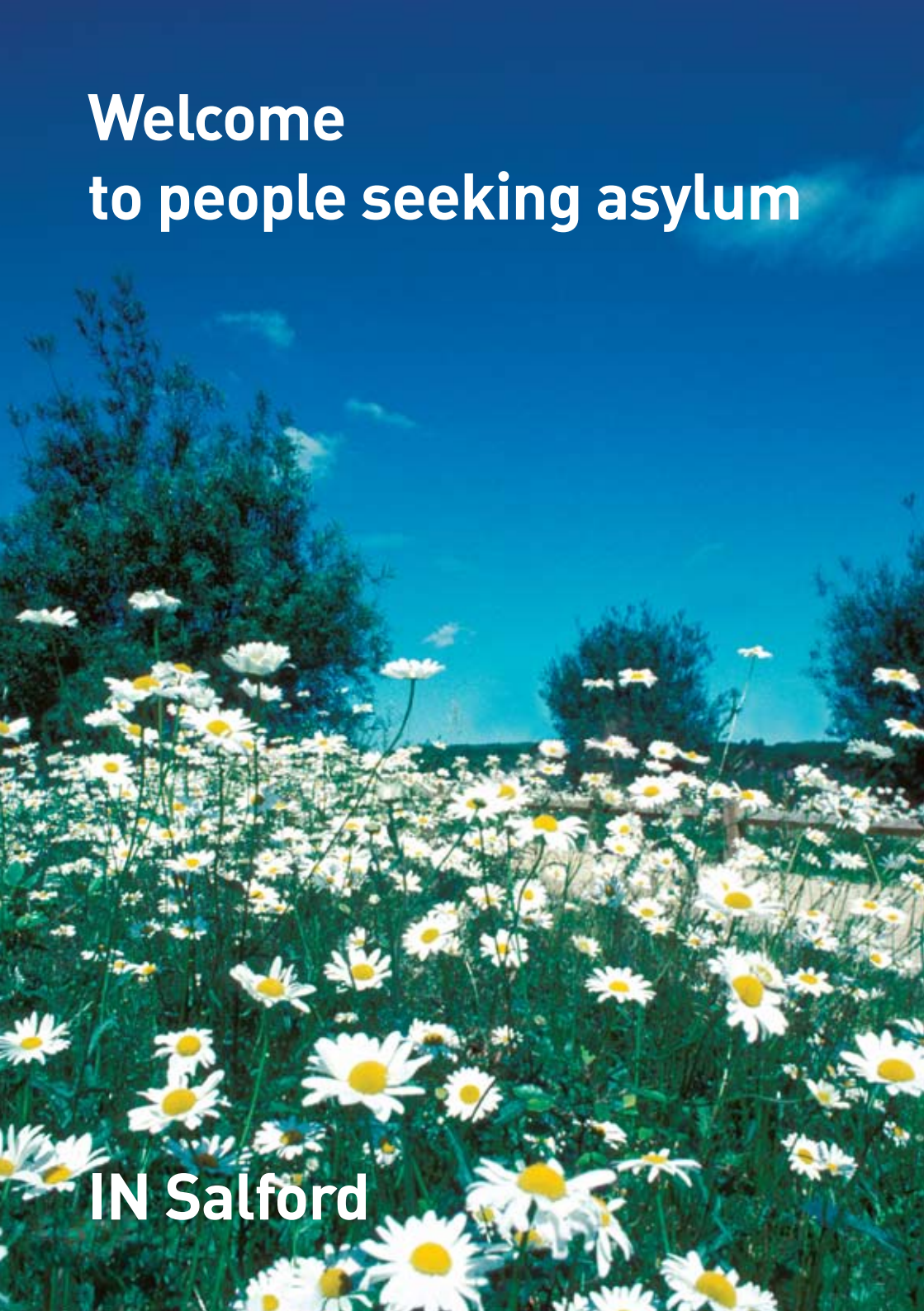


**Welcome  
to people seeking asylum**

**IN Salford**



## Welcome to Salford

“Salford has a proud reputation for welcoming people from other countries in need of help, with warmth and friendliness.

This may be a worrying time for you and we want to make your stay in Salford as easy as possible. This information booklet offers advice to support your arrival to the city. It gives details of organisations and agencies which will help you settle in this period of change.

We recognise the need to do more to celebrate our cultural diversity and we are committed to supporting both established and new communities.

Newcomers from across the world have made an important contribution to our great city and its history. Salford would not be the city it is today without its rich mix of backgrounds and cultures.

We would like to offer you a very warm welcome and hope you enhance our multi-cultural and multi-faith city.”

**Councillor John Merry**  
Leader of the Council

**Barbara Spicer**  
Chief Executive



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# Directory

When calling these numbers, you need to have a basic level of English:

## In an emergency

**Police** 📞 999

**Fire** 📞 999

**Ambulance** 📞 999

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## Refugee Action 📞 0800 917 2719

4th Floor Dale House, 35 Dale St,  
Manchester

**For advice and assistance regarding your asylum claim.**

Opening times:  
Monday, Tuesday, Thursday and Friday  
2.00pm - 4.30pm

---

## British Red Cross 📞 0161 888 8900

Bradbury House, 10 Brindley Road, City  
Park, Cornbrook, Manchester M16 9HQ

**To find family members through the International Tracing and Message Services please phone 07843 344 601.**

To access Refugee Services please  
phone **0161 888 8900 / 07753 976 711**

Opening times:  
Monday to Friday 9.00am – 5.00pm

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## Immigration Aid 📞 0161 741 2641

Greater Manchester Immigration Aid,  
1 Delaunays Road, Crumpsall Green,  
Manchester M8 4QS

**For legal advice about your asylum claim.**

Opening times:  
Monday, Wednesday and Friday  
10.00am - 4.30pm

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## Citizens Advice Bureau

📞 0161 737 3729

25A Hankinson Way, Salford M6 5JA

**For advice about your rights.**

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## NHS Direct 📞 0845 46 47

**Translation is available on this number**

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## REVIVE 📞 0161 792 0282

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If you have problems contacting any of the above agencies please speak to your accommodation provider.

# Emergencies

In an emergency dial **999**. This will connect you to an emergency operator. You can then ask for help from any of the emergency services including the police, fire or ambulance. 999 calls are free.

## How to make a 999 call

- Lift the handset and dial 999
- Tell the operator which emergency service(s) you want and, if asked, your telephone number
- Wait until the emergency service answers
- Tell them the full address where help is needed and what is the problem



# Health

For emergency help dial **999** and ask for an ambulance.

Or you can go direct to the Accident and Emergency (A&E) department at hospital. A&E departments are open all the time and you do not need to make an appointment. Hospital care is free. These are the hospitals in this area:

- Hope Hospital, Eccles Old Road
- North Manchester General Hospital, Delaunays Road, Crumpsall

## The National Health Service

The National Health Service (NHS) is free to people seeking asylum. You will have a HC2 form, which gives you free medical treatment. You can use this form for 6 months and then you have to get another one. Your accommodation provider can help you with this.

Your HC2 form lets you have:

- Free prescriptions for medicine
- Free dental treatment
- Free eye tests and spectacles
- Refunds of the cost of travel for NHS treatment

## General Practitioners (GPs)

GPs give you medical care. To get help from a GP you have to be registered with one. Your accommodation provider will arrange this.

You can ask for an interpreter if you need one. If you prefer to see a female/male doctor/nurse please ask beforehand if there is one. If you are too ill to go to the GP, you can ask your doctor to visit you at home.

If your doctor gives you a prescription, you can take the prescription to any pharmacist (chemist), which has a green cross sign. You will need your HC2 form to get free medicines.

If you need advice when the GP's surgery is closed you can ring NHS Direct on 0845 46 47. They will get an interpreter to talk to you if you need one.

## Hospital care

Hospital care is free. Your GP may decide to send you to a hospital for advice from specialist doctors.



## The Horizon Centre

The Horizon Centre gives refugees and people seeking asylum a free family healthcare service. If you need to telephone us and do not speak English please tell us your language when you call. We will then use an interpreter. We also provide information and contacts of other organisations that may be able to help you.

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Contact Details:

**The Horizon Centre** 📞 **0161 737 9536**

25 Bolton Road, Salford M6 7HL

Opening times:

Monday, Tuesday, Friday

8.30am – 5.30pm

Wednesday, Thursday

8.30am – 12.00 noon

## Nurse practitioner walk in clinic

This is at Langworthy Cornerstone Centre. You do not need to make an appointment. If you need an interpreter, the nurse will get one on the phone, or arrange to see you with an interpreter.

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Contact details:

**Langworthy Cornerstone Centre**

📞 **0161 212 4400**

451 Liverpool Street, Salford

Opening times:

Monday to Friday 10.30am – 12.00 noon



# Safety



For emergency help dial **999** and ask for the police.

The police in the UK are very much a part of community life. They are there to protect all communities by preventing crime and disorder.

If you need non-emergency help from the police visit your local police station or telephone Greater Manchester Police on 📞 **0161 872 5050**.

## When you are in public

- Keep your valuables out of sight in a secure bag or pocket
- Carry your bag safely. Put the strap across your body

8

- Check who is around before you use your mobile phone
- Avoid poorly lit places like alleyways or waste ground
- Be aware of pickpockets and thieves whilst in crowds
- Never get into a stranger's car
- Look to the right first when you cross the road

## At Home

- Do not let visitors into your home unless you know who they are. All official visitors will have identification. You should ask to see it
- If you have any doubts about who they

are, don't let them into your home

- When you go out always lock the doors and close all windows
- Do not leave spare keys outside where a thief may find them

## On Public Transport

Travelling on public transport is mostly safe and secure. You can help avoid putting yourself at risk by following this advice from Greater Manchester Police:

- Plan your journey in advance
- Avoid poorly lit or isolated areas or footpaths
- Be aware of people around you and their behaviour
- On buses, sit near the driver or other people. Change seats if you want to
- If you are threatened or attacked don't fight back. Make as much noise as possible and run away. On buses tell the driver. On trains tell a guard or use the emergency handle. On Metrolink use the emergency intercom. Report any attacks to the police as quickly as possible

## If you feel threatened

- Wherever possible, get away from the situation and shout "help"
- Be ready to give up your property rather than risk serious injury

# Fire safety

For emergency help dial **999** and ask for the fire service.

When you arrive in your new home think about how you and your family would get out if there was a fire. It is a good idea to make a fire plan. Make sure that everyone knows where to go and what to do if there is a fire. Tell everyone where you keep the keys to all doors and windows.

Think about how you can get out if the exit is blocked. Try to keep passageways clear.

## What to do if there is a fire

Shout to wake everyone up, get everyone together and get out. Do not open doors if they are warm – the fire is on the other side.

If there is a lot of smoke, crawl along the floor. If you live in a block of flats do not use the lift. Do not stop to pick up

anything.

If you cannot get to a door you may be able to leave through a window. If the window is close to the ground you may be able to jump out. Use bedding to cover sharp glass and throw some more bedding on to the ground to stop your fall.

Never go back inside your home once you are out. Wait for the fire service.

If there is a fire and you can't get out of your home, get everyone into one room. Close the door and open the window. Put bedding around the bottom of the door to stop smoke getting in. Stay near the window so that people can see you. Shout for help and wait for the fire service.

## Safety tips

- If your smoke alarms keep going off, don't disconnect them. Speak to your accommodation provider about moving them to a more suitable place
- Keep doors closed at night
- Check candles and cigarettes are put out before you go to bed
- Switch electrical equipment off at the wall
- Practise your fire plan



# Housing advice

The Homelessness and Housing Advice Service is a free confidential service. The service gives advice on:

- Problems with landlords
- Contracts
- Repairs
- Rights and obligations
- Harassment

The team gives housing advice and homeless assessments. Information on private rented housing and landlord and tenants' legal rights is also available.

Contact details:

**Homelessness and Housing Advice Service** 📞 **0161 607 1632**

Halton House, 38 Eccles Old Road,  
Salford M6 8RA

✉️ [housing.advicecentre@salford.gov.uk](mailto:housing.advicecentre@salford.gov.uk)

Opening times:

Monday to Friday 8.30am - 4.30pm  
Wednesday 10.00am - 4.30pm

To get housing advice you can contact:

- **Salford Direct** 📞 **0161 909 6513**  
(New Prospect Housing)
- **Citizen's Advice Bureau**  
📞 **0161 737 3729**
- **Shelter** 📞 **0808 800 4444**

Your accommodation provider can tell you about:

- Office opening hours and contact details

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- Who to tell about repairs and who will deal with them

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- Who to speak to if you have any problems in your accommodation

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- Where your local Post Office is

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Your accommodation provider will pay for the gas, electricity and water.



# The British Red Cross

These services may be very useful to you:

## Refugee Orientation Service

This service gives help and short-term support to people who have just arrived in the UK and are seeking asylum, as well as people with recently granted status. You can get help to find out about benefits, education and other issues.

## REST Women's Project

This is for women who may be lonely and isolated, being in a strange country. Women can get support and attend classes to learn different skills. This includes language classes.


## Destitution Project

This offers very basic support to people who have not been given asylum status. Working with REVIVE it gives food parcels.

## International Tracing and Message Services

When war or disaster strike, the British Red Cross helps people to find relatives and puts them back in contact again. It passes on family news to relatives where normal communications such as telephone and postal services have broken down.

For more information on these or other services offered by the British Red Cross, telephone the Greater Manchester branch on

 **0161 888 8900**, or ask your accommodation provider to help you contact the British Red Cross.



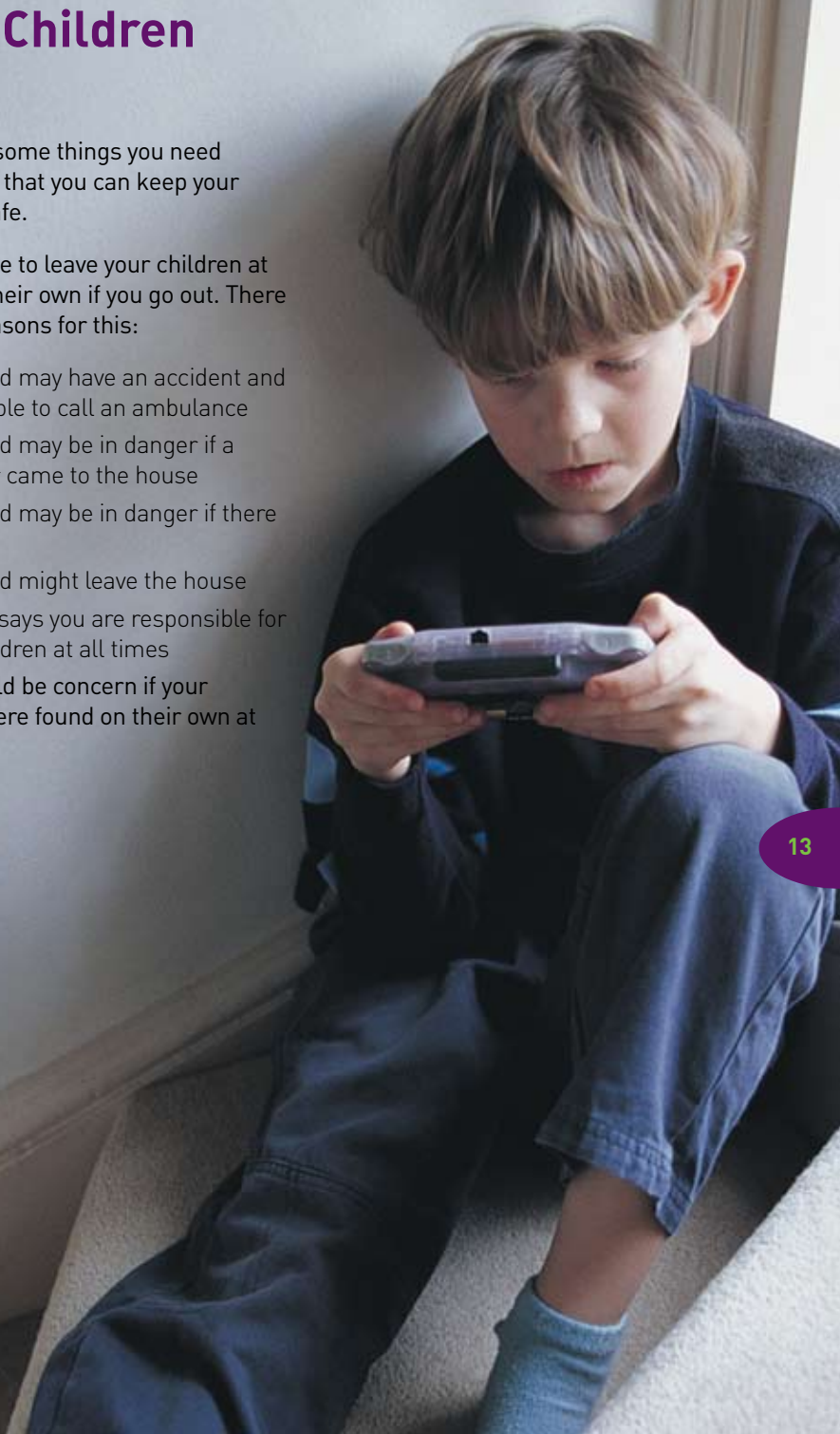
# Your Children

There are some things you need to know so that you can keep your children safe.

It is not safe to leave your children at home on their own if you go out. There are five reasons for this:

- 1 Your child may have an accident and not be able to call an ambulance
- 2 Your child may be in danger if a stranger came to the house
- 3 Your child may be in danger if there is a fire
- 4 Your child might leave the house
- 5 The law says you are responsible for your children at all times

There would be concern if your children were found on their own at home.



# Racism

A racist incident is any incident that the victim or another person thinks is racist.

Being called names which relate to your country of birth, nationality or skin colour can be racism.


Being physically attacked or having your property vandalised or damaged because of your country of birth, nationality or skin colour can be racism.

If you tell the police about something that you believe is racist, the police will record what you are saying as a racist incident. The police will always provide an interpreter if you need one.

## How do you report a racist incident?

### 1 Call the police

The general non-emergency number for Greater Manchester Police is

 **0161 872 5050**. Ask for an officer to visit you at home. When the officer arrives tell them you have been a victim of a racist crime. They will take details and deal with the incident.

### 2 Call into any police station

Speak to a police officer at the police station. They will take details and an officer will deal with the incident.

### 3 Report via another agency

You can report a racist crime at a place you know. This may include housing offices, health centres or community organisations.

### 4. In an emergency always dial 999

# Public Transport

You can travel by bus, train or Metrolink tram in and around Salford.

## Tickets for public transport

You can buy tickets for single or return trips, daily or weekly travel. You must keep your ticket with you when travelling. Check you can use it on the companies you are travelling with. You can also buy System 1 Day Saver Tickets. These cover all the different companies and include travel by bus, train and tram.



## Trains

Tickets must be bought from ticket machines or staffed ticket offices. If there are no ticket machines or ticket offices, you can buy tickets from staff on the train.





## Buses

Tickets can be bought from the driver.

When waiting for the bus at the bus stop, you need to let the driver know you want

the bus to stop. When you

get on the bus, tell the driver where you want to go and whether you want a single or return ticket. If you are going to use the bus often, you can buy a multi-journey saver ticket.

## Metrolink trams

Tickets must be bought from ticket machines before getting on the tram.

There are ticket machines at all tram stops. You can

use a train ticket from anywhere in Greater Manchester to travel for free on

Metrolink trams in Manchester city centre, on the same day.



## Taxis

Taxis cost more than buses or trams. There are two main types of taxi:

### A Black Cab

You can stop these taxis on the street. Always make sure the taxi has an identification plate on the front and rear of the vehicle. All drivers must wear an identification badge.



### A Private Hire Vehicle

These cars have the name and telephone number of the company on the doors of the car. These taxis must always be booked by phone. You cannot stop these taxis on the street. Never get into this type of taxi if you have not booked.



# Public telephones

You can find public telephones on the street and in cafes, bars, railway and bus stations and airports.

## To make a call

- 1 Pick up the handset and put coins into the slot. You will see the amount of credit you have on the screen
- 2 Dial the number you want
- 3 When the call is answered you can start talking. You will see the amount of credit you have left on the screen. You will need to add more money when the number on the screen flashes and you hear beeping
- 4 At the end of the call put down the handset. Any unused coins will be returned



## Things to remember

- Calls made to numbers starting 0800 are free. You may still need to insert money but your money will be returned to you
- Emergency 999 calls are free
- Numbers starting 07 are mobile telephones. Calls to these are a lot more expensive
- The cost of most calls is cheaper in the evenings and at weekends
- New telephones allow you to use the Internet and send e-mails and text messages. They can be expensive to use

## Phoning another country

Some newsagents sell phone cards to call other countries. This is much cheaper than using coins. If you want to buy a card like this tell the person in the shop what country you want to call. They will sell you the best card for that country.



# Money

The money in the UK is called the Pound. It is split in 100 pence. The symbol £ is used to represent the Pound and the symbol p is used to represent pence.

The banknotes are in values of £50, £20, £10, and £5.

These are examples of the banknotes used in the UK:

Front view of £5



Front view of £10



Front view of £20



There are banknotes in use issued by banks in Scotland. These look very different from those from the Bank of England, but you can still use them. If you have any problems using them, take them into any bank to change them.

These are examples of coins used in the UK:



1p



2p



5p



10p



20p



50p



£1



£2

# Shopping

You can buy cheap food at these supermarkets:

## LIDL

Fitzwarren Street, near Salford Market.

## NETTO

Higher Broughton, at the corner of Leicester Road and Great Cheetham Street East.

## ALDI

In the centre of Eccles and near Swinton shopping precinct.

You can buy halal meat and kosher food at a number of shops in Salford.

You can buy cheap items at these markets:

## Swinton Market,

The Market Square in Swinton Shopping Centre.

**General market** 9.00am – 4.30pm  
Tuesday, Thursday, Friday and Saturday

**Second-hand market** 9.00am – 3.30pm  
Wednesday

## Eccles Market,

The Mall, Eccles Shopping Centre.

**General market** 9.00am – 4.30pm  
everyday except Wednesday and Sunday



It is important that you buy mobile phones from a proper shop. Keep the receipt in case it goes wrong. Do not buy a mobile phone from a street trader. You do not know if the phone works or not and, if it does not work, you may have problems getting your money back.

Charity shops are a good way to find good quality cheap clothing, children's toys, books, houseware and sometimes furniture for the house. The following are charity shops in and around the Salford area:

**Age Concern shop**

216 Monton Road, Eccles

**All Aboard shop**

3 St. Margaret's Buildings, Bury Old Road, Salford, M7

**British Heart Foundation shop**

37 Hankinson Way, Salford, M6

**British Red Cross shop**

1 The Mall, Eccles, M30

**Help The Aged shop**

25 Church Street, Eccles, M30

**Multiple Sclerosis shop**

7 Boothway, Eccles, M30

**Oxfam shops**

- 52 Fitzgerald Way, Salford, M6
- Swinton Precinct

**St. Ann's Hospice Charity shop**

4 Boothway, Eccles, M30

**SCOPE Charity shop**

2 Church Street, Eccles, M30



# Places of Worship

In the UK there are many different religions and places of worship. You are free to worship your religion without prejudice or harassment. These are some places of worship in Salford.

## Church of England Churches

### St James C of E Church,

Great Cheetham St, Salford

 **0161 792 1208**

### St Lukes with All Saints C of E Church,

Derby Road, Salford

 **0161 736 2696**

A French speaking congregation, of mainly Congolese people, meet at St Luke's Church on Saturday at 3pm and Sunday at 2.30pm. The 'Eglise en Mission au Royaume Uni' is led by Pastor Job Mukadi.

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## Roman Catholic Churches

### St Boniface's RC Church,

St Boniface's Rd, Salford

 **0161 708 9456**

### St James RC Church,

Pendleton Way, Salford

 **0161 736 1935**

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## Methodist Churches

### Salford Methodist Community Church,

Pendleton Way, Salford

 **0161 737 5895**

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## Synagogues

### Central & North Manchester Synagogue,

Leicester Road, Salford

 **0161 740 4830**

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## United Reform Churches

### United Reform Church,

5 Broadway, Salford

 **0161 794 1398**

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## Evangelical Churches

**Windsor Evangelical Church,**  
Churchill Way, Salford

 **0161 736 3647**

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## Pentecostal Churches

**New Harvest Church,**  
194 Chapel Street, Salford

 **0161 278 6305**

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## Chinese Alliance Churches Union (UK)

**St Peters House,**  
Precinct Centre, Oxford Rd, Manchester

 **0161 273 3443**

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## Mosques

**Eccles & Salford  
Islamic Society and Mosque**  
5 Liverpool Rd, Eccles

 **0161 789 2609**

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## Temples

**Sikh Temple**  
12 Sherbourne St, M3

 **0161 832 2241**

# Drop-ins

A drop-in is a place where you can go to meet people. These are some local drop-in centres:

## Windsor Centre

Churchill Way, Salford

Drop-in times:

Tuesday 12.00 noon - 5.00pm

**Someone will be there to help with problems.**

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## St. Boniface's Church 📞 0161 792 0282

Lower Broughton (Corner of Frederick Road and Lower Broughton Road)

Drop in times:

Monday 10.00am – 12.00 noon

**REVIVE will be there to help with problems.**

REVIVE gives long-term support to people seeking asylum and also to people with refugee status. Please contact us as soon as you come to Salford.



# Education



# Under 16



In the UK all children between 4 and 16 years of age must attend school.

At 3-4 years of age children can attend nursery classes in schools or early years centres, or can pay to attend private nursery.

From 4-11 years of age children attend primary schools.

From 11-16 years of age young people attend secondary school.

From 16+ they attend college or go to work.

Salford City Council has an education service called EMTAS. This is the 'Ethnic Minority and Travellers Achievement Service'. An Education Welfare Officer (EWO) from EMTAS will visit you at your home to talk to you about your child's/children's education.

The EWO will then help you to find school places. They will also get vouchers to help you pay for the school uniform and arrange free school meals. Your child may get extra help in school from a teacher or assistant from Salford EMTAS.



The Education Welfare Officer will usually visit you within the first 2 – 3 weeks of your arrival.

Contact details:

**Salford Ethnic Minority and Travellers Achievement Service (EMTAS)**

 **0161 921 2202**

St Thomas of Canterbury RC Primary School, Hadfield Street, Higher Broughton, Salford M7 4XG



# 16+

Pendleton College organises courses for adults with English as a second language (ESOL courses). All classes are free for people seeking asylum, and are friendly, relaxed and welcoming.

**Pendleton College** 📞 0161 743 9501

De La Salle centre, Weaste Lane, Salford

Other local colleges also offer ESOL courses:

**Salford College**

📞 0161 211 5001/5002 /5003

Central Admissions Department,  
Worsley Campus, Walkden Road,  
Worsley M28 7QD

✉ centad@salford-col.ac.uk

**Eccles College** 📞 0161 789 1123

Chatsworth Road, Eccles M30 9FJ

Other colleges offer similar courses. Courses are also held at a number of community venues across the city. Ask your accommodation provider for details.



# Libraries

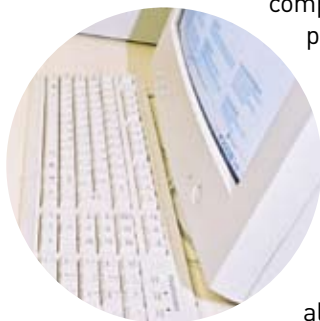


Libraries offer a whole range of services and most of these services are free. You will need to join the library before you can take items home. Anybody can join; adults need to bring one proof of identity, such as your ARC card, and fill in a form. Children need to have a form signed by their parent or guardian. Library staff will help you fill in the form.

## What is available in libraries?

### Computers

Free access to the Internet, e-mails and word processing are available at all libraries. To use the computer you need to bring along one proof of identity the first time. You will then get a membership card. You can use the computers for free, you only pay if you print anything.



Before children under 16 can use the Internet, a parent or guardian must sign an Internet consent form.

### Books

Books are available for all ages covering a wide range of subjects. Books can be read in the library or taken home.

# Solicitors

Your accommodation provider can give you a list of solicitors in Salford and Manchester who specialise in immigration advice for people seeking asylum. They have access to translators if needed.

## Documentation from the National Asylum Support Service (NASS)

All the correspondence you will receive from NASS will be in English.

Any letters relating to your application will normally be copied to your solicitor. If you receive any letters you do not understand you should speak to your solicitor.

# Complaints

Anyone who lives in Salford can complain about any problem they have while living in Salford.

You can complain if you feel that you have been treated unfairly or unlawfully. This might be because of your race, sexuality, gender, disability or ethnicity.

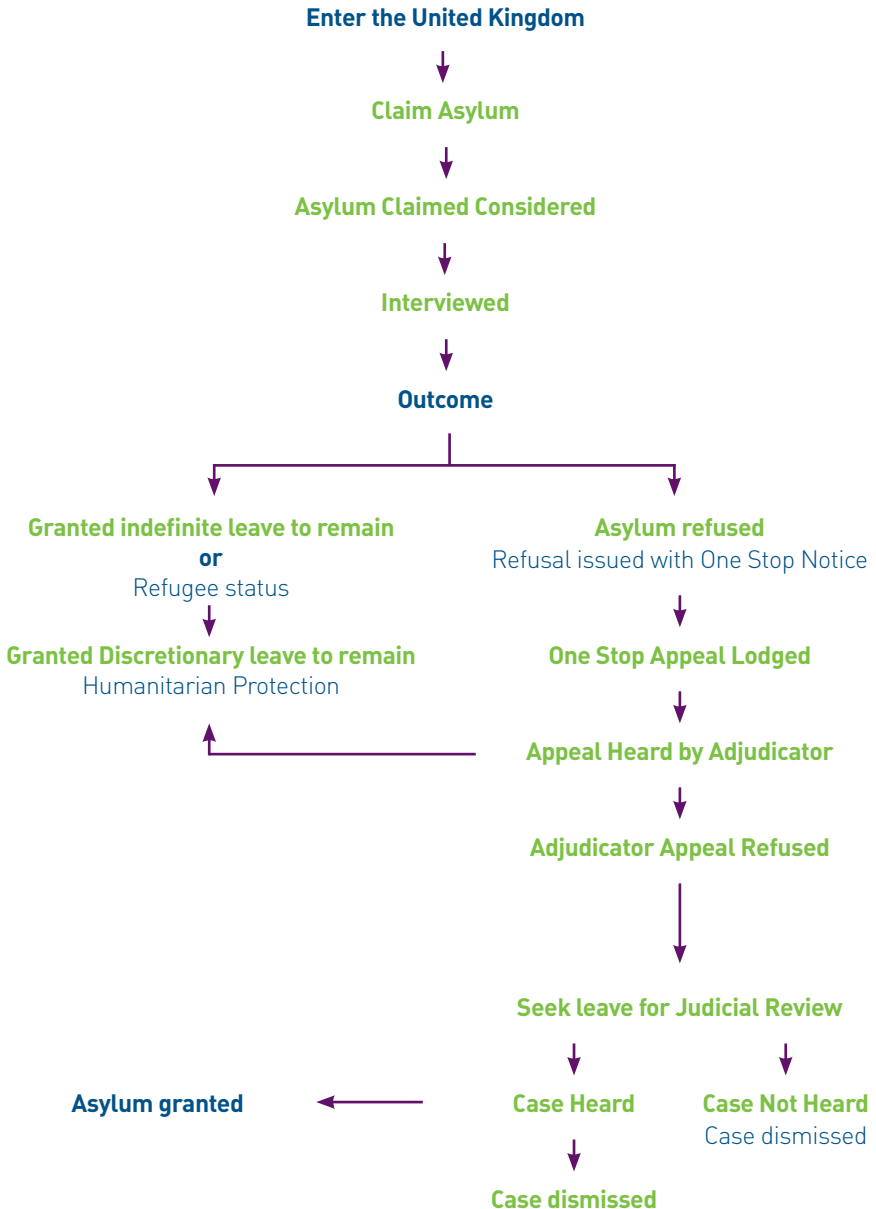
You can complain if you feel that you have not received a service that you think that you are entitled to, or if you think someone has done something they should not.

## How to complain

You should first try to resolve your problem with the person you have most contact with. This might be your accommodation provider, your health visitor or your support worker. If they cannot deal with your problem, they may know who can. Many organisations have official complaints procedures you can use.

If you do not wish to speak to this person, or they do not deal with your problem satisfactorily, you should then speak to their manager. Most complaints can be sorted out in this way.

# Asylum process



This process may be changed without notice.



Shqip

ALBANIAN

Tregoni cila është gjuha juaj.  
Do të gjejme përkthyes me goj për ju.



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید  
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



አማርኛ

AMHARIC

ቋንቋዎን ያመልክቱ፤  
ለመግባባት እንድንችል የቴሌፎን  
ለስተርጓሚ እናቀርባለን።



Français

FRENCH

Indiquez du doigt la langue que vous  
parlez. Nous ferons appel à un interprète  
par téléphone pour nous aider.



عربي

ARABIC

حدد اللغة التي تتحدثها .  
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



Deutsch

GERMAN

Zeigen Sie auf Ihre Sprache.  
Wir fordern dann die telefonische  
Unterstützung eines Dolmetschers an.



বাংলা

BENGALI

আপনার ভাষাটি অক্ষুণ্ণ নির্দেশ করে দেখান।  
আমাদেরকে সহায়তা করার জন্য টেলিফোনে  
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর  
ব্যবস্থা করব।



Ελληνικά

GREEK

Δείξτε μας ποια γλώσσα μιλάτε.  
Θα κανονίσουμε να μας βοηθήσει  
τηλεφωνικώς ένας διερμηνέας.



廣東話

CANTONESE

請指出您講的語言。  
我們將請一位電話翻譯員  
來幫助您。



ગુજરાતી

GUJARATI

તમારી ભાષા તરફ આંગળીથી દર્શાવી કરો.  
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન  
પર બોલાવીશું.



Hrvatski

CROATIAN

Pokažite nam svoj jezik.  
Pomoći će nam tumač putem telefona.



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।  
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन  
पर बुलाएंगे।



Čeština

CZECH

Ukažte na jazyk, kterým mluvíte.  
Spojíme se s tlumočnickem, který nám po  
telefonu pomůže.



Italiano

ITALIAN

Indicate col dito la vostra lingua.  
Chiederemo l'assistenza telefonica di  
un interprete.



کوردی

KURDISH

په‌نجه رابکیشه بۆ ئەو زمانه‌ی قسه‌ی بێ‌ده‌که‌یت.  
ئێمه موته‌رجیمی‌ک په‌یدا ده‌که‌ین تا به‌ ته‌له‌فۆن  
هاوکاریمان بکات.



普通话 / 国语

MANDARIN

请指出您讲的语言。  
我们将请一位口译员在电话上翻译。



Polski

POLISH

Wskaż na swój język.  
W celu udzielenia pomocy skontaktujemy  
się telefonicznie z tłumaczem.



Português

PORTUGUESE

Aponte para a sua língua.  
Colocaremos um intérprete  
ao telefone para nos ajudar.



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।  
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫੋਨ  
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



Română

ROMANIAN

Indicați care este limba dumneavoastră.  
Vă vom pune în legătură, la telefon, cu un  
interpret care să ne ajute.



Русский

RUSSIAN

Укажите, на каком языке вы говорите.  
Нас соединят с переводчиком по телефону.



Српски

SERBIAN

Pokažite nam svoj jezik.  
Pomoći ће нам преводилац путем  
телефона.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.  
Waxaan telifoonka ku heli doonaa  
turjibaan na caawiya



Español

SPANISH

Señale su idioma.  
Usaremos un intérprete para que nos  
asista por teléfono.



தமிழ்

TAMIL

உங்கள் மொழியை சுட்டிக்காட்டுங்கள்.  
உங்கள் மொழிபேசும் ஒருவரை எங்களுக்கும்  
உதவ டெலிபோனில் அழைப்போம்.



Türkçe

TURKISH

Konuştüğünüz dili gösterin.  
Telefonda bize yardımcı olması için bir  
tercüman bulacağız.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔  
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھیں) کو بلائیں گے۔



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.  
Chúng tôi sẽ mời một thông dịch  
viên qua điện thoại giúp chúng ta.

# Notes

# Notes

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Professionals Forum

Greater Manchester Fire Service

GMPTÉ

New Prospect Housing Asylum Team

Revive

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A special thanks to the asylum seeker and refugee communities of Salford who helped with the consultation process. Their comments and experience have been used to create this welcome pack.

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“Whilst Salford City Council has made every effort to ensure the accuracy and reliability of the information contained in this publication, it cannot be held responsible for any loss, however arising, from the use of, or reliance on this information.”

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The red cross emblem is used with the authorisation of the British Red Cross.

Inclusion of an organisation in this booklet does not signify its endorsement of any of the other organisations listed.



Salford City Council





## **Community and Social Services**

Crompton House  
100 Chorley Road  
Swinton  
M27 6BP

**Telephone: 0161 793 2241**

**[www.salford.gov.uk/asylumseekers](http://www.salford.gov.uk/asylumseekers)**

إذا احتجت للمساعدة في فهم هذه النشرة ، برجاء الاتصال بفريق المساواة في مجلس سالفورد ،  
هاتف رقم 0161 793 3536

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর 0161 793 3536

如果您有關於本宣傳頁的任何問題，請聯繫 Salford 理事會的 Equalities 團隊，電話號碼為 0161 793 3536

જો આ લીફલેટ સમજવા માટે તમને મદદની જરૂરત હોય, કૃપા કરી ઇકુવાલિટીજ ટીમ સહોડ કાઉન્સિલનો ટેલિફોન નંબર 0161 793 3536 પર સંપર્ક કરો.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਲਫੋਰਡ ਕੌਂਸਲ (Salford council) ਵਿੱਚ ਇਕੁਅਲਿਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ 0161 793 3536 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

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