



BOROUGH COUNCIL
LIMAVADY
Comhairle Bhuirg
Léim an Mhadaidh

**Welcome Pack For New
Arrivals To The Limavady
Borough Area**

1. <u>COUNCIL (LOCAL)</u>	page 2
2. <u>GOVERNMENT OFFICES</u>	pages 3, 4
3. <u>HOUSING</u>	page 5
4. <u>DOCTORS</u>	page 6
5. <u>HOSPITALS</u>	page 7
6. <u>CHEMIST / PHARMACY</u>	pages 7, 8
7. <u>DENTIST</u>	page 8
8. <u>INFORMATION IN REALTION TO EMPLOYMENT AND EMPLOYMENT RIGHTS ETC</u>	page 9
9. <u>EDUCATION</u>	pages 10, 11, 12
10. <u>POST OFFICES</u>	page 13
11. <u>LOCAL BANKS</u>	page 14
12. <u>CHURCHES / PLACES OF WORSHIP</u>	page 15
13. <u>ADVICE SERVICES</u>	page 16
14. <u>LIBRARIES</u>	page 16
15. <u>LEISURE CENTRES</u>	page 16
16. <u>PUBLIC TRANSPORT</u>	page 17
17. <u>POLICE SERVICE OF NORTHERN IRELAND</u>	page 18
18. <u>EMERENGENCIES</u>	page 19
19. <u>HELPLINES</u>	page 19, 20
20. <u>OTHER USEFUL CONTACTS</u>	pages 20, 21, 22

1. LOCAL COUNCIL

Councils in Northern Ireland have 3 main functions: **Direct service provision, representative role, and consultative role.**

Councils have responsibilities for:

Refuse Collection and Disposal
Recycling and Waste Management
Civic Amenity Provision
Grounds Maintenance
Street Cleansing
Cemeteries
Public Conveniences
Food Safety
Health & Safety
Environmental Protection
Environmental Improvement
Estates Management

Building Design and Maintenance

Building Control-Inspection and Regulation of New Construction
Dog Control
Enforcement Byelaws Litter etc.
Sundry Licensing
Sports and Leisure Services
Forum Leisure Complex
Sports and Recreational Facilities
Parks, Open Spaces, Playgrounds
Community Centres
Arts, Heritage and Cultural Facilities

Registration of Births, Deaths and Marriages

They also have an active role to play in:

Economic Development, Community Development, Community Safety, Sports Development, Summer Schemes, Tourism

Limavady Borough Council

7 Connell Street, Limavady, BT49 0HA

Tel: 028 777 2226

BOROUGH COUNCIL

LIMAVADY

Comhairle Bhuirg
Forim an tSionnadh



2. GOVERNMENT OFFICES

UK IMMIGRATION SERVICE

Belfast International Airport, Belfast, Crumlin
Tel: 028 9442 2500

OFFICE OF THE IMMIGRATION SERVICES COMMISSIONER

Tel: 0845 000 0046 (The governor regulator for immigration advisors. Call for information or complaints about immigration advisors and regulatory requirements. Cannot offer advice or affect immigration cases).

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

The DHSSPS is responsible for health and personal social services, public health, and public safety, including the Fire Authority, food safety.

GOVERNMENT OF NORTHERN IRELAND DEPARTMENT OF HEALTH AND SOCIAL SERVICES

State Building, 7-9 Arthur Place, Belfast, BT1
Tel:028 9054 3643

SOCIAL SECURITY AGENCY

The Social Security Agency is an Executive Agency within the Department for Social Development. Its main business is to assess and pay social security benefits and give advice and information about the schemes.

The Social Security Agency's (SSA) main business is to:

- assess and pay social security benefits accurately and securely;
- give advice and information about these benefits;
- handle reviews and appeals;
- prevent and detect benefit fraud, prosecute offenders and recover any benefit which has been paid incorrectly;
- recover benefit which has been paid in compensation cases; and
- assess people's financial circumstances if they are applying for legal aid.

To apply for social security benefits or to look for employment contact:

Limavady Jobs And Benefits Office

9, Connell St, Limavady, County Londonderry BT49 ODU
Tel: 028 7776 0500

Social Security Agency Headquarters

Lighthouse Building, 1 Cormac place, Gasworks Business Park, Ormeau Road, Belfast, BT7 2JB
Tel: 028 9082 9000

Government Of Northern Ireland Social Security Agency

Twickenham House,59-71 Mount Street, Ballymena
Tel:028 2566 2700

INLAND REVENUE

The Inland Revenue is responsible for collecting the bulk of tax revenue, as well as paying Tax Credits and Child Benefits. The following are useful phone numbers:

Tax Credits and Child Benefit	0845 603 2000
National Insurance Registration – all workers must register for, and pay National Insurance Contributions	0845 915 7006
Tax credits	0845 603 2000
Income Tax	0845 302 1482
National minimum wage	0845 600 0678
Child benefit	0845 603 2000
Self Assessment	0845 900 0444

CHILD SUPPORT AGENCY

The Child Support Agency is part of the Department for Work and Pensions (DWP). It is responsible for running the child support system. Their business is to assess, collect and pay child support maintenance, ensuring that parents who live apart meet their financial responsibilities to their children.

Great Northern Tower, 17 Great Victoria Street, Belfast, BT2 7AD
Existing Scheme Cases Tel: 0845 7139896
New Scheme Cases Tel: 0845 6080022

Government of Northern Ireland Child Support Agency
Great Northern Tower, 17 Great Victoria Street, Belfast, BT2 7AD
Tel: 028 9089 6666

Child Support Agency National Helpline
Benton Park View, Newcastle-Upon-Tyne, NE98 1YX
Tel: 0845 7133 133

NORTHERN IRELAND OFFICE

The Northern Ireland Office (NIO) exists to support the Secretary of State for Northern Ireland in taking forward Government policy in Northern Ireland. In addition to supporting and fostering the political and democratic process in Northern Ireland, the Department has overall responsibility for upholding law, order and security including the provision of criminal justice services.

Northern Ireland Office
The Square, Hillsborough Castle, Hillsbough, Co Down, BT26 6AG
Tel: 028 9262 2244

3. HOUSING

The Northern Ireland Housing Executive is Northern Ireland's comprehensive regional housing authority. They aim to provide everyone with the opportunity to access decent, affordable housing in safe and sustainable communities, deliver excellent housing services, develop strategies to influence the wider housing market and work with others to foster urban and rural renewal and contribute to improved health and social well-being. The Housing Executive has a statutory responsibility in dealing with homelessness.

Northern Ireland Housing Executive

33 Cathrine Street, Limavady,

Tel: 028 7776 2711

Northern Ireland Housing Executive

Headquarters, 2 Alelaide Street, Belfast, BT2 8PB

Tel: 028 9024 0588

District and Grants Office

33 Catherine Street, Limavady, BT49 9BR

Tel: 028 777 62711

Fold Housing Association

Bradagh Fold, Main Street, Dungiven

Tel: 028 7774 1760

Fold Housing Association

Benevenagh Ford, 102 Connell Street, Limavady,

Tel: 028 7776 8201

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BOROUGH COUNCIL

LIMAVADY



4. DOCTORS

In order to register with a doctor you will need a medical card. In order to obtain a medical card you need to fill in an application form, which is called HS22X. This form is available in English and in a range of other languages and can be picked up at any doctors surgery or by downloading it from the following link:

<http://www.centralservicesagency.com/display/translations>

Limavady

Limavady Health Centre,

Foyle Health & Social Services Trust

Scroggy Rd, Limavady, County Londonderry BT49 0NA

Tel: **028 7776 1100**

Drs McCleery, Pratt & Devlin

Bovalley Medical Centre, 2, Rossair Rd, Limavady, County Londonderry BT49 0TE

Tel: **028 7776 6354**

Drs N McKenny, I Farquharfon, M Quinn

Limavady Health Centre, Scroggy Rd, Limavady, County Londonderry BT49 0NA

Tel: **028 7776 1111**

Drs Finlay, McQuillan & Ollerenshaw

Bovalley Medical Centre, 2, Rossaire Rd, Limavady, County Londonderry BT49 0TE

Tel: **028 7776 6352**

Drs McCleery, Pratt & Devlin

Bovalley Medical Centre, 2, Rossair Rd, Limavady, County Londonderry BT49 0TE

Tel: **028 7776 6354**

Drs Heaney, Magee, Fulton & Henderson

Limavady Health Centre, Scroggy Rd, Limavady, County Londonderry BT49 0NS

Tel: **028 7776 1122**

Dungiven

Dungiven Health Centre,

Foyle Health & Social Services Trust

1, Chapel Rd, Dungiven, Londonderry, County Londonderry BT47 4RS

Tel: **028 7774 3000**

Drs Byrne & Mariswamy

Dungiven Health Centre, 1, Chapel Rd, Dungiven, Londonderry, County

Londonderry BT47 4RS

Tel: **028 7774 3001**

Ballykelly

North West Independent Hospital

Churchill House, Main St, Ballykelly, Limavady, County Londonderry BT49 9HS

Tel: **028 7776 3090**

5. HOSPITALS

Royal Victoria Hospital, Grosvenor Road, Belfast, **Tel: 028 9024 0503**

Altnagelvin, Londonderry, **Tel: 028 71 345171**

Causeway Hospital, 4 Newbridge Road, Coleraine, **Tel: 028 7032 7032**

Dalriada Hospital, 1a, Coleraine Rd, Ballycastle, BT54 6BA, **Tel: 028 2076 2666**

Antrim, 45 Bush Road, Antrim, **Tel: 028 9442 4000**

Moyle, Old Glenarm Road, Larne, **Tel: 028 2827 5431**

6. CHEMIST / PHARMACY

Limavady

Alliance Pharmacy

Shopping Well Centre, 74, Main St, Limavady, County Londonderry BT49 OEX
Tel: 028 7776 2752

Bovalley Pharmacy

8 Anderson Avenue, Limavady, BT49 OTF
Tel: 028 7776 7239

Campbell's Chemists

38, Main St, Limavady, County Londonderry BT49 OEU
Tel: 028 7772 2677

Gibson's Chemist

15 Market Street, Limavady, BT49 OAB
Tel: 028 7772 2601

Gordon's Chemist

57-61, Main St, Limavady, County Londonderry BT49 OEP
Tel: 028 7776 3438

Gormley M.P.S

171, Irish Green St, Limavady, County Londonderry BT49 9AR
Tel: 028 7772 2508

Lloyds Pharmacy

109 Main Street, Limavady, BT49 OET
028 7776 3438

Ballykelly

Baird's Chemists

74, Main Street, Ballykelly, BT49 9HS
Tel: 028 7776 2408

Dungiven

McDaid's Pharmacy

111 Upper Main Street, Dungiven, BT47 4LE

Tel: **028 7774 1288**

Liam Bradley

76, Main St, Dungiven, Londonderry, County Londonderry BT47 4LG

Tel: **028 7774 1240**

7.DENTISTS

Limavady

Bovally Dental Practise

Bovally House, Edenmore Rd, Limavady, County Londonderry BT49 0TF

Tel: **028 7776 6980**

Row Valley Dental Practice

11, Irish Green St, Limavady, County Londonderry BT49 9AA

Tel: **028 7776 2336**

R.N Hutchinson B.D.S

38, Catherine St, Limavady, County Londonderry BT49 9DB

Tel: **028 7776 5077**

J.T Smyth & Associates

62, Catherine St, Limavady, County Londonderry BT49 9DB

Tel: **028 7772 2464**

Dungiven

L.D Flanagan

78, Main St, Dungiven, Londonderry, County Londonderry BT47 4LG

Tel: **028 7774 1780**



8. INFORMATION IN RELATION TO EMPLOYMENT AND EMPLOYMENT RIGHTS ETC

In order for someone to live and work in the United Kingdom, you have to have one of the following:

- A British Passport that states that you are a British Citizen
- A European Union passport
- A European Economic Area passport (Norway, Iceland and Liechtenstein)
- An entry clearance visa (which is what most people need)

National Minimum Wage Helpline – to find out information on minimum wage levels

Tel: 0845 650 0207

Law Centre – for advice on immigration issues and employment rights

Tel: 028 90 244401

Equality Commission – discrimination on grounds of race, religion, political opinion, sex, marital status, disability

Tel: 028 90 500 600

Labour Relations Agency – written contracts, unfair dismissals etc

Tel: 028 9032 1442

Race Equality Unit

The Office of First Minister & Deputy First Minister, Castle Buildings, Stormont, Belfast, BT4 3SR

Tel: 028 9052 2293

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BOROUGH COUNCIL

MAYADY



9. EDUCATION

*Primary school is for 5-11 year olds
Secondary School is for 12-16/18 year olds
Limavady College is for 16 years and upwards*

Western Education & Library Board

Glenshane Rd, Dungiven, Londonderry, County Londonderry BT47 4SB

Tel: 028 7774 1278

*(The Board is responsible for the education of children and young people aged 5-18.
For information on local schools, admissions, youth services and other support services)*

Limavady

Limavady College of Further and Higher Education

Main St, Limavady, County Londonderry BT49 0EX

Tel: 028 7776 2334

- Full & Part Time Courses
- Further & Higher Education
- Job Skills/Apprenticeships
- Business Support
- Career Guidance/New Campus
- Excellent Facilities

Primary Schools

St. Matthews Primary School

296, Drumsurn Rd, Limavady, County Londonderry BT49 0PX

Tel: 028 7776 3887

St. Aidan's Primary School

552, Seacoast Rd, Limavady, County Londonderry BT49 0LL

Tel: 028 7775 0367

Largy Primary School

130, Drumrane Rd, Limavady, County Londonderry BT49 9LJ

Tel: 028 7776 4255

Limavady Central Primary School

57, Scroggy Rd, Limavady, County Londonderry BT49 0NB

Tel: 028 7772 2485

Drumachose Primary School

Alexander Rd, Drumachose, Limavady, County Londonderry BT49 0BS

Tel: 028 7772 2751

Roe Valley Integrated Primary School

153, Roe Mill Rd, Limavady, County Londonderry BT49 9EX

Tel: 028 7776 8695

St. Anthony's Primary School

129, Aghanloo Rd, Limavady, County Londonderry BT49 0HY

Tel: 028 7775 0349

Termoncanice Primary School

Rathbrady Rd, Limavady, County Londonderry BT49 9BH

Tel: 028 7772 2885

Sistrakeel Primary School

138, Tartnakelly Rd, Limavady, County Londonderry BT49 9JL

Tel: 028 7776 3848

Bellarena Primary School

260, Seacoast Rd, Limavady, County Londonderry BT49 0JB

Tel: 028 7775 0364

Limegrove School

2 Ballyquinn Road, Limavady, C,o,Londonderry, BT49 9EA

Tel: 028 7776 2351

Secondary Schools

Limavady Grammar School

3, Ballyquin Rd, Limavady, County Londonderry BT49 9ET

Tel: 028 7776 0950

St. Mary's High School, Limavady

72-90, Irish Green St, Limavady, County Londonderry BT49 9AN

Tel: 028 7776 2360

Limavady High School

Irish Green St, Limavady, County Londonderry BT49 9AN

Tel: 028 7776 2526

Ballykelly

Primary Schools

Glasvey Special School

15 Loughermore Road, Ballykelly, Limavady, Co Londonderry

Tel: 028 7776 2462

Ballykelly Primary School

8, Glenhead Rd, Ballykelly, Limavady, County Londonderry BT49 9JS

Tel: 028 7776 2864

Dungiven

Primary Schools

Burnfoot Primary School

292, Drumrane Rd, Dungiven, Londonderry, County Londonderry BT47 4NL

Tel: 028 7774 1271

Dungiven Controlled Primary School

822, Glenshane Rd, Dungiven, Londonderry, County Londonderry BT47 4PQ

Tel: 028 7774 1531



Gortnaghey Primary School

Gortnaghey Rd, Gortnaghey, Dungiven, Londonderry, County Londonderry BT47 4PZ
Tel: **028 7774 1984**

St. John's Primary School

425, Foreglen Rd, Londonderry, County Londonderry BT47 4PN
Tel: **028 7774 1505**

St. Peters & St. Pauls Primary School

296, Foreglen Rd, Dungiven, Londonderry, County Londonderry BT47 4PJ
Tel: **028 7133 8536**

St. Canice Primary School

11, Curragh Rd, Dungiven, Londonderry, County Londonderry BT47 4SE
Tel: **028 7774 1457**

Secondary Schools

St. Patrick's College

9, Curragh Rd, Dungiven, Londonderry, County Londonderry BT47 4SE
Tel: **028 7774 1324**

Feeny

Primary Schools

St. Canices Primary School

34, Glenedra Rd, Feeny, Londonderry, County Londonderry BT47 4TW
Tel: **028 7778 1346**



10. POST OFFICES

Limavady

Drumsumn P.O

260, Drumsumn Rd, Limavady, County Londonderry BT49 0PP
Tel: **028 7776 2109**

Bolea P.O

80, Bolea Rd, Limavady, County Londonderry BT49 0QT
Tel: **028 7776 5765**

Ardgarvan Sub P.O

4, Ballyavelin Rd, Limavady, County Londonderry BT49 0NE
Tel: **028 7776 6025**

Limavady P.O

38-40, Main St, Limavady, County Londonderry BT49 0EU
Tel: **0845 7223344**

Ballykelly P.O

57, Main St, Ballykelly, Limavady, County Londonderry BT49 9HS
Tel: **028 7776 2209**

Coolessan P.O

68, Coolessan Walk, Limavady, County Londonderry BT49 9EN
Tel: **028 7776 2204**

Dungiven

Dungiven

144, Main St, Dungiven, Londonderry, County Londonderry BT47 4LG
Tel: **028 7774 1221**

Boveva P.O

294, Drumrane Rd, Dungiven, Londonderry, County Londonderry BT47 4NL
Tel: **028 7774 1236**

Feeney

Feeney P.O

71, Main St, Feeny, Londonderry, County Londonderry BT47 4TD
Tel: **028 7778 1535**

11. LOCAL BANKS

It is not easy to open a bank account in the UK if you are a foreign national. Some financial institutions (Abbey National being one) will not consider applicants who haven't lived in the UK for less than a year. Alliance & Leicester expect five years' residence.

Each applicant is judged on their individual merits, such as nationality, work authorisation, location, bank references, financial history, employment status, employment history, cash on hand and likely size of the account to be maintained. Even appearance and linguistic ability can make a difference.

If you do qualify to be eligible to open a bank account you will be required to make an appointment with the bank. You will also be required to provide at least 2 forms of identification one of which should be photographic, for example: Passport and/or driving license the second form of identification should have your address on it, such as a utility bill, for example, electricity or phone bill.

Limavady

Northern Bank Ltd

46-48, Catherine St, Limavady, County Londonderry BT49 9DB

Tel: 0845 6026538

Ulster Bank Ltd

30-32, Catherine St, Limavady, County Londonderry BT49 9DB

Tel: 028 7776 2644

Bank of Ireland

37-39, Main St, Limavady, County Londonderry BT49 0EP

Tel: 028 7776 5351

First Trust Bank

32, Main St, Limavady, County Londonderry BT49 0EU

Tel: 0845 6005925

Dungiven

Ulster Bank Ltd

83, Main St, Dungiven, Londonderry, County Londonderry BT47 4LE

Tel: 028 7774 1732

Northern Bank Ltd

140, Main St, Dungiven, Londonderry, County Londonderry BT47 4LG

Tel: 0845 6026524

12. CHURCHES/ PLACES OF WORSHIP

St Mary's

115 Green Irish Street, Limavady,

Tel: 028 7776 2522

Rev G Jones, Myroe / 2nd Limavady

54 Irish Green Street, Limavady, BT49 9AN

Limavady Baptist Church

1g William Street, Limavady

Tel: 028 7772 2938

Free Presbyterian

The Manse, 6a Scroggy Park, Limavady, BT49 ODE

Independent Methodist

9 Castle Gardens, Limavady, BT49 OSP

Gospel Hall

C/o Mr Howe, 12 Rathmore Road, Limavady, BT49 OSF

1st Limavady / Magilligan Presbyterian

5 Meadowvale Park, Limavady, BT49 ONU

Reformed Presbyterian

18 Rathmore Road, Limavady, BT479 ODF

Methodist Church

The Manse, 99 Irish Green Street, Limavady, BT49 9AA

Baptist Church

67 Jane's Valley, Limavady, BT49 OEH

St Matthews, Drumsurn

300 Drumsurn, Limavady, BT49 OPX

Salvation Army

18, Linenhall Street, Limavady.

Tel: 028 777 22613

Ballykelly

Balteagh / Boveagh / Ballykelly Presbyterian

Balteagh Manse, 30 Ballyleagry Road, Limavady

Dungiven

The Immaculate Conception

Gortnaghey, 2 Station Road, Dungiven, BT47 4LN

Feeny

St Joseph's Fincairn

42 Glendra Road, Feeny, BT47 4TW

Tel: 028 7778 1223

13. ADVICE SERVICES

Limavady Community Development Initiative – Advice Centre

The Advice Centre had a team of workers who give up-to-date advice on issues ranging from welfare rights to employment. This service is free, independent and confidential.

Roe Valley Hospital, 24d Benevanagh Drive, Limavady, BT49 0AQ

Tel: 028 7776 5438

Citizens Advice Bureau

The Citizen's Advice Bureau provides an advice and information service on citizens rights and entitlements, including issues such as housing, employment, immigration and social security benefits. Advice is free, confidential, impartial and available to everybody. The nearest Citizens Advice Bureau's:

23 Abbey Street, Coleraine, BT52 1DU **Tel: 028 70356573**

Embassy Court, Strand Road, Londonderry, **Tel: 028 71 362444 / 028 71 261030**

14. LIBRARIES

Libraries provide a range of services depending on the size and location of the branch. Members services include free loan of books / materials, hire of CDs, DVDs and videos, free use of computers and access to internet.

Buttercup Toy Library

Limegrove School, Ballyquin Rd, Limavady, County Londonderry BT49 9ET

Tel: 028 7776 6888

Limavady Library,

5, Connell St, Limavady, County Londonderry BT49 0EA

Tel: 028 7776 2540

Dungiven Library

74, Main St, Dungiven, Londonderry, County Londonderry BT47 4LD

Tel: 028 7774 1475

15. LEISURES CENTRE

Roe Valley Leisure Centre boasts a 25m swimming pool with separate learner and baby splash pools, changing village, two fitness suites, competition squash courts, major and minor sports halls, a luxurious health suite and children's soft play and adventure play park, Hideaway Hall. The Leisure Centre also accommodates meetings, conferences and events for up to 1,800 people. In addition to its many classes and activities, it also provides a meeting place for many clubs and societies. For more information, please contact:

Roe Valley Leisure Centre

9, Greystone Rd, Limavady, County Londonderry BT49 0ND

Tel: 028 7776 4009

16. PUBLIC TRANSPORT

Ulsterbus operate Northern Ireland wide, serving all main towns and villages. For all train stations and destinations contact NI Railways.

Ulsterbus Station

103, Main St, Limavady, County Londonderry BT49 0BH
Tel:028 7776 2101

NI Railways

Timetable enquiries Tel: **028 90 66 66 30**
Call centre opening hours: Monday - Sunday 7am to 8pm

Taxis – LIMAVADY

Bells Taxis

1, Catherine St, Limavady, County Londonderry BT49 9DA
Tel: 028 7776 3929

Limavady Taxis

97, Main St, Limavady, County Londonderry BT49 0EP
Tel: **028 7776 8822**

Alpha Cabs

90, Main St, Limavady, County Londonderry BT49 0EP
Tel: 028 7776 9880

Valley Taxis

31c, Catherine St, Limavady, County Londonderry BT49 9DA
Tel: 028 7772 2888

BALLYKELLY

K.L.M Taxi

14, Bawn Court, Ballykelly, Limavady, County Londonderry BT49 9QF
Tel: 028 7776 5153

DUNGIVEN

A-2-B Taxis

55a, Main St, Dungiven, Londonderry, County Londonderry BT47 4LE
Tel: **028 7774 2009**

17. POLICE SERVICE OF NORTHERN IRELAND

The organisation responsible for policing in Northern Ireland is called the Police Service of Northern Ireland (PSNI). Most major towns in Northern Ireland will have police stations.

The Police Service are committed to identifying and prosecuting perpetrators of racially motivated crime. Reporting incidents to police provides essential information which enables the police to prevent further incidents taking place and to identify those responsible.

The PSNI can be contacted and incidents can be reported by:-

- **Call 999 or 112 in an emergency** (if you feel you are in immediate danger)
- Call 0845 600 800 for all non – emergency calls
- Contacting your local police station
- Calling **Crime stoppers on 0800 555 111**

Local Police Stations

11, Connell St, Limavady, County Londonderry BT49 OEA,

Tel: 028 7776 6797

60, Main St, Dungiven, Londonderry, County Londonderry BT47 4LD

Tel: 028 7774 1222

Being stopped by a Police Officer

If you are stopped by a police officer you can expect them to be respectful and polite. If you are a non English speaker, the police service will provide an interpreter. Police officers normally wear name badges so you should be able to identify the officer with whom you are speaking to, but it may be useful, if you think you need to speak to the same officer again to note their name and ask their station. Officers also have unique shoulder numbers which can also identify them.

If you have been stopped and searched by police they must make a record of the search and you can request a copy of the written search record.

The police may only use force which is proportionate and reasonable in carrying out lawful duties.

Racist Incidents

The Police Service of Northern Ireland defines a racist incident to be:

“any incident which is perceived to be racist by the victim or any other person”.

These incidents may cover a wide range of behaviour, for example, verbal abuse, graffiti or physical assault.

Minority Liaison Officers have been appointed in every police district. These officers have been specifically trained to advise and support victims of hate crime. The police have immediate access to interpreters 24 hours a day for non English speakers.

18. EMERGENCIES

Police, Fire Brigade, Ambulance, Coast Guard, Tel: **999 or 112**

When calling the emergency services please follow the operator's instructions:

Give your name and location

The name of the service you require

The location and nature of the incident

The number of the telephone from which you are calling

Try to remain calm

19. HELPLINES

Child line Tel: 0800 1111

Emergency Accommodation 24 Hour Helpline 028 9033 1818

Gas – Phoenix Natural Gas – If you smell gas anywhere in the house or in the street please **call: 0800 002 001**

National Missing Person Helpline Tel: 0500 700 700

Northern Ireland Electricity Tel: 08457 643 643

NSPCC Asian Child Protection (*offers free advice and support to anyone concerned about the welfare of a child*) **Tel: 0800 096 7719**

Public Water Service Leakline Tel: 08000 282011

Samaritans Tel: 08457 90 90 90

Victim Support

Victim Support Northern Ireland is the charity which helps people affected by crime. It is a completely independent organisation, offering a free and confidential service, irrespective of whether or not a crime has been reported.

Victim Support line

The Victim Support line can help you whether the crime is recent or past and whether or not you want to report the crime. If you want information, practical help or support, you can:

Phone the Victim Support line on 0845 30 30 900

9am - 9pm Mondays to Fridays

9am - 7pm weekends

9am - 5pm bank holidays

All calls are confidential and charged at local rates.

Women's Aid

Women's Aid is the lead voluntary organisation challenging domestic violence in Northern Ireland, striving to create a safe and supportive society for women, children and young people affected by domestic violence. Women's Aid provides refuge and emotional support to women and their dependent children suffering from mental or physical harassment within the home.

24 Hour Domestic Violence Helpline 028 9033 1818

20. OTHER USEFUL CONTACTS

Chinese Welfare Association (provides advice, interpreting, advocacy, training, community development)

133 -135 University Street, Belfast, Tel: 028 9028 8277

Or 44 Clooney Terrace, Londonderry, Tel: **028 90288278**

Emergency only Asylum Advice & Support Service

24hr telephone number: (028) 90 242025

Driver Licensing Enquires

County Hall, Castlerock Road, Coleraine

Tel: **028 7034 1469**

Multi Cultural Resource Centre

MCRC is a regional organisation working in advocating and promoting human rights and equity of Black and Minority Ethnic communities and individuals.

MCRC

9 Lower Crescent, Belfast BT7 1NR,

Tel: **028 9024 4639**

National Insurance Contributions Tel: 0845 302 1479

Northern Ireland Council for Ethnic Minorities

3rd Floor, Ascot House, 24-31 Shaftesbury Square, Belfast, BT2 7DB

Tel: **028 9023 8645 or 028 90319666**

Northern Ireland Court Service

The Courthouse, Main Street, Limavady, BT49 0EY

Tel: **028 7772 2688**

SEEDS

SEEDS is an independent group based in Derry, working in mutual solidarity to promote and realise the human rights, equality and full integration in our society of asylum seekers, refugees and migrant workers. Seeds promote the understanding of an intercultural and diverse society.

Second Floor, 21 Bishop Street, Derry, BT48 6PR

Tel: **028 71 370989 or email: irishseeds@hotmail.com**

South Tyrone Empowerment Programme

S.T.E.P. based in Dungannon, Co. Tyrone is a community development & training organisation which runs one of Northern Ireland's only Migrant Worker Support Programmes. As part of this programme they offer a Migrant Support Centre (National Insurance registration, school enrolment, housing & general advice etc.), Employment Rights Clinics, ESOL (English for Speakers of Other Languages) training, Family Support, Interpretation Services, Community/Policy & Language Development activities. They employ a number of bi-lingual staff and clients accessing their support services will have Interpreter Support, although based in Dungannon, they offer outreach services across Northern Ireland.

Unit T7, Dunganon Business Park, 2 Coalisland Rd, Dungannon, Co Tyrone, BT71 6JT
Tel: 028 877 29002

Salvation Army

18, Linenhall Street, Limavady.
Tel: 028 777 22613

Tung Bak Chinese Community Association **30 Glasvey Drive, Ballykelly, Limavady**

TV Licensing

If you use a TV or any other device to receive or record TV Programmes – such as a video recorder, set-top box, DVD recorder or PC with a broadcast card – you are required by law to have a TV Licence.

Tel: 0870 241 9054

www.tv-l.co.uk

Driving in Northern Ireland

If you are driving in Northern Ireland, you are required by law to have the following:

- A vehicle which is roadworthy, and which has passed an MOT test – all vehicles over four years of age must undergo an annual MOT test. For more details on the MOT test, visit www.dvta.gov.uk
- A current and valid driving licence which shows you are competent to drive a car – for more details on licensing visit www.dvlni.gov.uk
- A current tax disc – an up-to-date vehicle registration disc should be shown at all times on your vehicle. For rates of licence and how to get one, please visit www.dvlni.gov.uk

To obtain a tax disc, you must be able to produce a current MOT certificate and the relevant insurance.

Other details

- Drivers and passengers must wear a seatbelt at all times.

- If you are convicted of a motoring offence, the court can endorse your driving licence with penalty points or order a period of disqualification from driving.
- If you incur 12 or more penalty points within a period of three years you will be liable to be disqualified under the 'totting-up' system. Information on your driving entitlement and endorsements are sent to the courts and police on request.
- Points can be incurred for a variety of offences – speeding, excessively worn or faulty tyres, using a mobile phone while driving, not paying due care and attention while driving.
- Regularly check the tread and condition of your tyres.

Just one drink impairs driving – never, ever drink and drive.

