



TRAFFORD
COUNCIL

Customer Pledge

Our Pledge to You

Your guide to
Trafford Council's
Service Standards

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Customer Pledge

Your guide to Council Service Standards



This guide to our Customer Service Standards has been developed to provide information to you about the services we provide and outlines our commitment to provide you with a quality service.

If you live, work or visit Trafford, use any of our services or come into contact with us in any way, we regard you as our customer. We know that as our customers you want to see customer focused services with a modern and flexible approach. That is why we work with one clear aim – to deliver better services to you in the most cost effective and flexible way possible.

It is important you know what services we provide and the level of service you can expect from us and I hope you find this booklet both interesting and helpful.

Councillor Matthew Colledge
Leader of Trafford Council



Trafford Council has a reputation as a well performing, low cost Council. We are always striving to improve the service we offer to all our customers by listening and responding to residents needs.

This customer pledge describes our service standards – the levels to which you can expect us to perform to when delivering our services.

We will continue to deliver services in the most cost effective and efficient way to provide the best possible value for money for our customers.

We hope that you find this Customer Pledge useful. We want to listen to your views as they matter, so please send us your feedback. Together we will be able to continue improving how we work.

Theresa Grant
Acting Chief Executive of Trafford Council



Our approach and values

Our approach:

Our approach to customer service is all about putting involvement with our customers at the heart of everything we do. It is based on the Council's core values which have been developed by staff and councillors to guide the way we work together to deliver even better services for our customers.

We want everyone to know the level of service they can expect from us so that you can be sure you'll get the same standard wherever and whenever you make contact with the Council.

By working together we can truly ensure Trafford is a great place to live, learn, work and relax.

Our organisational values:

- **Engaging the people of Trafford** – We want to listen and learn from our customers to make sure we understand your needs and can tailor our services to meet them.
- **Always improving** – We want to make sure we are continually improving our services so that they are flexible and can change as our customers' needs change.
- **Leading the way** – We want our services to be visionary and to make sure there is a whole organisation approach to delivering services.
- **Acting with integrity** – We want to be open and honest with our customers so that they know they can trust us. We will be accountable for our actions and will follow through with our commitments.
- **Valuing our people** – We want to be an employer of choice. Our services are delivered through our people so we know we need to invest in them.
- **Using time and money wisely** – We want to make sure our services run in the most effective and efficient way meaning real value for money for our customers.



Our pledge to you

We will:

Put our customers first:

Involvement with our customers is at the heart of our work, we will always be approachable, professional and polite. We want to provide services that meet the needs of our customers.

Provide a high quality service:

Knowledgeable, well trained staff will provide a high quality service, which will be checked continuously through performance monitoring and feedback from customers.

Provide an efficient value for money service:

The services we provide will be managed in an efficient and effective way, taking advantage of appropriate new technology whilst providing value for money to our customers. We will aim to continuously improve our services.

Be professional at all times:

Our staff are professional, approachable, courteous and polite, and will be appropriately trained and qualified. Staff will be easily identifiable through their ID badge.

Respect confidentiality:

All information you give us will be treated in the strictest confidence, and all requests for privacy will be respected. We will also adhere to the requirements of the Data Protection Act.

Act with fairness and equality:

We will deliver services that are customer focused and accessible to all our residents, in line with the Council's policies. Trafford Council will meet its statutory obligations in regard to age, disability, gender, gender identity, race, religion and belief, and sexual orientation. We will strive to create the best possible quality of life for the people of Trafford by delivering the highest quality service to all sections of the community.



Provide expected response times:

When you contact us either by email or post, you will receive an acknowledgement within three working days. Within this acknowledgement you will be informed when an answer to your query will be provided. If you contact us by telephone we will normally answer the call within eight rings. We will keep you informed of progress when handling complex enquiries.

Promote the use of our online services:

We encourage the use of our online services, which are available 24 hours a day, 365 days a year. These services can be used to report a problem or fault, to pay a bill, apply for planning permission or even apply for a job. Visit www.trafford.gov.uk and you could potentially save yourself a phone call or a visit to one of our offices.

Encourage feedback:

We are keen to receive and respond to customer feedback, and will use it to improve our services. Please let us know if we meet your expectations or if we don't. Feedback can be sent to any Access Trafford Customer Contact Centre. Details of all Customer Contact Centres can be found on page 9.

When you write to us:

- If you write to us, we aim to respond within three working days.
- If you send an email enquiry to a service email address we will respond within one working day, with automated messages used only where appropriate.
- Our written correspondence, including email will be clear, easy to understand and include a contact name, direct dial telephone number and email address.
- Issues you raise will be acknowledged and responded to within our return correspondence. If this is not possible we will acknowledge receipt of your correspondence and tell you when the full response will be sent.
- In cases where English is not your first language we will provide an interpretation service where possible.
- Information can be requested in the format of your choice, e.g. Braille and will be provided as soon as possible.

When you call us:

- In our Call Centre we aim to answer 80% of telephone calls within 20 seconds.
- Telephone calls to our offices will be answered within 8 rings during office opening hours.
- We will greet you in a polite and courteous manner and give the service name and our own name.
- We will be helpful and aim, wherever possible, to resolve your enquiry satisfactorily.
- If your call needs to be transferred, we will give you a detailed hand-over, providing your name and the nature of your call.
- We will identify and address your needs with sensitivity, tact, diplomacy and complete confidentiality.



- If you ask us to call you back at a certain time we will aim to do so.
- If you call us and we are not available we will ensure that another member of staff answers your call.
- Access to a text telephone (minicom) will be made available.

When you visit us:

- You can expect our Customer Services staff to be smartly dressed and wear an identity pass or name badge.
- They will greet you in a friendly, courteous and professional manner and give you their full attention at all times.
- They will be helpful and aim, where possible, to resolve your enquiry, or they will make an appointment for you with a person who can deal with it.
- All customers will be treated as individuals and if necessary services tailored to suit your needs.
- Where necessary we will provide private interview facilities.
- If you have a hearing impairment we will try to locate interview rooms with a loop system.
- If you have a sight impairment you will be provided with clear verbal directions or information in Braille or large print as required.
- In cases where English is not your first language we will, where possible, provide an interpretation service.
- Our reception points will be welcoming, clean and tidy and display details of the services available.
- Our reception points will not be left unattended during the advertised opening hours.
- Our main contact points provide disabled access.
- Our main buildings will be clearly sign posted.
- Where necessary services will provide out of hours / emergency contact details.

When we visit you:

- We will let our customers know that we are going to visit at least one hour before our arrival time.
- If we are going to miss an appointment we will let you know as soon as possible.
- We will carry identification and show it to you straight away.
- We will explain who we are and the purpose of our visit.
- We will let you know what will happen next as a result of our visit and when.

How you can help us:

- Bring appropriate documentation with you; this will help us to find your records quickly.
- If you have an appointment please be on time, or let us know well in advance if you cannot attend.
- Check the venue of your meeting as there are several locations for Trafford Council.



How can we help?

You can contact us in the following ways:

Online:

You can get in touch with us 24 hours a day, seven days a week by visiting our website and accessing a whole host of council services. Please visit www.trafford.gov.uk

Email:

Access Trafford are our customer services team. You can email Access Trafford at access.trafford@trafford.gov.uk.

Alternatively, you can email each service area directly; see pages 12-38 for the A-Z of services. The "Contact" section has an email address for each service.

Mobile:

Use our Trafford iPhone application to contact us using your iPhone, iPod Touch or iPad. The app can be used to:

- Find your nearest leisure centre, library, park, recycling centre or school.
- Search for a job at Trafford Council.
- Find out when your bins will be collected, and which recycling bin will be collected.
- Report an issue such as a pothole or a streetlight problem.
- Get the latest news on Trafford Council, and find out what's on in the community.

Phone:

You can call Access Trafford between the hours of 8.30am to 5pm Monday to Friday on the following numbers:

Phone: 0161 912 2000

Minicom: 0161 912 2102

Alternatively, you can telephone each service area directly; see pages 12-38 for the A-Z of services. The "Contact" section has a telephone number for each service.

Write to us:

You can write to us at the following address:

Access Trafford Contact Centre
Waterside House
Sale Waterside
Sale
M33 7ZF



In Person:

If you would rather speak to someone face to face, the Council operates fourteen Access Trafford Customer Contact Centres. The centres are based in local libraries thus opening times and days will vary, please check before visiting. To find your nearest library, please see below:

Library	Address	Telephone	Minicom
Altrincham Library	20 Stamford New Road, Altrincham WA14 1EJ	0161 912 5920	0161 912 2102 extension 5956
Bowfell Library	Urmston Leisure Centre, Bowfell Road, Urmston M41 5RR	0161 912 2939	0161 912 2102 extension 2939
Coppice Library	Coppice Avenue, Sale M33 4ND	0161 912 3560	0161 912 2102 extension 3560
Davyhulme Library	Hayeswater Road, Davyhulme M41 7BL	0161 912 2880	0161 912 2102 extension 2880
Greatstone Library	Stretford Leisure Centre, Greatstone Road, Stretford M32 0ZS	0161 912 4815	0161 912 2102 extension 5150
Hale Library	Leigh Road, Hale WA15 9BG	0161 912 5966	0161 912 2102 extension 5966
Lostock	Selby Road, Stretford M32 9PL	0161 912 5226	0161 912 2102 extension 2919
Old Trafford	Shrewsbury Street, Old Trafford M16 9AX	0161 912 4650	0161 912 2102 extension 4650
Partington Library	Partington, Central Road, Partington M31 4EL	0161 912 5450	0161 912 2102 extension 5450
Sale Library	Sale Waterside, Sale M33 7ZF	0161 912 3008	0161 912 2102 extension 3008
Stretford Library	Kingsway, Stretford M32 8AP	0161 912 5150	0161 912 2102 extension 5150
Timperley Library	405 Stockport Road, Timperley WA15 7XR	0161 912 5600	0161 912 2102 extension 5600
Urmston Library	Unit 34 Golden Way, Urmston M41 0NA	0161 912 2727	0161 912 2102 extension 2727
Woodsend Library	Woodsend Road, Flixton M41 8GN	0161 912 2919	0161 912 2102 extension 2919

Accessibility:

If you have any access requirements, please let us know in advance and we will arrange for your requirements to be met.

Examples of what we can provide are as follows:

- Documents in Braille.
- Hearing loop.
- Large print.
- British Sign Language (BSL) signer.
- Interpretation services (if your first language is not English and you do not have anyone who can translate for you).



How did we do?

We are always happy to hear your comments about the services we provide.

Complaints

Sometimes you might not be satisfied with the standard of service you have received and in those cases it is important that you let us know so we can put things right.

We will always try to resolve your complaint when you first make it, but if you are still unhappy you can make your complaint in the following ways:

Online:	Fill in the form which can be found at www.trafford.gov.uk/complaints
Email:	righttocomplain@trafford.gov.uk
Phone:	0161 912 1137
Minicom:	0161 912 2102
Write to:	Corporate Complaints Team, Waterside House, Sale Waterside, Sale M33 7ZF
In Person:	At any council office or library, a list of libraries can be found on page 9.

We have service standards about each stage of the complaints process. The stages are outlined below, and you can find out more details about these by picking up a leaflet at any council office or library, or by visiting the website.

Stage 1

We will try and deal with your complaint straight away. If you are unhappy with our response you can ask for your complaint to be dealt with more formally.

Stage 2

If you are unhappy with the response you receive at Stage 1 you can ask that the complaint goes to Stage 2. We will investigate further and then write to you within twenty working days with our response.

Stage 3

If you are still unhappy, the last stage of our procedure is Stage 3. A senior member of staff will investigate further and then write to you within twenty working days with our response.

Compliments and comments

We are also happy to receive compliments and general comments. Let us know what you think about our services, or perhaps you'd like to tell us how we can improve our Customer Pledge. You can contact the services individually, or you can email or write to us at:

Email:	access.trafford@trafford.gov.uk
Write to:	Access Trafford, Waterside House, Sale Waterside Sale M33 7ZF



Ways you can get involved

We are committed to making sure you can have a say about our services and there are many ways to get involved:

- Make your vote count at the local elections
- Talk to your local Councillor
- Attend your local Neighbourhood Forum
- Attend council meetings
- Fill in our surveys and questionnaires
- Provide feedback – in person, on the phone or on the internet
- Take part in our consultations

Neighbourhood Forums:

Trafford's Neighbourhood Forums bring doorstep democracy to where you live. They are an opportunity to influence the services in your area, resolve problems and find out about what's going on locally. The forums are informal and relaxed meetings held regularly throughout the year. They allow you direct access to council officers, the police, housing association and local councillors. They will listen to your views and take forward any issues you have. Your views and ideas for how you want your community to be improved will be vital in shaping discussion topics for each Forum area.

To find out about Neighbourhood Forums in your area please contact the Area Services Team.

Contact:

Email:	area.services@trafford.gov.uk
Phone:	0161 912 1173
Minicom:	0161 912 2102



What do our customers say about Area Services?

"We wanted to say a big thank you for all your help over the Big Lunch. All the arrangements proceeded swimmingly without any hitches.

The day went very well and was clearly enjoyed by all the attendees. The rain kept off too (just) and this also contributed to the fun.

Many thanks for helping us to celebrate with our neighbours."



Our Service Standards

Adoption Services

The Adoption Service prioritises the needs of children for whom adoption is the plan. The team works with prospective adopters, with children, and with adults affected by adoption.



We will:

- Provide information, advice and support for prospective adopters.
- Make every attempt to identify suitable families for children in need of adoption.
- Recruit adopters from all sections of society to reflect the needs of children waiting for adoption.
- Support adoptive placements towards a successful adoption.
- Provide post-adoption support to adopters, adopted adults and birth families.
- Work with partners such as After Adoption to ensure the provision of the best possible service.

Contact:

Online:	www.trafford.gov.uk/adoption
Email:	adoption@trafford.gov.uk
Phone:	0161 912 3971
Minicom:	0161 912 2102 extension 1053
Write to:	71a Northenden Road, Sale, Manchester M33 2DG

Adult Social Services

Adult Social Services supports:

- People over eighteen with learning disabilities, physical disabilities, health conditions and/or sensory impairment.
- People aged 60+ who have support needs.

Working with Greater Manchester West Mental Health NHS Foundation Trust we also support adults and older people (60+) with mental health issues.

All the people we support must meet FACS criteria either substantial or critical (FACS is Fair Access to Care Services, which is the Department of Health's guidance on eligibility criteria for adult social care).

We will:

- Respond to your request for an assessment, and other enquiries, within three working days.



- Make a wide range of information available to meet the needs of all customers, including information about our eligibility criteria and charging policy.
- Manage risk in a positive and proportionate way. We will respond to all allegations of abuse of any vulnerable adults in partnership with the police and the health services and other professionals where necessary.
- Complete a supported assessment within ten working days of the first contact with Adult Social Services. For 86% of customer the assessment process will be completed within four weeks of referral.
- Monitor the performance of the services we commission to ensure high quality provision.
- Respond to emergency situations outside office hours in a timely way.
- Respond to urgent requests for equipment within seven days and non-urgent requests within two months.
- Ensure that 97% of all people entitled to a support package will receive it within four weeks of the assessment process being completed.



For people who meet our eligibility criteria after the assessment we will:

- Provide a copy of your support plan.
- Ensure you receive a service to meet your outcomes.
- Complete a financial assessment within ten working days.
- Review your support needs at least annually.

What do our customers say about Adult Social Services?

"I would like to take this opportunity to thank you for being so prompt and helpful when you called to assess me for an intercom talking phone and the door bell which has been most helpful for me. It's nice to have a service from someone who treats me with respect. I'm so grateful for your help and kindness. (Feedback sent to Adult Social Services)"

Contact:

Online:	myway.trafford.gov.uk
Email:	iat@trafford.gov.uk
Phone:	0161 912 5199
Minicom:	0161 912 5129
Write to:	Adult Social Services, Waterside House, Sale Waterside, Sale M33 7ZF

Anti-Social Behaviour

The Safer Trafford Partnership is made up of many different agencies, including Trafford Council, Greater Manchester Police and Social Housing Landlords, that have different responsibilities and powers for preventing and tackling anti-social behaviour.

In many instances anti-social behaviour can be prevented by effective early intervention. In some cases, involving serious or persistent anti-social behaviour, statutory powers are available to provide protection for victims, witnesses and communities.



We will:

- Accept reports made in person, by email, by letter or by telephone - or via a third party such as a Councillor.
- Provide you with appropriate advice, help and support – including relevant contact numbers of other agencies or service providers who may be able to assist you.
- Take effective and appropriate action to deal with the behaviour of individual offenders and perpetrators.
- Protect victims, witnesses and the wider community.
- Continue to send out a clear message that anti-social behavior will be tackled and not tolerated in Trafford.

Contact:

Email:	asbunit@trafford.gov.uk
Phone:	0161 912 2400 (24-Hour ASB Helpline)
Minicom:	0161 912 2102
Write to:	Anti-Social Behaviour Manager, Trafford Council, Talbot Road, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH
In Person:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH – by appointment only

Asylum Seekers Service

Provided by Asylum Support Housing Advice (ASHA)

The Asylum Seekers service provides information and advice which helps asylum seekers to settle in the Borough and into the local communities.

We will:

- Provide you with up to date information, advice and guidance.
- Arrange for an interpreter when you need one.
- Work with the UK Border Agency and local authorities to understand your circumstances and establish your needs.
- Provide advice on accessing health services, education, training and employment opportunities.
- Work with housing partners and private sector landlords to ensure that your accommodation is suitable.
- Maintain a database of property known to be occupied by asylum seekers.

Asylum Seekers Service

Did You Know?

In 2009 we saw 553 new clients.



Contact:

Email:	tonyopenshaw@verybusy.co.uk
Phone:	0161 227 8555
Write to:	339 Stretford Road, Hulme, Manchester M15 4ZY
In Person:	339 Stretford Road, Hulme, Manchester M15 4ZY. Drop in Wednesdays and Thursdays between 9am and 5pm, other days contact the service for an appointment

Bereavement Services

Bereavement Services is responsible for the crematorium and five cemeteries within Trafford. We offer a sensitive, discreet and caring service and as funerals change with the times, we aim to meet the needs of a multi cultural society with different religious requirements and a growing number of secular services.

We will:

The Bereavement Service provides information, advice and support to bereaved families in arranging funerals and cremations including:

- Helpful advice and support if someone dies.
- Access to burial records when searching your family history or trying to locate the burial place of a loved one.
- Information and advice about burials, purchasing a grave or cremation.
- The fees and charges for Bereavement Services in Trafford.
- How to organise an independent funeral.
- Information about the different types of memorials available at Altrincham Crematorium.
- How and where to register a death. This is a legal requirement within five days of a death.
- How and where to register a stillbirth. All stillborn babies born after the 24th week of pregnancy must be registered.

Contact us:

Online:	www.trafford.gov.uk/bereavement
Email:	altrincham.crematorium@trafford.gov.uk
Phone:	0161 928 7771
Minicom:	0161 912 2102 extension 7771
Write to:	Altrincham Crematorium, Whitehouse Lane, Dunham Massey, Altrincham, Cheshire WA14 5RH
In Person:	Altrincham Crematorium, Whitehouse Lane, Dunham Massey, Altrincham, Cheshire WA14 5RH. Office open from 8.30am - 4.30pm Monday to Friday



Bin Collections, Bulky Refuse and Recycling

The Bin Collections, Bulky Refuse and Recycling Service provide a regular and efficient recycling and refuse service to households, and some businesses, in the Trafford Borough.

We will:

- Provide a regular scheduled collection of household waste and kerbside collection of at least five recyclable materials, including glass bottles, cans, plastic bottles, paper and card.
- Provide a regular collection of garden waste to those properties requiring the service.
- Provide neighbourhood recycling centres at easily accessible and convenient locations throughout the Borough.
- Resolve any missed collections within 24 hours or one working day following notification.
- Advise you in advance of any service changes, such as changes to collection dates and times.
- Collect, upon request, bulky household waste items on an appointment based system within seven days for which we will charge customers.
- Provide assisted collections for those residents who are physically unable to put out wheeled bins for collection.
- When approached, offer a chargeable commercial waste collection service to businesses in Trafford.

What do our customers say about Bin Collections, Bulky Refuse and Recycling?

"I just want to thank you for a very speedy and efficient service - in these times of complaints about public services it is a pleasure to witness such magnificent customer service. Well done!"

Contact:

Online:	www.trafford.gov.uk/bins
Email:	access.trafford@trafford.gov.uk
Phone:	0161 912 4000
Minicom:	0161 912 2102
Write to:	Access Trafford, Sale Waterside, Waterside House, Sale M33 7ZF
In Person:	At any of our Customer Contact Centres listed on page 9

CCTV Services

The CCTV Service provides monitoring of public space CCTV cameras for the Safer Trafford Partnership. CCTV cameras are located across the Borough in town centres, car parks, housing estates and on highways. We are proactive in identifying crime and providing supporting evidence for subsequent arrests and prosecutions.

Did You Know?

CCTV Services

Nearly 900 CCTV recordings are viewed by police and other enforcement agencies in Trafford each year – of which nearly a third are taken away as evidence for use in criminal and civil prosecutions.



We will:

- Provide a CCTV monitoring service 24 hours a day, seven days a week all year round.
- Make sure our staff are licensed CCTV operators (Security Industry Authority).
- Protect your privacy by complying at all times with the Data Protection Act and the Information Commissioner's Code of Practice.
- Securely retain CCTV data for 30 days.
- Provide CCTV data to the Police and others, as appropriate, in line with information sharing procedures.

Contact:

Email:	data.protection@trafford.gov.uk
Phone:	0161 912 1324
Minicom:	0161 912 2102
Write to:	Corporate Information Officer, Legal and Democratic Services, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH
In Person:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH - by appointment only

Child Protection

MARAT:

MARAT is Trafford's Multi Agency Referral and Assessment Team that acts as the 'front door' for Trafford's Children and Young People's Service.

We will:

- Respond to referrals for all children and young people (0-17) within Trafford.
- Complete Initial Assessments on those children and young people who are deemed to be in potential need of a Social Care level of support, with a view to identifying appropriate services.
- Undertake Child Protection Enquiries where appropriate.
- Where necessary, put you in contact with other agencies or services which may be of help.



Contact:

Online	www.trafford.gov.uk/childprotection
Email:	marat@trafford.gov.uk
Phone:	0161 912 5125 (Outside office hours, in emergency situations only, the Emergency Duty Team can be contacted on 0161 912 2020)
Fax:	0161 912 5056
Minicom:	0161 912 2102 extension 1053
Write to:	3 rd Floor Extension, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH
In Person:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Children and Young People's Service

The Children and Young People's Service (CYPS) is jointly governed and managed by Trafford Council, Trafford Healthcare NHS Trust and Trafford Primary Care Trust. We commission and provide a wide range of services for children, young people and families.



We will:

- Respond to your needs more effectively by bringing different agencies and services together to provide a more 'joined-up' approach.
- Support families to promote the well-being of children and young people.
- Strive to ensure the best start in life for our youngest children through our health visitors, Children's Centres, childcare and play staff.
- Provide a wide range of services to children and young people in schools and early years settings to enable high education outcomes.
- Increase the numbers of 16-19 year olds in education, employment or training and improve education attainment.
- Aim to reduce the number of children and young people with poor mental health and those exhibiting anti-social and offending behavior.
- Aim to reduce the number of children and young people subjected to abuse and harm.
- Continue to improve outcomes for children-in-care, particularly in relation to education, stability and offending.
- Aim to reduce poor physical health particularly that caused by obesity, misuse of drugs and alcohol, whilst improving sexual health services and reducing teenage conception rates.
- Continue to commit to a future partnership that is bound by the common set of principles of trust, inclusion, participation, equality and accountability.

What do our customers say about CYPS?

"Very helpful and speedy response. My child started nursery within ten days of enquiring."



Contact:

Online:	www.cyps.org.uk
Email:	cypscommunications@trafford.gov.uk
Phone:	0161 912 1053
Minicom:	0161 912 2102 extension 1053
Write to:	Children and Young People's Service (CYPS), 3rd Floor, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Council Tax and Benefits

The Revenues and Benefits Service collects and recovers Council Tax, Business Rates and Sundry Debts and awards payments of Housing Benefit and Council Tax Benefit.

We will:

- Assess your new benefit claim for benefit on the day if you attend a new claim appointment and bring in all your evidence.
- Assess your benefit claim within five days if you bring your claim and all supporting evidence to one of our offices.
- Deal with your benefit claim within 14 days (in all cases) of receiving all the information we need.
- Send you a direct debit application form within one day of you asking for one.
- Refund any extra amounts of rates you have paid us within 20 days of you asking for it.
- Provide a response to all enquiries within seven working days. If we cannot give you a full reply within seven working days, we will tell you why and how long it will be before we can give you a full answer.

What do our customers say about Council Tax and Benefits?

"I preferred to deal with my claim by an appointment because the interviewer helped me fill in my form and assessed my claim straight away while I was there. This really helped and the interviewer was excellent."

Contact:

Online:	www.trafford.gov.uk/adviceandbenefits
Email:	benefits@trafford.gov.uk business.rates@trafford.gov.uk council.tax@trafford.gov.uk
Phone:	0161 912 2220
Minicom:	0161 912 2102
Write to:	Revenues and Benefits Service, PO Box 65, Sale M33 6BY
In Person:	At any of our Customer Contact Centres listed on page 9



Economic Development

Economic Development works to bring investment and visitors to the Borough to ensure the sustainable growth of Trafford, and improve prosperity and employment opportunities.

We will work with partners to:

- Maximise investment opportunities for Trafford;
- Encourage and support business to start and grow;
- Ensure that new investors and Trafford based businesses have the right conditions and support to be competitive and create jobs and wealth for the local economy;
- Ensure that local people have the skills that employers need and enable them to compete and progress in their careers;
- Support local workless residents to (re) enter the labour market;
- Drive forward regeneration projects to attract investment and enhance the vitality and vibrancy of our town centres as places to live, work, shop and enjoy leisure time;
- Promote Trafford and its many high quality attractions to attract investment and increase visitor numbers and spend.

Contact:

Online:	www.trafford.gov.uk/economicdevelopment
Email:	regeneration@trafford.gov.uk
Phone:	0161 912 4445/4424
Minicom:	0161 912 2102 extension 1453
Write to:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Did You Know?

Economic Development

Trafford has been identified as the most resilient Bough in the North, and 7th in the country, in terms of being able to withstand the impact of economic shocks?

Tourism is worth £540 million to the local economy

Elections and Registering to Vote

Electoral Services provide the register of electors for the council (sometimes this is called the 'electoral roll') which is a list of everyone who is eligible to vote in Trafford. Between August and October each year, voter registration forms are delivered to all households. The information given to us on the forms is used to update the register. We also make sure that all elections are run legally, efficiently and securely and that everyone who is entitled to, can exercise their democratic right to elect Councillors, MPs and MEPs.

We will

- Issue all homes in Trafford with a voter registration form.
- Make two versions of the register: the full register lists everyone who is entitled to vote and the edited register is available commercially, by law, but you may opt out of appearing on it.



- Send you a poll card and let you know when and where you can vote.
- Make sure that you receive a postal vote at least five days before the election.
- Maintain all your details securely.

Contact:

Online:	www.trafford.gov.uk/electoralregister
Email:	elections@trafford.gov.uk
Phone:	0161 912 4259
Minicom:	0161 912 2102
Write to:	Elections Office, PO Box 11, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Environmental Enforcement

Environmental Enforcement provide a service which deals with environmental crimes such as abandoned vehicles, advertising boards, dog fouling, fly-posting, fly-tipping, littering offences and waste offences for certain types of domestic & commercial waste.

We will:

- Be consistent in our approach by following the criteria and guidance set down in relevant legislation, codes of practice and the written procedures and work instructions that our services have developed.
- Ensure that before deciding to offer a formal caution, or take a prosecution, the case will be subject to independent review by a Manager.

Did You Know?

Environmental Enforcement

We issue approximately 2,000 fixed penalty notices every year in Trafford for littering and dog fouling offences.

Contact:

Online:	www.trafford.gov.uk/environmentalenforcement
Email:	environmental.enforcement@trafford.gov.uk
Phone:	0161 912 5569
Minicom:	0161 912 2102
Write to:	Principal Manager, Community Safety Patrol Team, Trafford Council, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH
In person:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH - by appointment only



Environmental Health

Environmental Health undertake a wide range of activities to protect public health and safety, through the provision of advice, education and enforcement where necessary. We are responsible for enforcing:-

- food hygiene and health and safety laws in around 4,500 businesses within Trafford
- animal health and welfare laws
- certain public health legislation (for example, dealing with filthy and verminous properties, and smoking in enclosed public places)

We also provide the Council's pest control and dog warden services.

We will:

- Respond to requests for services within three working days.
- Investigate serious or urgent matters immediately (for example, a food poisoning outbreak or a serious accident at work where there is an imminent or significant risk to health).
- Give clear written advice to businesses on what they need to do to comply with legal requirements.
- Enforce the law in a proportionate, consistent and open manner in accordance with the Council's agreed Enforcement Policy.

Contact:

Online:	www.trafford.gov.uk/environmentalhealth
Email:	environmental.health@trafford.gov.uk
Phone:	0161 912 4916/4918
Minicom:	0161 912 2102 extension 4509
Write to:	Environmental Health, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0YJ

Environmental Pollution

The Environmental Pollution Service addresses all environmental pollution matters relating to air, land and water.

We will:

- Respond to requests for services within three working days.
- Provide businesses (requiring Pollution Control Permits) with guidance on 'Best Available Techniques' to secure minimum emission limits.
- Aim to resolve all domestic noise complaints within 60 working days.



Contact:

Online:	www.trafford.gov.uk/pollution
Email:	environmental.protection@trafford.gov.uk
Phone:	0161 912 4916/4918
Minicom:	0161 912 2102 extension 4509
Write to:	Environmental Health, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Fostering Services

The Fostering service recruit, assess and support foster carers to look after children and young people who are unable to live with their birth families.

We will:

- Provide information about fostering from the Family Placement Team through information packs.
- Offer an initial visit by a supervising social worker within seven working days after a potential foster carer's initial contact with the service.
- Provide at least three initial training courses every 12 months for new & potential foster carers.
- Arrange and allocate all those who would like to be assessed to an assessment within one month of the end of their completion of the initial training course.

Contact:

Online:	www.trafford.gov.uk/fostering
Email:	fostering@trafford.gov.uk
Phone:	0161 912 3558
Minicom:	0161 912 2102 extension 1053
Write to:	Trafford Fostering Services, Northenden Road Resource Centre, 71a Northenden Road, Sale, M33 2DG
In Person:	Northenden Road Resource Centre, 71a Northenden Road, Sale M33 2DG



Free School Meals

Trafford will provide free school meals for children whose parents / carers qualify for them. We will also liaise with schools and the education catering service to make sure any children who qualify receive their school meals as quickly as possible.

We will:

- Ensure that all applications we receive up to Friday morning will be completed so that your child can start to have free school meals the following Monday.
- Let the school know that your child will be starting free school meals so you don't need to.
- Automatically review your entitlement to free school meals so you don't need to keep filling in forms.
- Make the process quicker by introducing an online application option.

Contact:

Online:	www.trafford.gov.uk/freeschoolmeals
Email:	freeschoolmeals@trafford.gov.uk
Phone:	0161 912 3265
Minicom:	0161 912 2102 extension 3265
Write to:	Free School Meals, Access Trafford, Waterside House, Sale Waterside, Sale M33 7ZF

Did You Know?

Free School Meals

You don't need to provide any proof of benefits. We will use the Government's eligibility checking service to see if you qualify.

You need to let us know if you change your name, address, or if your child changes school so that any reviews can be completed quickly.

Homelessness Service

The Homelessness Service is currently delivered on the Council's behalf by Trafford Housing Trust's Housing Options. The service is free, impartial and confidential. We aim to prevent homelessness in Trafford and to provide good quality housing advice.

We will:

- Provide a service 24 hours a day, every day of the year.
- Arrange temporary accommodation if this is appropriate.
- Assess your situation and let you have a decision within 28 days and explain what help we can give you.
- Offer to provide the option of an interview with a same sex officer where appropriate.
- Advise you of your legal rights to challenge a decision if you are not happy with it.

Did You Know?

Homelessness Service

Last year Trafford's Housing Options prevented nearly 500 households from becoming homeless.



- Give you the opportunity to complete a customer satisfaction questionnaire and use the results to improve services.

Contact:

Online:	www.trafford.gov.uk/homelessness
Email:	customerhub@traffordhousingtrust.co.uk
Phone:	0300 777 7777
Write to:	Housing Options, Friars Court, Sibson Road, Sale M33 7SF

Leisure Facilities

Trafford Community Leisure Trust is a registered charity that has been trading since 2003. The Trust is committed to providing the best possible sport and leisure provision for the people of Trafford, and continuously improving the services provided.

The Trust has a Customer Commitment charter in place that describes the level of service they aim to provide, and their commitment to all customers.

The charter is available online, and customers can request a hard copy by telephoning the number below.

Contact:

Online:	www.traffordleisure.co.uk
Email:	info@traffordleisure.co.uk
Phone:	0161 875 1414
Write to:	Trafford Community Leisure Trust, Stretford Leisure Centre, Greatstone Road, Stretford M32 0ZS



Library Service

Trafford libraries provide free access to books, information and the Internet through our 14 libraries and the Mobile and Home Library Service. We also offer books in other formats for those people who prefer, or find it easier, to read in other ways.

We provide opportunities for informal learning such as computer and craft taster sessions.

We can provide help and guidance on a number of council services including council tax and housing benefit, blue car badges, bins and recycling, highways and street cleaning.



We will:

- Have a wide selection of books across all libraries.
- Provide you with events and activities to promote the enjoyment of reading such as reading groups and the chance to meet authors.
- Offer your children a variety of ways to enjoy libraries, from books to story times to rhyme times and Chatterbooks reading groups.
- Provide a dedicated Local Studies Centre in Sale Library which can help you research your family tree and material relating to the towns and rural areas of Trafford.
- Bring books to you via our Home Library service if you have health or mobility problems and the Mobile Library which visits parts of Trafford where there is no library building.
- Provide access to reference information 24 hours a day via our website.

What do our customers say about Trafford Libraries?

“This library is vibrant and seems to accommodate various activities for different age groups which I was pleasantly surprised to discover. It seems to be a vital, integral part of the local community, especially for young children, their parents and the elderly.”

Contact :

Online:	www.trafford.gov.uk/libraries
Email:	libraries@trafford.gov.uk
Phone:	A full list of libraries is available on page 9
Minicom:	A full list of libraries is available on page 9
Write to:	Access Trafford, Waterside House, Sale Waterside, Sale M33 7ZF
In Person:	A full list of libraries is available on page 9

Did You Know?

Library Service

On our website you can apply to join a library, book a computer, renew and reserve books.

You can take books out using our self-service machines at every library and return them to any Trafford library.

You can find photos of Trafford through the years by looking at the Trafford Lifetimes website.



Library Service

You said

You wanted more activities for your children.

We did

More storytime and rhymetime sessions at Hale, Sale and Coppice libraries.

A new Chatterbooks reading group at Davyhulme.

New toy libraries at Coppice and Davyhulme.

Licensing

The Licensing Service provides licenses and regulations for taxis, entertainment premises, gambling premises and safety at sports grounds.

We will:

- Grant new uncontested Alcohol Premises Licenses within 30 days.
- Grant new uncontested Gambling Premises Licenses within 30 days.
- Grant new Personal Alcohol Licenses within three days.
- Acknowledge Temporary Event Notices within one working day.
- Inspect taxis twice a year to ensure that they are road-worthy and compliant with legislation.
- Respond within three days to complaints about taxis, licensed premises, gambling premises and safety at sports grounds.

Contact:

Online:	www.trafford.gov.uk/licensing
Email:	licensing@trafford.gov.uk
Phone:	0161 912 4243
Minicom:	0161 912 2102 extension 4242
Write to:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0YJ
In Person:	Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0YJ A public counter is open at the following times: 10am to 1pm and 2pm to 4pm



Parking Services

Parking Services make sure parking restrictions are monitored in a consistent manner to ensure the safe free flow of traffic throughout the Borough and ease of access to available parking facilities.

Parking Services are also responsible for the monitoring and maintenance of Pay & Display machines on-street and in off-street car parks, issuing parking permits in residential areas, and for certain sporting and entertainment events.

We will:

- Take consistent enforcement action to deter inconsiderate parking.
- Pursue unpaid debt incurred from parking penalties.
- Regularly monitor signs and road markings to ensure restrictions are clearly defined and arrange maintenance where required.
- Respond to 95% of all correspondence with seven days.
- Regularly review the services we offer to see how they can be improved.
- Further develop our on-line services to improve customer access to information.

Contact :

Online:	www.trafford.gov.uk/parking
Email:	parking@trafford.gov.uk
Phone:	0161 912 4046
Minicom:	0161 912 2102
Write to:	Parking Services, Waterside House, Sale Waterside, Sale M33 7ZF
In Person:	Parking Services, Waterside House, Sale Waterside, Sale M33 7ZF

Parks and Greenspaces

This service is responsible for cleaning and maintaining public places, such as streets, parks, recreation grounds, playgrounds, town centres, public toilets and other greenspaces within Trafford.

We will:

- Remove litter, detritus and weeds.
- Maintain the grass, bedding, shrubs, hedges and trees.
- Inspects and maintain 66000 council owned trees.
- Clean the town centres, main shopping areas and public toilets on a daily basis

Did You Know?

Parks and Greenspaces

The service cleans and maintains 35 parks and 88 play areas.

The service manages 1500 allotment plots. The service inspects and maintains 66,000 council owned trees.



where required.

- Clean and maintain 500 miles of highway and footpath.
- Empty litter and dog bins on a daily basis where required.
- Remove fly-tipping within 48 working hours.
- Remove hazardous or dangerous waste within 24 hours.
- Remove graffiti from public buildings within 48 hours and remove offensive graffiti within 24 hours.
- Remove dead animals from the council land within 2 hours.

Contact:

Online:	www.trafford.gov.uk/parks
Email:	streetscene@trafford.gov.uk tree.unit@trafford.gov.uk allotments@trafford.gov.uk
Phone:	0161 912 2000
Minicom:	0161 912 2102
In Person:	At any of our Customer Contact Centres listed on page 9
Write to:	Greenspace & Streetscape Service, Trafford Council, Bridgewater House, 148 Manchester Road, Carrington M31 4QN

Planning and Building Control

The service is responsible for regulatory functions of the Council under the Town and Country Planning Acts, the Building Acts, the Greater Manchester Act and the Building Regulations.

Planning officers deal with applications for planning permission, listed building consent, conservation area consent and works to protected trees, handle the Council's input to appeals to the Secretary of State, investigate breaches of planning control, and handle all advisory and designation work on listed buildings and conservation areas. Building control officers deal with Building Regulations applications and Building Notices and undertake site inspections as construction work progresses and building control enforcement.

We will:

- Seek to make a decision on your planning application within 8 weeks, or 13 weeks if it is a major application.
- Normally suggest amendments to overcome objections to the application.
- Investigate and respond to a complaint about a possible breach of planning control within 10 working days.
- Seek to deal with your building regulations application within 5 weeks, or within 8 weeks for more complex schemes.
- Respond to a request for a site inspection by a building control officer within 24 hours.
- Issue a building regulations completion certificate within 5 working days of the date of a successful final site inspection.



Contact:

Online:	www.trafford.gov.uk/planning
Email:	development.control@trafford.gov.uk
Phone:	0161 912 3149
Write to:	Planning, PO Box 96, Waterside House, Sale Waterside, Sale M33 7ZF

Online:	www.trafford.gov.uk/buildingcontrol
Email:	building.control@trafford.gov.uk
Phone:	0161 912 3015
Minicom:	0161 912 2102
Write to:	Building Control, PO Box 96, Waterside House, Sale Waterside, Sale M33 7ZF

Strategic Planning

The Strategic Planning Service develops plans to protect and enhance the environment, promote the right conditions for residential and business communities to thrive and prosper and ensure that any new developments in Trafford are sustainable.

We promote and co-ordinate projects which are focused on delivering vibrant town centres, enhancing Trafford's local centres, maximising investment and generating employment.

We will:

- Make sure that you are kept informed of progress and outcomes in the planning process, including explaining how your views have been taken into account.
- Promote ways for you to contribute ideas and explore options.
- Enable you to take an early, active part in developing proposals.
- Provide a variety of means by which you can make representations on formal proposals.

Did you know?

Planning and Development

Trafford Park was the first planned industrial estate in the world and remains the largest Business Park in Europe.

Over 50% of planning applications are now submitted electronically.

You can look at every planning application submitted to the council on the Council's website.

Contact:

Online:	www.trafford.gov.uk/planning
Email:	strategic.planning@trafford.gov.uk
Phone:	0161 912 4475
Minicom:	0161 912 2102
Write to:	Strategic Planning & Developments, Waterside House, Sale Waterside, Sale M33 7ZF



Registration (Births, Deaths, Marriages and Civil Partnerships)

The Registration Service is responsible for the registration of all births, still-births, deaths, marriages and civil partnerships which occur in Trafford and for the issue of certified copies of these records. We also take notices of intended marriage and civil partnership from Trafford residents, carry out citizenship ceremonies, provide a nationality checking service and provide baby naming and renewal of marriage vows ceremonies.

We can provide details of approved premises licensed by Trafford Council as venues for civil weddings, civil partnerships, and civil naming ceremonies and for the re-affirmation of wedding and civil partnership vows

We will:

- Aim to see you promptly and no later than ten minutes after your appointment time.
- Provide a service which enables you to register events within the statutory timeframes.
- Offer appointments to register births within three working days, deaths and stillbirths within two working days.
- Give notice of marriage or civil partnerships within five working days of customers' requested date.
- Deal with certificate applications within five working days of receipt (and usually on the same day).
- Hold annual customer surveys and aim to meet a customer satisfaction target of over 99%.

Did You Know?

Registration

At Trafford Register Office 100% of applications for replacement birth, death & marriage certificates are dealt with on the day of receipt.

Trafford residents whose babies are born in a Manchester hospital can register the birth at Trafford Register office.

Births should be registered within 42 days.



Contact:

Online:	www.trafford.gov.uk/registrars
Email:	registrars@trafford.gov.uk
Phone:	0161 912 3026
Minicom:	0161 912 2102 extension 1855
In Person:	Trafford Register Office, Sale Town Hall, Sale Waterside, Sale M33 7ZF
Write to:	Trafford Register Office, Sale Town Hall, Sale Waterside, Sale M33 7ZF

Roads and Pavements

The Roads and Pavements service is responsible for maintaining 500 miles of Council owned (adopted) highway and footpaths. We also manage the adopted highway network in terms of Roads and Street Works Act inspection and enforcement; provide an out-of-hours call out service and the spread on average 1,800 tonnes of salt and grit during the winter maintenance period.

Did You Know?

Roads and Pavements

The service spreads on average 1800 tonnes of salt and grit during the winter maintenance period.

We will:

- Respond to requests for highway inspections or general queries regarding footpaths within five working days.
- Respond to requests for inspection of street lighting and repairs within five working days.
- Respond to requests for emergency repairs and critical call outs by the end of the next working day.
- Respond to utilities work and permit requests within ten working days.
- Respond to skip permit requests within two working days.
- Provide a responsive 24 hour Winter Maintenance Service from 1 November until 1 April each year. Outside of this period, we will respond to extraordinary winter needs as required.
- Salt and grit priority routes before the road reaches road freezing point, based on reports from the weather forecasting system.
- Respond to general enquiries regarding the winter maintenance service within two working days.



Contact:

Online:	www.trafford.gov.uk/roadsandpavements
Email:	access.trafford@trafford.gov.uk highways@trafford.gov.uk streetworks@trafford.gov.uk wintergritting@trafford.gov.uk
Phone:	0161 912 2000
Minicom:	0161 912 2102
Write to:	Operational Highway Service, Trafford Council, Bridgewater House, 148 Manchester Road M31 4QN
In Person:	At any of our Customer Contact Centres listed on page 9

School Admissions

The School Admissions Team manages the system that allocates primary and secondary school places. They manage the annual admission round for September starters as well as admissions during the year.

The team also produce information booklets for parents for admission into primary and secondary schools in September each year.

We will:

- Determine the admission arrangements by 15th April, each year.
- Let you know where you have a secondary school place on the 1st March or a primary school place on 15th April each year.
- Publish a parent's information booklet that tells you how to apply, when to apply and who to contact for more information.
- Publish parent's information booklets in early September in paper and internet based versions to allow parents a minimum of six weeks to consider and submit their applications.

Contact:

Online:	www.trafford.gov.uk/admissions
Email:	school.admissions@trafford.gov.uk
Phone:	0161 912 5007
Minicom:	0161 912 2102 extension 1053
Write to:	School Admissions, 4 th Floor, Waterside House, Sale Waterside, Sale M33 7ZF
In Person:	By appointment at the above address



School Meals

The Education Catering service provides a quality, value for money nutritionally balanced mid day meal. We constantly review and refresh the menus following consultation with our customers. We aim to maximise school meal uptake, promote healthy eating and provide a pleasant dining experience to all our customers.

We will:

- Ensure all kitchen staff are trained in food safety, health and safety, nutrition and customer service.
- Make sure all school meals exceed national nutritional standards.
- Cater for special dietary requirements.
- Use fresh, locally sourced produce where possible.
- Advertise menus on Trafford's web site and through the individual schools.

Contact:

Online:	www.trafford.gov.uk/schoolmeals
Email:	education.catering@trafford.gov.uk
Phone:	0161 912 4195/4538
Minicom:	0161 912 2102
Write to:	Education Catering Service, PO Box 40, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0EL

Did You Know?

School Meals

In 2009 we served over 1 million school meals in our primary schools.

On average 7,572 pupils receive meals each day.

Street Lighting

The Street Lighting Service is responsible for the maintenance of street lighting in Trafford, which provides and enhances safety in the community for residents, pedestrians and road users. We carry out street lighting inspections across Trafford and provide an out-of-hours call out service.

We will:

- Respond to requests for inspection of a street lighting and repairs within five working days.
- Respond to requests for emergency repairs and critical call outs by the end of the next working day.

Did You Know?

Street Lighting

This service maintains over 27000 street lighting assets, including street lights, illuminated bollards, road signs and signals.



Contact:

Online:	www.trafford.gov.uk/streetlighting
Email:	access.trafford@trafford.gov.uk
Phone:	0161 912 2000
Minicom:	0161 912 2102
Write to:	Operational Highway Service, Trafford Council, Bridgewater House, 148 Manchester Road M31 4QN
In Person:	At any of our Customer Contact Centres listed on page 9

Tourist Information

The Tourist Information Centre offers information and booking services to residents and visitors to Trafford. Whether you are planning a holiday in Trafford, seeking inspiration for a day out or need a venue for a business meeting, the centre has a range of information to meet your needs.

We will:

- Help you plan your visit to Trafford by suggesting things to do, places to eat and drink and suitable accommodation to stay in.
- Give you accurate information on events and attractions in Trafford and Greater Manchester.
- Deal with your enquiries professionally, making sure you have the information you need. We may sometimes need to refer you to another tourist office or source of information.
- Have a face-to-face booking service for travel, theatres and events including National Express, National Holidays, regional flower shows and The Garrick Theatre.
- Have leaflets, brochures, books and maps for regional and national destinations.
- Provide access to local visitor information 24hrs a day through our website and events page.

Did You Know?

Tourist Information

The Tourist Information Centre offers advanced rates for major regional events such as The RHS Flower Show at Tatton and The Cheshire Show.

Trafford is home to several award winning attractions including Imperial War Museum North, Chill Factore and Manchester United's Museum and Stadium Tour.

Contact:

Online:	www.visittrafford.info
Email:	tourist.information@trafford.gov.uk
Phone:	0161 912 5931
Minicom:	0161 912 2102
Write to:	Trafford Tourist Information Centre, 20 Stamford New Road, Altrincham WA14 1EJ
In Person:	Trafford Tourist Information Centre, 20 Stamford New Road, Altrincham WA14 1EJ



Trading Standards

Trading Standards promote and uphold a fair and safe trading environment for Trafford consumers and businesses through the provision of advice, education and enforcement where necessary.

We will:

- Respond to requests for services within three working days.
- Mount a rapid response to incidents of Doorstep Crime in progress (for example, where bogus builders are in the process of committing a crime).
- Give clear written advice to businesses on what they need to do to comply with legal requirements.
- Arrange a home visit at a convenient time for vulnerable consumers or those with limited mobility.

Contact:

Online:	www.trafford.gov.uk/tradingstandards
Email:	trading_standards@trafford.gov.uk
Phone:	0161 912 1377
Minicom:	0161 912 2102 extension 3545
Write to:	Trading Standards, Trafford Town Hall, Talbot Road, Stretford M32 0TH



Transport Provision

Trafford Transport Provision is commissioned by both Children and Young Peoples Service and Communities and Wellbeing Services to deliver the Council's home to school transport for children with special educational needs and looked after children. We are also accountable for the safe operation of the agreed school crossing points across Trafford on all school days. We ensure all Trafford's vehicles are reliable, efficient and meet our customers' needs whilst reducing our carbon footprint and minimising breakdowns.

We will:

- Provide safe, reliable and appropriate transport for all of our passengers.
- Process a fully completed request for passenger transport within two working days of receipt from Children and Young People's Services or Adult Social Services.
- Provide parents and carers with seven days notice of major changes to transport arrangements whenever possible.
- Inform parents and carers wherever possible of short notice changes to transport arrangements.
- Ensure all official school crossings that do not have a traffic signal (Lights) controlled pedestrian phase are staffed at agreed times.
- Monitor and reduce our carbon footprint.
- Be accessible from 7.00am to respond to transport and school-crossing patrol enquiries.

Contact:

Email:	ttp@trafford.gov.uk
Phone:	0161 912 5055
Minicom:	0161 912 2102
Write to:	P O Box 114, Bridgewater House Annexe, Manchester Road, Carrington, Manchester M31 4WS



Welfare Rights

The Welfare Rights team provides a welfare benefits advice service to the community in Trafford. This involves advising on benefit entitlement, signposting for assistance with claims and representing people as required to maximize benefit entitlement.

We will:

- Give advice via a telephone advice line that can be accessed by the public during opening hours (Monday to Thursday 9.30am to 12.30pm).
- Give advice via email through the Adult Social Services “My Way” website.
- Hold appointment sessions in community locations across the Borough.
- Arrange home visits for people who are housebound.
- Represent clients at appeal tribunals as appropriate.
- Work with partner agencies in order to raise awareness of the challenges our customers face.
- Work alongside our partners to continually ensure effective referral processes.

Contact us:

Online:	myway.trafford.gov.uk
Phone:	0161 912 2735 (Monday to Thursday 9.30am to 12.30pm)
Minicom:	0161 912 2102
Write to:	Friars Court, Sibson Road, Sale M33 7SF

What do our customers say about Welfare Rights?

“I would recommend your services to someone because it is very helpful and this sort of help lots of people would need. Thank you.”



Emergency Contacts

In addition to the 999 /112 numbers for the Emergency Services:

Council Emergencies

Out of hours:	0161 912 2020
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Household Emergencies

National Grid Gas (if you smell gas) :	0800 111999
United Utilities (Leaks) :	0800 330033
United Utilities (Water Supply) :	0845 746 2200
United Utilities (Electricity) :	0800 195 4141

Other Helpful Numbers

Environmental

Environment Agency Floodline	0845 988 1188
Trafford Environmental Health	0161 912 4916 (during office hours only - see 'Council Emergencies' above)

Fire

Greater Manchester Fire & Rescue Service	0161 736 5866
Cheshire Fire Brigade	01606 868700

Health

Adult Social Care	0161 912 5199
North West Ambulance Service	01204 498000
NHS Direct	0845 4647
Trafford General Hospital	0161 748 4022
Altrincham General Hospital	0161 928 6111
Stretford Memorial Hospital	0161 881 5353
Manchester Royal Infirmary	0161 276 1234
Wythenshawe Hospital	0161 998 7070
Hope Hospital	0161 789 7373
Stepping Hill Hospital	0161 483 1010
Tameside General Hospital	0161 331 6000
Macclesfield District General Hospital	01625 421000

Police

Greater Manchester Police	0161 872 5050
Cheshire Constabulary	01244 350000
Derbyshire Constabulary	01773 570100



Partners

Please find below the contact details for a range of partners who deliver services in Trafford

Address:

Trafford Housing Trust
 Head Office
 Sale Point
 126-150 Washway Road
 Sale
 M33 6AG



Online:

www.traffordhousingtrust.co.uk

Email:

customer.hub@traffordhousingtrust.co.uk

Phone: 0300 777 7777

Fax: 0300 777 7778

Minicom: 0161 969 0720

Address:

Trafford NHS
 Primary Care Trust
 Second Floor
 Oakland House
 Talbot Road
 Old Trafford
 Manchester
 M16 0PQ



Online:

www.trafford.nhs.uk

Email:

mail@trafford.nhs.uk

Phone: 0161 873 9500

Fax: 0161 873 9501

Minicom: 0161 873 9600

Address:

Greater Manchester Police
 P.O. Box 22
 Manchester
 M16 0RE



Online:

www.gmp.police.uk

Phone: 0161 872 5050

(In an emergency call 999)

Fax: 0161 877 2490

Minicom: 0161 856 6644

Address:

Greater Manchester
 Fire & Rescue Service
 Headquarters
 146 Bolton Road
 Swinton
 Manchester
 M27 8US



Online:

www.manchesterfire.gov.uk

Phone: 0161 608 9226 /27

(Local for Trafford)



Trafford Healthcare **NHS**
NHS Trust

Address:

Trafford Healthcare NHS Trust
Trafford General Hospital
Moorside Road
Davyhulme
Manchester
M41 5SL

Online: www.trafford.nhs.uk

Email: communications@trafford.nhs.uk

Phone: 0161 748 4022
Fax: 0161 746 2247
Minicom: 0161 746 2243

