

NEW RESIDENT GUIDE



Armagh City
Banbridge
& Craigavon
Borough Council

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SECTION 1

WELCOME & BOROUGH BACKGROUND

**Welcome to Armagh City,
Banbridge & Craigavon
Borough – we are a vibrant
area of Northern Ireland,
steeped in culture, heritage,
business and enterprise.**

To help you settle in and make the most of what living and working here can offer you, please use this guide to help you access local services.

We work collaboratively with others to ensure people in our communities are informed with the essential knowledge and skills to make positive lifestyle choices and decisions.

You can contact the Community Development and Good Relations Team on ☎ 0300 0300 900

Borough Background & Profile

Armagh City, Banbridge & Craigavon Borough Council is one of 11 local Government authorities in Northern Ireland. Each Council provides a wide range of services to residents, businesses and visitors

- ✓ Formed in 2015, every 4 years a democratic election process is held to elect local Council representatives, called Councillors, within each local government authority. Each Councillor will either represent a political party or be Independent.
- ✓ Armagh City, Banbridge and Craigavon Borough Council has 41 Elected Members, who provide representation to a population of 210,300 residents and over 8,000 businesses and is the largest Council in Northern Ireland after Belfast.
- ✓ The Borough covers 544 square miles and has 3 main urban centres, 6 local towns, 29 villages and 66 small settlements. The urban centres are Armagh City, Banbridge and Craigavon urban area, which includes the 3 elements of Portadown, Central Craigavon and Lurgan. The 6 local towns are Dromore, Rathfriland, Gilford, Tandragee, Markethill and Keady.
- ✓ We are officially the best place to live and work in Northern Ireland with affordable housing, low commuting times, high employment, low crime rates, good schools / colleges and an excellent local service infrastructure within easy reach, such as Healthcare.
- ✓ The economic and social opportunities within the Borough have enabled the growth of a flourishing and diverse society, with residents of various nationalities and ethnicities from throughout the world now calling the Borough home. This has created diverse and welcoming communities with associated support systems for new residents.
- ✓ The Borough is situated in a strategic location within Northern Ireland, with close proximity to airports and ferry points and has excellent road networks, situated 30 minutes from Belfast, 1 hour from Dublin and 40 minutes for Northern Ireland's 2 main airports.

SECTION 2

YOUR LOCAL COUNCIL & COMMON QUESTIONS

a wide range of services
to residents, business
and visitors

THE COUNCIL HAS THREE MAIN CIVIC FACILITIES:

Armagh City	The Palace Demesne, Armagh City, BT60 4EL
Banbridge	The Civic Building, Downshire Road, Banbridge, BT32 3JY
Craigavon	Craigavon Civic & Conference Centre, Lakeview Road, Craigavon, BT64 1AL

Ways to contact council:

- ☎ 0300 0300 900
- 🌐 armaghbanbridgecraigavon.gov.uk
- 📘 facebook.com/armaghbanbridgecraigavon
- 🐦 twitter.com/abcb_council
- 📺 youtube.com/channel/UCmfljB3fMLMVNFxLrzfmL4g

To access information relating to the following **Council services available to residents**, visit 🌐 armaghbanbridgecraigavon.gov.uk/resident

- ✓ Bins & Recycling
- ✓ Planning & Building Control
- ✓ Environmental Health
- ✓ Births, Deaths, Marriages & Civil Partnerships
- ✓ Community Planning
- ✓ Community
- ✓ City / Towns & Villages
- ✓ Sports, Play & Leisure

To access information relating to the following **Council services available to businesses**, please refer to Section 8 and visit 🌐 armaghbanbridgecraigavon.gov.uk/business

- ✓ Support & Investment
- ✓ Planning & Building Control
- ✓ Licensing
- ✓ Tenders
- ✓ Environmental Health
- ✓ City / Towns & Villages
- ✓ Commercial Waste
- ✓ Agri, Food Heartland & Rural Development

COMMON QUERIES BY THE PUBLIC

Registration of Births, Death, Marriages & Civil Partnerships in Northern Ireland

Registration of Births: By law all births must be registered. This should be done within 42 days of the date of the birth at any District Registrar's Office in Northern Ireland.

Registration of Deaths: By law all deaths must be registered. This should be done within 5 days from the date the death occurred except where the matter has been referred to the Coroner.

Registration of marriage: To get married you must give a minimum of 28 days' notice otherwise you may need to postpone your marriage. It is recommended time period is 8-10 weeks, however you can give notice up to a year before the date of your marriage.

Registration of Civil Partnership: You must give a minimum of 28 days' notice for a civil partnership otherwise you

may need to postpone your registration. It is recommended time period is 8-10 weeks, however you can give notice up to a year before the date of your civil partnership.

Registration Office locations:

Armagh Registration Office:

The Palace Demesne,
Armagh, BT60 4EL

Banbridge Registration Office:

The Civic Building, Downshire
Road, Banbridge, BT32 3JY

Craigavon Registration Office:

Craigavon Civic and Conference
Centre, Lakeview Road,
Craigavon BT64 1AL

Opening hours are strictly by appointment only. Please contact the office you wish to attend by telephone to arrange an appointment.

☎ 0300 0300 900

COMMUNITY SUPPORT HELPLINE

Armagh City, Banbridge and Craigavon Borough Council deliver a Community Support Helpline to provide information, support and signposting available from Council and partner agencies regarding:

- Advice Services
- Food Support
- Training
- Volunteering
- Financial Advice
- Employability
- Health and Well Being


The helpline can assist you with a range of queries. Telephone and leave a message or email your query and council's experienced community support team will respond within 48hrs.

Office Hours:

9am - 5pm (Monday – Friday) ☎ 0330 0561 029

✉ abccommunitysupport@armaghbanbridgecraigavon.gov.uk

🌐 armaghbanbridgecraigavon.gov.uk/resident/
community-support-helpline/



download the free
“Bin-ovation” app to get
instant access to all the
information you need
about bin collections and
recycling centres

WASTE MANAGEMENT – TIDY NEIGHBOURHOODS

Is it Okay to leave waste and recycling bins out on the road or footpath? **No**

Is it Okay to leave bags of waste beside the wheeled bins or in the shared alleyways? **No**

Download the free “**Bin-ovation**” app to get instant access to all the information you need about bin collections and recycling centres in your area from the Google Play Store or Apple App store.

I have excess / bulky waste, what should I do?

Excess / bulky waste can be taken to one of **Council’s Civic Recycling Centres** which are **FREE** for you to use. Locations:

Armagh	- Station Road, Armagh BT61 7NP
Banbridge	- Scarva Road, Banbridge BT32 3QD
Dromore	- Mossvale Road, Dromore BT25 1DG
Fairgreen	- Duke Street, Portadown BT62 3EX
Keady	- Keady Business Centre, Annvale Road, Keady BT60 2RP
Markethill	- Markethill Business Centre, Fairgreen Road, Markethill BT60 1PW
New Line	- Tandragee Road, Lurgan BT66 8TA
Rathfriland	- Iveagh Park Road, Rathfriland BT34 5DZ
Tandragee	- Madden Road, Tandragee BT62 2DG

Does Council have a Bulky Waste Collection service? **Yes**

Council has a collection service for larger items of household waste that cannot fit into your bins e.g. tables, beds, carpet, fridge, microwaves etc. A small non-refundable charge may apply.

Further information on Council Bins & Recycling services visit

🌐 armaghbanbridgecraigavon.gov.uk/resident or

📞 0300 0300 900.

What is The Clean Neighbourhood Service?

The Clean Neighbourhood Service is committed to preserving a clean and safe environment for all residents and visitors to enjoy. Key issues include litter, dog fouling, illegal dumping, fly-posting, graffiti, abandoned and nuisance vehicles.

Enforcement: Council has a team of Environmental Wardens who carry out patrols across the Borough, giving advice and issuing Fixed Penalty Notices to offenders.

Littering

- Do not drop or throw down litter.
- Use the litter bins provided.
- Take your rubbish home if you cannot locate a bin.
- Do not throw litter from your car.
- A £80 Fixed Penalty Notice will be given to offenders.

Dog Fouling

- Clean up after your dog at all times
- Use the provided bins to dispose of dog waste
- Take your dog bag home if you cannot locate a bin.
- A £80 Fixed Penalty Notice will be given to offenders.

Dog License & Microchipping

- Legal requirement to have a dog licence and have your dog microchipped.
- Microchipping is provided by your local Vet.
- No dog license, offenders are liable for a Fixed Penalty Fine of £80, or prosecution with maximum fine in Court is £1000.

- Obtain a dog licence from Councils' Environmental Health Department. Apply online at <https://council.direct>
- Dog owners should ensure that their dogs are kept on their own property. If you allow your dog to stray, you may be issued with a Fixed Penalty Notice £80, plus additional associated costs.

Fly-tipping / Illegal Dumping

- Where people fly-tip (dump) waste within the Borough it makes our residential areas, parks, streets and rural beauty-spots look untidy and is extremely harmful to the environment.
- If you have large amounts of household waste then it must be disposed of in the correct way.
- Council provides a range of services and facilities to deal with waste materials. For more information and the location of amenity sites

📞 0300 0300 900

🌐 armaghbanbridgecraigavon.gov.uk/resident/recycling-centres/

Graffiti and Fly-posting

- It is an offence to spray graffiti or post fly posters on public or private property.
- A £80 Fixed Penalty Notice will be given to offenders.

Abandoned / Nuisance Vehicles

- Council issues notices to vehicle owners for removal of abandoned and nuisance vehicles.
- Council may remove and dispose of abandoned vehicles.
- A £200 Fixed Penalty Notice will be given to offenders.

Abandoned and nuisance vehicles, littering, dog fouling, fly-posting, graffiti and illegal disposing of waste are criminal offences and we encourage you to report offenders.

📞 0300 0300 9000 📧 ehealth@armaghbanbridgecraigavon.gov.uk

PLEASE PROVIDE AS MUCH RELEVANT INFORMATION AS POSSIBLE RELEVANT TO THE OFFENCE SUCH AS LOCATION, DATE, TIME OR VEHICLE DETAILS.

PLEASE DO YOUR BIT TO HELP KEEP OUR BOROUGH A CLEAN AND SAFE ENVIRONMENT FOR ALL.

Is there Waste Management Enforcement in Northern Ireland? **Yes**

If you do not remove your waste when asked to do so you may receive a £80 fine or the Council may serve a legal notice and you may be prosecuted resulting in a maximum fine of £2,500.

How can Environmental Health help me?

Council's Environmental Health Department will deal with your queries regarding preparing for severe weather, carbon monoxide, information for tenants and landlords, pest control, where to make complaints regarding food, health & safety, smoke, odour, smoke free, etc.

Advice or guidance is available regarding the issues listed, and a variety of enforcement options is available from Fixed Penalty Notices to issuing Abatement Notices for noise and waste.

- Noise nuisance
- Disputes about high hedges
- Fly posting
- Dog nuisance
- Abandoned vehicles
- General noise nuisance
- Litter and illegal dumping
- Dog fouling
- Stray dogs

Environmental Health

☎ 0300 0300 900 ✉ ehhealth@armaghbanbridgecraigavon.gov.uk

How do I deal with Anti-Social Behaviour?

When reporting anti-social behaviour it is helpful if you can provide as many details as possible as these will assist in deciding the best way to deal with your case.

These include:

- ✓ Information about the incident (location, time, description of those involved, if this has happened before);
- ✓ If you are worried about your safety or that of your family;
- ✓ If you think the incident was aggravated by any other factors such as sectarian or racial abuse, or based on disability;
- ✓ Details of any witnesses;
- ✓ The impact the incident has had on you; and
- ✓ Your contact details.

Useful contact information

PCSP (Policing & Community Safety Partnership)

☎ 0300 0300 900

📘 facebook.com/armaghbanbridgecraigavonpcsp

✉ pcsp@armaghbanbridgecraigavon.gov.uk

REMEMBER

KEEP NOISE DOWN TO AN ACCEPTABLE LEVEL AND BE RESPECTFUL AND CONSIDERATE OF YOUR NEIGHBOURS, ESPECIALLY IF THEY ARE ELDERLY OR HAVE YOUNG CHILDREN.

SECTION 3

HOUSING

**two ways you can find
housing in Northern
Ireland: public/social
or private**

Public / Social Housing

If you wish to apply for housing benefit, social housing or you feel you are at risk of losing your home; contact Northern Ireland Housing Executive (NIHE) T: 03448 920 900.

NIHE will assess your needs and decide if you are eligible for support. Staff can also advise you on any financial support available, provide assistance with forms and can arrange an interpreter.

For NIHE housing eligibility criteria visit 📞 nihe.gov.uk

Further information visit 🌐 housingadviceni.org or 🌐 nidirect.gov.uk

Private Housing

You will be asked to pay a deposit of between one month and six weeks' rent. Some Estate Agents / Landlords may require references. Remember to check if the rental property is furnished and who will be responsible for repairs.

Before accepting a tenancy, visit the NIHE office to check if you qualify for support with your rent and rates payments.

After accepting a tenancy, your landlord must provide you with a rent book free of charge and you must make his rent book available to the landlord (or agent) for updating. Rent books must contain all relevant information associated with a tenancy.

Housing Advice

If you rent your property from a landlord you are legally entitled to:

- ✓ **A rent book:** Includes the landlords name and address, amount of rent, rates and when to pay etc.
- ✓ **Freedom from illegal eviction/harassment:** Your landlord cannot access your home without reasonable notice unless it is an emergency. However, you should not refuse entry without good reason.
- ✓ **Notice to leave the property:** Your landlord has to give correct written notice and must follow a legal process; similarly you must follow correct procedure detailed in your agreement if you wish to leave.
- ✓ **Tenancy deposit secured in an approved scheme:** If you paid a deposit after April 2013, it must be protected within a Deposit Protection Scheme in Northern Ireland.
- ✓ **Sharing Accommodation:**
 - ✓ If you share a property with 2 or more people who are not related to you, then you live in a “House of Multiple Occupation” or “HMO”.
 - ✓ Landlords of HMO’S have to comply with much stricter safety and property management standards.
- ✓ **Repairs:** Your tenancy agreement should explain which repairs the property owner is responsible for and which are your responsibility.
 - ✓ Your landlord is usually responsible for the repair of the structure of the property and supply of water, heating and electric. You will usually be responsible for decoration, gardens and day-to-day maintenance.
 - ✓ You have a responsibility to report any damage or disrepair with the property to your landlord immediately.
 - ✓ Follow up any reports you make over the phone or in person with a letter / email / text, so both you and your landlord have a record of any work that needs to be done.

- ✓ **Minimum housing fitness standard:** Your landlord must ensure that your accommodation meets the minimum standards for fitness when you move in. The property must:
 - ✓ Be structurally safe, free from dampness prejudicial to health, free from serious disrepair and have adequate heating, lighting and ventilation.
 - ✓ Have satisfactory kitchen and bathroom facilities with proper drainage.
 - ✓ If natural gas is used within the property, a valid gas safety check certificate from a registered gas engineer for each gas appliance. **You should ask for a copy of gas safety certificate from your landlord.**
 - ✓ Furniture provided by your landlord should be fire resistant.

If you have a concern in relation to your rented accommodation, you can contact the Environmental Health Department

☎ 0300 0300 900 ✉ ehealth@armaghbanbridgecraigavon.gov.uk

An Environmental Health Officer (EHO) may call at your property to carry out a fitness inspection to check it meets the minimum standards. If the council is going to inspect your property, it will notify you in writing at least 24 hours before the inspection is due to happen. You should allow the EHO access.

Further information is also available at

🌐 housingadviceni.org and 🌐 nidirect.gov.uk



Homelessness

If you are homeless, or threatened with homelessness, contact the NIHE as soon as possible.

- ✓ **During Office Hours:** ☎ 03448 920 900
- ✓ **Out of Hours service** (Mon-Fri after 5.00pm and weekends)
☎ 03448 920 908
- ✓ **Out of Hours service for Customers with Hearing Difficulties:**
Next Generation Text service on ☎ 18001 03448 920 908

**if you are homeless,
or threatened with
homelessness, contact
the Northern Ireland
Housing Executive as
soon as possible**

SECTION 4

EDUCATION & PUBLIC LIBRARIES

**in Northern Ireland
the school year is from
September to June**

Education

In Northern Ireland the school year is from September to June.

- ✓ **Play Groups and Nursery School (Ages 3-4):** If your child is 3 years old before 1st July then they are eligible for a free place at a nursery school in September of that year.
- ✓ **Primary School (Ages 4-11):** Children aged 4 before 1st July must be enrolled in a primary school to start in September of that year or enrolled immediately, if they arrive during the school year.
- ✓ **Secondary School / Grammar School (Ages 11 – 16/18):** Children aged 11-16 must be enrolled in a Secondary or Grammar School immediately if you arrive into Northern Ireland during the school year.
- ✓ **Institutes of Further & Higher Education / University Age 18+:** On becoming aged 16 pupils may leave school or, stay on at their Secondary or Grammar School or, attend a College of Further & Higher Education.

Further information visit eani.org.uk

Public Libraries

Libraries NI provides a FREE public library service throughout Northern Ireland. Libraries NI has a host of services including borrow books, eMagazines, ebooks, use of computers and FREE WI-FI within their facilities. Some charges apply for other items and services such as requests for books. You can join at any age and can use your library card at any public library in Northern Ireland.

Further information visit librariesni.org.uk

SECTION 5

HEALTH & SOCIAL 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 hscbusiness.hscni.net/services/1814.htm and clicking on the respective link to download the form in translation and further information.

An interpreter for any health service appointment can be made available if organised in advance through the health service you plan to visit.

NINES (Northern Ireland New Entrant Service)

Having difficulty accessing this service contact NINES. NINES provides health care advice and health assessments for adults and children who are new to Northern Ireland and not already registered with a General Practitioner (GP).

☎ 028 3756 1370 ✉ nines@southerntrust.hscni.net

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.

GP Out of Hours

Should be used for urgent problems that cannot wait until your own GP surgery reopens. ☎ 028 3839 9201

Mental Health Service Emergencies

Mental Health Single Point of Referral Service, ☎ 028 3741 2409.
Weekends & public holidays ☎ 028 3833 4444 or 028 3083 5000.

Lifeline Helpline counsellors, available 24 hours a day, 7 days a week to give you help and support, in confidence. ☎ 0808 808 8000.

SECTION 6

EMPLOYMENT & SOCIAL SECURITY

To work in Northern Ireland and/or to claim social security benefits you need a National Insurance number.

Contact your local Jobs and Benefits Office to apply for a National Insurance number:

Armagh City: Alexander Road, Armagh, BT61 7JL

✉ armagh.jobsandbenefits@dfcni.gov.uk

Banbridge: 18 Castlewellan Road, Banbridge, BT32 4AZ

✉ banbridge.jobsandbenefits@dfcni.gov.uk

Lurgan: Alexandra Crescent, Lurgan, BT66 6BB

✉ lurgan.jobsandbenefits@dfcni.gov.uk

Portadown: 140 Jervis Street, Portadown, BT62 3BZ

✉ portadown.jobsandbenefits@dfcni.gov.uk

☎ Freephone 0800 022 4250

🌐 nidirect.gov.uk/contacts/jobs-benefits-offices

Employment Services: ☎ 0300 200 7822

For further information on eligibility and criteria to work in Northern Ireland go to: 🌐 homeoffice.gov.uk

Make the Call Service

The service makes sure you're getting all the benefits, services and supports you're entitled to. Make the call and a Benefit Advisor will provide a full assessment of your entitlements.

📞 FREEPHONE 0800 232 1271 (network charges may apply)

Phone lines are open: 9am - 5pm (Monday - Friday).

✉️ makethecall@dfcni.gov.uk

🌐 nidirect.gov.uk/campaigns/unclaimed-benefits

✓ If you use sign language

You can use British Sign Language (BSL) or Irish Sign Language (ISL) to contact Make the Call Service.

To use the video relay service visit 🌐 nidirect.gov.uk/contacts/make-call-service and click of the relevant link for your preference video relay service.

✓ To request a call back text ADVICE to 67300

✓ Send an online request visit

🌐 nidirect.gov.uk/forms/contact-make-call-team

✓ If you are transgender and wish to make a claim or have a query, you can email

✉️ knockbreda.makethecall.scr@dfcni.gov.uk

✓ If you have hearing, language or speech problems you can send a "contact request" using

🌐 nidirect.gov.uk/forms/contact-make-call-team



the service makes
sure you're getting
all the benefits,
services and supports
you're entitled to

SECTION 7

SUPPORT FOR BUSINESSES & EMPLOYEES

Armagh City, Banbridge & Craigavon Borough Councils' Business Support Team deliver help and support to local businesses and employees available from Council and partner agencies regarding:

- ✓ **Business Information & Advice:** Access up to date information on financial support programmes and other packages available to local businesses and employees. Financial Assistance / Practical Support / Employment & Skills
- ✓ **Business Support Hub:** Provides independent support and practical advice to local businesses and employees
- ✓ **Online Business Events & Webinars:** Covering practical topics of support, our online events and webinars will help keep you connected and equip you with the right tools and skills to grow your business.
- ✓ **Business News:** For up to date news that is available to NI businesses and employees.
- ✓ **Signposting:** To partner agencies such as business support and enterprise centres.

☎ 028 3831 2571

✉ economicdevelopment@armaghbanbridgecraigavon.gov.uk

🌐 armaghbanbridgecraigavon.gov.uk/business-support

Invest Northern Ireland

Provides a free online channel for business advice and guidance in Northern Ireland.

☎ 0800 181 4422 🌐 nibusinessinfo.co.uk

SECTION 8

EMERGENCY SERVICES

**in an emergency
call 999**

Under immediate threat or need emergency assistance telephone 999 for

- ✓ Police (Police Service of Northern Ireland)
- ✓ Ambulance Service
- ✓ Northern Ireland Fire & Rescue Services.

Police Service of Northern Ireland (PSNI)

Emergency always call 999

Non-Emergency Number 101 or contact Crime stoppers 0800 555 111 for the following:

- Intimidation
- Harassment
- Hate crime
- Assaults
- Drunken or rowdy behaviour in a public place
- Drug Use/Dealing
- Criminal damage
- Theft

The PSNI can investigate complaints about criminal behaviours. All complaints will be investigated.

Offensive Weapons

It is against the law to be in possession of an offensive weapon - if found guilty you could be sentenced to a maximum of two years imprisonment, given a fine or both.

You may be committing an offence if you are outside your home and have in your possession (on your person or in a motor vehicle) any article that can cause injury to another person. You can be arrested and you will have to prove to the Court that you had the article for a lawful purpose.

Offensive Weapons are classified by three types:

- ✓ Any object made to cause injury such as knuckledusters or martial arts weapons
- ✓ Any ordinary everyday item that has been adapted to cause injury – bat with nails, sharpened stick, etc
- ✓ Any ordinary item not altered or changed but carried with the intention of causing injury – hammer, baseball bat, stick, kitchen knife.

Coercive Control is an offence in Northern Ireland

Coercive control is an offence in Northern Ireland with convictions for the most serious offences carrying a penalty of up to 14 years in prison.

What is Coercive Control?

Domestic abuse isn't always physical. Coercive control is often inherent in domestic abuse. It is a pattern of controlling behaviours and acts which may include threats, excessive regulation, intimidation, humiliation and enforced isolation. It is designed to punish, dominate, exploit, exhaust, create fear, confusion and increase dependency in a victim. Over time it can lead to a complete loss of self. If you are a victim of coercive control contact the PSNI (Police Service of Northern Ireland) or a victim support organisation for help.

Victim Support Services / Agencies

Victim Support: Supports people affected by crime.

☎ 028 9024 3133 ✉ belfast@victimsupportni.org.uk
🌐 victimsupportni.org.uk

Women's Aid Armagh Down: Supports women and men affected by domestic and sexual violence.

24hr helpline FREEPHONE ☎ 0808 802 1414

Victim of Rape or Sexual Abuse: Call Victim Support Line,

☎ 028 9024 4033. Access to Interpreters can be arranged.
🌐 victimsupportni.com

Domestic & Sexual Abuse Helpline NI: Provide a 24-hour helpline, 7 days a week ☎ 0808 802 1414 🌐 dsahelpline.org

✉ help@dsahelpline.org or contact through the live chat function on their website.

The Helpline will also offer support and advice to those concerned about victims, those concerned as to whether abuse is occurring, and to professionals.

Opoka: Specialist service working to stop domestic violence against women and children in the Polish community living in the UK.

Helpline in Polish

☎ 0300 365 1700 ✉ info@opoka.org.uk 🌐 opoka.org.uk

Women's Aid Federation NI: Open to men and women affected by domestic and sexual violence. 24 hour helpline

☎ 0808 2000247 🌐 womensaid.org.uk

Language Line is available. Provide free and confidential support.

Domestic Abuse Directory 🌐 womensaid.org.uk/domestic-abuse-directory

Respect Men's Advice Line: Helpline for male victims of domestic abuse

☎ FREEPHONE 0808 801 03278 ✉ info@mensadviceline.org.uk
🌐 mensadviceline.org.uk

Human Trafficking / Modern Slavery: To file a report or get advice if you or you suspect someone you know is a victim of human trafficking or modern slavery. Modern Slavery helpline ☎ 0800 012 1700

🌐 modernslaverthelpline.org

Respect: Choose to stop! Provides a confidential and honest advice helpline to both domestic violence perpetrators, victims and their friends & families. ☎ FREEPHONE 0808 802 4040 🌐 respectphoneline.org.uk

Coercive control is an offence in Northern Ireland

SECTION 9

ROAD SAFETY & DRIVING IN NORTHERN IRELAND

**to prevent deaths
and serious injuries,
pedestrians and drivers
must share the road and
the responsibility**

ROAD SAFETY ADVICE

Cycling - How to keep you and other road users safe

- ✓ Choose the right size and type of bicycle for safety and comfort
- ✓ Check your bicycle regularly and ensure all necessary maintenance is up to date
- ✓ Ensure that your bicycle is set-up correctly with the bell, lights and reflectors clean and in working order
- ✓ Always be visible and wear a well-fitting cycle helmet
- ✓ Indicate clearly and confidently
- ✓ Be aware of your surroundings and other road users
- ✓ Avoid distractions e.g. loud music, using your phone, eating or smoking
- ✓ The law also highlights that 'it is illegal, except where there is a marked track, for anyone aged 10 and over to cycle a bicycle on a footpath.'
- ✓ All road users, vehicles and pedestrians alike, have a duty to respect the rules outlined in the Highway Code in order to ensure their own and the safety of others

Highway code can be accessed at
[nidirect.gov.uk/publications/highway-code-downloadable-version](https://www.nidirect.gov.uk/publications/highway-code-downloadable-version)
and is available in various languages

Requirements to Drive Legally in Northern Ireland

If you wish to drive a vehicle on the road you are required to have the following:

- ✓ Driver's Licence – this needs to be up to date with your correct address and name.
- ✓ Insurance – all vehicles need to have a certificate of insurance.
- ✓ MOT (Ministry of Transport) certificate - An MOT is a test of a vehicle's safety and roadworthiness - you must have a valid MOT certificate in order to legally drive a car, motorcycle or van. MOT certificates help to ensure that all the vehicles on the road are safe to drive. Cars and motorcycles, which are four years old and over, and light goods vehicles from three years old, require a MOT.
- ✓ Road Tax – Every vehicle registered in Northern Ireland (NI) must be taxed if used or kept on a public road. If the vehicle is kept off-road it must either be taxed or have a SORN (Statutory Off Road Notification) in force. If not, it could be wheel-clamped or removed.
- ✓ It is illegal to drive a vehicle without insurance, taxed or M.O.T'd and may lead to a fine, points on your licence, vehicle seizure and possibly a jail sentence.

For more information on driving requirements in Northern Ireland

 nidirect.gov.uk/information-and-services/motoring

Driving Licence Issues

Nationals from any EU and EEA countries can drive with their own country's licence or send their licence to be exchanged to a UK licence after that.

Driving licenses must be up to date with correct address and name.

If you are not a national of any of the EU or EEA countries, your own driving licence is valid in Northern Ireland for up to 12 months, during which you should take a driving test to get a UK licence for when your own expires.

Application forms for Provisional Licences and driving tests are available from post offices.

 nidirect.gov.uk/information-and-services/motoring

Driving while Intoxicated and/or Drug Driving

Drink / Drug driving kills. Both slows down your reactions and impairs judgement, making you more likely to have an accident.

The police advise that you should not drive if you have consumed any alcohol at all if planning to drive. It does not matter how many drinks you have had - the drink driving laws in Northern Ireland are very clear.

It is against the law to drive whilst unfit through drugs. This offence is determined by how badly affected your driving is and the law does not distinguish between illegal drugs and drugs that are prescribed or bought over the counter.

Different drugs affect driving differently and people can also react to drugs differently. The type of drug, the dosage, the length of time in the user's body, as well as the user themselves, all impact on how much a driver is affected. This includes prescription and over the counter medication.

If alcohol has also been consumed, this will further increase the risk of being in a collision.

If the police stop you and suspect you have taken drugs and/or alcohol, they will ask you to take a 'Field Impairment Test'. This is a series of tests, such as asking you to walk in a straight line and checking your eyes. If they think you are unfit to drive, you will be arrested and will be required to have a blood test at a police station. If the test shows you have taken drugs or over the legal limit for alcohol you could be charged with a motoring offence.

You risk:

- Being banned from driving
- An unlimited fine
- Imprisonment

SECTION 10

LEGAL ADVICE & ADVICE SERVICES

Law Centre NI

Provides FREE independent legal advice and assistance to the public in Northern Ireland.

- ✓ **Employment:** Employment law, and provides a representation service for employees, workers and self-employed contractors.
- ✓ **Social Security:** Law relating to social security benefits, and provides representation before the Social Security Commissioners and/or at Social Security Appeal Tribunals.

☎ 028 9024 4401 ✉ admin@lawcentreni.org 🌐 www.lawcentreni.org

Advice NI

Advice NI operates a regional helpline and delivers a range of advice services to the public including:

- Benefits
- HMRC products/services
- Education
- EU Settlement Scheme
- Debt and Money
- Housing
- Employment
- Business Debt

Callers will be signposted to their local advice providers within borough.

☎ 0800 915 4604 ✉ advice@adviceni.net

Community Advice Services

Provide **FREE confidential and independent** advice and information. Advice subjects include welfare benefits, employment, housing, consumer, family and relationship, immigration and other areas. There is also a Specialist Debt Advice Service and a Macmillan Benefits Service across the area.

Advice is available via telephone, email, online platforms, face to face, at outreach clinics and by home visits where appropriate.

Community Advice Armagh

McCrum's Court, Armagh, BT617RS

☎ 02837524041 ✉ Donna.Morris@communityadvicearmagh.com

Community Advice Banbridge

77 Bridge Street, Banbridge, BT32 3JL

☎ 028 4062 2201 ✉ advice@cabanbridge.org.uk

Community Advice Craigavon

Lurgan Office: Mount Zion House, Edward St., Lurgan, BT66 6DG

Portadown Office: Portadown Health Centre, Tavanagh Avenue, BT62 3BE

Contact number for both: ☎ 028 3836 1181

✉ enquiry@advicecraigavon.com



Law Centre NI provides
free independent
legal advice

SECTION 11

COMMUNITY / VOLUNTARY SUPPORT ORGANISATIONS WITHIN THE BOROUGH

Armagh Banbridge Craigavon (ABC) Community Network

ABC Community Network is a community development organisation that works with voluntary and community groups across the Borough. All services are FREE.

☎ 028 3839 2777 ✉ info@abccommunitynetwork.com
Magharee House, 82 Thomas Street, Portadown, BT62 3NU.

Armagh Roma Traveller Support (ARTS)

ARTS works with the Irish Traveller and Bulgarian Roma communities. Their aim is to preserve, promote and develop Traveller and Roma culture and identity. Help is available with: National Insurance Number, Benefit claims, Health, Schools / Education, Employment Rights and other services. All services are FREE.

☎ 028 3753 7595 / 07548833243 ✉ roma@armagharts.com
16 Russell Street, Armagh City, BT61 9AA.

Community Intercultural Programme (CIP)

CIP is committed to building bridges between diverse communities through the medium of education, sport, cultural and information exchange. Committed to supporting people from different cultural and ethnic backgrounds, enabling them to fully integrate into and participate in an equitable society which represents difference and celebrates diversity. All services are FREE.

☎ 028 3839 3372 ✉ info@cipni.com
7 Foundry Street, Portadown, BT63 5AB.

County Armagh Community Development (CACD)

CACD is a regional development support organisation providing information, guidance and mentoring support to voluntary community groups within the Borough. All services are FREE.

☎ 028 3755 2103 ✉ info@cacd.org.uk
27A Main Street, Markethill, BT60 1PH.

Craigavon Traveller Support

Craigavon Traveller Support aims to improve the quality of life of Travellers in the Banbridge and Craigavon areas by adopting a community development approach which will enable travellers to articulate their needs and support them to ensure their needs are met. All services are FREE.

☎ 028 3834 2089 ✉ info@craigavontravellers.org
Moylinn House, 21 Legahory Centre, Brownlow, Craigavon, BT65 5BE.

Migrant Support Service (MSS)

MSS provides information and problem solving to members of the BAME (Black, Asian & Minority Ethnic) communities. Help is available with: Benefits claims; Housing; GP Registration, National Insurance Number; Tax Related Employment, and other issues. All services are FREE.

☎ 028 3898 8610 ✉ migrantappointments@gmail.com
Unit F, Mayfair Business Park, 193 Garvaghy Road, Portadown, BT62 1HA.

TADA Rural Support Network

TADA provides local community development support and advice service to community and voluntary groups in rural areas. All services are FREE.

☎ 028 3889 8888 ✉ info@tadarsn.com
Unit 10A, 19 Carn Business Park, Portadown, BT63 5WG.

all services are free

SECTION 12

OTHER RELEVANT SUPPORT SERVICES

CYPSP Translation Hub

CYPSP (Children & Young People's Strategic Partnership) provides important information on various topics including Health, Education, Housing, Employment, contacts for support and much more with direct access links to information directly provided by relevant authorities / support agencies.

Information is available in English, Sign Language and various other languages through the use of a translation application.

 cypsp.hscni.net/translation-hub/#contentHealth


Racism and Discrimination

If you feel you have been treated differently because of your age, race, a disability, religion and political opinion, sex and sexual orientation, then that may be discrimination. If this has happened to you contact the following organisations for help and advice.

✓ **Police Service Northern Ireland (PSNI)**

 Non-Emergency 101 or Emergency 999


✓ **Victims Support:** Supports people affected by crime.

 028 9024 3133  belfast@victimsupportni.org.uk

 victimsupportni.org.uk

✓ **The Equality Commission for Northern Ireland:** A public body which provides protection against discrimination on the grounds of age, disability, race, religion and political opinion, sex and sexual orientation.

 028 9050 0600  information@equalityni.org

 equalityni.org

- ✓ **The Northern Ireland Human Rights Commission:** Champions and guards the rights of all those who live in Northern Ireland.
☎ 028 9024 3987 🌐 nihrc.org
- ✓ **Samaritans:** As well as providing core Samaritan services have outreach activities to reach people and groups who may be at increased risk of suicide or who may be supporting others in crisis.
☎ 116 123 FREE from any phone or 0330 094 5717, local call charges apply.
🌐 samaritans.org/branches/belfast/

Northern Ireland Direct Government Services

Provides information and services relating to:

- ✓ Motoring;
- ✓ Employment, training & careers;
- ✓ Benefits & money;
- ✓ Health & wellbeing;
- ✓ People with disabilities;
- ✓ Education;
- ✓ Crime, justice & the law;
- ✓ Family, home & community;
- ✓ Pensions & retirement planning;
- ✓ Property & housing;
- ✓ Government, citizens & rights;
- ✓ Travel, transport & roads;
- ✓ Environment & the outdoors.

🌐 nidirect.gov.uk

The Electoral Office of Northern Ireland

Every 4 years we have separate elections for both local government (local council) and national government (The Northern Ireland Assembly). This provides residents an opportunity to elect representatives at both levels of government.

You are eligible to take part in this democratic process if you are a:

- ✓ British, Irish or Commonwealth citizen.
- ✓ European citizen (not British or Irish).

However to vote you must register to vote by contacting **The Electoral Office of Northern Ireland.**

☎ 028 9044 6680 📧 info@eoni.org.uk 🌐 eoni.org.uk



WHAT IS COMMUNITY DEVELOPMENT?

Community Development is a way of strengthening civil society by prioritising the actions of communities. It empowers communities; strengthens the capacity of people as active citizens and, strengthens the capacity of agencies (public, private and non-governmental) to work in partnership with citizens.

Interested in Community Development in the Armagh City, Banbridge and Craigavon Borough Council area?

WE WANT TO TALK TO YOU

Please contact the Community Development Department at Armagh City, Banbridge and Craigavon Borough Council

☎ 0300 0300 900

✉ communitydevelopment@armaghbanbridgecraigavon.gov.uk

🌐 armaghbanbridgecraigavon.gov.uk

DISCLAIMER: The information contained in this booklet is for general information purposes only. We will endeavour to ensure that the information within this pack is up-to-date and accurate.

