

LIFE

IN Salford

Special edition - October 2008

The magazine for people who live or work in Salford

www.salford.gov.uk

Free



A-Z

of council services

Welcome to your A-Z of council services

As your local council we'll be involved with you through many events in your life - we'll register your children when they're born, welcome them when they are ready for school and register them to vote when they turn 18. Some of you will work for us, you will enjoy walks in our parks and we'll be there to provide support if you need extra help in your life. We work with various organisations, all with the aim of making your life better.



This A-Z of services gives you contact details for many of the services we provide. Behind these services are teams of people, all working "to create the best possible quality of life for the people of Salford" (the council's mission statement).

Salford City Council is a big organisation and I want to give you a flavour of some of our recent achievements:

- Health and social care in the city has been rated amongst the best in the country by government inspectors.
- Provisional results showed that almost 68% of pupils in the city achieved five GCSE A*-C grades in 2008, an increase of eight percentage points on 2007.
- £250 million funding is to be spent to create 21st century primary and secondary schools and new buildings have now opened at Harrop Fold and Buile Hill high schools.
- Salford's Stop Smoking Service has recently helped 1700 people to quit smoking for at least four weeks.
- Housing in the city has been rated as good with promising prospects by government inspectors - one of only two local authorities in the North West.
- The new City West Housing Trust is set to bring £90 million of resources to modernise and maintain former council homes.
- Salford's employment rate is now above the regional average, with over 72% of the population employed and 20,000 more people in the city in work than at the start of the millennium.
- The Fit City Centres in Eccles and Worsley have been refurbished and improvements made for people with disabilities, leading to a 150% increase in membership at Fit City Worsley.
- In our parks and greens spaces ranger organised activities attracted over 30,000 people in 2007/8.
- In the areas where the new kerbside recycling service is up and running, the amount of waste recycled has increased by a staggering 300%.
- The first new Gateway centre has opened in Walkden providing both and health and council services under one roof; with centres to follow in Eccles and Pendleton.

You'll find more information about all our services, what we do and how you could get involved in shaping our different plans on our website at www.salford.gov.uk You can also use the website to order services or make payments to the council. If you are not online at home, you can get free internet access at any of our libraries, see "L" in this A-Z for contact details.

I hope you find this A-Z useful, it is one of the ways that we provide information about the council.

Regards
Councillor John Merry
Leader of Salford City Council



Abandoned vehicles

to report
872 5050 (Police)

Abuse and neglect - adults and older people

to report concerns, see Social services

Abuse and neglect - children and young people

see Children - abuse or neglect

Accessible parking

blue badge holders can request a parking bay close to home
779 4876 traffic.management@urbanvision.org.uk

Accessible transport

for information about different travel options and to book services, contact GMPT

244 1050 publicity@gmpte.gov.uk

Adaptations to your home

see Community occupational therapy

Adoption

for information and advice about adoption or fostering

799 1268 family.recruitment@salford.gov.uk

Adult and community education

see Family, adult and community learning

After school activities

see Childcare

Alcohol

to report underage drinking

872 5050

to report a shop selling alcohol to children

see Trading standards

Alcohol abuse

to get help contact your GP. For information about services call Salford DAAT 909 6525

Allotments

to rent an allotment plot

925 1322 allotments@salford.gov.uk

Animals - collection of dead pets and strays

909 6500 environment@salford.gov.uk

Anti-social behaviour

to report any form of anti-social behaviour

909 6544

Apprenticeships

see Careers advice for young people

Art galleries

for opening times, exhibitions and bookings see Museums and galleries

Basic skills courses

find out about basic English and maths courses

909 6503

Benefits advice

council tax and housing benefit

909 6504

also see Welfare rights advice

Benefit fraud hotline

to report benefit cheats

0800 328 6340

Bereavement

to register a death see Register office

Big Listening

regular surveys of residents' views of the city

793 2677

Bin collection

see Rubbish

Births, marriages and deaths

see Register office

Blue badges

to apply for a disabled parking badge

909 6508 social.services@salford.gov.uk

Bogus callers

advice on protecting yourself against doorstep crime

604 7719 housingcrimereduction@salford.gov.uk

Bonfires

to report smoke, smells or dust from a bonfire

737 0551 before 5pm

794 8888 after 5pm

Building regulations

building work such as house extensions, loft conversions and replacement windows requires building approval

909 6555 building.control@salford.gov.uk

Burglary reduction

information and advice on reducing the risk of burglary

604 7719 housingcrimereduction@salford.gov.uk

Burial

see Cemeteries and crematoria

Bus passes

see Concessionary travel

Business

support for new businesses and business development

793 2803 business@salford.gov.uk

Business rates

793 3390 business.rates@salford.gov.uk

Car boot sales

you must have a licence if you organise a car boot sale

909 6508 facilities.management@urbanvision.org.uk

Car parks

see Parking and car parks

a

b

c

Careers advice for young people

careers advice is provided by Connexions
0845 671 3219 info@connexions-salford.com

Care on call

24 hour monitoring, emergency call-out and visiting service for older and vulnerable people
737 3822 careoncall@salford.gov.uk

Caring for someone

advice, information, support and services for people who care for a relative or friend at home
833 0217 carers.centre@salford.gov.uk

Catering

Citywide provide commercial catering and events services
736 4870

Cemeteries and crematoria

Agecroft cemetery and crematorium and Weaste cemetery
736 2512 agecroft.cemetery@salford.gov.uk
Peel Green cemetery and crematorium and Swinton cemetery
789 1901 peelgreen.cemetery@salford.gov.uk

Central Salford Urban Regeneration Company

a partnership to redevelop Central Salford
601 7739 info@centralsalford.com

Charity collections licence

you must have a licence to collect for charity
920 8420 licensing@salford.gov.uk

Child employment

all children who have a job must have a work permit
909 6508

Childcare

information on out-of-school clubs, nurseries, childminders, Sure Start children's centres and play and holiday schemes
0800 195 5565 scip@salford.gov.uk
Text 0797 191 3923

Childcare as a career/business

information about working in childcare, becoming a registered childminder or setting up a childcare business
0800 195 5565 scip@salford.gov.uk

Children - abuse or neglect

to report concerns about abuse or neglect
603 4500 social.services@salford.gov.uk

Children - family support

professional help if you are struggling with children and family life
909 6530

Children – locality teams

support for families with children who are experiencing difficulties at school or at home
909 6530

Children's Services (education and social care)

for any issues not listed in this A-Z
778 0123

Citizenship ceremonies

see Register office

City learning centres

Computer based learning and community internet access
921 2190 moorside.clc@salford.gov.uk
921 2195 builehill.clc@salford.gov.uk

City West Housing Trust

former council housing in the following areas is now owned by a not-for-profit social landlord: in Eccles; Swinton (excluding Beech Farm estate); Walkden; Little Hulton; Irlam; Cadishead; Boothstown and Worsley.
For all repairs **909 6511**
other enquiries - please contact your local office:
Little Hulton area **605 7210**
Eccles area **605 7220**
Swinton area **605 7230**
Irlam area **605 7240**
Out of Hours emergencies **794 8888** (6.30pm - 8.30am)

Civil Partnership ceremonies

see Register office

Comments, compliments and complaints

to make a comment on a council service
909 6540 complaints@salford.gov.uk
Salford Community Leisure (leisure and sports facilities)
778 0101
Urban Vision (roads, pavements, traffic, parking, planning, building control) **779 6146/6173**

Community centres

venue hire for groups, parties and small businesses
799 2222 scl.admin@salford.gov.uk

Community clean-ups

to organise a clean-up in your community
909 6500 environment@salford.gov.uk

Community cohesion

promoting understanding, tolerance and working with Salford's communities
793 2309 community.services@salford.gov.uk

Community committees

details of the next meeting in your area
793 3011 vin.joseph@salford.gov.uk

Community groups

grants are available for community groups and activities
793 2336/2185 community.services@salford.gov.uk

Community occupational therapy

equipment and adaptations to help people live at home
607 1499

Community plan

plan developed by Partners IN Salford that sets out how the quality of life in Salford will be improved
 603 6800 partnersinsalford@salford.gov.uk

Community websites

for community and voluntary groups
 793 2996

Complaints

see Comments, compliments and complaints

Composting

to order compost bins for your home
 0845 077 0757

Computer training

I.T. training for adults in venues across the city
 793 2996

Concessionary travel

reduced fares for older people and children or adults with disabilities

Older people and adults

244 1050 passes&permits@gmpte.gov.uk

Home to school transport for children with disabilities

922 7344

Conservation areas

restricts building work in areas of historical interest
 793 3783 plans.consultation@salford.gov.uk

Consumer advice

advice about your rights when you buy goods or services
 0845 404 0506 env.consumer.advice@salford.gov.uk

Council

main switchboard
 794 4711

Council decision making

information on how the council makes decisions
 793 3009 committee.services@salford.gov.uk

Council finances

information on how budgets are set
 793 3245 council.finances@salford.gov.uk

Council housing

Salix Homes manages council housing in Central Salford, Beechfarm estate and Rainsough Brow. City West Housing Trust owns former council housing in all other areas. See Salix Homes and City West Housing Trust in this A-Z.

Council - how we perform

information on the quality of services
 793 3419 policy.improvement@salford.gov.uk

Council - overview and scrutiny

scrutiny looks at how the council performs and suggests improvements
 793 2513 scrutiny.support@salford.gov.uk

Council papers and meetings

dates, times, agendas and minutes of council meetings
 793 3009 committee.services@salford.gov.uk

Council tax

909 6502 revenues@salford.gov.uk

Council tax benefit

see Benefits advice

Councillors

for general information about councillors

793 3009 vin.joseph@salford.gov.uk

for information about councillors' e-surgeries

909 6523

Country parks

for information about wildlife, activities, walks and fishing
 793 4219 environment@salford.gov.uk

Crime

to report a crime to the police

999 in an emergency

872 5050 for other crimes and enquiries

Crimestoppers

to report criminals and criminal activity anonymously
 0800 555 111

Cycle lanes

information about cycling facilities in the city
 793 3801 traffic.transport@salford.gov.uk

Cycle training

for children

779 4863 road.safety@urbanvision.org.uk

Dance

for information about dance sessions

778 0550 scl.admin@salford.gov.uk

Dangerous and derelict buildings

to report

779 6175 building.control@salford.gov.uk

Data Protection Act

to request information that the council holds about you
 793 2407 freedomofinformation@salford.gov.uk

Day centres

for older people and people with disabilities see Social services

Deaths

to register a death see Register office

Debt advice

0800 345 7323 advice@salford.gov.uk

Democratic services

general information on council decision making, elections and councillors

793 3009 vin.joseph@salford.gov.uk

d **e** **f** **Demolition advice**

if you are planning to demolish a building or part of a building, you must contact the council
909 6555 building.control@salford.gov.uk

Dentist

to find an NHS dentist, see Health services

Disability - children

support, advice and services for children with disabilities and their families

707 0222 salford-families.project@barnardos.org.uk

Disability - equipment

see Community occupational therapy

Disabled parking badges

to apply for a disabled parking badge see Blue badges

Disabled parking

see Accessible parking

Disabled facilities for homes

see Community occupational therapy

Doctors

to find a GP surgery, see Health services

Dogs - dangerous

to report a dangerous dog contact the police
872 5050

Dog fouling

to report dog fouling

909 6500 environment@salford.gov.uk

Dog warden

for help with stray dogs and for advice on training and microchip tagging

909 6500 environment@salford.gov.uk

Domestic abuse

for help and support contact the freephone national 24 hour helpline

0808 2000 247

emergency

999

Doorstep crime

for advice on staying safe and dealing with bogus callers see Bogus callers

Drains and sewers

the responsibility for repairs depends on whether the problem is on public or private land

909 6505 highway.services@urbanvision.org.uk

Drug abuse

for information about help and support services

909 6525

Dustbins

see Rubbish

Elections and electoral roll

elections in Salford are organised by the elections office

793 3195 elections@salford.gov.uk

Emergencies

Police, fire service or ambulance

999

Council services out of hours

794 8888

Gas leaks

0800 111 999

Empty properties

to report empty homes

793 2545 emptyproperties@salford.gov.uk

Energy efficiency in the home

advice and grants for making your home energy efficient

922 8798 keepingwarm@salford.gov.uk

Environmental health

information about health and safety, food hygiene or complaints about food in shops and restaurants

737 0551 environment@salford.gov.uk

Equal opportunities

for equal opportunities issues

793 3275 equality.team@salford.gov.uk

Equipment and adaptations

see Community occupational therapy

Events

see What's on

Eviction/harassment by landlord

advice for tenants facing illegal eviction or harassment

793 2020 housing.advicecentre@salford.gov.uk

Emergencies outside office hours **794 8888**

Family, adult and community learning

Basic skills, I.T. and general interest courses taught in venues across the city

778 0331 community.learning@salford.gov.uk

Family history searches

to trace your family tree see Register office

Family Information Service

Information about out-of-school clubs, nurseries, childminders, Sure Start children's centres, play and holiday schemes and other services for families

0800 195 5565 scip@salford.gov.uk

Text **0797 191 3293**

Financial advice for students

higher education loans, grants and allowances information

778 0210 student.support@salford.gov.uk

Fire service

for a fire risk assessment or for advice on smoke alarms

0800 555 815

Flooding

to report flooded roads

909 6505 highway.services@urbanvision.org.uk**Flooding hotline**

to find out about current flood risks

0845 988 1188**Fly tipping**

to report illegal dumping of rubbish

909 6500 environment@salford.gov.uk**Food safety**

see Environmental health

Food premises

any building or vehicle that stores, distributes, cooks or sells food must be registered

737 0551 environment@salford.gov.uk**Footpaths**

see Pavements and footpaths

Fostering

find out about the different ways to foster children

799 1268 family.recruitment@salford.gov.uk**Fraud and corruption**

to report concerns about a council service or employee

0808 100 1235 audit@salford.gov.uk**Freedom of Information**

to request access to information that the council holds

793 2407 freedomofinformation@salford.gov.uk**Funerals**

see Cemeteries and crematoria

Furnished homes

furnished accommodation for vulnerable people

607 1698**Further and higher education**

Salford University

295 5000 course-enquiries@salford.ac.uk

Eccles College

789 5876 admin@ecclescollege.ac.uk

Pendleton College

278 3325 admissions@pendcoll.ac.uk

Salford College

702 8272 centad@salford-col.ac.uk

for advice see Careers advice for young people

Gardening help

for help with managing your garden see Helping Hands

Gas safety

to report a leak

0800 111 999**GPs**

to find a GP surgery see Health services

Graffiti

to report any graffiti

909 6500 environment@salford.gov.uk**Grants - business**

see Business

Grants - community groups

see Community groups

Grants - disabled facilities for homes

see Community occupational therapy

Grants - education

see Financial advice for students

Grass cutting

to report overgrown verges

909 6500 environment@salford.gov.uk**Handyman service**

see Helping Hands

Hate crime

to report a crime which is to do with race, colour, religion, sexuality, nationality, gender or disability

909 6544

in an emergency

999**Health and safety**

see Environmental health

737 0551 environment@salford.gov.uk**Health services**

Salford Primary Care Trust (PCT)

for GPs, dentists, opticians, pharmacists, district nurses, midwives and community therapists

212 4800

Salford Royal Hospital

789 7373

North West Ambulance Service

01204 498 400

Greater Manchester West Mental Health NHS Foundation Trust

773 9121

Trafford General Hospital

748 4022

North Manchester General Hospital

795 4567

Royal Manchester Children's Hospital (Pendlebury Children's Hospital)

794 4696

Manchester Royal Infirmary

276 1234

Royal Bolton Hospital

01204 390390

Christies Hospital

446 3000

NHS Direct

for medical advice on non-emergency conditions

0845 46 47 www.nhsdirect.nhs.uk

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Hedges

to enquire about hedges growing over a pavement
909 6505 highway.services@urbanvision.org.uk
to report overgrown private boundary hedges
909 6545 planning.contact@salford.gov.uk

Help at home

for help with personal care see Social services

Helping Hands

help with minor home repairs and garden services
793 9419 helpinghandsmrs@btconnect.com

Heritage and history

to find out more about Salford's history
778 0800 salford.museum@salford.gov.uk

Higher education

see Further and higher education

Home care

for help with personal care see Social services

Home repairs

advice on maintaining your home for home owners and private tenants
793 2896 home-improvement.agency@salford.gov.uk

Home safety and security

see Burglary reduction

Hotels

for a list of hotels in Salford
848 8601 tic@salford.gov.uk

Houses in multiple occupation

landlords who own or manage properties where two or more households live should contact the council
793 2947 hmo@salford.gov.uk

Housing advice/problems

for help with housing including homelessness
793 2020 housing.advicecentre@salford.gov.uk

Housing adaptations

see Community occupational therapy

Housing associations

for information about not for profit landlords offering homes to rent and sometimes to buy
793 2020 housing.advicecentre@salford.gov.uk
or see Salford Home Search

Housing benefit

to apply for housing benefit
909 6504 revenues@salford.gov.uk

Housing for older people

see Sheltered housing

Housing Choice

help for people over 50 who need to find a new home
793 2879 housingchoice@salford.gov.uk

Housing Connections Partnership

high quality support services for vulnerable people
604 7700 housingconnections@salford.gov.uk

Information centre

for details of local clubs, groups and societies, information about council services and help filling in basic forms
745 9529 information.centre@salford.gov.uk

Internet

free access at all libraries across the city, see Libraries

Job centres

0845 6060 234 www.jobcentreplus.gov.uk

Jobs in the council

enquiries about current council vacancies
909 6503 recruitment.advertising@salford.gov.uk

Kerbs

for information about lowering kerbs outside your home
909 6505 highway.services@urbanvision.org.uk

Landlord accreditation

private landlords can register with the council
793 2835 landlord.accreditation@salford.gov.uk

Landlord harassment

see Eviction/harassment by landlord

Learning - adult and community

see Family, adult and community learning

Learning difficulties

health and social care, support, advice and services
793 2460 adult.learning@salford.gov.uk

Libraries

Boothstown
799 6549 boothstown.library@salford.gov.uk
Broadwalk
737 5802 broadwalk.library@salford.gov.uk
Broughton
792 6640 broughton.library@salford.gov.uk
Cadishead
775 3457 cadishead.library@salford.gov.uk
Charlestown
921 1236 charlestown.library@salford.gov.uk
Clifton (limited opening hours)
794 1591 clifton.library@salford.gov.uk
Eccles
789 1430 eccles.library@salford.gov.uk
Height
736 1907 height.library@salford.gov.uk
Hope (limited opening hours)
921 2185 hope.library@salford.gov.uk
Irlam
775 3566 irlam.library@salford.gov.uk
Little Hulton
790 4201 littlehulton.library@salford.gov.uk
Ordsall
603 4097 ordsall.library@salford.gov.uk

Swinton
921 2360 swinton.library@salford.gov.uk
 Walkden
909 6518 walkden.library@salford.gov.uk
 Winton
921 2180 winton.library@salford.gov.uk
 Worsley
 (limited opening hours)
794 8750 worsleyvillage.library@salford.gov.uk

Libraries - Bookstart
 books for babies and toddlers
778 0800

Libraries - mobile library service
 for people who are housebound or in sheltered
 accommodation

792 0190 mobilelibraries@salford.gov.uk

Libraries - reading groups
 contact your local library

Licences

alcohol sales, entertainment, marriage, gambling and
 charitable collections

920 8420 licensing@salford.gov.uk

Listed buildings

buildings of historical or architectural interest

793 3783 plans.consultation@salford.gov.uk

Litter

to report

909 6500 environment@salford.gov.uk

Loans - home improvements

see Salford Home Improvement Agency

Local history

778 0814 local.history@salford.gov.uk

Lollipop man/woman

see Schools - crossing patrol

Lottery funding

lottery funding for good causes in the arts, heritage, health,
 education, environment, community and charity sectors

793 2917 lottery.funding@salford.gov.uk

Luncheon clubs

for older people see Social services

Magistrates

information on becoming a magistrate

834 9457 (ext 1333)

andrew.ball@hmcourts-service.gsi.gov.uk

Marriage

see Register office

Mayor of Salford

to request the Mayor's attendance at an event

793 3059 elaine.watts@salford.gov.uk

Meals delivery service

for meals delivered to people at home see Social services

Members of Parliament

Ian Stewart MP

707 4688 ianstewartmp@parliament.uk

Hazel Blears MP

925 0705 blearsh@parliament.uk

Barbara Keeley MP

799 4159 keeleyb@parliament.uk

Mental health

see Social services

Mobile library

for housebound people see Libraries - mobile library service

Mobile warden service

see Care on call

Museums and galleries

for information on all Salford's museums and galleries

778 0800 salford.museum@salford.gov.uk

Music and Performing Arts Service (MAPAS)

music and performing arts service to the community and
 schools

778 0256 mapas@salford.gov.uk

Neighbourhood managers

working with partners to improve your area

793 2309

neighbourhood.management@salford.gov.uk

NHS Direct

for non-emergency medical advice 24 hours a day

0845 46 47

Noise

to report a noise nuisance

737 0551 environment@salford.gov.uk

Nuisance neighbours

to report

909 6544

Nursery

to find a nursery see Childcare

Nursing homes

see Social services

Occupational therapy

see Community occupational therapy

Older people - abuse or neglect

to report concerns see Social services

Older people - health and social care

for information and advice about health and social care see
 Social services



Older people - housing

for information about sheltered housing or help for older people to live in their own home

909 6514 salfordhomesearch@salford.gov.uk

for information about extra care housing for those who need extra support

831 7484

Ombudsman

to complain about Salford City Council, contact the council to see if your issue can be resolved (see Complaints). If

you do not feel the council has dealt with your complaint adequately contact the Local Government Ombudsman

0845 602 1983

One Stop Shop Little Hulton

advice, I.T. training, community venue, internet access

975 7400 one.stop.shop@salford.gov.uk

Ordsall Hall

information on events, exhibitions and family fun days

872 0251 ordsall.hall@salford.gov.uk

Out of date food

to report a shop selling out of date food see Consumer advice

Out of school activities

see Childcare

Outdoor education service (Lledr Hall)

service available to groups, Lledr Hall, Conwy, Wales

01690 750214 lledrhall@salford.gov.uk

Parking and car parks

general enquiries about parking and parking fines

779 4987 parking.services@salford.gov.uk

Parking fines

to pay a parking fine by credit or debit card

793 3325

Parking permits

apply for your street to join a resident parking scheme

779 4914 traffic.management@urbanvision.org.uk

to renew your parking permit

779 4987 parking.services@salford.gov.uk

Parks and open spaces

909 6500 environment@salford.gov.uk

Pavements and footpaths

to report dangerous paving stones, cracked paving and obstructions

909 6505 highway.services@urbanvision.org.uk

Pest control

909 6500 environment@salford.gov.uk

Physical disability

social work, advice, support and services

607 1499 social.services@salford.gov.uk

Pigeons

to report a nuisance

909 6500 environment@salford.gov.uk

Planning permission

909 6545 planning.contact@salford.gov.uk

Planning policy

for planning policy enquiries

793 3782 plans.consultation@salford.gov.uk

Playgrounds

for a list of playgrounds or to report damage

909 6500 environment@salford.gov.uk

Playgroups

for information about registered playgroups see Childcare

Police

for non-emergency situations

872 5050

emergency

999

Pollution

to report

737 0551 environment@salford.gov.uk

Postal votes

see Elections and electoral roll

Potholes

to report

909 6505 highway.services@urbanvision.org.uk

Private hire/taxis

to apply for a licence

920 8420/8417 licensing@salford.gov.uk

Proxy voters

see Elections and electoral roll

Public transport

for timetables and journey planning

0871 200 2233 publicity@gmpte.gov.uk

Recycling

information on recycling sites and kerbside recycling

909 6500 environment@salford.gov.uk

Regeneration

for information on regeneration taking place across the city

793 2909 strategy.resources@salford.gov.uk

Central Salford

information on regeneration schemes in Broughton, Ordsall, Pendleton, Seedley, Langworthy and the Chapel street area contact Salix Homes

0800 218 2000 enquiries@salixhomes.org

Charlestown and Lower Kersal New Deal for Communities

607 8505 ndc.enquiries@salford.gov.uk

Register of electors

for a list of Salford residents eligible to vote see Elections and electoral roll

Register office

to register births, marriages and deaths; the register office also offers partnership and citizenship ceremonies
 909 6501 birthsanddeaths1@salford.gov.uk

Registering to vote

see Elections and electoral roll

Renting a home

see Salford Home Search

Residential care

see Social services

Rights of way

for information about public footpaths and bridleways
 779 6111 public.rightsofway@salford.gov.uk

River and water pollution

0800 80 70 60 enquiries@environment-agency.gov.uk

Roads - cleaning/oil spills

909 6500 environment@salford.gov.uk

Roads - crossing patrol

see Schools - crossing patrols

Roads - lighting

to report broken street lights

909 6505 highway.services@urbanvision.org.uk

Roads - road markings

to report worn road markings

909 6505 highway.services@urbanvision.org.uk

Roads - safety education and training

to find out about road safety training and education

779 4863 road.safety@urbanvision.org.uk

Roads - signs

to report damaged, missing or obscured signs

909 6505 highway.services@urbanvision.org.uk

Roads - street furniture

to report damage to benches, bins etc.

909 6505 highway.services@urbanvision.org.uk

Roads - street name plates

to report damaged, missing or obscured street name plates

909 6505 highway.services@urbanvision.org.uk

Roads - traffic calming

to request traffic calming or other safety features

779 4859 road.safety@urbanvision.org.uk

Roads - traffic lights

to report broken traffic lights

0845 600 1220 gmutcd@notes.manchester.gov.uk

Roadworks and closures

779 4921 traffic.management@urbanvision.org.uk

Rubbish

bins, bulky items or fly tipping

909 6500 environment@salford.gov.uk

Rubbish tips

dispose of domestic garden waste and large domestic items
 Clifton

793 1098

Brindle Heath

736 9559

Little Hulton

790 1278

Salford Home Improvement Agency

advice and help with home improvements

793 2896 home-improvement.agency@salford.gov.uk

Salford Home Search

help and advice for people looking to rent a home

909 6514 homesearch@salford.gov.uk

Salford Museum and Art Gallery

778 0800 salford.museum@salford.gov.uk

Salfordian Hotel

Southport hotel catering for older Salford residents

925 1233 salfordian@salford.gov.uk

Salix Homes

Salix Homes manage council housing and regeneration in Central Salford, Beechfarm and Rainsough Brow.

For all enquiries, open 24 hours/seven days a week:

0800 218 2000 (freephone) enquiries@salixhomes.org

0161 909 6559 local rate

Schools - admissions and exclusions

778 0415 school.admissions@salford.gov.uk

Schools - crossing patrols

779 4999 road.safety@urbanvision.org.uk

Schools - governors

to find out information on becoming a governor

778 0265 governor.services@salford.gov.uk

Schools - meals

to apply for free school meals

909 6508

enquiries about school meals

920 8499

Schools - safer routes to school

information about making routes to schools safer

779 4859 road.safety@urbanvision.org.uk

Schools - special educational needs

advice and support for parents/carers with children who have special educational needs

778 0349

Schools - transport

922 7348

Security at home

see Burglary reduction

Sensory services and equipment

for people who have sight or hearing difficulties

607 1499 social.services@salford.gov.uk

Sheltered housing

to find sheltered housing

909 6514 salfordhomesearch@salford.gov.uk

Shopping and cleaning

older people and people with disabilities may be able to get help with shopping and cleaning, see Social services

Skills and Work

help with getting back into work

909 6503 skillsandwork@salford.gov.uk

Skips

to request free skips for a community clean-up

909 6500 environment@salford.gov.uk

Smoking

for help with giving up

212 4050 erica.kinniburgh@salford.nhs.uk

Social services

793 2259

Salford Royal Hospital social work team

206 4820/4062

Learning difficulties

793 2460

Physical disability

607 1499 physical.disabilities@salford.gov.uk

Children

see Children - abuse or neglect or Children - family support

Special educational needs

see Schools - special educational needs

Sports and physical activity

to find out about sport and fitness across the city

778 0550 scl.admin@salford.gov.uk

Sports centres and pools

Fit City Broughton pool

792 2847 fitcitybroughtonpool@salford.gov.uk

Fit City Broughton

792 2375 fitcitybroughtonrec@salford.gov.uk

Fit City Cadishead

775 7928 fitcitycadishead@salford.gov.uk

Fit City Clarendon

736 1494 fitcityclarendon@salford.gov.uk

Fit City Cleavley athletics track

787 8993 fitcitycleavley@salford.gov.uk

Fit City Eccles

787 7107 fitcityeccles@salford.gov.uk

Fit City Irlam

775 4134 fitcityirlam@salford.gov.uk

Fit City Ordsall

848 0646 fitcityordsall@salford.gov.uk

Fit City Pendlebury

793 1750 fitcitypendlebury@salford.gov.uk

Fit City Worsley pool

790 2084 fitcityworsley@salford.gov.uk

Outdoor sports pitches and courts

607 1758 environment@salford.gov.uk

Salford Sports Village

604 7600

Watersports Centre

877 7252 watersports.centre@salford.gov.uk

Sports clubs

778 0550 scl.admin@salford.gov.uk

Squatters

793 2020 housing.advicecentre@salford.gov.uk

Stolen goods

to report concerns about stolen goods see Consumer advice

Street cleaning

to report a build up of litter

909 6500 environment@salford.gov.uk

Street collections licence

see Charity collections licence

Street furniture

see Roads - street furniture

Street lighting

see Roads - lighting

Student grants and financial support

for information about student grants and loans

08456 077 577 student.support@salford.gov.uk

Supported tenancies

help for tenants who need extra support

607 1620 supportten@salford.gov.uk

Supporting People

information about housing-related services including hostels, refuges, sheltered or supported accommodation

922 8755 supporting.people@salford.gov.uk

Sure Start Children's Centres

childcare, early education and health services for 0 - 5 year olds and help with training and employment for parents and carers.

0800 195 5565

Swimming

see Sports

Tenant advice

see Housing advice/problems

Tourist information centre848 8601 tic@salford.gov.uk**Trade waste collection**909 6500 environment@salford.gov.uk**Trading standards**0845 404 0506 trading.standards@salford.gov.uk**Traffic calming**

see Roads - traffic calming

Traffic lights

see Roads - traffic lights

Trains and stations

for information about train times from each station dial

228 0322 and follow instructions to use station codeClifton station code **2795**Eccles station code **2950**Irlam station code **2817**Moorside station code **2799**Patricroft station code **2916**Salford Central station code **2798**Salford Crescent station code **2794**Swinton station code **2800**Walkden station code **2612****Trams**205 2000 customerservices@metrolink.co.uk**Tree preservation**

to request a tree be protected

909 6545 planning.contact@salford.gov.uk**Trees - overgrown trees on council land**909 6500 environment@salford.gov.uk**Trees - overgrown trees on private land**909 6545 environment@salford.gov.uk**Truancy**

advice on dealing with and reporting

909 6530 education.welfare@salford.gov.uk**Venue hire**

Buile Hill Park Hall and the Court House, Worsley

736 4870 builehill.banqueting@salford.gov.uk**Visual impairment**

see sensory services and equipment

Voluntary groups

Salford CVS is the organisation for voluntary groups, offering information, advice and support

787 7795

Volunteering

to find out about volunteering across the city

707 7067 volunteer@salfordcvs.co.uk**Voting**

see Elections and electoral roll

Walks for health

walks take place throughout the year to improve health

778 0550 scl.admin@salford.gov.uk**Waste disposal**

see Rubbish

Water pollution

see River and water pollution

Watersports Centre

see Sports centres

Weddings

see Register office

Welfare rights advice

benefits advice, excluding council tax and housing benefits

0800 345 7375 advice@salford.gov.uk

Welfare rights advice - Arabic speakers

0800 345 7370 advice@salford.gov.uk

Welfare rights advice - Urdu and Punjabi speakers

0800 345 7371 advice@salford.gov.uk**What's On**

events listing and things to do across the city

848 8601 tic@salford.gov.uk**Wheelchairs**

information on wheelchair provision

607 1499 social.services@salford.gov.uk**Wheelie bins**

see Rubbish

Witnessed a crime?

independent, confidential support for witnesses

793 3580 witness.outreach@salford.gov.uk**Young carers**

support, advice and social activities for children and young people who look after a relative or friend

833 0217 carers.centre@salford.gov.uk**Youth service**

youth centres, projects and networks for young people

603 6830 youth.services@salford.gov.uk

Telephone numbers can change - if you have problems contacting a listed number please ring the switchboard on 794 4711

Your 24-hour council www.salford.gov.uk

Accessing Salford City Council services online means you can apply for, report or pay for council services at a time that suits you, and from the comfort of your own home or workplace, without the need to pick up the phone.

Here are some things you can do online:

- **View** the latest planning applications and **send comments**
- **Renew** library books and other loan items online
- **Pay a council bill**, eg housing rent, council tax



Other useful websites

You can find detailed information about Salford and the city council at www.salford.gov.uk. These other websites may also be of interest to you.

www.asksid.info

information about services and groups for older people and people with disabilities in your area.

www.partnersinsalford.org

made up of organisations from Salford's public, private, community, voluntary and faith sectors, Partners IN Salford aims to make the city a great place to live and work.

www.salfordchildren.info

information about services for children and their families.

www.daatis.info

information about drugs and alcohol related services.

Other useful information

Salford City Council opening hours are 8.30am - 4.30pm Monday to Friday.

The **main number is 794 4711**. Outside these hours, an emergency service operates on **794 8888**.

This information can be provided in large print, electronic, audio and braille formats.

Please contact Salford City Council, telephone number 0161 793 2691.

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفريق المساواة في مجلس سالفورد ,
هاتف رقم 0161 793 2691

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 2691

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে
যোগাযোগ করুন টেলিফোন নম্বর 0161 793 2691

જો આ લીફલેટ સમજવા માટે તમને મદદની જરૂરત હોય, કૃપા કરી ઇકુવાલિટીજ ટીમ સર્વિસ ડાઉનલોડ
ટેલિફોન નમ્બર 0161 793 2691 પર સંપર્ક કરો.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਲਫੋਰਡ
ਕੌਂਸਲ (Salford council) ਵਿਚ ਇਕੁਅਲਿਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ
0161 793 2691 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس لیف لیٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم اکیوئٹی ٹیم کو سالفورڈ کونسل سے اس ٹیلی فون نمبر 0161 793 2691 پر رابطہ
قائم کر سکتے ہیں۔

We work for you, hold us accountable!



At Salford City Council we work hard to improve the lives of local people. We expect all our employees to make the best use of resources and to act with fairness, honesty, integrity and transparency.

If you witness or suspect any unacceptable behaviour, please report it to our confidential Honesty Action Line: 0808 100 1235.

For more information please visit:

www.salford.gov.uk/honestyaction

**Honesty isn't just the best policy,
it's council policy.**

Salford City Council

Recycling rollout update

Information for residents in Little Hulton, Walkden, Claremont, Weaste, Pendlebury and Swinton North.

We are happy to confirm that all residents in Ordsall, Langworthy and Lower Broughton will take delivery of their new blue and brown recycling bins in October 2008, with collection starting in November. The new recycling service has already successfully been rolled out to 50% of homes in the city. The delay in delivering the bins to the remainder of the city is beyond our control and we apologise for any inconvenience.

Why is there a delay?

There is currently a national shortage of the new recycling bins, which we were unable to predict when we first planned the rollout. We have taken action by changing supplier, and we will resume the rollout across the rest of the city in April 2009.

Need additional information?

If you want to find out more about recycling, order recycling containers or find information about your nearest bring-site, call our Customer Contact Centre on **0161 909 6500**.

Or visit:

www.salford.gov.uk/recycling

How can I recycle in the meantime?

Until you receive your new bins you can continue to recycle cans, glass and plastic bottles in your recycling box and paper products and cardboard in your recycling sack. Alternatively, you can take your recyclables to any of our bring-sites around Salford. Please remember that we do not recycle plastic carrier bags.

Councillor Keith Mann, Salford City Council's lead member for environment, said:

"This delay is extremely frustrating for everyone involved, but we're pleased we can now assure residents that the rollout will re-commence in April 2009. Details of this will be sent to all residents prior to the rollout. We have been working hard behind the scenes to get the rollout back on track and we thank everybody for their patience.

We really appreciate the efforts of people who are already using the new bins. Recycling in these areas is at a rate well above our expectations and this is down to the commitment of our residents."

