

Council services in your language

The Council has a team of linkworkers who can give bilingual advice and help people to access Council services. For general information, contact the Linkworker Advice Service:

245 7062/234 5161

Si aad u hesho talo iyo maclu-umaad ku qoran Af Soomaali, ama taageero sidii aad uga heli lahayd adeeg Golaha Deegaanka fadlan la xariir Adeega Xiriiriyaha Tala **245 7059**

ਕੌਂਸਲ ਦੀ ਇਕ ਲਿੰਕਵਰਕਰਾਂ ਦੀ ਟੀਮ ਹੈ, ਜਿਹੜੀ ਕਿ ਲੋਕਾਂ ਨੂੰ ਕੌਂਸਲ ਦੀਆਂ ਸੇਵਾਵਾਂ ਤੱਕ ਪਹੁੰਚਣ ਲਈ ਅਲੱਗ ਅਲੱਗ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਸਲਾਹ ਅਤੇ ਮਦਦ ਦੇ ਸਕਦੀ ਹੈ। ਆਮ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਲਿੰਕਵਰਕਰ ਅਡਵਾਇਜ਼ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ **234 5601** ਤੇ ਫੋਨ ਕਰੋ।

کونسل میں لنک ورکرز کی ایک ایسی ٹیم ہے جو کونسل کی سروسز تک رسائی کے لئے لوگوں کو دو زبانوں میں مشورہ اور رہنمائی دے سکتی ہے۔ عام معلومات کے لئے پرنلک ورکر ایڈوائس سروس سے رابطہ کریں۔ **234 5601**

市政府擁有一組連絡人員，可以提供中文諮詢和幫助人們獲取市政府服務。如欲索取一般資訊，可致電 **245 7058** 聯絡連絡員諮詢服務。

Za savjete i informacije na Bosanskom, ili za pomoc oko zluzbi Council-a, molimo vas da kontaktirate Linkworker Advice Service na **245 7068**

Hội Đồng có đội ngũ nhân viên liên kết, họ có thể cố vấn và giúp đỡ mọi người vào sử dụng những dịch vụ của Hội Đồng bằng song ngữ. Để có thông tin tổng quát, liên hệ Dịch Vụ Cố Vấn Nhân Viên Liên Kết: **245 7067**

لتلقي النصائح والمعلومات باللغة العربية أو المساعدة في الحصول على خدمة من البلدية، الرجاء الإتصال بخدمة الربط والنصائح على رقم الهاتف **245 7070**

ஊடுகிள்ளலா் டிங்க வர்க்கிளி டிம், ஊடுகிள்ளலா்மீதி ஊடுகிள்ளலா், குஜராதிமீம் சலாஹ அனே சஹாய ஆபி ஷகே ஷே. வடாஹே மாஹிதி மாஹே, டூபா டூரி, டிங்கவர்க்கிள அஹ்வாஹ் சாஹிஸலா, **745 6064/5** ன்ளர ௫௨ சாஹிஸலா.

বাংলায় পরামর্শ এবং তথ্যের জন্য, অথবা কাউন্সিলের কোনো সার্ভিসের ব্যাপারে সাহায্যের জন্য, দয়া করে লিঙ্কওয়ার্কার অ্যাডভাইস সার্ভিসে যোগাযোগ করুন **245 7056** এই নম্বরে।

African 245 7053
African Caribbean 245 7055

A to Z of Council Services

Abandoned Cars 872 5050

Adoption and Fostering 860 7666

After Adoption 0800 0568 578

Adult Education 0800 0832121

Advice Services 234 5678

Alcohol Support 255 8250
[☎272 8770]

Allotments 226 3322

Antisocial Behaviour 953 2525
[☎953 2526]

Art Galleries

Manchester Art Gallery 235 8888
[☎235 8893]

Costume 224 5217

Heaton Hall 773 1231

Wythenshawe Hall 998 2331

Asylum Seekers and Refugees

Refugee Action 0800 917 2719

Children 255 8250
[☎272 8770]

Multi-Agency Forum 868 0857

Refugee Support Network 232 7420

NASS accommodation

• Council 255 8250

• Private –

and Asylum Support

Contact Centre 0845 602739

Benefit Fraud Hotline 0800 783 9668

Bins 954 9000
[☎957 8402]

Births 234 5555

Blind and Visually Impaired

Equipment and Services;
Bus Passes and Physical
Disability Service 255 8250
[☎272 8770]

Library Service (VIP Unit) 234 1989

Books on tape 957 5900

Blue Badge 277 8600
[☎277 8602]

Building Control 234 4490

Bus Passes
(age over 60 and students) 244 1050

School pupils 234 7163

Business Rates 234 1103

Caravan Sites
(for travellers) 234 1334

Careers Advice 0845 671 3219

Carers
Short-term care
and Carers Grant 255 8250
[☎272 8770]

Carers Centre 835 4090

A to Z of Council Services

Census Information 234 4566

Over 100 years old 234 1979

Children's Services 255 8250
[☎272 8770]

Child abuse reporting as above

Children's Information Service; Childcare and Childminders 0800 083 7921

Citizenship Ceremonies, Nationality Checking 234 5531

Civil Partnerships 234 5555

Complaints 234 3012

Local Government Ombudsman advice team 0845 602 1983
0247 682 1960

Conservation and Heritage 234 4546

Council Meetings 234 3042

Council Tax 907 9400

Council Tax Benefit

Help with Council Tax 219 6100
[☎953 8301]

Crime Prevention 234 3388

Cultural Strategy 234 4298

Data Protection 234 4415

Day Centres 255 8250
[☎272 8770]

Dead Animals 954 9000
[☎957 8402]

Deaf and Hearing Impaired

Sensory Equipment Team 255 8250
[☎272 8770]

Advice 273 7963
[☎273 7986]

Benefit Advice 273 7986
sms message 07534 938598

Interpreters 273 6699

Sign Language Courses 0800 083 2121

Deaths

Register Office 234 5555

Coroner 830 4222

Cemeteries, Crematoriums 227 3201

Southern Cemetery 227 3205

Disability

Equipment and Adaptations, Services 255 8250
[☎272 8770]

Disabled Parking (Blue badge) 277 8600
[☎277 8602]

Parking outside your home 954 9000
[☎957 8402]

Employment and Training 273 5412
[☎273 5727]

Sports in Manchester for people with disabilities.

Get involved in multi-sport clubs, cycling, swimming, athletic clubs, football, wheelchair basketball and much more. 220 3856

Indoor leisure facilities in leisure centres, swimming pools, sports halls, racket courts, pitches and gyms 220 3869

A to Z of Council Services

Disability Action Plan 234 3036
Shopmobility 839 4060

Disabled Children 881 8116
[☎881 0911]

Hearing Needs or Deafness 219 6667

Service for Visual Impairment 219 6667

Disabled Students Allowance 234 7076

Dog Fouling 954 9000
[☎957 8402]

Domestic Violence Helpline 636 7525

National Helpline (24hr) 0808 2000 247

Male Helpline 0808 801 0327

In an emergency dial 999

Drains and Sewers

Private Housing 234 4894

Council Housing 953 2525
[☎953 2526]

Public sewer network 0845 602 0406

Drug Users Support 255 8250
[☎272 8770]

Needle Exchange Scheme 273 4040

Education Benefits

Free School Meals and Secondary School Clothing Grant 219 6100
[☎953 8301]

Educational Psychology 226 5404

Elections 234 3145
234 3378

Empty Houses and Buildings

Council Homes 953 2525
[☎953 2526]

Private Homes 0845 602 4852

Commercial Buildings 234 1300
[☎957 8401]

Energy Efficiency 0800 512 012

Environment On Call 954 9000
[☎957 8402]

Environmental Health 234 4854
[☎957 8402]

Events 234 5200

Eviction

Unlawful 234 4815

General advice 234 5678

Footpaths and Pavements 954 9000
[☎957 8402]

Freedom of Information 234 4415

Free School Meals 219 6100

Fostering 860 7666

Specialist Foster Carers needed for:
Children aged 3–6 882 1335
Children aged 8–14 795 7033
(training and support provided)

Further Education 0800 083 2121

A to Z of Council Services

Graffiti	
Private property	954 9000 [☎957 8402]
Council property	953 2525 [☎953 2526]
Grass Cutting	954 9000 [☎957 8402]
Gritting	954 9000 [☎957 8402]
Ground Rents	
Requests to buy out	234 1241
Payment queries	234 1226
Health and Safety	234 4911 [☎957 8402]
Health Information	234 1315 [☎234 1984]
Historical Records	234 1980 [☎234 1984]
HIV/AIDS	255 8250 [☎272 8770]
Benefit and Money Advice	234 3305
Home Improvement	234 5544
Homefinder	230 2534
Homelessness	
People with Children	234 4744
Outside office hours	224 6452
Men, Couples without Children	234 1045
Women only	219 6050 (24 hours)

Housing

Council Tenants	953 2525 [☎953 2526]
Private Tenants	0845 6024852
Repairs and rent advice	234 5678☎
Out-of-hours emergency repairs	953 2525 [☎953 2526]

Housing Benefit

(Help with rent)	219 6100 [☎953 8301]
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Interpreters and Translators

234 3193
[☎234 3316]

Jobs

953 2775/2784
953 2785☎

Jobs Update

Copies can be picked up from Council offices, Libraries, Community venues and Job Centres or go to www.manchester.gov.uk or telephone for a copy	
Manchester Temps	277 5055 [☎234 3377]
Employment in Construction Charter	234 4466 236 8900
Recruitment Services	953 2775

A to Z of Council Services

Land and Property

General Enquiries	234 1300
Ownership Checks	234 1269
Compulsory Purchase Order Schemes	234 3130
Commercial Property Search	234 1525 234 1515☎
Land Charges and Searches	234 3144
Land Use	234 4577
Operational Property Enquiries	234 1261
Regeneration	234 1293

Language Courses 0800 083 2121

Language Support in Schools

223 3158

Learning Disability

Home support, daycare provision, respite care or residential support	255 8250 [☎272 8770]
Training and Jobs	273 5412 [☎273 5727]

Leisure Services

Leisure Centres and Sports Development	953 2450 [☎953 2497]
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Libraries

Renewals Hotline	254 7777
Mobile Service	957 5900
Central Library	234 1900 [☎234 1984]
Barlow Moor	446 2061
Burnage	442 9036
Chorlton	881 3179
Clayton	219 6097
Crumpsall	908 1900☎
Didsbury	445 3220
East City	234 5501
Fallowfield	224 4153☎
Gorton	223 0775
Higher Blackley	740 1534
Hulme	226 1005
Levenshulme	224 2775
Longsight	224 1411
Miles Platting	254 7021
Moss Side Powerhouse	232 8327
New Moston	219 6461
Newton Heath	234 4474
North City	219 6442
Northenden	998 3023
Rack House	998 2043
Withington	227 3720
Wythenshawe	935 4040/1
Library Theatre	236 7110 [☎07840 532 725]
Licences and Permits	234 4918 [☎957 8402]

Linkworkers See back cover

Local History 234 1979
[☎234 1984]

Local Strategic Partnership
(Manchester Partnership) 234 4066

Lord Mayor 234 3750

Manchester Advice

Advice on benefits, housing, consumer and debt. See back page for advice in your community language. 234 5678☎

Markets

Arndale 832 3552
Gorton 231 3522
Harpurhey 205 0215
Longsight 225 9859
Wythenshawe 499 2832

Marriages 234 5555

Meals on Wheels 255 8250
[☎272 8770]

For problems or non-arrival 231 0211

Mental Health – Support 255 8250
[☎272 8770]

Neighbourhood Disputes and Mediation Service 908 0392

Noise Nuisance

Commercial/Industrial noise
Roadworks 234 4873
[☎957 8402]

Noisy Neighbours 953 2525
[☎953 2526]

Nursery Education 0800 083 7921

Older People

For support, resource centres for older people, luncheon clubs and the Community Alarm service 255 8250
[☎272 8770]

Valuing Older People (V.O.P.)

Brings together public and community agencies to improve the quality of life of older residents in Manchester. For more information or a copy of the latest newsletter phone 234 3391

For advice for older people on benefits, housing and debt 234 5678

Parking

Pay and Display enquiries 817 8985
Parking tickets and removal fees 234 4111
[☎957 8402]
Coach and lorry parking 817 8985

Parks 953 2450
[☎953 2497]

Payments to the Council

General enquiries 234 3602
24-hour automated payment service 273 5270

Pest Control 234 4928
[☎957 8402]

Planning 234 4516
[☎234 4505]

Play Facilities

Community Play Centres 0800 083 7921
Out-of-school team 274 6359
Play areas 226 1914

Pollution

Water 0800 807 060
Air 234 4873
[☎957 8402]
Contaminated Land 234 4925

Press Office 234 3010

Race Hate Report Line
(Care Line) 0800 0830 007

Recycling 954 9000
[☎957 8402]

Regeneration

North 655 7850
South 277 1880
East 223 1155
Wythenshawe 499 7778

Register Office 234 5555

Residential and Nursing Homes 255 8250
[☎272 8770]

Commission for Social Care Inspection 0845 015 0120

Right to Buy 234 5307

Road Safety 234 4480
Safer Ways To School 234 4011

Roads, Streets and Lighting, Street Environment Managers 954 9000
[☎957 8402]

Room Hire

Town Hall 234 1892
Adult Education Buildings 0800 083 2121/
234 5697
Heaton Hall 773 2581
Manchester Art Gallery 235 8866

A to Z of Council Services

Platt Lane Complex 257 0009
Sportcity 220 3823
Wythenshawe Hall
Tenants' Hall 998 5083
Rubbish/Refuse Collection 954 9000
[☎957 8402]

Schools Admissions 234 7150

School Meals

For information from
Manchester Fayre 908 5811

Skip Hire 957 8306

Social Care for Adults, Children and Families

255 8250 (24 hours)
[☎272 8770]

Special Educational Needs 234 7233

Stray Dogs 954 9000
[☎957 8402]

Student Grants 234 7078

Taxi/Private Hire 234 4917
234 4968
[☎957 8402]

Tea Dances 234 3039

Tenancy Relations 234 4815

Tenants Groups 234 4784

Tourism 237 1010
[☎234 5208]

Trading Standards 234 1555

Traffic Lights

Report a fault 0845 600 1220

Trees

Dangerous trees on streets
and private properties 954 9000
[☎957 8402]

Dangerous trees in parks 226 1914

Visitor Information Centre

0871 222 8223
[☎234 3355]

Voluntary Organisations Grants

234 3016
[☎244 5851]

Ward Co-ordination 234 4416
[☎244 5851]

Women's Voices 234 1845
[☎234 3036]

Youth Service 234 7277