

# Ceantar an Iúir, Mhúrn agus an Dúin mar áit chónaithe

## Living in Newry, Mourne and Down

**Treoir Do  
Chónaitheoirí  
Nua**

**New Resident  
Guide**



Comhairle Ceantair  
**an Iúir, Mhúrn agus an Dúin**  
**Newry, Mourne and Down**  
District Council

Ag freastal ar an Dún agus Ard Mhacha Theas  
Serving Down and South Armagh



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1. Welcome and District Background
  2. Your Local Council
  3. Public/Private Housing
  4. Education and Public Libraries
  5. English for Speakers of Other Languages (Esol)
  6. Health and Social Care Services
  7. Employment and Social Security
  8. Support for Businesses and Employees
  9. Emergency Services
  10. Road Safety and Driving in Northern Ireland
  11. Legal Advice and Advice Services
  12. Community/Voluntary Support Organisations
  13. Other Relevant Support Services





# Welcome

Welcome to Newry, Mourne and Down District Council. Whether you are deciding to move here or are already settled, we would like to thank you for choosing here as your place to live and work.

The Council has a lot to offer people who live and work here. Over the past number of years our local population has become increasingly diverse, and we acknowledge the significant contribution that people from different ethnic backgrounds are making to our community and economy, bringing a vast array of skills, qualities and knowledge.

This guide has been produced to help you settle into our district and to find out about living and working in our Council area. It includes information on all the local services and how to access them.

We hope that you, your family and friends enjoy the area as a safe, welcoming place to live, whether you are living in one of the main towns or in the countryside.

# Your Local Council

Newry, Mourne and Down District Council is one of 11 Local Government authorities in Northern Ireland. Each Council provides a wide range of services to residents, businesses and visitors.

The Council is responsible for providing a wide range of services to include household waste collection, registration, leisure, environmental health, building control, economic development, tourism, planning and community planning.

The Council has 41 elected members, known as councillors, representing seven District Electoral Areas (DEAs). These elected members represent the interests of their constituents and ensure the views of people across the district are reflected in the Council's decisions and how services are delivered to its 182,600 residents (2022 NISRA).

As the third largest Council, we make up approximately 11% of the total land area of Northern Ireland. In addition to Newry City, our principal urban settlements are Downpatrick, Ballynahinch, Kilkeel, Newcastle, Warrenpoint and Crossmaglen. Tourism is a key strength of our region, owing to the 100 miles of coastline, three Areas of Outstanding Natural Beauty encompassed in an UNESCO Global Geopark, mountainous areas and a rich cultural heritage, along with an entrepreneurial and engaging business community.

We are a thriving place to live and work in, with excellent educational establishments, which can claim some of the best educational attainments in Northern Ireland. There are 25 post primary schools and two regional colleges in the district, with six universities within a one-hour drive.

The district's economic and social opportunities have enabled the growth of a flourishing and diverse society, with residents of various nationalities and ethnicities now calling it home. Our Council has dedicated support officers located within our Social Inclusion Unit who offer advice and guidance to new residents.

Our cross-border location, on the Dublin Belfast Economic Corridor, provides opportunities for international access to Irish, UK, EU and International markets, making our district an attractive location for business, work and leisure. The district is strategically located with proximity to three major airports, a deep-water port in Warrenpoint (the second largest port in Northern Ireland), a motorway hub and fast train links offering transport routes throughout Ireland.

# District Electoral Area Forums

The Council's District Electoral Area (DEA) Forums provide a link between the community and the Council at a local level. The Forum membership consists of the local councillors and representatives of the community. Each Forum is managed by a coordinator who works with the members and the community to identify issues in the area and make recommendations to the Council. The coordinators also provide support to Community Groups and organise events and programmes for people in their area.



There are seven district electoral areas:

CROTLIEVE

DOWNPATRICK

NEWRY

ROWALLANE

SLIEVE CROOB

SLIEVE GULLION

THE MOURNES

Find your local  
DEA Coordinator at:

[newrymournedown.org/residents-district-electoral-area-dea-forums](http://newrymournedown.org/residents-district-electoral-area-dea-forums)

## The Council Has Two Main Civic Facilities:

### **Newry Office**

O'Hagan House  
Monaghan Row  
Newry BT35 8DJ

### **Downpatrick Office**

Downshire Civic Centre  
Downshire Estate, Ardglass Road  
Downpatrick BT30 6GQ



## Ways to contact the Council:

T: 0330 137 4000

E: [info@nmandd.org](mailto:info@nmandd.org)

*You can also visit our website  
and social media channels:*

[www.newrymournedown.org](http://www.newrymournedown.org)



[facebook.com/nmdcouncil](https://facebook.com/nmdcouncil)



[x.com/nmdcouncil](https://x.com/nmdcouncil)

The following pages include more information on some of these key services and regulations that fall under the remit of the Council.

## Registration of Births, Deaths, Marriages and Civil Partnerships

### 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 five days from the date the death occurred, except where the matter has been referred to the coroner.

### Contact:

T: 0330 137 4041

E: [registration@nmandd.org](mailto:registration@nmandd.org)

*Opening hours are by appointment only. Please telephone in advance to arrange an appointment.*

### Registration of marriage:

To get married you must give a minimum of 28 days' notice otherwise you may need to postpone your marriage. The 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. The 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:

#### Newry

##### Registration Office:

Town Hall  
Bank Parade  
Newry  
BT35 6HR

#### Downpatrick

##### Registration Office:

Downshire Civic Centre  
Downshire Estate  
Ardglass Road, Downpatrick  
BT30 6GQ

## Ethnic Minority Support Centre

Newry, Mourne and Down Ethnic Minority Support Centre provides free and confidential advice to minority ethnic communities living in our district. Information is available in a range of languages.

It offers support and information on issues such as rights, access to services, education, benefits housing and signposting to relevant agencies.

### Contact:

T: 0330 137 4305 / 078 3740 6859

E: [ethnicsupport@nmandd.org](mailto:ethnicsupport@nmandd.org)





# Household Waste and Recycling

## How do I dispose of household waste?

In this Council area we have three different coloured bins for the separate collection of household waste. The blue/green and brown bins are for recycling and the black is for non-recyclable waste.

 <p><b>Blue/Green Bin</b></p> <ul style="list-style-type: none"> <li>• Glass bottles and jars</li> <li>• Metal cans and aerosols</li> <li>• Plastic bottles and containers</li> <li>• Mixed paper</li> <li>• Cardboard</li> <li>• Cartons</li> </ul>	 <p><b>Brown Bin</b></p> <ul style="list-style-type: none"> <li>• Food waste</li> <li>• Tea and coffee grounds</li> <li>• Garden waste</li> <li>• Cold ashes</li> </ul>	 <p><b>Black Bin</b></p> <p>The black bin is for general waste that cannot be recycled in either the blue or brown bin. The Council encourages people to recycle as much as possible using the blue and brown bin recycling service.</p>
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Please do **not** put out extra bins or place additional rubbish bags next to your bin as we cannot facilitate the collection of these.

The bins are collected weekly on rotation.

A weekly bin collection calendar and schedule for your area can be found on the Council website.

[www.newrymournedown.org/weekly-bin-collection-and-calendar](http://www.newrymournedown.org/weekly-bin-collection-and-calendar)

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

Excess/bulky waste can be taken to one of the Council's **Household Recycling Centres** which are **FREE** for you to use.

Check out what you can and can't take to a Household Recycling Centre on the Council's website at [www.newrymournedown.org/hrc](http://www.newrymournedown.org/hrc)

## Household Recycling Centres

Ballynahinch	Lisburn Road, Ballynahinch, BT24 8BL
Camlough	Quarter Road, Camlough, BT35 7EZ
Castlewellan	6-22 Bann Rd, Castlewellan BT31 9SQ
Crossmaglen	Newry Road, Crossmaglen,
Downpatrick	44 Flying Horse Road, Downpatrick, BT30 6QW
Hilltown	Rostrevor Road, Hilltown, BT34 5TT
Kilkeel	Ballymageogh Road, Kilkeel, BT34 4HW
Newry	22 Chapel Road, Newry, BT34 2QG
Newtownhamilton	Newry Road, Newtownhamilton, BT35 0QS
Warrenpoint	Upper Dromore Rd, Warrenpoint, BT34 3PN

## Bulky Waste Collection Service

Newry, Mourne and Down District Council provides a bulky waste collection service to assist local householders with the removal of bulky waste items that cannot be deposited in their standard black bin.

This service must be booked in advance with the Council's Waste Department Customer Service team where payment will be taken and a date for collection provided.

### Contact:

Waste Department Customer Service T: 0330 137 4047

The fee is £12, and a maximum of five items are allowed per collection.



# Protecting Public Health and Safeguarding the Environment

The Environmental Health Department is responsible for a range of services aimed at protecting public health and safeguarding the environment. Each section within Environmental Health works to protect and promote health, and secure compliance with minimum legal standards including food, health and safety, dog ownership, housing and pollution.

*Some of the regulations that residents need to be aware of include:*

## Littering

To keep our district and its environs clean and safe, please:

- 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.

## Dog Fouling

To keep our district and its environs clean and safe, please:

- 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.

## Graffiti and Fly-posting

It is an offence to spray graffiti or engage in fly-posting on public or private property.

Littering,  
Dog Fouling and  
Graffiti/Fly-posting  
can result in an

**£80**

Fixed Penalty  
Notice

## Fly-tipping/Illegal Dumping

Where people fly-tip (dump) waste within the district 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.

The Council provides a range of services and facilities to deal with waste materials.

[Click here for locations and details of Household Recycling Centres.](#)

## Abandoned/Nuisance Vehicles

The Council issues notices to vehicle owners for removal of abandoned and nuisance vehicles.

- A £200 Fixed Penalty Notice will be given to offenders.
- The Council may remove and dispose of abandoned vehicles.

To report an abandoned vehicle, contact Environmental Health.

## Noise Complaints

The Council has powers to deal with a noise disturbance if they think it is causing a nuisance to a person, or people living nearby.

To report a noise complaint, contact Environmental Health

### Contact:

Environmental Health

T: 0330 137 4024

E: [ehealth@nmandd.org](mailto:ehealth@nmandd.org)

## What is Anti-Social Behaviour and who can I contact?

Anti-social behaviour requiring police intervention can be any of the following:

- Intimidation
- Harassment
- Drug use/dealing
- Hate crime
- Criminal damage
- Assaults
- Theft
- Drunken/rowdy behaviour in a public place.

If you experience any of these behaviours please contact the Police Service of Northern Ireland (PSNI) using the PSNI Non-Emergency Number or contact Crimestoppers anonymously on the number below or visit their website.

The PSNI can investigate complaints about criminal behaviours. All complaints will be fully investigated and if there is evidence then offenders may be prosecuted or cautioned. In an emergency always call 999.

### PSNI Contact & Report Information

Emergency 999  
Non-Emergency 101

Crimestoppers T: 0800 555 111  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### 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
- Your contact details.

### Useful contact information

**PCSP (Policing & Community Safety Partnership)**

T: 0330 137 4038

E: [pcsp@nmandd.org](mailto:pcsp@nmandd.org)

[@newrymournedownpcsp](https://www.facebook.com/newrymournedownpcsp)

The PCSP works in partnership with the PSNI and the local community to identify issues of concern in the local area. Its aim is to empower communities to develop solutions in partnership to tackle crime, fear of crime and anti-social behaviour.

## Dog License and Microchipping

All dogs, with the exception of guide dogs, must have a valid licence. A licence is valid for 12 months. If you keep a dog without a licence, you can be issued with an £80 fine.

A dog must be microchipped before a licence can be issued. Your local vet can provide more information on microchipping.

### Contact:

Environmental Health

T: 0330 137 4024

[www.newrymournedown.org/dog-licensing](http://www.newrymournedown.org/dog-licensing)

On the Council website you can apply online or download and complete an application form and return it with the relevant fee.

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 of £80, plus additional associated costs.

**£80**  
**Fixed Penalty**  
**Notice**

## Leisure and Outdoor Facilities

The Council manages **six indoor leisure centres** and complexes.

- Newry Leisure Centre
- Down Leisure Centre, Downpatrick
- Kilkeel Leisure Centre
- Newcastle Centre
- Ballymote Sports and Wellbeing Centre, Downpatrick
- St Colman's Sports Complex, Newry

The Council also manages a range of **outdoor sports and leisure facilities**.

- Pitches
- Amenity Areas
- Municipal Parks/Open Spaces
- Tennis Courts
- Play Parks
- Tennis Courts
- Bowling Greens
- Sports Development

### Contact:

Leisure and Sport  
T: 0330 137 4044  
[leisureandsport@nmandd.org](mailto:leisureandsport@nmandd.org)

### For more information:

[www.newrymouredown.org/leisure-and-sport](http://www.newrymouredown.org/leisure-and-sport)





## Community Centres

Community Centres offer spaces for interaction, learning, recreation, and support for various community needs.

### Community Centres

Annalong Community Centre
Ballynahinch Community Centre
Barcroft Community Centre
Barnmeen Community Centre
Bessbrook Community Centre
Bridge Community Centre, Killyleagh
Cabra Community Centre
Cloughreagh Community Centre
Crossmaglen Community Centre
Cullyhanna Community Centre
Dan Rice Hall, Drumaness
Derrybeg Community Centre
Dorsey Community Centre
Drumalane and Quayside Close Community Centre
Forkhill Community Centre
Hilltown Community Centre
Kitty's Road Community Centre
Meadow/Armagh Road Community Centre
Meigh Community Centre
Newtownhamilton Community Centre
Three Ways Community Centre
Ballykinlar Community Centre
Saintfield Community Centre
16 The Square, Rostrevor

### For more information:

[www.newrymournedown.org/  
community-centres](http://www.newrymournedown.org/community-centres)



## Parks, Beaches and Attractions

Three Areas of Outstanding Natural Beauty (AONB) lie within our district. The Mourne Mountains, Ring of Gullion and Strangford Lough and Lecale AONBs have winding trails and mountains for walking and hiking and a variety of waterways to enjoy.

### **Council Managed Parks:**

Castlewellan Forest Park

Delamont Country Park

Kilbroney Forest Park

Slieve Gullion Forest Park

### **Beaches:**

Cranfield

Newcastle

Tyrella

Entry to parks is free, however car parking charges apply.

Download maps and brochures to help you navigate the area and its many attractions and facilities at:  
[www.visitmournemountains.co.uk](http://www.visitmournemountains.co.uk)



# Housing

## 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).

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.

### Additional Support:

People who are deaf or have a hearing or speech impairment can access any NIHE service that is available on standard telephone systems through the Text Relay Service.

Further information on Relay UK and details of how to download the app is available at:  
[www.relayuk.bt.com/relay-uk-services/relay-uk-app.html](http://www.relayuk.bt.com/relay-uk-services/relay-uk-app.html)

### Contact:

T: 0344 8920 900

For NIHE housing eligibility criteria visit:  
[www.nihe.gov.uk](http://www.nihe.gov.uk)

For further information visit:  
[www.housingadviceni.org](http://www.housingadviceni.org) or [www.nidirect.gov.uk](http://www.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 or unfurnished 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 this 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 two or more people who are not related to you, then you live in a 'House of Multiple Occupation' or 'HMO'.

Landlords of HMOs must 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 the 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:

#### Contact:

Environmental Health  
T: 0330 137 4024  
E: [ehealth@nmandd.org](mailto:ehealth@nmandd.org)  
[www.newrymournedown.org/housing-information-for-tenants](http://www.newrymournedown.org/housing-information-for-tenants)

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 [www.housingadviceni.org](http://www.housingadviceni.org) and [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

## Home Safety Check Scheme

We offer a free and confidential home safety check service to people over 65 and parents with children under the age of five. The home safety check is carried out in a friendly and informal manner and is designed to increase awareness of potential hazards in your home, which may lead to an accident. Officers may be able to provide safety equipment or may contact other agencies on your behalf to address specific safety issues.

### Contact:

Environmental Health  
T: 0330 137 4024 or  
E: [ehealth@nmandd.org](mailto:ehealth@nmandd.org)

*For further information, contact one of our Home Safety Officers.*

## Rates

Homeowners and tenants in Northern Ireland must pay rates, which are taxes used to fund local and public services. Rates are based on the capital value of your home and your annual rates bill is calculated by the Land and Property Services. Rates can be paid in monthly instalments and failure to pay can lead to fines, imprisonment or the loss of your home. Depending on your circumstances, you may get help with paying your rates bill.

### Contact:

Land and Property Services  
T: 0300 200 7801  
TEXT: 18001

[www.finance-ni.gov.uk/articles/land-property-services-lps](http://www.finance-ni.gov.uk/articles/land-property-services-lps)

## TV Licence

Every household in Northern Ireland with a television must buy a television licence on an annual basis. TV licence inspectors check unlicensed addresses regularly and failure to produce a television license may result in a substantial fine or court appearance.

### Contact:

To buy your TV license apply online at:  
[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

*General information about TV Licensing is available in other languages on the website.*

## Homelessness

If you are homeless, or threatened with homelessness, contact the NI Housing Executive as soon as possible.

### Contact:

Northern Ireland Housing Executive  
Daytime and Out of Hours:  
T: 03448 920 908

Out of Hours Text Relay Service for  
Customers with Hearing Difficulties -  
Text-to-speech/speech-to-text translation service:  
T: 18001 03448 920 908

# Education and Public Libraries





## Education

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

**Play Groups and Nursery School (Ages 3-4):**

If your child is three 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 four before 1 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 and Higher Education/University Age 16/18+:**

On becoming aged 16 pupils may leave school or stay on at their Secondary or Grammar School or attend a College of Further and Higher Education.

**Contact:**

Education Authority NI  
[www.eani.org.uk](http://www.eani.org.uk)

**Intercultural Education Service (IES)**

IES advise, deliver guidance, direction and support to schools, families and other educational support services to meet the additional educational needs of asylum-seekers, refugee, Traveller, Roma and other newcomer pupils.

**Contact:**

Intercultural Education Service  
T: 028 9448 2210  
E: [ies@eani.org.uk](mailto:ies@eani.org.uk)

## Conversion of Qualifications

Individuals who need to establish UK equivalences of academic qualifications should contact the UK National Information Centre for global qualifications and skills (UK ENIC).

The Statement of Comparability compares overseas qualifications to the UK education system, comparing them to UK qualifications and framework levels. This service does not provide a comment on grades, grade comparisons, or the subjects studied.

The statement should be presented together with your original qualification documents to evidence the comparable UK level of your overseas studies. This is an online service.

**For more information:**

[www.enic.org.uk](http://www.enic.org.uk)

## Public Libraries

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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.

**For more information:**

[www.librariesni.org.uk](http://www.librariesni.org.uk)

# English for Speakers of Other Languages (ESOL)

A woman with short grey hair, wearing glasses and large blue headphones, is sitting at a desk. She is wearing a light blue button-down shirt and is focused on writing in a spiral-bound notebook with a black pen. A laptop is open to her left, and the background is a softly blurred indoor setting.

If English isn't your main language, you can do a course to help you improve your English.

These courses are called ESOL or English for Speakers of other Languages.

Courses are run through Further Education (FE) colleges and a number of voluntary and community organisations also deliver informal English classes to speakers of other languages.

There are two Further Education Colleges in our district:

**Southern Regional College**  
59 Patrick Street  
Newry BT35 8ND  
T: 0300 123 1223  
[www.src.ac.uk](http://www.src.ac.uk)

**South Eastern Regional College**  
Market Street  
Downpatrick BT30 6ND  
T: 028 4461 5815  
[www.serc.ac.uk](http://www.serc.ac.uk)

Advice is available to help you choose the right course.  
You can search for ESOL classes in your area here:

**For more information:**  
[esolwebapp.azurewebsites.net](http://esolwebapp.azurewebsites.net)

# Health and Social Care Services

Health and Social Care Services are primarily for the benefit of people who reside in Northern Ireland.

Newry, Mourne and Down is covered by two Trusts:



Southern Health  
& Social Care Trust



South Eastern Health  
and Social Care Trust

**CLICK HERE** for a  
guide on accessing  
health care in  
Northern Ireland.



## Access to Health and Social Care

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.

An HSCR-1 form is available from any GP surgery or by visiting:  
**[www.hscbusiness.hscni.net/services/1814.htm](http://www.hscbusiness.hscni.net/services/1814.htm)**  
It is available in a range of languages.

NOTE: An interpreter can be made available for any health service appointment – please let staff know that you require an interpreter when booking an appointment.

### Northern Ireland New Entrant Service (NINES)

Anyone having difficulty accessing health and social care services should 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).

#### Contact:

T: 028 3756 1370  
E: [nines@southerntrust.hscni.net](mailto: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.

#### Contact:

T: 028 3839 9201  
Textphone: 18001 028 3839 9201

### South Eastern Health Inclusion Team

Provides support to vulnerable groups including refugees, asylum seekers and other newcomers.

#### Contact:

E: [Inclusion.HealthTeam@setrust.hscni.net](mailto:Inclusion.HealthTeam@setrust.hscni.net)

### Mental Health Service Emergencies

Mental Health Single Point of Referral Service,

#### Contact:

T: 028 3741 2409.  
Weekends and public holidays  
T: 028 3833 4444 or T: 028 3083 5000.

### Multi-Disciplinary Teams (MTDs)

In some GP practices, you can book an appointment with physiotherapists, social workers and mental health practitioners directly without first seeing your GP.

**CLICK HERE** for information on  
Primary Care MDTs

### Lifeline Helpline

Counsellors are available 24 hours a day, 7 days a week to give you confidential help and support.

#### Contact:

T: 0808 808 8000  
**[www.lifelinehelpline.info](http://www.lifelinehelpline.info)**

## Phone First Service:

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The 'Phone First' approach aims to help those patients with urgent but not life-threatening symptoms to get the most appropriate care as quickly as possible and avoid busy waiting rooms.

### Daisy Hill Hospital Newry, Craigavon or South Tyrone Hospital

T: 0300 1233 111

Operates 9am - 9pm, Monday - Friday (excluding bank holidays)

Call before attending.

### Downe Hospital, Downpatrick

#### **Urgent Care Centre**

T: 028 4483 8091

Operates 8am - 6pm, Monday - Friday (excluding bank holidays)

Call before attending.

#### **Minor Injuries Unit**

T: 028 4483 8091

Operates 9am - 5pm, Saturday - Sunday

Call before attending.

### Lagan Valley Hospital Urgent Care Centre, Lisburn

T: 028 9260 4643

Operates 8am - 6pm, Monday - Friday (including bank holidays)

Call before attending.

### Ulster Hospital Minor Injuries Unit, East Belfast

Minor Injuries Unit operates 8am - 6pm, 7 days a week

Patients can walk in or phone first

T: 028 9151 0110

Phone First service operates 8am - 6pm, Monday - Friday.



In a life-threatening  
emergency, you  
should call **999**

# Employment and 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:**

### Jobs and Benefits Offices

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**Ballynahinch:** Crown Buildings, 18 Crossgar Road, Ballynahinch, BT24 8XP  
E: [ballynahinch.jobsandbenefits@dfcni.gov.uk](mailto:ballynahinch.jobsandbenefits@dfcni.gov.uk)

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**Downpatrick:** Rathkeltair House, Market Street, Downpatrick, BT30 6LZ  
E: [downpatrick.jobsandbenefits@dfcni.gov.uk](mailto:downpatrick.jobsandbenefits@dfcni.gov.uk)

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**Kilkeel:** Newry Street, Kilkeel, BT34 4DN  
E: [kilkeel.jobsandbenefits@dfcni.gov.uk](mailto:kilkeel.jobsandbenefits@dfcni.gov.uk)

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**Newcastle:** 31 Valentia Place, Newcastle, BT33 0EJ  
E: [newcastle.jobsandbenefits@dfcni.gov.uk](mailto:newcastle.jobsandbenefits@dfcni.gov.uk)

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**Newry:** 40 Bridge Street, Newry, BT35 8AJ  
E: [newry.jobsandbenefits@dfcni.gov.uk](mailto:newry.jobsandbenefits@dfcni.gov.uk)

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## 'Make the Call' Service

This service makes sure you are getting all the benefits, services and support you are entitled to. A 'Make the Call' benefit advisor will provide a full assessment of your entitlements.

### Contact:

FREEPHONE: 0800 232 1271  
9am - 5pm Monday - Friday  
(network charges may apply)  
E: [makethecall@dfcni.gov.uk](mailto:makethecall@dfcni.gov.uk)  
[www.nidirect.gov.uk/campaigns/unclaimed-benefits](http://www.nidirect.gov.uk/campaigns/unclaimed-benefits)

### Additional Support

- To use the video relay service visit [www.nidirect.gov.uk/contacts/make-call-service](http://www.nidirect.gov.uk/contacts/make-call-service) and click on the relevant link for your preference:
- To request a call back, text ADVICE to 67300
- Send an online request: [www.nidirect.gov.uk/forms/contact-make-call-team](http://www.nidirect.gov.uk/forms/contact-make-call-team)
- For speech, lanaguage or hearing impairment, send a 'contact request' via [www.nidirect.gov.uk/forms/contact-make-call-team](http://www.nidirect.gov.uk/forms/contact-make-call-team)

# Support for Businesses



Newry, Mourne and Down District Council has a diverse and vibrant economy, offering a strong concentration of indigenous and international businesses.


The Council's Business Development Team is the first point of contact for businesses, from the smallest through to the very largest. They offer a range of expertise and advice to support local businesses. They work closely with a number of partners and providers and can put you in touch with just the right person to help your business succeed.


#### Contact:

T: 0330 137 4044

E: [business@nmandd.org](mailto:business@nmandd.org)

 [www.facebook.com/NMDBusiness](https://www.facebook.com/NMDBusiness)

 [www.x.com/NMDBusiness](https://www.x.com/NMDBusiness)

 [www.linkedin.com/company/nmd-business](https://www.linkedin.com/company/nmd-business)

*Please contact the team for help and advice in the following areas:*

- **Business start-up support** – information and guidance for those seeking to set-up a business in the Newry, Mourne and Down area through the Go For It Programme.
- **Business support** – guidance and information for your business on a broad range of topics.
- **Skills development** – developing local businesses to meet their skills and training needs.
- **Signposting** – to our business support agencies and partners.
- **Liaising with the Council** – get help sourcing information on Council services, including Planning and Regulatory services.

## Invest Northern Ireland

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

#### Contact:

T: 0800 1814 422

[www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)





# Emergency Services and Victim Support



If under immediate threat or need of emergency assistance, **Telephone 999** for:

- **Police Service of Northern Ireland**
- **Northern Ireland Ambulance Service**
- **Northern Ireland Fire & Rescue Service**



## Police Service of Northern Ireland (PSNI)

If you have experienced any of the following criminal behaviours, contact:

Non-Emergency Number: 101

Crimestoppers: 0800 555 111

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

**Emergency:  
always call 999**

The PSNI can investigate complaints about criminal behaviours.

**All complaints will be investigated.  
[crimestoppers-uk.org](http://crimestoppers-uk.org)**

## 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

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 or a victim support organisation for help.

## Victim Support Services/Agencies

### Victim Support:

The Helpline provides support and advice to victims, individuals concerned about victims of abuse, those unsure whether abuse is taking place, and professionals seeking guidance.  
T: 028 9024 3133  
E: belfast@victimsupportni.org.uk  
[www.victimsupportni.com](http://www.victimsupportni.com)

### Women's Aid Armagh Down:

Supports women affected by domestic and sexual violence. Provides free and confidential support.  
T: 028 3025 0765  
[womensaidarmaghdown.org](http://womensaidarmaghdown.org)

### Women's Resource Centres:

**Newry:** 7 Downshire Road, Newry, BT34 1DZ  
**Portadown:** 53 William Street, Portadown, BT62 3NX  
**Armagh (Outreach):** 39 Abbey Street, Armagh, BT61 7DY  
**24hr Helpline** (Operated by Nexus) T: 0808 802 1414.  
**In an emergency always call 999.**

### Nexus NI

The leading organisation within Northern Ireland supporting individuals impacted by sexual abuse and abusive relationships.  
T: 028 9032 6803  
[www.nexusni.org](http://www.nexusni.org)

### Domestic and Sexual Abuse Helpline NI:

24-hour helpline, 7 days a week  
T: 0808 802 1414  
E: [help@dsahelpline.org](mailto:help@dsahelpline.org)  
Live Chat: this function is available via their website  
The Helpline provides support and advice to victims, individuals concerned about victims of abuse, those unsure whether abuse is taking place, and professionals seeking guidance.  
[www.dsahelpline.org](http://www.dsahelpline.org)

### Opoka:

Specialist service working to stop domestic violence against women and children in the Polish community living in the UK.  
Helpline in Polish: T: 0300 365 1700  
E: [info@opoka.org.uk](mailto:info@opoka.org.uk)  
[www.opoka.org.uk](http://www.opoka.org.uk)

### Respect Men's Advice Line:

Helpline for male victims of domestic abuse.  
T: 0808 8010 327 (Freephone)  
E: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)  
[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### Human Trafficking/Modern Slavery:

Provides information, advice and guidance about any modern slavery issue.  
Modern Slavery helpline  
T: 0800 012 1700  
[www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)

### Respect 'Choose to stop' Phoneline:

Provides a confidential and honest advice helpline to both domestic violence perpetrators, victims and their friends and families.  
T: 0808 8024 040  
[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)



# Road Safety and Driving in Northern Ireland



## Road Safety Advice

### Cycling - How to keep you and other road users safe

The law 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.

- 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.

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.

#### For more information:

The Highway Code can be accessed at:  
**[www.nidirect.gov.uk/publications/highway-code-downloadable-version](http://www.nidirect.gov.uk/publications/highway-code-downloadable-version)**

It 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.
- **Ministry of Transport (MOT) 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 an 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 offroad it must either be taxed or have a Statutory Off-Road Notification (SORN) in force. If not, it could be wheel-clamped or removed.

It is illegal to drive a vehicle without insurance, tax or MOT and may lead to a fine, points on your licence, vehicle seizure and possibly a jail sentence.

#### For more information

**[www.nidirect.gov.uk/information-and-services/motoring](http://www.nidirect.gov.uk/information-and-services/motoring)**

## Driving Licence Requirements

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.

EU licence-holders living in the UK can continue to use their licence if it is valid, subject to UK licence renewal requirements. This means an EU licence must be changed to a UK licence at the age of 70, or three years after the driver becomes resident, whichever is later.

UK residents with an EU licence can exchange their licence for a UK one, if they wish to do so, without the need for a re-test.

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

### For more information:

Renewal Information is available at:  
[www.nidirect.gov.uk/articles/renew-your-driving-licence](http://www.nidirect.gov.uk/articles/renew-your-driving-licence)

**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.

### For more information:

Application forms for provisional licences and driving tests are available from Post Offices.  
[www.nidirect.gov.uk/information-and-services/motoring](http://www.nidirect.gov.uk/information-and-services/motoring)

## Driving While Intoxicated and/or Drug Driving

Drink/drug driving kills. Both slow down your reactions and impair 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 you could be charged with a motoring offence.

*You risk:*

- Being banned from driving
- An unlimited fine
- Imprisonment



# Legal Advice and Advice Services



## Law Centre NI

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

- **Employment Law:** Provides a representation service for employees, workers and self-employed contractors.
- **Social Security Law:** Relates to social security benefits and provides representation before the Social Security Commissioners and/or at Social Security Appeal Tribunals.
- **Migration Justice Project:** Helps with immigration status which then unlocks rights and entitlements including housing, social security and employment.

### Contact:

T: 028 9024 4401  
E: [admin@lawcentreni.org](mailto:admin@lawcentreni.org)  
[www.lawcentreni.org](http://www.lawcentreni.org)

## Community Advice Newry, Mourne and Down

Community Advice Newry, Mourne and Down is an independent charity that provides free, confidential information and advice to assist people with benefit, consumer, money, employment and other problems.

It provides advice and information on the following:

- Free, confidential, tailored debt advice
- Benefits
- Housing
- Employment
- Consumer advice
- Cross-border advice
- Appeal Tribunals

## Locations and Outreach

### Community Advice Newry, Mourne and Down – Newry

Ballybot House. 28 Corn Market, BT35 8BG  
Monday – Friday, 9am – 4:30pm

### Community Advice Newry, Mourne and Down – Downpatrick

Ballymote Community Centre, 40 Killough Rd, BT30 6PY  
Monday – Friday, 9am – 4:30pm

### Contact:

Advice Line: 0300 30 30 306  
Monday – Friday, 9am – 1pm  
[www.advicenmd.com](http://www.advicenmd.com)

# Community / Voluntary Support Organisations



## Community Groups

There are many community and voluntary groups that operate across Newry, Mourne and Down, including arts groups, rural groups, women's groups, recreation groups, groups for young people and the elderly, groups for less able people, as well as community networks and forums.

## Confederation of Community Groups

The Confederation of Community Groups is an umbrella organisation for voluntary and community groups in Northern Ireland in the Newry and Mourne area. It offers advice, practical support, services and training through a number of projects and services.

### Contact:

Ballybot House,  
28 Cornmarket, Newry, BT35 8BG  
T: 028 3026 1022  
E: [info@ccgnewrynewry.org](mailto:info@ccgnewrynewry.org)  
[www.ccgnewry.org](http://www.ccgnewry.org)

## County Down Rural Community Network

The network is a voluntary umbrella body set up and managed by community groups in County Down. It is committed to an inclusive future where all citizens actively participate in local life, helping each other to create a healthy, peaceful, vibrant and sustainable society.

### Main Office:

Ballymote Centre, 40 Killough Road,  
Downpatrick, BT30 6PY.

### South Down Office:

Altnaveigh House, 51 Downshire Road, Newry, BT34 1EE.

### South Armagh Office:

Crossmaglen Community Centre,  
Cardinal O'faich Square, Crossmaglen, BT35 9AA

### Contact:

T: 028 4461 2311  
*for all offices*

[www.countydownruralcommunitynetwork.com](http://www.countydownruralcommunitynetwork.com)



# Other Relevant Support Services

## Children and Young People's Strategic Partnership (CYPSP) Translation Hub

CYPSP 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.*

### For more information:

[www.cypsp.hscni.net/translation-hub](http://www.cypsp.hscni.net/translation-hub)

## 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.

### Contact:

#### Police Service Northern Ireland (PSNI)

T: Non-Emergency 101 or Emergency 999.

#### Victims Support:

Supports people affected by crime.

T: 028 9024 3133

E: [belfast@victimsupportni.org.uk](mailto:belfast@victimsupportni.org.uk)

[www.victimsupportni.org.uk](http://www.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.

T: 028 9050 0600

E: [information@equalityni.org](mailto:information@equalityni.org)

[www.equalityni.org](http://www.equalityni.org)

#### The Northern Ireland Human Rights Commission:

Champions and guards the rights of all those who live in Northern Ireland.

T: 028 9024 3987

[www.nihrc.org](http://www.nihrc.org)

#### Samaritans:

As well as providing core services, they have outreach activities to reach people and groups who may be at increased risk of suicide or who may be supporting others in crisis.

T: 116 123 FREE from any phone or

T: 0330 094 5717 - local call charges apply.

[www.samaritans.org/branches/belfast/](http://www.samaritans.org/branches/belfast/)

## Northern Ireland Direct - Government Services

NI Direct is the official government website for Northern Ireland citizens. NI Direct brings together lots of information from government departments and other agencies.

[www.nidirect.gov.uk](http://www.nidirect.gov.uk)

*Provides information and services relating to:*

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

## The Electoral Office of Northern Ireland

Every four 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)

You must register to vote by contacting the Electoral Office of Northern Ireland.

### Contact:

T: 028 9044 6680

E: [info@eoni.org.uk](mailto:info@eoni.org.uk)

[www.eoni.org.uk](http://www.eoni.org.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.

The 'Living in Newry, Mourne and Down' guide cannot accept responsibility for the acts or omissions of any of the organisations, third parties or websites mentioned in the guide. Every effort has been made to ensure that the information contained within the guide is accurate, however, information may change and we would ask organisations to advise us immediately so that information can be updated.





0330 137 4000  
info@nmandd.org  
www.newrymournedown.org

 facebook.com/nmdcouncil

 x.com/nmdcouncil

**Oifig an Iúir**  
**Newry Office**

Unit 19 Greenbank Ind. Est.  
Rampart Rd  
Newry BT34 2QU

**Oifig Dhún Pádraig**  
**Downpatrick Office**

Downshire Civic Centre  
Downshire Estate, Ardglass Road  
Downpatrick BT30 6GQ



Comhairle Ceantair

**an Iúir, Mhúrn agus an Dúin**

**Newry, Mourne and Down**

District Council