

Salford City Council

What we do for you



Local democracy in action

IN Salford

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Introduction

At Salford City Council our overall aim is to provide you with the best possible quality of life. We deliver a vast and diverse range of services which are funded both from the council tax you pay and from government grants. These services include social care, education services including schools, regeneration, crime and community safety initiatives, environmental services such as waste collection and we provide facilities directly or via other organisations including libraries, museums, archives, arts, recreation and leisure.

There are many ways in which you can have a say in the services we provide and how they are delivered. We encourage feedback on our services so that we can continue to improve them.

All our services and activities help us to meet our seven pledges to you (see page 9).

This booklet has been put together to explain what the council does, how decisions are made, the role of elected representatives and how you can be involved in influencing what happens.

How the council works

Salford City Council adopted a 'leader and cabinet' style of working in 2000. The Cabinet consists of the Leader of the council, a deputy and eight councillors who are lead members with responsibility for specific services. They make decisions on services within the council's agreed policies and budgets, which are set each year by the full council.

Decisions are made by the full council, the Cabinet, and lead members or can be delegated to officers who work for the council. All decisions are recorded and all decision-making meetings of the Cabinet are held in public. You can attend meetings or read decisions.

Councillors who are not Cabinet members perform a scrutiny role as members of scrutiny committees, monitoring the way the council works and examining decisions to check they meet the needs of residents. Councillors are also involved in other committees and panels.

See www.salford.gov.uk/councillors-committs for more details.





Councillors and you

In Salford 60 elected councillors serve 20 wards in the city (three councillors per ward) and they serve for a term of four years. Elections are held in three out of every four years with one third of the 60 councillors coming up for re-election at any one time.

What is a councillor?

A councillor is a member of the public, chosen by you in the local elections. They provide a voice for local people and act as a leader of the community, bridging the gap between the public and the council. Most councillors are members of political parties, although some are independent.

Many people turn to their councillor for advice and help on various issues relating to the services provided by the council. He or she will be happy to do all they can to help you.

You can find out who your local councillors are at www.salford.gov.uk/councillors or www.councillor.gov.uk

Putting your view to your local councillor

Councillors welcome the opportunity to hear the views of local people. All city councillors have advice bureaux which enable you to make your views known, or you can contact them by email. For more information see www.salford.gov.uk/councillordetails

Your councillor can help you to put your interests, views and concerns to the right people at the right time, whether that is to an officer of the council or to one of the council's committees.

Becoming a councillor

To qualify to stand for election as a councillor for Salford City Council, on the day of nomination and also on the day of election you must be:

- 18 or over
- be a UK, EU or commonwealth citizen
- be registered to vote in or have worked or lived in Salford for one year.

You can contact Salford City Council elections office for more information or see the following websites:

- www.audit-commission.gov.uk
- www.idea.gov.uk

- www.lga.gov.uk
- www.lgiu.gov.uk

Elections Office, Salford Civic Centre, Chorley Road, Swinton, Salford M27 5DA tel: 0161 793 3195 email: elections@salford.gov.uk

People and voting

Voting is a fundamental democratic right and is an important way of having your say on the issues you care about. By voting you are also deciding who will take decisions affecting your everyday life.

- Voter turnout during the May 2007 local elections was 29.5% across the city.
- In the last general election in 2005 Salford's turnout was 42.4%.
- There are currently (as of 1 September 07) 162,878 people registered to vote in Salford.

Your right to vote

To vote in any election, you must be on the electoral register. You must be:

- 18 years of age or over on polling day
- a British citizen, or be a Commonwealth citizen or a citizen of the Irish Republic (and resident in the United Kingdom)
- not subject to any legal incapacity to vote (for example, you are in prison).

It is really important that you vote, in order to have a say in your local services.

How can I register to vote?

The electoral register is updated every year in the autumn when a canvass registration form will be delivered to your property. This form shows the names of the people who are currently on the register and by law this must be amended or agreed and returned.

There are two ways you can register:

- **Anytime:** if you move house or your registration details change, you can apply to register by completing an Electoral Registration Form. The register is updated monthly.
- **During the annual canvass:** everyone who is eligible to vote must be put on the annual canvass form. Even if you are already registered or there is no one eligible to be registered, you must complete the form. The register of electors is published on 1 December each year.

Please note that being on the council tax list does not mean that you are on the Register of Electors.

Contact: Elections Office, Salford Civic Centre, Chorley Road, Swinton, Salford M27 5DA tel: 0161 793 3195 email: elections@salford.gov.uk

MPs and you

A councillor is elected by the community to represent them on the local council, the job of a Member of Parliament (MP) is to represent the people of a constituency (a much bigger area) in the national Parliament in London. Your MP is there to help you with all matters for which Parliament or central government is responsible. There are 659 MPs in the United Kingdom.

MPs provide advice to their constituents on any problem they might raise, represent their concerns in Parliament and act as a figurehead for the local area. MPs usually support their party by voting with its leadership in the House of Commons and acting as a representative for the party in their constituency.

Who is my MP?

If you know your full postcode and have internet access, you can find out who your local MP is see: www.locata.co.uk/commons or call the House of Commons Information Office on 020 7219 4272.

People are more likely to know about their local MP than their local councillors: 36% know the name of their councillors compared with 42% who can correctly name their MP. The average person does, however, know more about their council than about Parliament.

How can your MP help?

MPs can give help and advice and they will generally try to assist their constituents with a wide range of problems concerning central government services such as:

- benefits, pensions and national insurance
- immigration and other problems dealt with by the Home Office
- tax problems involving the Inland Revenue and Customs and Excise
- NHS
- Child Support Agency
- school grants and closures.

Problems with council services can be raised with a local councillor.

How to Contact Your MP

Write to your MP at:

House of Commons, London, SW1A 0AA or call the Parliament switchboard on 020 7219 3000.

Getting involved in your community

Community Committees support the local neighbourhood and make decisions about priorities for the area - be it providing youth activities, improving a local park or improving road safety.

Each Community Committee has a budget and is supported by its own Neighbourhood Management team which works to put priorities into action.

There are eight community committees in Salford, each one made up of active residents and councillors. To find out more, or if you would like to be involved with your community committee, contact your local neighbourhood manager.

The council runs a wide range of consultations with the public each year. Some of these are local, some aimed at specific groups who use particular types of services and others are citywide. For the latest information on current consultations and how you can take part please see www.salford.gov.uk/consultation

Each year the council runs a budget consultation involving community committees and tenants' associations, young people, a public meeting and a Big Listening survey. The key issues raised during the process are taken into consideration as part of the process to determine the budget and council tax levels for 2007/08.

The Big Listening is a series of surveys randomly sent

to a selection of residents by a market research agency acting on behalf of the council and the Primary Care Trust. The surveys provide information to see if satisfaction with the city, council and health services is improving as well as providing information on which services need further investigation and improvement. Because these are citywide surveys we only ask questions in these surveys that are general to all members of the community. Further information is available at www.salford.gov.uk/biglistening

We also welcome individual feedback from all our residents. You can make comments, compliments and complaints - see our website for more information www.salford.gov.uk/complaints

Funding Salford services

In order to provide local services, the council spends millions of pounds each year. This money comes from central government grants, government business rates and from the council tax you pay.

- The largest proportion of Salford's budget is spent on community health and social care services (30.5%) and children's services (21.4%).
- The money the council spends comes from three main sources: government revenue support grant £16.6 million, council tax £82.6 million and business rates from the government £99 million. In addition the government provides the funding for

schools via a dedicated schools grant under arrangements introduced in 2006/07.

- In Salford council tax accounts for 41.7% of the total budget.
- In England in 2006-07, the average council tax per dwelling is £1,056 (based on a band D property), compared with £1,370.81 in Salford.

What is council tax?

Council tax raises money to help pay for the services we provide to you. All domestic properties are subject to council tax and the amount you pay depends on the band the property is in. The valuation office (part of HM Revenue & Customs) is responsible for allocating a band to each property based on the property's open market value as at 1 April 1991.

How council tax money is spent

The money raised specifically from council tax is spent on local services provided by the council, Greater Manchester Police and the fire and rescue authorities.

- Adult social care – 24%
- Children's services – 19%
- Greater Manchester Police and fire and rescue authorities – 11.6%
- Levies and charges – 10.2% (primarily GM Passenger Transport, GM Waste Disposal and the Environment Agency)

- Highways, planning, economic & community development – 8.2%
- Arts and leisure – 6.6%
- Housing and environmental services – 5.9%
- Central services, funds and provisions – 4.7% (includes services such as benefits, elections and births, deaths and marriages)
- Capital financing – 9.8% (including buildings, infrastructure, machinery and vehicles)

To find out more about council tax visit: www.salford.gov.uk/ctax tel: 0161-909 6502, email: revenues@salford.gov.uk

What are business rates?

All businesses pay towards the cost of services and facilities provided by the council. This contribution is known as non-domestic or business rates. The money collected is pooled by the government and then redistributed to all local authorities according to the number of people who live in the area.

To find out more about business rates and how they are calculated contact: **Salford City Council, Business Rates Section, Unity House, Salford Civic Centre, Chorley Road, Swinton, Salford, M27 5AW tel: 0161 793 3390 email: businessrates@salford.gov.uk**

We send out information on business rates, how we set the council tax and how we spend the money when we send out bills once a year in the spring.

The Pledges

Enhancing life in Salford

Introduction

The council has a number of responsibilities around the sustainability and improvement of the local environment. We oversee a range of activities such as street cleaning, household refuse collection, pollution control, waste management, recycling schemes and street scene maintenance.

The council is responsible for the maintenance, improvement and development of housing in the city and for making grants available to older homes, offering help to adapt the homes of elderly and disabled people and working in partnership to build new housing across the city. All councils are expected to take an overview of the housing needed in their area and to make the best use of all the resources available, working with other organisations. Council housing is managed on behalf of the council by separate organisations.

The council has a range of transport responsibilities from traffic regulation and residential car parking, to road safety and provision of concessionary bus passes. The council is also involved in developing cycle ways and improving public footpaths and rights of way and we work with bus and rail companies to improve their local public transport networks.



The council is responsible for the highways, including publicly adopted roads but not motorways. The council is responsible for carrying out repairs and enforcing highway legislation.

The facts

- Every household in Salford produces nearly a tonne of waste every year. On average every person in the UK throws away their own body weight in rubbish every two months!
- Salford City Council manages over 500 hectares of open space including over 40 major facilities which includes public parks and country parks – three of which have Green Flag awards.
- Salford covers nearly 40 square miles and is home to over 200,000 residents. The city has a wonderful mix of neighbourhoods and areas; this variety means you'll find every type of housing in Salford.

What we're doing

- Salford runs local road safety schemes, including traffic calming, road safety education and training.
- From April to December 2006, over £1.5 million worth of energy efficiency measures were installed in Salford homes through the Warm Front scheme.
- Since 2005, council officers have issued over 1500 fixed penalty notices for littering, 350 notices for dog fouling and over 50 notices to businesses who did not dispose of their waste properly.

- The council led a housing options review, the largest ever consultation in the city with council tenants. This has been done in order to bring to the city £400 million worth of investment in council housing and estates. The consultation is drawing to a close after a ballot of tenants in the west of the city voted for a transfer to a new local housing company.

Reducing crime in Salford

Introduction

We work in partnership with the police, fire and rescue services, criminal justice agencies and all our partners to reduce the levels of crime and disorder in the city and enhance the local environment. We will reduce crime and disorder and improve community safety by:

- reducing crime
- effectively tackling anti-social behaviour together with the community
- reducing the harm caused by drug and alcohol misuse
- helping all our communities feel safer.

The facts

- Latest figures show there has been a 26% reduction in overall crime since 2003/04.
- Criminal damage is down 21.7% from 2003/04 and theft from vehicles (particularly the theft of satellite-navigation systems) is now showing a downward trend – down 27% from 2006/07.

- Burglary rates continue to fall – now down by more than 50% since 2003/04. As well as securing vulnerable properties, the council has been installing gates across alleyways in suitable locations to protect whole rows of houses from intruders and to create neighbourhood spaces.
- Violent crime is showing a small upward trend, which is the picture across the country, but less serious violent crime is now showing a decline – down 5.7% on 2006/07 figures. Serious violent crime against the person rates have steadied after an increase in 2006/07.

What we're doing

- The council has part funded nearly 100 new police community support officers who are now patrolling the streets of Salford, providing a visible presence as part of our neighbourhood police teams.
- In 2006/07 we achieved Home Office Respect Action Area status because of our performance in tackling anti-social behaviour. The Respect agenda is about bringing together residents and agencies to tackle anti-social behaviour. In 2007, we delivered Respect road shows to listen to your views on local community safety issues. To report nuisance such as fly-tipping or nuisance neighbours call the 24 hour Anti-social Behaviour Action line number 0845 605 2222 (local rate).
- The number of people completing drug treatment

programmes has increased to 51%. We have now introduced drug testing for all people arrested for certain types of crime such as domestic burglary and robbery and we have increased the number of people who must attend treatment programmes as a condition of bail.

- The council runs an environmental crime enforcement unit which has cut fly tipping across the city by nearly a third.
- The council's Trading Standards officers run programmes that use 15 year-old volunteers to test retailers selling alcohol. 43 licensees were prosecuted during 2005/6, 100 fixed penalty notices were issued and 6 licensees had their licences to sell alcohol removed.

Improving health in Salford

Introduction

Salford City Council works with partners such as the Primary Care Trust and the hospital trust to promote healthy lifestyles and tackle health inequalities in the city and provide services for local people.

Key decisions about the future shape of services are being made in partnership boards which include both health and social care managers but also service users, carers and other statutory and voluntary agencies.

The council works with the PCT and hospital trust to



develop more preventive services and locate these within the community wherever possible. This is leading to the development of a number of new facilities providing a range of health and council services.

The facts

- The council and partners have a target to reduce, by 2010, inequalities in health by 10% as measured by life expectancy.
- Life expectancy for men in Salford is 73.4 years and for women 78.3 years. These figures are still lower than national rates, for men it is the sixth lowest age life expectancy of all local authorities in England, and for women the tenth lowest.
- Reductions in teenage pregnancies in Salford also lag behind national reductions. Amongst young women in the city aged 15-17 years of age there were 58.6% conceptions per 1,000 people in 2003 to 2005.
- A year long survey showed only 18.3% of adults participated in at least 30 minutes of moderate exercise at least three times a week, which is below the national average of 21%

What we're doing

- Salford's Teenage Pregnancy services focus on both prevention of pregnancy and support for teenage/parents, of both genders.
- Salford City Council, through Salford Community Leisure, offers a wide range of activities to improve health. Classes are offered to improve specific conditions including cardiac rehabilitation.
- All 2000 food businesses are inspected by Environmental Health officers and given a score on a range of factors to ensure they meet hygiene and safety criteria. The results are available on the council's website so that people can make an informed choice of where to eat based on food safety.

- The council helps people to maintain independent life styles at home by providing services such including preventative services.
- The council has worked hard with suppliers to improve the nutritional value of school meals. All menus have been independently analysed, checked and verified by a well respected nutritional expert and menus comply with all national government food standards.



Investing in young people in Salford

Introduction

The council focuses on services, activities and opportunities to support young people and children in achieving their full potential. We encourage more involvement of young people so that they can influence decisions that will affect their lives. We provide a wide range of services and facilities for young people. We also support families to help improve the lives and futures of individuals. We have targets to reduce the numbers of looked after children, increase the number of young people taking part in sport and reduce the number of young people not in education, employment or training.

The facts

- Salford has once again demonstrated an outstanding improvement in this year's GCSE results, showing an increase of nice percentage points in the number of pupils gaining five or more A*-C grades or equivalent. This year's provisional figures show 60% of Salford pupils achieving five or more A*-C grades, which is a significant improvement on last year's 51%.

Salford's primary schools are among the most improved in the country. Tests of the city's ten and 11-year-olds in crucial English, Maths and Science subjects show their performance is getting better all the time. Compared with the other 150 education

authorities in England and Wales, Salford's rate of improvement is fourth best.

- The level of provision of places for pre-school children is very good - the percentage of 3-4 year olds attending nursery or primary schools is 78%, higher than the national average of 59%

What we're doing

- The council has secured investment in high schools through the Building Schools for the Future (BSF) government programme. This means that more than £150 million is available to invest in transforming the city's secondary school education. BSF will help transform secondary education by providing 21st century learning environments for all secondary pupils across the city, providing more opportunities for pupils and a greater range of services at each school.
- Bookstart is a project for 0-4 year olds to introduce books into their lives and is available throughout the city.
- We have a partnership with YMCA training, Myersough College and Meridian Business Support to offer young people training and employment opportunities in horticulture.
- In 2006/7 we increased the percentage of 5-16 year olds taking part in at least 2 hours a week high quality physical exercise to 70%.

- On behalf of the council, Salford Community Leisure provides a wide range of activities and opportunities for young people. We provide holiday activities - last summer we had over 2000 children take part.

Creating prosperity in Salford

Introduction

The council is working to create an economically prosperous city with good jobs available for local people. We do this by promoting the city to investors, supporting business and maximising public and private investment. We also help people to acquire new skills and to overcome barriers to employment.

The facts

- Unemployment in Salford has reduced from 8.7% to 4.5 % between 1996 to 2006.
- There is however, a higher rate in Salford (20.3%) of the population who are workless including those receiving job seekers allowance or incapacity benefit.
- The majority of the city's jobs are located in Central Salford, where the largest employers are located.
- Central Salford has immense potential and is the focus for the city's biggest regeneration partnership. Taking in the wards of Ordsall, Broughton, Irwell Riverside, Langworthy, Kersal, Claremont, Weaste and Seedley, the area covers 2,000 hectares and is home to 72,000 people. An

Urban Regeneration Company (Central Salford URC) has been set up to drive regeneration forward. All partners are now delivering the Vision Regeneration Framework for Central Salford.

What we're doing

- mediacity:uk will be an innovative and creative hub located at Salford Quays. mediacity:uk is a partnership between Central Salford Urban Regeneration Company, Salford City Council and Peel Holdings and is part of a wider 20 year regeneration programme which will deliver £1.5 billion to the regional economy, employment opportunities for 15,500 people and over 7,000,000 square feet of space for business, retail and residential property.
- In May 2007 the BBC gave the go ahead for five departments to move to Salford.
- In December 2006 the government announced that Salford's bid for PFI investment in Pendleton was successful. The bid for £109 million will ensure the refurbishment of 1,255 homes and provide over 600 new homes for rent or outright sale. It is hoped that this secured funding will bring in further investment for the construction of new affordable homes, and transform vacant land.
- In Lower Broughton, a development partnership with Countryside Properties is delivering the redevelopment of over 150 acres, with potential for

over 3,000 new homes to be constructed adjacent to the regional centre and Chapel Street. A new primary school, shopping facilities and other services will be provided.

- In the west of the city, the council is developing a regeneration framework and action plan to target resources and attract private sector investment.

Promoting inclusion in Salford

Introduction

The council provides a range of care and support services to children, families and vulnerable adults in the city. In particular we provide care and support for older people, adults with physical or learning disabilities or mental health needs and carers who look after a dependent adult. We also co-ordinate local fostering and adoption services.

Social exclusion and neighbourhood renewal are very important issues for the council. It is a priority to achieve our ambitious goals on health, crime, education, employment and work, housing and other factors relating to quality of life. We have targets for birth weights, educational results and unemployment rates.

The facts

In Salford we have:

- increased the number of successful new claims for benefit awarded to people aged 60 or over, from

131 in 2004 to 562 in 2007

- achieved a 95% take up for vaccinations of children aged 0-4 years in the last 12 months
- achieved 70% take up of influenza immunisation in people aged 65 years and over
- provided support to 30,000 carers in the city.

What we're doing

- We have age proofed our cultural services to ensure that everything possible is being done to ensure older people are able to access services such as libraries.
- We are working with the Council for Voluntary Services (CVS) to encourage formal volunteering in groups, clubs and organisations - in January 2007 over 700 people were taking part as volunteers.
- The council's direct payment scheme now ensures that payments for care services go directly to the person who needs the service so that they can employ staff for themselves.

Encouraging learning, leisure and creativity in Salford

Introduction

The council plays a major role in supporting and improving education in the city. We are responsible for schools and other educational settings ranging from the provision of adult education services, to play schemes,

to pupil referral centres and educational psychologists. The local education authority is responsible for the strategic management of services including:

- planning the supply of school places
- making sure every child has access to a suitable school place, or has suitable provision made for them
- supporting and challenging schools and intervening where a school is failing its pupils
- allocating funding to schools.

The council is democratically accountable which gives us a leadership role in setting a vision for education and bringing together partners to achieve change and improvement. To find out more about education or look for schools and colleges in Salford, visit www.salford.gov.uk/learning

The council also has wide-ranging involvement in providing leisure and culture for the local community. In particular we are responsible for local libraries, the management of museums and galleries and the co-ordination and promotion of a variety of events and leisure activities.

The facts

- The percentage of school leavers from Salford schools going into full time education has increased to 67.7% and the percentage going into further learning post 16 increased to 84.3%.
- For achievements in school results see our pledge

"investing in young people".

- Ordsall Hall dates back over 820 years. The hall is now the subject of a £5.9 million bidding and fundraising effort.
- Lark Hill Place, the re-creation of a typical northern street during Victorian times, at Salford Museum and Art Gallery is celebrating its 50th anniversary.
- Weaste is the oldest of Salford's cemeteries. Since it opened in 1857 over 332,000 interments have taken place in its 39 acres. Six of the beautiful memorial stones at Weaste have been given Grade II listed building status by English Heritage.
- There are 16 libraries across the city and there is a mobile library service called books@home for residents who are housebound or visually impaired.

What we're doing

- The council is bidding to the Big Lottery for resources to develop Irwell City Park along an 8km stretch of the River Irwell in Salford between Broughton and Salford Quays.
- The council produces a bi-monthly guide to events in the city called 'ON IN Salford'.
- We work with partners to provide big sporting events like the triathlon, the biathle championships, the Pride games and the two cities boat race. In August 2006, Salford Sports Village held the nation's biggest stand alone Mini Soccer Festival with 180 teams (around 2000 children) attending.

- The council also helps provide cultural events like heritage open days, the Food and Drink Festival and the Salford Film Festival.
- In November 2006, Fit City Irlam re-opened after receiving £700,000 of investment to improve the swimming pool, changing facilities and fitness suite.
- In 2007, Fit City Worsley opened a new fitness suite and aerobic studio, a 25m swimming pool, new teaching pools and village style changing area after a refurbishment costing £3.8 million.
- A specialist centre for gymnastics and pre-school activities for children and young people in Salford was officially launched at Fit City Ordsall in June 2006.



Greater Manchester services

The Association of Greater Manchester Authorities shares responsibilities services that cross the ten authorities areas, including public transport. Greater Manchester Passenger Transport Authority was established to assess the public transport needs of the county and make policy decisions about public transport for services. It is made up of 33 Councillors who are appointed by the ten councils in Greater Manchester so Salford plays a part.

The transport authority provides a grant to the Greater Manchester Passenger Transport Executive (GMPTA) which is the body responsible for implementing the transport authority's policies.

The transport authority and GMPTA are responsible for:

- funding the concessionary fares scheme
- bringing together operators and councils to improve the quality of public transport
- planning and investing in the bus, train and Metrolink networks for the future
- providing information about public transport through telephone information lines, timetables, general publicity and Travelshops
- maintaining a network of subsidised bus services on routes not commercially viable
- working alongside train and Metrolink operators to improve services

- supporting the fully accessible Ring and Ride service and setting high standards of physical accessibility to other vehicles, stations and facilities
- building and maintaining local bus stations, shelters and stops.

For more information about local public transport **visit: www.gmpte.com or call: 0871 200 22 33**

A day in the life of a resident

Council services are such a focal part of every resident's life that it is often easy to forget who provides these services to you. Our staff work hard to ensure that these services are available when you expect them to be there.

So every week....

You step out your door and put out your rubbish and recycling, which will be regularly collected.

As you drive or walk down the road you will pass litter bins that are emptied by the council. All the grass verges will be mowed regularly in the summer months.

Some of you will live in a council home. If you own your home we'll guide you when you want to make alterations or build extensions and ensure your neighbours don't make changes to their home that could unacceptably affect you. We are also helping make more homes in the city energy efficient saving on fuel bills.

If you walk down your street you will pass pavements and gullies that are kept litter free by the council and our team of road sweepers.

On school days our school patrols help ensure children get safely across the road. We'll provide a school place for every child. We also provide your younger children with nursery care. We run many educational programmes for children in addition to regular curricular activity such as road safety. We also provide nutritionally balanced school meals.

If you drive to work you'll use roads, street lights and road signs maintained by the council.

During the day or evening you might visit one of our libraries and borrow a book or use the internet. You could go for a swim or take part in a class at one of our Fit City centres. You could visit Salford Museum and Art Gallery or Ordsall Hall, two of the city's cultural gems. You can take your dog or yourself for a walk in any of our parks. You might also park in one of our car parks to go shopping.

Our teams of inspectors ensure that if you want to buy something to eat, the food you eat will be safe and that your child will not be sold alcohol by an unscrupulous trader. We'll also make sure you get a proper pint in your local pub, a full kilo of apples in your local shop, a real litre of petrol in your tank and take any action needed to stop pollution.

We work closely with the police to improve the safety

of our communities, including supporting witnesses and victims as well as providing crime prevention measures like CCTV. If someone sprays graffiti on your fence or wall, we'll take care of it.

Many of the businesses you might use have been encouraged to come to Salford by the council. The regeneration of areas like Salford Quays has been planned and led by the council.

For children who cannot live with their own family we will provide care and manage foster care programmes.

If you need extra help in your home in your old age we will help you with the care services you need. We're proud to say that we will take action as sensitively as we can if any one of you of any age, is being abused.

And we're always there for the happy and sad times - for both births and marriages as well as deaths in your family. In the event of an emergency, like a flood or major incident, we will work with the emergency services to evacuate communities and temporarily rehouse people when they need it. If you ever have the misfortune to be made homeless we'll help you find a place to stay and if you are unemployed we have services to help you get back to work.

Salford City Council

This leaflet can be provided in large print, audio, electronic and Braille formats, please call the Equalities team at Salford City Council on 0161 793 3536

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفرق 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 સર્વોર્ડ 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।

اگر آپ کو اس ایف لیٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم اکویٹیٹی ٹیم کو سالفورڈ کونسل سے اس ٹیلی فون نمبر 0161 793 3536 پر رابطہ قائم کر سکتے ہیں۔

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