



Derry City & Strabane District Council New Resident Guide



Contents

Introduction	3
A Diverse Community	4
What is Derry City & Strabane District Council?	5
Leisure Centres	6
Parks and Playgrounds	7
Refuse and Recycling	8
The Good Relations Team	10
Transport	11
Shopping	13
Support Organisations	15
Health Care Services	16
Schools & Education / Worship / Policing	17
English Language	18
Advice Services	19
Мар	20



Introduction

Welcome to the Derry City and Strabane District Council area. We hope that you will find our area a great place to live. This information booklet sets out some basic information about living here. Hopefully it will be of some use in helping you to settle in and feel part of our community.

Where is the Derry City & Strabane District Council area?

Our council area is on the island of Ireland – in the North West of Northern Ireland (shaded blue on the map below). Northern Ireland is part of the United Kingdom.





The city of Derry (also known as Londonderry) is the second largest city in Northern Ireland and is 90 minutes drive from Belfast. About 110,000 people live in the city.



150,100 people live in our council area. As well as our key city of Derry-Londonderry we also have important towns like Strabane and many villages and rural areas. The River Foyle is a major river running through the city and area and the Sperrin Mountains in the east of our council area are great for walks and scenic views. In the city, the area on the west bank of the River Foyle is called the 'Cityside' and the area on the east bank is called the 'Waterside'. The main population in our council area is from a white, Christian (Protestant or Catholic) background and speak English as their first language. Some people will identify themselves as being 'Irish' and others will identify themselves as 'British' nationality. Northern Ireland is a little bit unique in that people born here generally can either decide to be Irish or British (or sometimes both). Both these traditions have amazing cultural identities in music, dance, language and much more!

About 2-3% of our population are from other backgrounds. We have a significant number of people from Polish, Chinese, Indian, Filipino, African and other backgrounds. In terms of religion, as well as a wide range of Christian churches there are also Muslim, Hindu, Sikh, Bahá'í, Buddhist and other faith communities as well as people who do not follow any religion.

There are roughly 20 community groups set up locally who represent people from ethnic minority backgrounds. You may meet some of them fairly early on in your time here.

There are also about 400 general community groups and lots of sports and cultural groups in our area – there is a strong sense of community spirit here! The local area that you will live in may have a community centre and some community workers who run all sorts of community programmes you may choose to get involved in. However, if you don't want to get involved there is never any pressure to do so.

The Border with the Republic of Ireland

Geographically our council area is very close to the border between the UK and the Republic of Ireland. This is a very open border which many local people cross regularly (even to commute to work).

The Common Travel Area (CTA) is an agreement between the UK, the Crown Dependencies (Bailiwick of Jersey, Bailiwick of Guernsey and the Isle of Man) and Ireland. CTA allows British and Irish citizens to move freely – without checks – across the two islands. CTA nationals can live, work, vote and access benefits in both states.

Please note that not everyone who lives here can access these rights to cross the border between Ireland and the UK including between NI and ROI. The list of those prevented in crossing the border, includes refugees with 'Leave to Remain'/ Indefinite Leave to remain (permission from the government to stay in a country indefinitely); Asylum seekers; Migrant workers from Africa, Asia and other non-EU countries with Indefinite Leave to remain; Migrant workers from Africa, Asia and other non EU countries with permanent residence in ROI, people with permission to live, work and study in either NI or ROI and People married to UK or Irish Nationals. For further information please visit the following weblinks: **Committee on the Administration of Justice - https://caj.org.uk/**

or North West Migrant Forum - https://www.nwmf.org.uk/common-travel-area/



The Derry City and Strabane District Council is the local government in the area in which you will be living. A local council is an organisation that has power to make many decisions in a local area. It is democratically elected. At local government elected politicians are called 'councillors'. Derry City and Strabane District is one of 11 councils in Northern Ireland. Councils are in charge of a range of services and decisions which impact life in our area.

We have 2 main offices:

Derry Office

98 Strand Road Derry, BT48 7NN Tel: **(028) 7125 3253**

Strabane Office

47 Derry Rd Strabane, BT82 8DY E: **info@derrystrabane.com**

Council Services

There are too many council services to explain them all to you here, but below is some information on services which you may come into contact with fairly soon.



Leisure Centres

Foyle Arena - a sporting and events facility with swimming pools, sports facilities, event spaces and a climbing wall. Telephone: 028 7137 6555.

Templemore Sports Complex - offers indoor and outdoor sports facilities, including a 400m track, swimming pools, and grass pitches. Telephone: 028 7137 6585.

Brooke Park Leisure Centre - offers another range of indoor and outdoor facilities such as squash courts and a steam room. Telephone: 028 7126 2637.

Ryan McBride Brandywell Stadium - home to Derry City Football Club and the Brandywell Greyhound Racing, the Centre is located next to the Brandywell Soccer Stadium.

There are also 3 leisure centres - **Derg Valley Leisure Centre**, **Riversdale Leisure Centre** and **Melvin Sports Centre** in the Strabane and Castlederg areas outside of the city. There are many opportunities to take part in a wide variety of sports in our local area. If there is a sport you like, please just ask us and we will try to find you a contact!



Parks and Playgrounds

Council runs many local parks and playgrounds. These are free to use. There are also walking routes and cycle paths around the local area.



The Guildhall

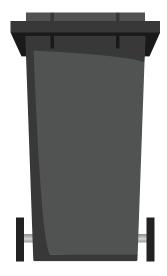
The Guildhall has been at the centre of civic life in Derry since 1890. It is home to the Council's chamber, the Mayor's Parlour, a visitor centre, and a cafe. Citizens use the Guildhall for conferences, weddings, and other events. It is in the city centre in Derry-Londonderry. Hopefully you will visit us at some point! Our visitor services also run the Tower Museum near the Guildhall. This is an excellent place for adults and children alike to learn about the history of our city and district.



Waste and Recycling

Council collect rubbish in 'wheelie bins' direct from the roadside or footpath at your house. You have to sort your rubbish into the correct type of bin and make sure the rubbish fits properly into the bin with the lid closed. Council won't collect rubbish left in bags outside the bins. Council will also only collect bins that have the right things in them – so be careful especially with what you put into your blue recycling bin!

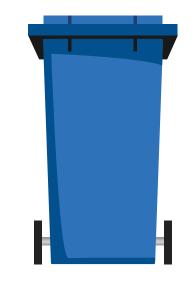
At your house you should find three bins:



Black/Grey Bin

This is the general waste bin. You can put most things into this. You can use bin bags for your rubbish.

The only things you should not put into this are hazardous or special waste like motor oil, vehicle batteries, used paint, medical or clinical waste, dead animals or building and construction waste.



Blue Bin

In general this is the recycling bin. You should put the following into this bin: Paper; cardboard; cans/tins/ cartons /plastic or glass containers (washed out please!); aerosols; plastic bottles; textiles (old clothes); batteries; metal.

You should not put plastic bin bags into this bin – the waste should be loose.

You cannot put the following into your bin: Tissues, envelopes with plastic 'windows', nappies, food waste, general rubbish, duvets, electrical equipment.



Brown Bin

In the brown bin you must loosely place compostable garden waste, food waste (tied in compostable liner) cold ashes, shredded paper, small amounts of pet waste (tied within compostable liner) and compostable animal bedding, as well as wet card and paper that cannot go into the blue bin.

On the day of refuse collection you should wheel your bin to the edge of the kerb convenient to where the vehicle usually stops. Please leave the bin with the handles facing the road. This should be done as early as possible on the day of the collection and not later than 7.30am.

Each week either your blue bin or your black bin and brown bin is collected. Full details are on the council website, but the best tip is to look down your street and see what colour of bin your neighbours are leaving out that week! Occasionally when there are public holidays the day your bin is collected may change. If your house doesn't have a bin you should contact your landlord. It is their responsibility to provide you with a bin.

Waste and Recycling



Recycling Centres

Council also has a number of Civic Amenity Sites. You can use these to dispose of rubbish if you have too much rubbish to fit the bins or if you have types of special rubbish that cannot go into the bins. The Civic Amenity Sites are located at:

- Brandywell Recycling Centre, Brandywell Showgrounds, Lone Moor Road
- Glendermott Road Recycling Centre, 37 Glendermott Road
- Pennyburn Recycling Centre, Unit 23, Pennyburn Industrial Estate
- Strathfoyle Recycling Centre, Temple Road, Strathfoyle
- Eglinton Recycling Centre, Benbow Ind. Estate, 15 Killylane Road, Eglinton
- Claudy Recycling Centre, Learmount Road, Claudy
- Park Recycling Centre, Learmound Road, Park
- Strahan's Road Recycling Centre, Strabane
- Plumbridge Recycling Centre, 37 Ligford Rd, Plumbridge
- Donemana Recycling Centre, 226 Berryhill Road, Donemana
- Newtownstewart Recycling Centre, Douglas Road, Newtownstewart
- Killen Recycling Centre, Scraghy Rd, Killen, Castlederg

Illegal Dumping:

In our council area you cannot dump rubbish on streets or open spaces etc. Fly tipping is a criminal offence and damages the environment.

The Good Relations Team



Council has 4 officers in the Good Relations Team. It is their job specifically (along with all of council generally) to promote Good Relations between people of different religious belief, political opinion and racial group. It is part of the law here that all public organisations do this.

Amongst other things, our job includes working with people from ethnic minority backgrounds and people of different religions. We are in regular contact with community groups who represent people who live in our council area. Part of our role is to promote acceptance of diversity and tackle prejudice. This means that you are likely to meet some members of our team now and again as you start to make links with local community groups.

Our team can be contacted through **goodrelations@derrystrabane.com** Tel: **028 71 253 253**

Community Safety Wardens

The Community Safety Wardens are employees of the local Council and are employed to support residents to stay safe in their communities. They work nights from Thursday to Sunday (5.30pm ~ 3am) and days from Monday to Wednesday (12noon ~ 5pm). They can be contacted by phone and will respond promptly to any issues. All wardens are uniformed so they are easily identified and travel in branded vans. They are there to help with any safety issues so feel free to contact them to discuss any concerns – and don't be frightened if you see them out and about in the streets where you live! They are there to help!

Telephone: 028 7137 6565 (Derry Office) or 028 7138 1333 (Strabane Office).

Your Local Policing Teams

Communities living in Derry City & Strabane District now have two Local Policing Teams (LPTs), based in Strand Road and Strabane Police Stations, providing 24 hour cover to continue keeping local people safe right across the District. These officers will be supported by four Neighbourhood Policing Teams (NPTs), based in Strand Road, Waterside and Strabane Police Stations, which will be mobile and deployed to areas to deal with critical issues.

See: https://www.psni.police.uk/my-area/all-districts/derry-city-strabane/

Transport

Buses

Most towns and cities have a main bus station. Buses are often the cheapest way to travel around (unless you prefer to walk!) Derry~Londonderry's central bus station is located in the city centre on Foyle Street, next to the Guildhall. Local bus routes begin and end here. Some routes go across the river to the Waterside and back, while other routes are loops that run only on the Cityside. Bus passes, along with travel information, can be purchased at the Foyle Street bus station. There are regular buses to Strabane and other areas within our council and connecting our council area to the rest of Northern Ireland.

The simplest type of ticket is to pay the bus driver with cash. However you can save money if you find out about different options and are using buses regularly. 'Multi-journey' cards (if you travel the same journey very often) or 'Day-Return' cards (if you are using many buses on one day) can work out better value for money depending on your travel plans. You can contact Translink by calling 028 7126 2261.



Taxis

Taxis are available throughout the city and there are many different companies. For a taxi journey of 5-10 minutes in the Derry-Londonderry or Strabane area expect to pay about £4 - £6. All taxis should be clearly marked as taxis.

- City Cabs: 028 7126 4466
- A1 Taxis: 028 7134 2626
- Derry Taxis: 028 7126 0247
- The Taxi Co: 028 7126 2626
- Foyle Taxis: 028 7127 9999
- Euro Cabs: 07519 481 210
- Strabane Cabs: 028 7188 6660
- Sun Taxis: 028 7188 5000



Transport

Train

The train station is in the Waterside area of the city. Rail service is available between Derry and Belfast. An adult ticket costs around £12 and takes a little over 2 hours. Visit http://www.translink.co.uk/ Services/NI-Railways/ for more information. There are other places along the route. It is great for a trip to the seaside at Portrush on the north coast! To contact NI Railways please phone 028 9066 6630.



Libraries

Libraries are great places! They are open to the public and are free to use for most of their services. Their main service is to lend books – so if you or anyone in your family wants to borrow books for free you should register with your nearest library. All libraries also have WiFi, computers with internet, a photocopier, a scanner, a printer, fax services, and newspapers. Most libraries are open until 17.30 each day and for some time on Saturdays. You need to check their opening hours. Some local libraries are:

- Derry Central Library, 35 Foyle Street, Derry
- Waterside Library, 23 Glendermott Road, Derry
- Creggan Library, 59 Central Drive, Derry
- Shantallow Library, 92 Racecourse Road, Derry
- Strathfoyle Library, 22 Temple Road, Derry
- Strabane Library, 1 Railway Street, Strabane
- Newtownstewart Library, 2 Main Street, Newtownstewart
- Castelderg Libraray, 1 Hospital Road, Castlederg

Shopping

There are many places to shop in our council area. You will need to go out and about in your local area to find which shops suit you best.

Two of the bigger shopping centres in the city centre are Foyleside and the Richmond Centre.

Foyleside Shopping Centre Orchard Street, Derry BT48 6XY



Richmond Shopping Centre Ferryquay Street, Derry BT48 6PE



There are also many 'out of town' retail areas for shopping and shopping areas and individual shops or 'corner shops' in most housing areas of the city and district. 'Charity shops' where you can buy second hand goods and clothes are also useful places to find bargains. People donate second hand items to these shops and the shops sell them cheaply to raise money for charity.

There are plenty of cafés and restaurants around the city, local towns and villages - we are very keen on having places to chat and have a cup of tea or coffee!

Shopping

Halal Meat

Meat in local supermarkets and restaurants is not often Halal meat. However a number of local butchers are now selling Halal meat if you ask specifically for it and some local restaurants can serve a Halal menu.

- Paul's Butchers: 23 Culmore Rd, Londonderry BT48 8JB
- Lynas Foodservice: Buncrana Road (Chicken and Chicken nuggets)
- Hegarty's Butchers: 25 William Street, Derry, BT48 6EP
- Katay's Take Away: 52-54 Waterloo Place, Londonderry, BT48 6HF
- Turkish Kebab & Grill (Takeaway): 43 Strand Rd, Londonderry BT48 8LB
- Chillies Restaurant: 145 Strand Road, Londonderry, BT48 7PW
- Asian Foods & Day Today: 4 Foyle Rd, Londonderry BT48 6SR
- Cedar Restaurant: Lebanese Restaurant, 32 Carlisle Rd, Derry, BT48 6JW
- Spice Land: (some items, please check packaging) 2A Distillery Brae, Londonderry, BT47 6AN
- Express Food Service: (Some items) 24N Pennyburn Industrial Estate, Londonderry, BT48 OLU
- ASTA Polish Shop: 79 Spencer Road, Derry, BT47 6AE
- Basia Polish Shop: 35 Abercorn Square, Strabane, Co. Tyrone, BT82 8AQ



Below are some organisations that supports people from ethnic minority backgrounds that reside in the Derry and Strabane area. These organisations offer support and advice, helps in tackling racism, eliminating barriers, advancing your education and that of others and raising public awareness around your rights, culture and traditions.

North West Islamic Association

NWIA is a voluntary/community organisation established in 2012. Its beneficiaries are mainly members of the Muslim community residing in the North West region of Northern Ireland. The charity provides information, practical support and activities for the Islamic community in Northwest.

Address: Hyde Business Park, 3, Pennyburn Industrial Estate, Londonderry BT48 OLU Contact: info@nwia.org.uk

Migrant Centre NI

Migrant Centre NI (MCNI) works to protect the rights of migrant workers in NI, tackle racism, eliminate barriers against migrant workers, advance education and raise public awareness about their rights. MCNI has 3 offices across NI, including one in Derry-Londonderry. Current services include: financial health and wellbeing project providing support with welfare benefits, race hate crime advocacy service supporting victims of race hate crime, immigration advice for EU Settlement Scheme as well as migration justice project which engages in advocacy, lobbying, and policy work to advocate for migrant rights and for a more just immigration system. Contact the Migrant Centre NI:

Address: The Old Church, Clarendon Street, L'Derry, BT48 7ES

Website: https://migrantcentreni.org/ Facebook: https://facebook.com/belfastmigrantcentre Twitter: https://twitter.com/migrantcentreni Email: advice@migrantcentreni.org

North West Migrants Forum

With over 50 volunteers and 5 full-time staff, the North West Migrants Forum (NWMF) is the leading anti-racism charity in the North-West. In the ten years of its existence, the organisation has developed a wide range of programmes to assist people seeking safety and those granted international protection, students, and indeed anyone from a minority ethnic background who has come to live and work in the DCSDC area and beyond. NWMF provides a comprehensive list of services, which includes the following: interpreters, Conversational English classes, expert immigration advice, befriending opportunities through our Social Cafe Initiative, Housing advice/ advocacy, Welfare advice and signposting, youth and family friendly programmes, Education and training services, and social activities (music, dancing, cooking, visits etc.).

Contact: Aynaz Zarif Email: aynaz.zarif@nwmf.org.uk Address: 10 Fountain Street, Londonderry BT48 6QX Telephone: 028 7136 2184

Strabane Ethnic Community Association (SECA)

The Aim of this Association is to identify and respond to the needs of people from ethnic minority backgrounds and to raise awareness and understanding within the local community as Northern Ireland, slowly but surely, becomes a more multicultural society.

Address: 2 Abercorn Square, Strabane, Co. Tyrone BT82 8DF

Email: kaminiseca@gmail.com Telephone: 028 7188 6419

Women's Centre, Derry

Women's Centre Derry is a safe and welcoming space for women and children, offering a range of programmes including:

- Multicultural Programme make friends, gain important information and improve your English.
- Children's advocacy support for newcomer children including after school club
- Mum and baby programmes and parenting support
- Supporting women to gain qualifications, gain skills and support into employment.
- Perinatal advocacy support
- Onsite creche for children 8 weeks to 4 years old to enable women with young children to attend programmes.

Contact: **Catherine Barr** Email: **catherinebarr@womencentre.co.uk** Address: **5 Guildhall Street, L'Derry BT48 6BB** Telephone: **028 7126 7672**

Health Care Services

Health & Social Care Services is primarily for the benefit of people who reside in Northern Ireland. Those who apply to register with a GP (General Practitioner) Practice must complete a HSCR-1 form so that your entitlement to access services can be assessed and you can receive a Medical Card. HSCR-1 forms are available from any GP surgery or by visiting **https://hscbusiness.hscni.net/1814.htm** and clicking on the respective link to download the form in translation and further information. If the GP Practice is still open to receiving new patients, then you should be able to register, provided that you (1) live within 5 miles of the practice (2) have not been previously barred for violent behaviour and (3) have never been removed from the list of another GP.



Altnagelvin Area Hospital

Altnagelvin Area Hospital is an acute hospital which offers a range of services, including a 24 accident and emergency department and is one of Northern Ireland's five designated cancer units.

Altnagelvin Area Hospital Glenshane Road Londonderry BT47 6SB Web: https://westerntrust.hscni.net/hospitals/altnagelvin-area-hospital/ Telephone: (028) 7134 5171

Out of Hours GP

If you are needing GP out of hours' service (which is between 6.00pm until your GP surgery opens the following morning) please telephone **028 7186 5195**. Your call will be triage and they will inform you if you need to see a doctor or offer advice by telephone.

Emergency Services

If in a state of emergency, please call **999** and request the emergency service that you require i.e. **Ambulance**, **Fire Brigade**, **Police** and the address of the location.

Dental Care

Once you have your Medical Card, you can register with any dentist who is accepting new patients. *Not all dental treatment is covered by your Medical Card.*

Attending school is compulsory for children aged between 5 years and 16 years. School days are approximately 6 hours long, Monday to Friday. EA is responsible for ensuring that efficient and effective primary and secondary education services are available to meet the needs of children and young people, and support for the provision of efficient and effective youth services. The Education Authority (EA) have an Asylum Seeker and Refugee Support Team (ASR Support Team). This service provides advice, guidance and support to schools and to parents and pupils from the Asylum-seeking and Refugee community.

The ASR Support Team aim to:

- Improve the quality of educational support provided to the ASR community;
- Provide a consistent service to schools and families in need of support across Northern Ireland;
- Facilitate equality of access from pre-school to post-primary education;
- Provide information and guidance around pathways into further and higher education;
- Build the capacity of schools to meet the educational needs of ASR children and young people;
- Support and encourage family learning, out of school hours learning and life-long learning.

For further information, please log onto the EA's website:

https://www.eani.org.uk/school-management/intercultural-education-service-ies/asylum-seeker-and-refugee-asr-support-team

Worship

Christianity is the largest **religion in Northern Ireland**. At the last census in 2011, the prevalence rates for the main religions were 72.16% Catholic and 25.4% Protestant (and other Christian Religion); 1.8% said they had no religion and 0.64% were cited as having other religions. There are growing Hindu, Sikh, Muslim, Buddhist and Jewish communities in Derry and Strabane. Derry has a gurdwara situated at its Sikh Cultural and community centre at 12 Simpsons Brae Derry/Londonderry. The North West Islamic Association is situated at 3 Hyde Business Park Londonderry and the Potala Kadampa Buddhist Centre is situated at 11 Pump Street in the City.

English Language

You can contact one of the language schools or colleges listed below, however a number of community groups can also offer English classes or informal conversation classes.

Foyle International Language School

The Foyle international Language School offers a range of English courses, as well as workplace development programmes and vocational training.

Address: Foyle International, 17-21 Magazine Street, Derry, BT48 6HH Tel: (+44) 28 71 371 535

Northwest Academy of English

An English language school that offers courses on general English, business English, and English for specific purposes.

Address: NW Academy of English Limited, 37 Great James Street, Derry, BT48 7DE Tel: (+44) 28 71 370 773

North West Regional College

The North West Regional College is a public college of further and higher education for adults. They may have English Classes on offer.

Address: Strand Road, Londonderry, BT48 7AL Tel: 028 71 276 000

ESOL NI

Website: https://esolwebapp.azurewebsites.net/

Sole Purpose Theatre

This theatre company offers conversation cafés for newcomers to engage in English conversation in an informal social setting.

Address: The Playhouse, Artillery Street, Derry, BT48 6RG Tel: 028 71 279 918



Advice Services

There are three main Advice providers within the Derry and Strabane area. They provide a free, confidential, impartial and high quality advice to everybody regardless of ability, age, gender, gender identity, race, religion, political opinion, sexual orientation and social or economic status. Some of the topics covered by the advice services are as follows:

- Health
- Housing
- Debt/Money
- Immigration
- Family
- Consumer
- Law and Courts
- Employment

The contact details are below:

Advice North West

5th Floor, Embassy Building 3 Strand Road, Derry BT48 7BH Freephone **0300 3033 650** 17 Dock Street Strabane BT82 8EE Freephone: **0300 3033 650**

Website: www.advicenorthwest.com Email: advice@advicenorthwest.com Debt advice: debtadvice@advicenorthwest.com

Dove House Community Trust

32 Meenan Square, Derry BT48 9EX Tel: **028 71 269 327** Email: **donnadovehouse@gmail.com** Website: **www.dovehousecommunitytrust.org**

Resource Centre Derry

Carnhill Derry BT48 8BA Tel: **028 71 352 832** Email: **jude@resourcecentrederry.com** Website: **www.resourcecentrederry.com**

Law Centre NI

Belfast Tel: **028 9024 4401** Website: https://www.lawcentreni.org/

Disclaimer

The information within this booklet was correct at the time of publishing. We will endeavour to ensure the information is kept up to date.



