This document is available in a number of formats including large print, Braille, PDF, audiocassette and minority languages. Email: equality@derrycity.gov.uk

Derry City Council, 98 Strand Road, Derry, BT48 7NN
Tel: 028 7136 5151

www.derrycity.gov.uk
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As Mayor, and as a Member of Derry City Council, I am pleased to be involved in the Council’s Welcome Pack Initiative.

Arriving in a different country can be an exciting but also a challenging or frightening experience.

Many aspects of daily life and services may be different here compared to your country of origin. To help you in settling into local society this Welcome Pack will try to give you basic information about local services and how to access them.

This pack shows the Council’s commitment to create “a culturally rich region made up of confident, safe and healthy communities”, a place where people want to live rather than have to live, a place where no one feels alienated or marginalised.

Derry City Council is very much committed to promoting equality of opportunity and good relations in terms of its service delivery to the citizens in the Derry City Council area. In response to this commitment the Council provides translation and interpreting services as and when required to remove any language barriers to service provision.

For a more immediate form of communication Council has also introduced a telephone interpreting facility for people whose first language is not English to ensure they can talk with staff and get information about our services.
We would also be keen to hear your views on any other ways in which we can make our information and service more accessible.

Hopefully you will find this helpful.

I would like to take this opportunity as Mayor to welcome everyone to our City.

Councillor Helen Quigley
Mayor

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.
Derry City Council is one of the largest district councils in Northern Ireland serving a population of 107,000. The Council is made up of 30 elected members (Councillors) who serve in the following 5 District Electoral areas:

- Cityside
- Northland
- Rural
- Shantallow
- Waterside

Details of the representatives for your area can be obtained by contacting the Council offices at 98 Strand Road, Derry BT48 7NN. Tel: 028 7136 5151 or Text phone: 028 7137 6646 or email: info@derrycity.gov.uk

Derry City Council works hard with community groups in the Derry City Council area. Council has a Community Services section, which can help with the following:

- Information about existing community groups (i.e. groups of people with a common interest or concern) 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
- Women’s Programmes
- Good Relations Programmes

More information about this is available on the Council web: www.derrycity.gov.uk. Alternatively you can contact Community Services Office: Tel: 028 7136 5151 or Community Relations/Shared City/Waterside Office: Tel: 028 7134 5160

Derry City Council is also
responsible for the registry of births, deaths and marriages for all citizens in the Derry City Council area. The primary function of the Registration Office in Derry is to:

- Register births, still births, deaths and marriages
- Issue authorities for forthcoming marriages
- Perform civil marriages
- Issue certified copies from records in the custody of the Derry Registry Office
- Give general advice and guidance to members of the public in relation to registration matters

The Council also has a wide range of facilities on offer for recreation and leisure including:

**Brandywell Sports Facility, Lone Moor Road, Derry**
*Tel: 028 7126 3902*

The Sports Centre offers a range of facilities for the general public and a first class 5-A-Side Hall. The facility is also home to the Over The Hill Citizens Club and the local Boxing Club. It is the only centre with full-size handball/Racquetball Court.

**Brooke Park Leisure Centre, Rosemount Avenue, Derry**
*Tel: 028 7126 2637*

The centre is a dry facility and facilities include indoor halls, health, fitness and steam room suites, squash and tennis courts, outdoor pitches and bowling greens.

**Lisnagelvin Leisure Centre, Richill Park, Waterside, Derry**
*Tel: 028 7134 7695*

The complex offers a comprehensive range of indoor and outdoor facilities. Activities range from aerobics to learning to swim. Facilities include swimming pool with wave generator, health, fitness and sauna suites and outdoor pitches.
City Baths, William Street, Derry
Tel: 028 7126 4459
Facilities include fitness suites, steam room and two pools.

St. Columb’s Park Leisure Centre, Limavady Road, Derry
Tel: 028 7134 3941
The complex offers a comprehensive range of indoor and outdoor facilities. Facilities include, indoor halls, health and fitness suites, squash courts, climbing wall and outdoor pitches.

Templemore Sports Complex, Buncrana Road, Derry
Tel: 028 7128 9200
The complex offers a comprehensive range of indoor and outdoor facilities. Activities range from Badminton to Aerobics, from 5-A-Side to Martial Arts, from Learning to Swim to Squash. Facilities include, swimming pools, indoor halls, health, fitness and sauna suites, squash courts, outdoor pitches and international quality track.

Shantallow Community Centre, 38 Drumleck Drive, Shantallow, Derry
Tel: 028 7135 1726
This facility provides a full range of activities for all interests and age groups including: sports hall, indoor football, volleyball, netball, badminton, basketball, gymnastics, Weight Watchers, Children’s Saturday Morning Soccer Skills, Irish Language Playschool (Naíscoil Cholmcille), Yoga, Women’s Group, Senior Citizen’s Luncheon Club, Walking club, Steelstown Area Community Games, Photocopying and Fax facilities, rooms for hire for meetings and activities.
Interpreters
If you need an interpreter for a meeting in Council this can be organised by the staff member you will be meeting with. 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 meeting and interpret your discussions with the Council staff member. If an interpreter is not available to attend your appointment, a telephone interpreter will be used. The interpreting service is free of charge.
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
Health and Social Services

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.

To get services you have to do two things:

1. Sign up with the Health and Social Services in Northern Ireland

To do this you need to fill in an application form. It is called the HS22X form and can be got 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
Tel: 028 9032 4431

2. Once you have filled in the form you must take it to the doctors’ practice (also known as the General Practitioner or GP) that you wish to sign up with. 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

If the doctors’ practice agrees to take you on, they will take your application form and send it on to the Central Services Agency for you. You will then receive a medical card issued by the Central Services Agency.
Your medical card is free and is an important document; it entitles you to get a whole range of services.

There is one basic condition that you will need to meet: 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 qualified to apply. You will be asked to attach evidence that you have made an application for asylum to the Immigration Service.

About your GP

The GP is responsible for looking after your health needs. They will decide whether you need any other health services (for example maternity care, mental health care and so on) and, if so, your GP 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.
**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.

The pharmacist (chemist) is an expert in medicines and how they work. The pharmacist does not just give you medicines but he/she can also offer advice on many other minor health problems.
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 what your medical problem is. An ambulance will be sent to take you to hospital as soon as possible. There is no charge for this service.

Hospitals

Hospitals are open 24 hours a day and provide services such as:

- 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 a range of clinical specialities

If you live in the Derry area Altnagelvin Hospital is your local hospital:

Altnagelvin Hospital
Glenshane Road, Derry
Tel: 028 7134 5171
**Dentists**

If you are looking for dental treatment you have to sign up with a dentist first. To sign up with a dentist you must have a Medical Card. You should check that the dentist you contact would 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 Council

**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 get the General Housing Application Form from the Housing Executive’s website www.nihe.gov.uk or you can get one from your local Housing Executive District Office.

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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Collon Terrace, Londonderry BT48 7QP Tel: 028 7137 3683</td>
<td>Monday – Friday 9.30am – 4.00pm Thursday – 9.30am – 12.30noon</td>
</tr>
<tr>
<td>Ulster Bank Buildings, Waterloo Place Londonderry BT48 6BS Tel: 028 7126 6227</td>
<td>Monday – Friday 9.30 am – 4.00 pm Thursday – 9.30 am – 12.30pm</td>
</tr>
<tr>
<td>2 Glendermott Road, Waterside Londonderry BT47 1AU Tel: 028 7131 1490</td>
<td>Monday – Friday 9.30am - 4.00pm Thursday – 9.30am - 12.30pm</td>
</tr>
</tbody>
</table>
What happens next?
You will receive confirmation that your application has been received and you will be visited where you currently live by an 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, work out if you can get social rented housing in Northern Ireland, and decide what your particular needs are 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 contact the Homeless Advice Centre 32-36 Great Victoria Street, Belfast, BT2 7BA Tel: 028 9031 7000.

The level of help the Housing Executive can give you depends on whether you are entitled to help and your particular circumstances. The help may range from advice and assistance, to providing temporary accommodation to permanent accommodation. 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 following number Tel: 028 7134 5171.
Employment and Training

Work Permits
Before starting work jobseekers from outside the European Economic Area (EEA) are required to have a work permit. Nationals from the 8 of the 10 Accession Countries (i.e. Czech Republic, Hungary, Latvia, Lithuania, Slovenia, Slovakia, Estonia, Cyprus and Malta and Poland) are legally required to sign up with the Home Office within 1 month of starting work – under the Workers Registration Scheme – an application form can be got from www.workingintheuk.org or by telephoning 087 0521 0224.

Members from Cyprus or Malta are not required to sign up.

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.

You can apply for a National Insurance Number (NINO) at the National Insurance Number processing centre based at Lisnagelvin Jobs and Benefits Office (JBO).

Contact Details:
Lisnagelvin JBO
2 Crescent Road
Londonderry
BT47 2NJ
Tel: 028 7131 9392
028 7131 9353
This Office carries out the following services:
- Process applications for National Insurance numbers.
- Carry out “Evidence of identity” interviews.
- Arrange Interpreters if required.
- Allocate National Insurance Numbers.

If you work in the United Kingdom, you must pay National Insurance contributions.

**Jobs and Benefits Office - Foyle and Lisnagelvin**

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**

Staff will help you to get work or improve your chances of getting work by:
- Giving you details of job opportunities
- 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 range of social security benefits and other services.
- Assisting you to fill in our forms and make a claim for social security benefits if you need us to.
- Dealing with your claim for social security and pay your benefits.
You can access our services by calling in or telephone the Jobs & Benefits office.

**Foyle Jobs and Benefits Office**  
Crown Buildings  
Asylum Road  
Derry  
BT48 7EA  
Tel: 028 7127 6500

**Lisnagelvin Jobs and Benefits Office**  
2 Crescent Road  
Waterside  
Derry  
BT47 2NJ  
Tel: 028 7131 9375

You can access our websites at  
www.dsdni.gov.uk  
www.jobscentrenline.com

Information is available on our website in the following languages:  
Arabic  
Chinese  
Latvian  
Lithuanian  
Polish  
Portuguese  
Spanish
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).

NARIC compare international qualifications from 183 countries worldwide and give them the equivalent UK qualification status. 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 at:
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
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.
Education

In-school Support for Ethnic Minority Pupils

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

We:

• Advise schools on the best schooling for your child
• Assess your child’s needs
• Plan individual support programmes for your child together with the school
• Check your child’s progress
• Help with communication between you and the school
• Work with other educational practitioners
• Seek the views of parents

• Advise you on how best you can support your 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 Advisory Officer for Ethnic Minority Achievement at the North West Teachers’ Centre, Tel: 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.
• Private day nurseries that have pre-school places funded by Pre-School Advisory Group.

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 two and half hours to four and half hours daily, five days per week. In the voluntary sector attendance is usually for three 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, 1 Hospital Road, Omagh, BT79 0AW (Tel: 028 8241 1458) or click onto website info@welbni.org.
Post-Primary Education
Children start Post Primary School in the year of their 12th birthday and spend 5-7 years there. It is compulsory to attend school until aged 16 (Year 12) when GCSE examinations are taken. At 16 young people may leave school to start work, attend a College of Further Education to study other courses or continue in school.

Pupils who stay at school until they are 18 will take 3 or 4 subjects. They take examinations at different times during years 13 and 14. These examinations are called AS and A level or NVQ and lead on to University or Further Education Colleges.

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

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:

University of Ulster Magee Campus
Northland Road
Derry
BT48 7JL
Tel: 028 71371371
www.ulst.ac.uk

North West Institute of Further and Higher Education
Strand Road
Derry
BT48 7BY
Tel: 028 71276000
www.nwifhe.ac.uk

New full-time students can get loans, grants and bursaries to help with tuition fees and living costs. These help you study first, and pay back when you’re earning. For more details on this please contact the above named colleges or log on to: www.direct.gov.uk and go to the ‘Education and Learning’ section.
Library Services

It is free to join a library. You just need proof of name and address e.g. utility bill or driving licence. All libraries have computers for the public to use. Internet use is free to members.

Books are available in the following languages: Chinese (Mainland and Hong Kong), Polish, Hungarian, Lithuanian, Russian, and Hindi. There is also a wide selection of books available in English, for all ages. DVD’s are available at a cost of £1.50 per week.

Libraries

<table>
<thead>
<tr>
<th>Central Library</th>
<th>Days</th>
<th>Opening Times</th>
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<tbody>
<tr>
<td>35 Foyle Street</td>
<td>Monday</td>
<td>8.30 - 8.00</td>
</tr>
<tr>
<td>Derry</td>
<td>Tuesday</td>
<td>8.30 - 5.30</td>
</tr>
<tr>
<td>BT48 6AL</td>
<td>Wednesday</td>
<td>8.30 - 5.30</td>
</tr>
<tr>
<td>Tel: 028 7127 2300</td>
<td>Thursday</td>
<td>8.30 - 8.00</td>
</tr>
<tr>
<td>Fax: 028 7126 9084</td>
<td>Friday</td>
<td>8.30 - 5.30</td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>9.15 - 5.00</td>
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<table>
<thead>
<tr>
<th>Waterside Library</th>
<th>Days</th>
<th>Opening Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>23 Glendermott Road</td>
<td>Monday</td>
<td>9.15 - 7.30</td>
</tr>
<tr>
<td>Waterside Londonderry</td>
<td>Tuesday</td>
<td>9.15 - 5.30</td>
</tr>
<tr>
<td>BT47 6BG</td>
<td>Wednesday</td>
<td>9.15 - 7.30</td>
</tr>
<tr>
<td>Tel: 028 7134 2963</td>
<td>Thursday</td>
<td>9.15 - 5.30</td>
</tr>
<tr>
<td>Fax: 028 7131 8283</td>
<td>Friday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Email:</td>
<td>Saturday</td>
<td>9.15 - 1.00</td>
</tr>
<tr>
<td><a href="mailto:Waterside.library@ni-libraries.net">Waterside.library@ni-libraries.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shantallow Branch Library</td>
<td>Days</td>
<td>Opening Times</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>92 Racecourse Road</td>
<td>Monday</td>
<td>10.00 - 5.30</td>
</tr>
<tr>
<td>Londonderry</td>
<td>Tuesday</td>
<td>10.00 - 7.30</td>
</tr>
<tr>
<td>BT48 8DA</td>
<td>Wednesday</td>
<td>CLOSED</td>
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<tr>
<td>Tel: 028 7135 4185</td>
<td>Thursday</td>
<td>10.00 - 7.30</td>
</tr>
<tr>
<td>Fax: 028 7135 4122</td>
<td>Friday</td>
<td>10.00 - 5.30</td>
</tr>
<tr>
<td>Email: <a href="mailto:Shantallow.library@ni-libraries.net">Shantallow.library@ni-libraries.net</a></td>
<td>Saturday</td>
<td>9.15 - 1.00</td>
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<tr>
<th>Creggan Branch Library</th>
<th>Days</th>
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<tbody>
<tr>
<td>59 Central Drive</td>
<td>Monday</td>
<td>1.00 - 7.30</td>
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<tr>
<td>Creggan Estate</td>
<td>Tuesday</td>
<td>10.00 - 1.00</td>
</tr>
<tr>
<td>Londonderry</td>
<td>Wednesday</td>
<td>2.00 - 5.30</td>
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<tr>
<td>BT48 9QH</td>
<td>Thursday</td>
<td>10.00 - 1.00</td>
</tr>
<tr>
<td>Tel: 028 7126 6168</td>
<td>Friday</td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>Fax: 028 7130 8939</td>
<td>Saturday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Email: <a href="mailto:Creggan.library@ni-libraries.net">Creggan.library@ni-libraries.net</a></td>
<td></td>
<td>10.00 - 1.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Strathfoyle Library</th>
<th>Days</th>
<th>Opening Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 Temple Road</td>
<td>Monday</td>
<td>2.00 - 7.30</td>
</tr>
<tr>
<td>Strathfoyle</td>
<td>Tuesday</td>
<td>10.30 - 1.00</td>
</tr>
<tr>
<td>Londonderry</td>
<td>Wednesday</td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>BT47 6TJ</td>
<td>Thursday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Tel: 028 7186 0385</td>
<td>Friday</td>
<td>10.30 - 1.00</td>
</tr>
<tr>
<td>Fax: 028 7186 0385</td>
<td>Saturday</td>
<td>2.00 - 5.30</td>
</tr>
<tr>
<td>Email: <a href="mailto:Strathfoyle.library@ni-libraries.net">Strathfoyle.library@ni-libraries.net</a></td>
<td></td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
Finance

Money Transfers
Western Union is the most commonly used money transfer service that allows you to easily send or transfer money between your own accounts, as well as to others like friends or family.

Western Union Agent locations provide money transfer service to their customers on behalf of Western Union. The agent locations in Derry are:

<table>
<thead>
<tr>
<th>Gallagher Travel</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>167 Spencer Rd, Derry, BT47 11AH</td>
<td>Monday - Friday 9.00am - 5.00pm  Saturday 9.30am - 1.00pm</td>
</tr>
<tr>
<td>Tel: 028 7134 1715</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gallagher Travel</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Strand Rd, Derry, BT48 7AB</td>
<td>Monday - Friday 9.00am - 5.00pm  Saturday 9.30am - 1.00pm</td>
</tr>
<tr>
<td>Tel: 028 7126 1226</td>
<td></td>
</tr>
</tbody>
</table>

Other Financial Institutions

<table>
<thead>
<tr>
<th>Post Office</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Office Custom House Street</td>
<td>Monday 8.30am - 5.30pm,  Tuesday - Friday 9.00am - 5.30pm  Saturday 9.00am - 12.30pm</td>
</tr>
<tr>
<td>Tel: 08457 223344</td>
<td></td>
</tr>
<tr>
<td>Fax: 028 7126 6986</td>
<td></td>
</tr>
</tbody>
</table>

Banks and Building Societies

In general banks are normally open:
Monday - Friday  9.30am - 4.30pm

Building societies are normally open:
Monday - Friday  9.00am – 5.00pm
Saturday  9.00am – 12.00noon
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.

**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

**028 7136 7337**  
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.
Driving In Northern Ireland (NI) As A New Resident

All drivers must meet 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

This information is contained on the back page of the DL1 application form. This is the form you must fill out to apply for a driving licence. These are available from most Post Offices, Local Vehicle Licensing Office Orchard House 40 Foyle Street Derry or directly from Driver Vehicle and Licensing Agency (DVLANI) by calling 0845 402 4000.

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 Vehicle and Licensing Agency (DVLANI), Driver Licensing Division, 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 show your passport as proof of your identity and in some cases you must show proof that you live here.

If the licence being exchanged is vocational, and the original was issued in one of the countries listed below you need only give 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, Drive Vehicle and Testing Agency Offices or directly from DVLNI by calling 08454024000.

<table>
<thead>
<tr>
<th>Austria</th>
<th>Luxembourg</th>
<th>Liechtenstein</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>Malta</td>
<td>Norway</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>Netherlands</td>
<td>Singapore</td>
</tr>
<tr>
<td>Denmark</td>
<td>Poland</td>
<td>Australia</td>
</tr>
<tr>
<td>Estonia</td>
<td>Portugal</td>
<td>Barbados</td>
</tr>
<tr>
<td>Finland</td>
<td>Republic of Cyprus</td>
<td>British Virgin Islands</td>
</tr>
<tr>
<td>France</td>
<td>Slovenia</td>
<td>Japan</td>
</tr>
<tr>
<td>Germany</td>
<td>Slovakia</td>
<td>New Zealand</td>
</tr>
<tr>
<td>Greece</td>
<td>Spain</td>
<td>Switzerland</td>
</tr>
<tr>
<td>Hungary</td>
<td>Sweden</td>
<td>Zimbabwe</td>
</tr>
<tr>
<td>Ireland</td>
<td>United Kingdom</td>
<td>Malta</td>
</tr>
<tr>
<td>Italy</td>
<td>Iceland</td>
<td></td>
</tr>
<tr>
<td>Latvia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lithuania</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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 - Any insurance company will give you advice on this.

Driving without insurance is an offence.

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 Drive Vehicle and Testing Agency by calling 0845402400 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.

The following are some key organisations that work specifically with ethnic minority groups:

**Sai Pak - Chinese Welfare Association**,  
2F Ebrington Centre,  
Glendermott Road, Waterside,  
Derry, BT47 6BG  
Tel: 028 7128 8858  
e-mail: saipak@freeuk.com

**Sikh Cultural Centre**  
12 Colby Avenue, Derry,  
BT48 8PF  
Tel: 028 7135 9095

**Polish Welfare Association**  
katrinakordula@hotmail.com  
Tel: 079 3353 3453

**Derry Travellers Support Group**  
Ballyarnett Park,  
141 Racecourse Road,  
Derry, BT488NG  
Tel: 028 7135 9340

**SEEDS (a multi-cultural and migrant support group)**  
One World Centre,  
7 – 15 Foyle Street, Derry  
Tel: 028 7137 0989  
irishseeds@hotmail.com

**Foyle Language School**  
7 – 15 Foyle Street, Derry  
Tel: 028 7 37 1535

**African and Caribbean Association**  
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 7126 7672

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 7128 6201

NICEM (Northern Ireland Council for Ethnic Minorities)
24-31 Shaftesbury Square,
Belfast, BT2 7DB
www.nicem.org.uk
Tel: 028 9023 8645

Punjabi Cultural Association
Tel: 028 7126 4779
Citizens Advice Bureau

Citizens Advice Bureau aims to ensure that individuals do not suffer through not knowing what their rights and responsibilities are or not knowing what services are available to them. The Citizens Advice Bureau also helps people to express their needs effectively, and provides a free, fair, and confidential service of information, guidance and support to all.

**Cityside office:**
Embassy Court,  
3 Strand Road,  
L’Derry  
BT48 7BH  
Tel: 028 7136 2444  
E-mail: LDerryCAB@niacab.org  
Web: www.citizenadvice.co.uk

**Opening Hours**
Monday–Thursday  
10.00am - 4.00pm  
Friday  
10.00am – 3.30pm

**Waterside Office:**
121 Spencer Road,  
Waterside  
L’Derry  
BT47 6AE  
Tel: 028 7134 2536  
E-mail: LDerryCAB@niacab.org  
Web: www.citizenadvice.co.uk

**Opening Hours**
Mon–Thurs  
10.00am - 4.00pm  
Friday  
10.00am – 3.30pm
## Advice Services Provision

In addition to the services provided by the Citizens Advice Bureau, there are four other Advice Services Providers in the Derry City Council area, contact details as follows:

<table>
<thead>
<tr>
<th>Advice Services Provider</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dove House Community Trust</strong></td>
<td>Tel: 028 7126 9327</td>
</tr>
<tr>
<td>32 Meenan Square, Derry, BT48</td>
<td></td>
</tr>
<tr>
<td><strong>Galliaagh Integrated Advice Service</strong></td>
<td>Tel: 028 7135 7052 028 7135 9990</td>
</tr>
<tr>
<td>55 Fergleen Park, Galliaagh, Derry, BT48</td>
<td></td>
</tr>
<tr>
<td><strong>Rosemount and District Welfare Rights Group</strong></td>
<td>Tel: 028 7128 2829</td>
</tr>
<tr>
<td>Rosemount Resource Centre, 1a Westway, Creggan, Derry, BT48</td>
<td></td>
</tr>
<tr>
<td><strong>Carnhill Resource Centre</strong></td>
<td>Tel: 028 7135 2832</td>
</tr>
<tr>
<td>Racecourse Road, Carnhill, Derry, BT48</td>
<td></td>
</tr>
</tbody>
</table>
There is a wide range of religious services available in the local area. This is not a complete list but will provide some contacts.

<table>
<thead>
<tr>
<th><strong>Churches Voluntary Work Bureau</strong></th>
<th><strong>Northern Ireland Interfaith Forum</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>22 Bishop Street</td>
<td>37 Church Street</td>
</tr>
<tr>
<td>Derry</td>
<td>Warrenpoint</td>
</tr>
<tr>
<td>BT34 3HN</td>
<td>BT486PP</td>
</tr>
<tr>
<td>Tel: 028 7127 017</td>
<td>Tel: 028 4175 4777</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:info@cvwb.org">info@cvwb.org</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Baptist Church</strong></th>
<th><strong>Catholic</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Richill Park</td>
<td>St. Eugene’s Cathedral</td>
</tr>
<tr>
<td>Derry</td>
<td>Francis St.</td>
</tr>
<tr>
<td>Tel: 027 7134 7028</td>
<td>Derry</td>
</tr>
<tr>
<td></td>
<td>Tel: 028 7126 2894</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Church of Ireland</strong></th>
<th><strong>Cornerstone Christian Fellowship</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Columb’s Cathedral</td>
<td>92 Templegrove</td>
</tr>
<tr>
<td>London Street</td>
<td>Derry</td>
</tr>
<tr>
<td>Derry</td>
<td>Tel: 028 7136 0444</td>
</tr>
<tr>
<td>Tel: 028 7126 7313</td>
<td>E-mail: <a href="mailto:oakgrove@aol.com">oakgrove@aol.com</a></td>
</tr>
<tr>
<td><a href="http://www.ireland.anglican.org">www.ireland.anglican.org</a></td>
<td></td>
</tr>
<tr>
<td>Derry-Donegal Christian Fellowship</td>
<td>First Derry Presbyterian Church</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>9 Northland Road, Tel: 028 7136 1795</td>
<td>c/o Carrowreagh Park, Derry Tel: 028 7126 1550 <a href="http://www.presbyterianireland.org">www.presbyterianireland.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Methodist Church</th>
<th>Salvation Army</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carlisle Road, Derry Tel: 028 7776 2300 <a href="http://www.irishmethodist.org">www.irishmethodist.org</a></td>
<td>The Citadel Carlisle Road, Derry Tel: 028 7134 3921</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wellspring Celtic Christian Community</th>
<th>Apostolic Church (Pentecostal)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meenan Square, Derry Tel: 028 7137 3842</td>
<td>Irish Street, Waterside, Derry Tel: 028 7137 3842 e mail:<a href="mailto:phelimnic@freenet.co.uk">phelimnic@freenet.co.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bahai</th>
<th>Buddhist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baha’i Centre, 5 Clarendon Street, Derry Tel: 028 7131 1072</td>
<td>Ven.Lobsang Wangchuk Buddhist Community (Sanga) Derry Tel: 028 7128 2881 Mobile: 07724425306</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Church of Latter Day Saints (Mormon)</th>
<th>Hare Krishna</th>
</tr>
</thead>
<tbody>
<tr>
<td>Racecourse Road, Derry Tel: 028 7135 0179</td>
<td>Hare Krishna Temple 140 Upper Dunmurry Lane Belfast, BT17 0HE Tel: 028 9062 530</td>
</tr>
<tr>
<td>Religion</td>
<td>Organization</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Hindu</td>
<td>NI Indian Cultural Centre</td>
</tr>
<tr>
<td>Islam</td>
<td>Belfast Islamic Centre</td>
</tr>
<tr>
<td></td>
<td>Other Islamic Contacts</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Jehovah’s Witness</td>
<td>73 Knockwellan Park</td>
</tr>
<tr>
<td>Jewish</td>
<td>Belfast Synagogue</td>
</tr>
<tr>
<td>Seventh Day Adventist</td>
<td>Church</td>
</tr>
<tr>
<td>Sikh</td>
<td>Sikh Cultural Centre</td>
</tr>
</tbody>
</table>
Christian Orthodox
The following contacts in the Republic of Ireland may be able to provide localised contacts.

Greek Orthodox  00353 18474956  Father Ireneu-Loan Craciun
Coptic          00353 12864834  Father Athanasius
Romanian        00353 16334475  Father Calin Popovici
Russian         00353 879845907  Father George Zavershinsky
## Foreign Embassies

<table>
<thead>
<tr>
<th>Embassy</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chinese Embassy</strong></td>
<td>49-51 Portland Place</td>
<td>Tel: 020 7299 4049</td>
</tr>
<tr>
<td></td>
<td>London</td>
<td></td>
</tr>
<tr>
<td></td>
<td>W1B 1JL</td>
<td></td>
</tr>
<tr>
<td><strong>Embassy of Czech Republic</strong></td>
<td>26, Kensington Palace Gardens</td>
<td>Tel: (+44) 20 7243 7913</td>
</tr>
<tr>
<td>in United Kingdom</td>
<td>W8 4QY</td>
<td>Fax: (+44) 20 7727 7939</td>
</tr>
<tr>
<td></td>
<td>London</td>
<td>Web Site: <a href="http://www.czechembassy.org.uk">www.czechembassy.org.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:oeu.london@embassy.mzv.cz">oeu.london@embassy.mzv.cz</a></td>
</tr>
<tr>
<td><strong>Embassy of Hungary</strong></td>
<td>35B Eaton Place</td>
<td>Tel: 0870 005 6721</td>
</tr>
<tr>
<td>in United Kingdom</td>
<td>SW1X 8BY</td>
<td>or 0207 235 5218</td>
</tr>
<tr>
<td></td>
<td>London</td>
<td>Fax: (020) 7823 1348</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Web: <a href="http://www.huemblon.org.uk">www.huemblon.org.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:office@huemblon.org.uk">office@huemblon.org.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Monday to Friday 9.30am to 12.00 noon)</td>
</tr>
<tr>
<td><strong>Consulate General of India</strong></td>
<td>17 Rutland Square</td>
<td>Tel: (+44) 131 229 2144</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>Edinburgh</td>
<td>Fax: (+44) 131 229 2155</td>
</tr>
<tr>
<td></td>
<td>EH1 2BB</td>
<td>Email: <a href="mailto:indian@consulate.fsnet.co.uk">indian@consulate.fsnet.co.uk</a></td>
</tr>
<tr>
<td>High Commission of India in London, United Kingdom</td>
<td>Tel: 020 7379 6242 Night line (operational outside office hours)</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>India House Aldwych, London WC2B 4NA</td>
<td>Web: <a href="http://www.hcilondon.org">www.hcilondon.org</a> Email: <a href="mailto:mailsoction@hicominadomon.co.uk">mailsoction@hicominadomon.co.uk</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>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.)</td>
<td></td>
</tr>
</tbody>
</table>

| Malaysian High Commission 45 Belgrave Square, London SW1X 8QT | Tel: 0870 005 6957 |

<p>| Embassy of the Philippines in London, Great Britain &amp; Northern Ireland 9-a Palace Green, London W8 4QE | Tel: 020 7937 1600 Fax: 020 7937 2925 Web: <a href="http://www.philemb.co.uk">www.philemb.co.uk</a> Email: <a href="mailto:embassy@philemb.co.uk">embassy@philemb.co.uk</a> |</p>
<table>
<thead>
<tr>
<th><strong>Consulate of Poland</strong></th>
<th><strong>Embassy of Poland</strong></th>
<th><strong>Embassy of Portugal</strong></th>
<th><strong>Embassy for the Russian Federation</strong></th>
</tr>
</thead>
</table>
| in Sheffield, United Kingdom  
4 Palmerston Road  
Sheffield  
S10 2TE | Tel & Fax (overseas)  
00 44 114 276 6513  
Web:  
www.shef.ac.uk/uni/projects/pc | Tel: 020 7580 4324  
Web: [http://home.btclick.com/polishembassy/](http://home.btclick.com/polishembassy/)  
Monday to Friday from 8.30 am to 4.30 pm | Tel: +44 171 229-3628, 229 2666, 229 7281  
Fax: +44 171 727-8625  
Web: [http://www.russialink.org.uk/embassy/visa_contact.htm#England](http://www.russialink.org.uk/embassy/visa_contact.htm#England)  
Email: dom.harhouse1@harhouse1.demon.co.uk |
| **Embassy of Poland** | **Embassy of Portugal** | **Embassy for the Russian Federation** | |
| in London, Great Britain  
47 Portland Place  
London  
W1B 1JH | Fax: 020 7908 7580  
Web:  
[http://www.portembassy.gla.ac.uk](http://www.portembassy.gla.ac.uk)  
Email: miguel.santos@gulbenkian.org.uk | Tel: +44 171 229-3628, 229 2666, 229 7281  
Fax: +44 171 727-8625  
Web: [http://www.russialink.org.uk/embassy/visa_contact.htm#England](http://www.russialink.org.uk/embassy/visa_contact.htm#England)  
Email: dom.harhouse1@harhouse1.demon.co.uk | |
| **Embassy of Portugal** | **Embassy for the Russian Federation** | |
| in London, Great Britain and Northern Ireland  
98 Portland Place  
London  
W1B 1ET | Tel: +44 171 229-3628, 229 2666, 229 7281  
Fax: +44 171 727-8625  
Web: [http://www.russialink.org.uk/embassy/visa_contact.htm#England](http://www.russialink.org.uk/embassy/visa_contact.htm#England)  
Email: dom.harhouse1@harhouse1.demon.co.uk | |
| **Embassy for the Russian Federation** | | |
| to the U.K.  
5 Kensington Palace Gardens  
London  
W8 4QS | | |
<p>| (Monday to Friday from 9.00am to 11.30am) | | |</p>
<table>
<thead>
<tr>
<th><strong>Embassy of Slovakia</strong>&lt;br&gt;25 Kensington Palace Gardens&lt;br&gt;London&lt;br&gt;W8 4QY</th>
<th>Tel: +44 (0) 20 7313 6470, 7243 0803&lt;br&gt;Fax: +44 (0) 20 7313 6481&lt;br&gt;Consular and Visa Information / Konzulárne a vízové informácie: <a href="mailto:consular@slovakembassy.co.uk">consular@slovakembassy.co.uk</a>&lt;br&gt;Embassy e-mail: <a href="mailto:mail@slovakembassy.co.uk">mail@slovakembassy.co.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Commission of South Africa</strong>&lt;br&gt;in London&lt;br&gt;United Kingdom&lt;br&gt;South Africa House&lt;br&gt;Trafalgar Square&lt;br&gt;London&lt;br&gt;WC2N 5DP</td>
<td>Tel: +44 (0) 20 7451 7299&lt;br&gt;Fax: +44 (0) 20 7451 7283&lt;br&gt;Web: <a href="http://www.southafricahouse.com">www.southafricahouse.com</a>&lt;br&gt;Email: <a href="mailto:webdesk@southafricahouse.com">webdesk@southafricahouse.com</a></td>
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<td><strong>The Consulate General for the Republic of Turkey</strong>&lt;br&gt;in UK&lt;br&gt;Rutland Lodge&lt;br&gt;Rutland Gardens&lt;br&gt;Knightsbridge&lt;br&gt;LONDON&lt;br&gt;SW7 1BW</td>
<td>Tel: 020 7591 6900&lt;br&gt;Fax: 0207 591 6911&lt;br&gt;Web Site: <a href="http://www.turkconsulate-london.com">www.turkconsulate-london.com</a>&lt;br&gt;Email: <a href="mailto:turkishconsulate@btconnect.com">turkishconsulate@btconnect.com</a></td>
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Transport

Air Services
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)

Bus and Coach Services

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

The Airporter
Quayside Shopping Centre
Strand Road
Derry. BT48 7PX
Tel: 028 7126 9996
Email: info@airporter.co.uk
Web: www.airporter.co.uk

Translink
Foyle Street, Derry
Tel: (028) 71 262261
Bus Eireann
Bus Eireann provide the main bus services from the Republic of Ireland to Londonderry. For full details of all Bus Eireann services please visit their website on www.buseireann.ie

Lough Swilly Bus Company
Many parts of County Donegal are served by the Lough Swilly Bus Company. Details of their services can be obtained by telephoning their office at the Foyle Street station.
Tel: 028 7126 2017

Rail Services
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