Deaths and Marriages
Economic Development
Elections
Energy Efficient Schemes
Enforcement
Entertainment Licences
Environmental Health

- Food Control/Infectious Diseases Team
- Health and Safety/Consumer Safety Team
- Pollution Control Team
- Public Health Protection Team

Festivals and Events
Financial Services
Grounds Maintenance
Heritage and Museum Services
Inspection of Building Work
Insurance and Risk Management
Legal Services
Leisure Centres
Licensing and Regulatory Functions
Lisahally Livestock Market
Marketing and Communications
North West Region Cross Border Group
Parks and Open Spaces
Performing Arts
Personnel Services
Property Certificates
Refuse Collection
Regularisation Certificate
Street Cleansing
Street Furniture
Street Name and Property Numbering
Travelling People Sites
Treasury Management
Visual Arts
Waste Disposal/Landfill Management
Waste Management Strategy

**You can get details of any of these services by contacting the Council
Offices on tel: (028) 71 365151**



DERRY CITY COUNCIL

Community Services in Derry City Council

Derry City Council has a Community Services section. They can help with the following:

- Information about existing community groups/activities in the area.
- Help on setting up a new community group.
- Funding for community groups and projects.
- Information on council run community centres and projects.
- Local events and festivals.

There is more information about this on the council website:

www.derrycity.gov.uk

There are council officers for different areas of the council and for different themes:

- Waterside and Rural Officer
- Cityside South Officer
- Cityside North Officer
- Festival and Events Officer
- Sports Development Officer
- Women's Officer
- Community Relations Officer
- Arts and Culture Officer
- Shared City Project Officer

Community Services Office: Tel: 02871365151

Community Relations/Shared City/Waterside Office: Tel:02871345160

Police Service of Northern Ireland

The Police Service in Foyle District Command Unit is committed to providing a quality service for all members of the community by reducing crime, reducing the fear of crime and tackling anti-social behaviour.

The Police Service operates 24 hours a day from two police stations in the city, and you can contact us by either writing to;

Strand Road PSNI
81a Strand Road
Londonderry
BT48 7AA

Or

Waterside PSNI
51 Richill Park
Londonderry
BT47 5QZ

By telephoning us on:

999 Used for **EMERGENCY** situations where there is a danger to life, a threat of violence or a serious crime in progress.

0845 600 8000 Used for **NON EMERGENCY** contact

02871 367337 If you already know the name of the officer or the department you wish to speak to.

By e-mail foyle@psni.pnn.police.uk

In the event of a racist or homophobic incident, that is any incident where the victim or any other person believes it to be racist or homophobic, contact the police and an officer will be appointed to investigate the case.

Within Foyle DCU we have a **Minority Liaison Officer** who will provide a follow up service to any complaint you have made or any incident you may have been involved in. They will explain police powers and procedures to you, and can help you to access other police services. They will ensure that your complaint is being satisfactorily investigated and that you are kept informed of any developments. The service is completely confidential.

Each police station within the Foyle area has access to the National Interpreter Service by means of dedicated dual handset telephones. Your language will not be a barrier.

Driver Vehicle and Licensing (Northern Ireland)

Driving In Northern Ireland (NI) As A New Resident

All drivers must comply with British minimum age requirements that is:

- 17 years for cars and motorcycles
- 18 years for medium sized vehicles
- 21 years for large lorries and buses.

How To Exchange Your Licence For A Northern Ireland Licence

To exchange your licence for a full NI one, you should complete a DL1 application form and return it to Driver Licensing Division, DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TB, with your licence and the correct fee - Details of all costs are on the back of DL1 Application Form.

You will be required to produce your passport as proof of your identity and in some instances you must produce proof of residency.

If the licence being exchanged is vocational, and the original was issued in one of the countries listed below you need only submit a medical report form (DLM1) if, on exchange, you are 45 years of age or over. This applies even if your vocational licence is still current.

DLM1 medical forms are available from either Local Vehicle Licensing Office, Orchard House, 40 Foyle Street, Derry, DVTA Offices or directly from DVLNI by calling (028) 7034 1469).

You can exchange any of the following countries 'car' licences for a Northern Ireland Licence

<ul style="list-style-type: none"> ▪ Austria ▪ Belgium ▪ Czech Republic ▪ Denmark ▪ Estonia ▪ Finland ▪ France ▪ Germany ▪ Greece ▪ Hungary ▪ Ireland ▪ Italy ▪ Latvia 	<ul style="list-style-type: none"> ▪ Lithuania ▪ Luxembourg ▪ Malta ▪ Netherlands ▪ Poland ▪ Portugal ▪ Republic of Cyprus ▪ Slovenia ▪ Slovakia ▪ Spain ▪ Sweden ▪ United Kingdom 	<ul style="list-style-type: none"> ▪ Iceland ▪ Liechtenstein ▪ Norway ▪ Singapore ▪ Australia ▪ Barbados ▪ British Virgin Islands ▪ Hong Kong ▪ Japan ▪ New Zealand ▪ Switzerland ▪ Zimbabwe ▪ Malta
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Your Vehicle On The Road

Before you take a motor vehicle on the public road, it must be

- Registered,
- Currently licensed
- Covered by a valid test certificate (if applicable).

You must:

- Be licensed to drive and
- Have valid insurance covering your use of the vehicle.
- Have minimum 3rd Party Insurance cover for the vehicle you are driving.

Driving without insurance and failure to produce insurance are offences.

For further information on how to register and licence your vehicle can be found in the leaflet “**V100 (NI) Registering and Licensing Your Motor Vehicle**” which is available from Local Vehicle Licensing Office, Orchard House, 40 Foyle Street, Derry, DVTA Offices or directly from DVLNI by calling (028) 7034 1469) or visiting their website www.dvlni.gov.uk

Community Groups and Advice **Organisations**

The Derry City Council area has a very active community and voluntary sector with many organisations and activities to suit a range of interests and needs.

Ethnic Minority Groups.

Some of the key groups working with specific ethnic minority groups are:

Sai Pak - Chinese Welfare Association,
44 Clooney Terrace, Waterside, Derry, BT47 6AP
Tel: 028 71 288858
e-mail: saipak@freeuk.com

Sikh Cultural Centre
12 Colby Avenue, Derry, BT48 8PF
Tel: 028 71 359095

Polish Welfare Association
katrinakordula@hotmail.com

Derry Travellers Support Group
Ballyarnett Park, 141 Racecourse Road, Derry, BT488NG
Tel: 028 71 359340

SEEDS (a multi-cultural and migrant support group)
Second Floor, 21 Bishop Street, Derry, BT48 6PR
Tel: 028 71 370989
irishseeds@hotmail.com

African and Carribean Association of Foyle
ellyomondi@gmail.com or acof06@yahoo.com
Mobile Number : 07922317860

Multi-Cultural Mothers Club.
The Women's Centre, 5 Guildhall Square, Derry, BT48 6BB
margaretlogue@womencentre.co.uk
Tel: 028 71 267672

North West Centre for Learning and Development (migrant support)
Unit 3, Hyde Business Park, Pennyburn Industrial Estate, Derry, BT48 OLU
info@nwclld.org
Tel: 028 71 286201

NICEM (Northern Ireland Council for Ethnic Minorities)
24-31 Shaftesbury Square, Belfast, BT2 7DB
www.nicem.org.uk
Tel: 028 90 238645

Community Directory

A Community Directory listing all community groups in the Derry City Council is available in English from the Local Strategy Partnership (LSP).

Phone: 02871308466

It is also available on-line under 'mapping our community' at:

www.lspderrycitycouncilarea.org.uk

Citizens Advice Bureau

Citizens Advice Bureau deal with all members of the general public (urban and rural) and specifically with the elderly and infirm, carers, lone parents, the disabled, young people, ethnic minorities and other vulnerable people and groups including those affected by domestic violence, injury and/or criminal damage.

It aims to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the service available or through an inability to express their needs effectively. To provide a free, impartial, confidential and independent service of information, guidance and support to all.

Cityside office:
Embassy Court,
3 Strand Road,
L'Derry
BT48 7BH
Tel:02871362444
Website: www.citizensadvice.co.uk

Waterside Office:
121 Spencer Road,
Waterside
L'Derry
BT47 6AE
Tel:02871342536
e-mail: LDerryCAB@niacab.org

Faith Communities

There is a wide range of religious services available in the local area. This list is not a complete list but will provide some contacts. Details of worship services are often stated on notice boards in prominent places outside the various churches. Information about additional services may also appear in the local newspapers. The following contacts may be able to provide information and contacts for a range of local churches:

Churches Voluntary Work Bureau Forum

22 Bishop Street
DERRY
BT486PP
Tel:(028) 7127 017
e-mail: info@cvwb.org

Northern Ireland Interfaith

37 Church Street
Warrenpoint
BT34 3HN
(028) 4175 4777

• **Christian**

Baptist Church

Richill Park,
DERRY
Tel: (028) 7134 7028

Catholic

St. Eugene's Cathedral,
Francis St. DERRY
Tel: (028) 7126 2894

Church of Ireland

St. Columb's Cathedral,
London Street
DERRY
Tel: (028) 7126 7313
www.ireland.anglican.org

Cornerstone Christian Fellowship

92 Templegrove, DERRY
Tel: (028) 7136 0444
E-mail: oakgrove@aol.com

Derry-Donegal Christian Fellowship

9 Northland Road,
DERRY
Tel: (028) 7136 1795

First Derry Presbyterian Church

c/o Carrowreagh Park,
DERRY
Tel: (028) 7126 1550
www.presbyterianireland.org

Methodist Church

Carlisle Road,
DERRY
Tel: (028) 7776 2300
www.irishmethodist.org

Salvation Army

The Citadel, Carlisle Road
DERRY
Tel: (028) 7134 3921

Wellspring Celtic Christian Community (Pentecostal)

Meenan Square,
DERRY
Tel: (028) 7135 9338

Apostolic Church

Irish Street, Waterside,
DERRY
Tel: (028) 7137 3842
e mail:phelimnic@freenet.co.uk

• **Christian Orthodox**

The following contacts in the Republic of Ireland may be able to provide localised contacts.

Greek Orthodox	0035318474956	Father Ireneu-loan Craciun
Coptic	0035312864834	Father Athanasius George
Romanian	0035316334475	Father Calin Popovici
Russian	00353879845907	Father George Zavershinsky

- **Bahai**

Baha'i Centre, 5 Clarendon Street, Derry, Tel (028) 71311072

- **Buddhist**

Contact: Ven.Lobsang Wangchuk Buddhist Community (Sanga)

Tel: 02871282881

Mobile Number:07724425306

- **Church of Latter Day Saints (Mormon)**

Racecourse Road/Bonds Hill

Tel: (028) 7135 0179

- **Hare Krishna**

Hare Krishna Temple, 140 Upper Dunmurry Lane, Belfast, BT17 0HE

Tel: (028) 9062 530

or ISCON Govindadwipa, Derrylin, Co.Fermanagh Tel: 02867721512

- **Hindu**

NI Indian Cultural Centre, 86 Clifton Street, Belfast, BT13 1AB

Tel: (028) 9024 9746

- **Islam**

Belfast Islamic Centre, 38 Wellington Park, Belfast, BT9 6DN tel:

02890664465

NI Muslim Family Association www.nimfa.co.uk

Ballymena Islamic Culture Centre 02825650834

- **Jehovah's Witness**

73 Knockwellan Park, Londonderry Tel: (028) 7134 11328

- **Jewish**

Belfast Synagogue, 49 Somerton Road, Belfast, BT15 3LH.

Tel: (028) 9077 5013

- **Seventh Day Adventist Church**

58 Prehen Road, Waterside, Tel (028) 7134 2037

- **Sikh**

Sikh Cultural Centre, 12 Colby Avenue, Derry, BT48 8PF

Tel: (028) 7135 9095

Foreign Embassies

Chinese Embassy

49-51 Portland Place
London
W1B 1JL

Phone: 020-72994049

Embassy of Czech Republic in United Kingdom

26, Kensington Palace Gardens
W8 4QY
London

Phone: (+44) 20 7243 7913

Fax: (+44) 20 7727 7939

Web Site: <http://czechembassy.org.uk/>

Email: oeu.london@embassy.mzv.cz

Embassy of Hungary in United Kingdom

35B Eaton Place
SW1X 8BY
London

Phone: 0870 005 6721 or 0207 235 5218

Fax: (020) 7823 1348

Web Site: <http://www.huemblon.org.uk>

Email: office@huemblon.org.uk;

(Monday to Friday 9.30 a.m. to 12.00 noon)

Consulate General of India, Edinburgh

17 Rutland Square
Edinburgh
EH1 2BB

Phone: (00 44) 131 229 2144

Fax: (00 44) 131 229 2155

Email: indian@consulate.fsnet.co.uk

High Commission of India in London, United Kingdom

India House
Aldwych,
London
WC2B 4NA

Phone: 020 7379 6242 Night line (operational outside office hours)

Web Site: <http://www.hcilondon.org/>

Email: mailsoction@hicomind.domon.co.uk

Main switchboard (during office hours): 020 7836 8484
(please ask for the relevant Department/Person but please note that Visa enquiries are not entertained on this number.)

Malaysian High Commission

45 Belgrave Square,
London
SW1X 8QT.

Phone: 0870 005 6957

Embassy of the Philippines in London, Great Britain & Northern Ireland

9-a Palace Green,
London
W8 4QE

Phone: (020) 7937 1600

Fax: 020) 7937 2925

Web Site: <http://www.philemb.co.uk/>

Email: embassy@philemb.co.uk

Consulate of Poland in Sheffield, United Kingdom

Phone: Tel and Fax (overseas) 00 44 114 276

4 Palmerston Road,
Sheffield
S10 2TE

6513

Web Site: <http://www.shef.ac.uk/uni/projects/pc>

Embassy of Poland in London, Great Britain

47 Portland Place
London
W1B 1JH

Phone: 020 75804324

Web Site:

<http://home.btclick.com/polishembassy/>

(Monday to Friday from 8.30 a.m. to 4.30 p.m.)

Embassy of Portugal in London, Great Britain and Northern Ireland

98 Portland Place,
London
W1B 1ET

Fax: 020 7908 7580

Web Site: <http://www.portembassy.gla.ac.uk>

Email: miguel.santos@gulbenkian.org.uk

Embassy for the Russian Federation to the U.K.

5 Kensington Palace Gardens
London
W8 4QS

Phone: +44 171 229-3628, 229-2666, 229-7281

Fax: +44 171 727-8625

Web Site:

http://www.russialink.org.uk/embassy/visa_contact.htm#England

Email:

dom.harhouse1@harhouse1.demon.co.uk

(Monday to Friday from 9.00 a.m. to 11.30 a.m.)

Embassy of Slovakia

25 Kensington Palace Gardens
London
W8 4QY

Phone: +44 (0) 20 7313 6470, 7243 0803

Fax: +44 (0) 20 7313 6481

Consular and Visa Information / Konzulárne a vízové informácie:

consular@slovakembassy.co.uk

Embassy e-mail: mail@slovakembassy.co.uk

High Commission of South Africa in London, United Kingdom

South Africa House
Trafalgar Square
London
WC2N 5DP

Phone: +44 (0) 20 7451 7299

Fax: +44 (0) 20 7451 7283

Web Site:

<http://http://www.southafricahouse.com>

Email: webdesk@southafricahouse.com

The Consulate General for the Republic of Turkey in UK

Rutland Lodge, Rutland Gardens
Knightsbridge
LONDON
SW7 1BW

Phone: 020 7591 6900

Fax: 0207 591 6911

Web Site: <http://www.turkconsulate-london.com/>

Email: turkishconsulate@btconnect.com

Embassy of the Republic of Turkey in London, United Kingdom

43 Belgrave Square
London SW1X 8PA

Phone: 020 7393 0202

Fax: 020 7393 0066

Transport

Local Airport.

City of Derry Airport.
Airport Rd, Eglinton BT47 3GY
Tel: 028 7181 0784
Fax: 028 7181 1426
Email: info@cityofderryairport.com
Web: www.cityofderryairport.com

Regional Airport for the North West of Ireland with services to London-Stansted, Glasgow, Manchester, Birmingham, Liverpool, Nottingham and Dublin and connections to Europe, North America and worldwide. The Airport is serviced by Translink Service No.143. (All services operate from Translink depot, Foyle Street Tel (028) 7126 2261)

Airporter.

AIRPORTER is a private coach company located in Derry, Northern Ireland, operating a daily scheduled coach service between Derry and the Belfast airports. Further details are available by contacting:

3 Clarendon Street Lower, Derry
Telephone: 028 71 269996
Email: info@airporter.co.uk
www.airporter.co.uk

Northern Ireland Railways (NIR)

Waterside Station
Tel: (028) 7134 2228
Operates to Coleraine/Portrush/Ballymena/Antrim/Lisburn/Belfast
A free bus service links both bus and railway stations.

Translink

Foyle Street
DERRY
Tel: (028) 71262261