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The LINK welcome new members at their annual elections

On 6th March 2010, the Stockport LINK held their second annual general meeting at Hazel Grove Civic Hall. Many members attended and voted for new members to the LINK Core Group.

The LINK Core Group meet once a month to help keep the work of the LINK going and to decide on the direction of the LINK. Over the last month, nominations from all over the LINK membership came in for the six Core Group places on offer. Gaynor Johnson and Jean Weall put themselves forward as joint representatives for Diabetes UK (Gatley & Cheadle Branch).

Gaynor Johnson said, "I wanted to join the LINK Core Group because I feel we have something to offer to make a difference to any decisions made by the health authorities."

During the elections, the six Core Group places were filled with representatives from the Indian Association, Diabetes UK, Mental Health, Stockport Cerebral Palsy Society and two individuals.

Read more about the LINK elections on page 3.

Letter from the editor



Joyce Drummond
Editor and lead on
Publicity & Promotion
Subgroup

Hello everyone here we are again, welcome to the newest edition of LINK News, the Newsletter for Stockport Local Involvement Network.

We have just had our Annual General Meeting at Hazel Grove Civic Hall. It was well attended and Dave Goddard leader of Stockport Council was our guest speaker.

We also had Gill Frame Director of Community Health and Gaynor Mullins from NHS Stockport all very informative. We all had time to do some networking and also had a very nice lunch. You can read more about our AGM over the page and on page 4 too!

Also on page 4, you can meet our new support officer Shell Sheridan who helps out in the LINK Support Office.

You can read about our activities on page 5, with an update on our Swine Flu work and our Enter & View visits.

On page 6 we turn to you for information, have you been discharged from hospital recently? We want to know about your experiences.

We launch our new YouTube page on page 7 as well as two LINK representatives telling you of two very different experiences of the same day.

On page 8, we have an article originally published in Onein7 Magazine with tips for deaf and hard of hearing people travelling at the airport. We also have information on the Council's Staying Put Scheme.

On page 9 Kirsty, Mike and Shell report from *In Control's* conference on Personalisation and we have also included a jargon buster from Stockport Council's website to help you understand the new terms in social care.

Age Concern Stockport talk about their new project and the Care Quality Commission discuss dignity on page 10.

On page 11, we have upcoming events and an article on *You Say, We Pay*.

I hope you enjoy this issue and have a lovely time as the weather gets warmer.

Joyce Drummond

Editor and lead on Publicity
& Promotion Sub-group

What is the Stockport LINK?

The LINK is a network of many groups and individuals across Stockport coming together to feedback on health and social care services. We ask people what they think about local health and social care services and provide a chance to suggest and improve services.

The LINK is made up of Stockport residents and regularly gets feedback from the community. This means that the LINK focuses on what is important for the community because anybody can join the LINK.

The LINK have the power to ask providers and commissioners for information about services and expect a response, make recommendations to providers and commissioners and expect a response and refer matters to the Scrutiny Committee of the Local Authority.

If you want to join the LINK please call **0161 477 8479**. Signing up to the LINK in one way does not mean that somewhere along the way you can't decide to change or look at other opportunities. Members can be involved in more than one type of activity and as much or as little as they want.



LINK AGM goes off with a bang!

Dave Goddard, Leader of the Council welcomed people to the AGM and complimented the LINK on their work over the past year. Dave gave his commitment that the Council is fully behind the LINK and the work of the LINK.



John Leach, Chair of the LINK thanked Dave and LINK members for attending before introducing Gill Frame and Gaynor Mullins from Community Health Stockport and NHS Stockport respectively. Gill and Gaynor spoke to LINK members about Transforming Community Services followed by a question and answer session. John thanked Gill and Gaynor for taking some time out of their busy schedules to meet with the LINK and noted that their presence shows a real commitment to increasing communication between the Primary Care Trust (PCT) and the community.

The time then came for the elections. The group voted on the nominations and are detailed below.



John Leach, Chair of the LINK said, *“The LINK is the representative of every citizen in Stockport and the more members we have, the bigger our voice is and the more people are involved in their own health and social care services.”*

New LINK Core Group Members	
Dr. Anand Dutta	Indian Association
Jean Weall & Gaynor Johnson	Diabetes UK
Mr. G Jarvis	Mental Health LIT
Sarah Thomas	Stockport Cerebral Palsy Society
Mr. James Clark	Individual
Mrs. Carol HG Helm	Individual

Core Group member Alan Watt then took the stage, thanking LINK members for their continuous involvement and support. He then went on to talk about the future of the LINK and how it will continue to grow and influence over the next year under the financial pressures that will be felt throughout the country. He urged all Link members to spread the word of the LINK, inform, join and participate.

Members were then invited to tuck into some well deserved lunch and browse the information available around the room.

LINK Development Manager Maria Kildunne spoke about the LINK’s successes over the last year including being ahead in the north-west with our Enter & View visits, the way the Core Groups works and supports each other and our positive links with the statutory sector.

Gerry Wright, LINK Core Group & Steering Group member said, *“This meeting has gone off with real pizzazz this year. The meeting was really good last year but now we’re finding more and more people being involved and more questions being asked. And more actions to be able to take to the various concerns within the greater Stockport area to get resolved.”*





The LINK in the Stockport Express

Dave Goddard, Leader of the Council talks about the LINK AGM in an article from the Stockport Express, Town Hall Talking, 11th March 2010.

On Saturday 6th March I attended the LINK (Local Involvement Network) at the Hazel Grove Civic Hall. Over 50 people attended and, following their first birthday last October, they now have a current membership of over 350 members with a reach of regular communications to over 3000 Stockport people.

One of the main issues that has arisen since their birthday is how discharge from hospital is handled and a dedicated task group has been set up to look at this and are having their first meeting next week. They are acting on feedback that the LINK Support Office has received and hope to be working closely with the hospital and social care to improve experiences for local people.

Stockport LINK are up and running with their Enter and View visits and appear to be leading the way in Greater Manchester with over 10 carried out so far. The results of those visits will soon be available along with their recommendations that will be presented to the statutory sector for consideration. Following on from the Dignity in Care Event hosted last month at the Town Hall - all of their Enter and View Representatives are now Dignity in Care Champions.

The LINK is still reaching out to other organisations in the Community and is currently working closely with Stockport Deaf Health Forum on health access issues.



Staff profile: Shell Sheridan



Shell joined the LINK support team in January as the LINK support administrator. Here she tells us about her role in the LINK:

My role at the LINK is admin support which involves usual administrative duties such as filing, photocopying, data input etc but I also like to get involved with events and meetings when possible where I have been learning about what the LINK does and how we fit in with other health and social care organisations in Stockport. I am really enjoying my job and both Kirsty, Maria and the many LINK members have all made me feel really welcome.

Before I came to the LINK I had been volunteering at Age Concern Stockport again helping out with various admin tasks, I still volunteer there once a week which I really enjoy, its' been interesting over the past 9 months learning about older people and the services available to them. It's opened my eyes quite a lot and I really enjoy working alongside everyone there helping to make a difference to people's lives.

Outside of work my interests are taking my brother's dog out for long hikes which I try to do 3 or 4 times a week when possible. I also enjoy watching boxset DVDs, listening to music and reading the odd book. I am very close to my family and like spending most of my free time with my brothers. I also enjoy shopping and am still waiting for my lottery numbers to come up so I can go on the spending spree of my dreams.

LINK Work Programmes: Swine Flu



Over the winter months, LINK member Pat Hannah lead on our Swine Flu work programme, which looked into making sure the information available was accessible by members of the public.

It appears that Swine Flu has not been as extensive as first predicted, hopefully this is due to a good education and vaccination programme. Stockport LINK worked very closely with Stockport Primary Care Trust (PCT) on this campaign. During autumn 2009 LINK Member Pat Hannah met with Jenny Graham who is Communication and Media lead for Stockport PCT. They discussed all aspects of this campaign and decided to separate swine flu from the annual seasonal flu information.

A question and answer booklet was discussed to try to incorporate the many issues about the H1N1 vaccine. The booklet was to include

- who was eligible to receive it (and who doesn't and why)
- advice for pregnant women
- under fives
- positives of having vaccine
- side effects
- where to go for further advice
- type of vaccine available



It was discussed to try to use relatively simple language and booklet to be available in other languages. Jenny said she welcomed the input and involvements of the LINK with advantages to have an outside perspective with the material not containing much NHS speak. We should still be on our guard against Swine Flu and other flu-like infections so do not forget - Catch It. Bin It. Kill It.

The LINK visit Stockport's care homes

Over February and March, LINK Enter & View representatives visited seven care homes over the Stockport area.

Under powers given to them by the Department of Health, the LINK have the right to visit any place where care is provided. LINK members have to undertake training in order to Enter & View. This comes in the form of Enter and View Training, a Criminal Record Bureau check and Safeguarding Vulnerable Adults training.

The team visited to acquaint themselves with the manager and staff of the establishment and view the quality of care received within the home. Visiting team members also spoke to the home managers about any problems they may have had and how the LINK could help.

The team visited Belmont Care Home in Cheadle, Ashbourne House in Gatley, The Grange in Reddish, Davenport Manor, Clifton House in Heaton Moor, The New Windsor and Marple Dale Hall - both in Marple. All visiting teams enjoyed their visits and thanked the homes for their hospitality.



The LINK were shown around each home and were free to ask questions and find out as much information about the home, its residents and staff as they liked. The managers were then given the opportunity to tell the visiting team members of any problems they had encountered and the LINK are currently working on helping to resolve these.

The LINK Enter & View reports will be available on the website: www.stockportlink.co.uk. If you would like to request a paper copy of the report, are interested in taking part in Enter & View or a care provider who would like the LINK to visit your establishment, please contact the LINK Office on **0161 477 8479**.

Do you feel happy leaving hospital?

The Stockport LINK are looking into discharge from hospital after receiving feedback from the public where problems have been found with the system. Every hospital's discharge procedure differs, here are guidelines from the NHS Choices website of what to expect when being discharged from hospital.

When you arrive in hospital, those professionals in charge of your care will develop a plan for your treatment, including your discharge or transfer. This is usually done within 24 hours. You will be able to discuss your needs, and how they will be met, to ensure that you have everything that you need for a full recovery when you return home. Your discharge or transfer date will be affected by how quickly your health improves while you are in hospital, and what support you will need after you returned home.



Most people who are discharged from hospital need only minimal ongoing care that does not require complex planning, sometimes referred to as a "minimal discharge". If you need more specialised aftercare, your discharge or transfer procedure is referred to as a "complex discharge". For example, you may have ongoing health and social care needs, need community care services, need intermediate care, or be discharged to a residential home or care home.

As well as hospital staff, your discharge or transfer may involve other healthcare professionals, such as your GP or a community nurse. Organisations outside the NHS may also be involved, for example local authorities or independent and voluntary organisations.

You should make arrangements for a relative or friend to collect you. Let the staff know if they need to make other transport arrangements for you.

If you are given any medication to take home, you will usually be given enough for the next seven days. You will also be given a letter that includes information about your medication to give to your GP. If you need to continue to take your medication, you should arrange to get a repeat prescription from your GP before your hospital supply runs out. Some surgeries require up to 48 hours notice for repeat prescriptions.

What do you think?!

Have you been into hospital in the last three years? If so, the LINK want your opinions on the way you were treated, whether good or not so good.

Following public feedback, the LINK are looking into the discharge procedures for Stepping Hill Hospital and how well it is being followed. The LINK are looking for feedback from the public on how they were treated when it was time to leave the hospital.

We are looking for the views of every person who has been discharged from hospital.

- Did you feel that you were treated with respect?
- Did you feel happy to be discharged? Happy to look after yourself at home?
- Were you offered support and contact details of people who can help you after discharge?
- Did you find the experience good or bad?



The LINK want to know your views. Give us a call on **0161 477 8479** or fill in a feedback form and send it to us at **LINK Support Office, Labyrinth House, 45 Middle Hillgate, Stockport, SK1 3DG.**

LINK Launch YouTube Channel



The Stockport LINK have launched their own YouTube Channel. The channel will host videos filmed by the Stockport LINK on their work.

Currently there are two videos uploaded to the account. The first focuses on the LINK AGM which took place on 6th March. The video follows the event from the opening of the doors, right through the speeches to lunch. At the end of the video LINK members Gaynor Johnson and Gerry Wright are interviewed on their experience of the AGM.

The second video follows LINK Development Officer Kirsty Bagnall on a week in her life including attending events, conferences and meetings alongside working on this Newsletter, making sure people know where they are supposed to be, organising meetings and helping co-ordinate LINK members.



The move onto YouTube is just another step into social networking for the organisation. You can visit our Twitter at www.twitter.com/StockportLINK and our facebook page by searching "Stockport LINK" on facebook. You can also become a fan of LINKs on facebook by searching for "Local Involvement Networks".

You can access the YouTube channel by typing the following URL into your address bar: www.youtube.com/user/StockportLINK

Stockport LINK has a very busy Thursday

Joyce Drummond and Kirsty Bagnall report on their activities on the same day:



Joyce: On Thursday 25th February LINK Chair John Leach, Julie from FLAG (For Local Advice and Guidance) and myself went along to speak to the Ladies Fellowship Group. It was a small group who meet every other week and there were about seven members present. Both John and Julie presented to the ladies and asked questions afterwards. We were also told that some not present would like to hear about LINK and FLAG so John will be asked again (he is becoming very popular with the ladies) overall it was a good visit and I am sure we will be going again.

Stockport LINK asks people what they think about local health and social care services and provides a chance to suggest and improve services. Stockport FLAG is a new health & social care information and advice service in Stockport.

Kirsty: On the same day, I attended the *North West Engaging the Public in Healthcare* event. I joined other LINK staff and volunteers from all over the North West. During the event, we had a chance to give our opinions on how to best engage with people as well as giving our own experiences of involvement and engagement. The event also gave us the opportunity to attend a choice of workshops from social marketing to learning about other LINKs. The event was very good and I got the chance to talk to people from all over the health industry from other LINKs to service providers. It was a very successful day with attendees feeling that they got a lot out of the day.

| Kirsty Bagnall & Joyce Drummond



Tips for deaf & hard of hearing people at the airport

There is help available for people with hearing problems when at the airport. This article was originally published in *Onein7 Magazine* issue 74. If you are deaf or hard of hearing or have other disabilities, you are entitled to help when you fly.

If you tell the airline you are using, at least 48 hours beforehand, they are obliged to organise assistance for you. This applied to all airplanes and airports within the EU. Airport and airline staff can help by:

- Telling you your flight is ready to board.
- Allowing you to board first so that cabin crew can go through the safety briefing with you.
- Allowing you to fly with your assistance dog on approved routes.



Different airports and airlines have different ways of working, but they will all assist you. You'll get the best service if you tell the airline or travel agent what assistance you would like when you first book. The airport must also have help points inside and outside the terminal so you can get help from these to the check-in desk.

Don't accept poor service when you are travelling. If you're booking a flight through a travel agent, the Equality and Human Rights Commission (EHRC) advise that you ask the agent to confirm pre-booked assistance in writing on the ticket or itinerary. This will help you make a complaint if you do not receive the correct assistance.

If you have had a bad experience at an airport or on a plane related to your hearing loss, write to the travel agent, airport or airline involved first - the EHRC (www.equalityhumanrights.com/airtravel) provide sample letters.

Council's "Staying Put" scheme

The Staying Put Scheme offers help to older homeowners and people with disabilities to live independently, comfortably and safely in their own home for as long as possible.

It does this by providing practical advice and assistance with regard to home repairs, improvements, security measures and adaptations. The Staying Put Scheme is committed to providing a service which is accessible to customers and which promotes their independence.

Services offered by the scheme include essential repairs for homeowners aged 60 years or over, adaptations for disabled people of any age whether they own or rent their home and emergency repairs for certain types of repair that could be considered a risk to the health or safety of the homeowner if left untreated. There is also a home security package which offers security measures for people who qualify for the council's Home Security Grant.

The scheme cannot offer help with gardening, decorating, general maintenance or repairs to properties owned by social landlords (including Stockport Homes or Housing Associations).

The scheme helps in many ways including offering advice from a building surveyor about essential repairs / improvements / adaptations that are of concern to you, obtaining quotes for work from builders or specialist contractors that have been through a vetting process and helping you to find the money to pay for the work if you don't have sufficient funds yourself. It also offers supervision of any work that you ask them to arrange - and for which they remain responsible for 6 months once finished so that any faults can be put right and checks to ensure that you are receiving all the welfare benefits that you are entitled to and helping you to apply for benefits if you are not. They can also advise you about other Council services that may be of benefit to you.

Initial advice is usually free of charge and obligation but there will usually be a charge to pay for the full service. Contact the Staying Put Scheme - email home.repairs.adaptations@stockport.gov.uk or call **0161 474 4291** or **0161 474 4254**.

LINK members attend conference



On 17th March LINK workers Kirsty, Shell and LINK member Mike Lappin went to the BT Convention Centre, Liverpool to attend the International Big Event 2010 on Personalisation hosted by *In Control*.

Delegates were invited to attend one of nearly 100 workshops and seminars during the day ranging from speeches on policies to workshops living with risk.

One of the workshops attended was hosted by Carla Spain from *Speaking Up*. The workshop was based on a new board game created by *Speaking Up* for people with learning difficulties and other disabilities who want to know more about Personal Budgets. The game was very impressive and is a fantastic idea to help people understand the complicated changes happening in adults social care.

Between workshops and seminars, there was a marketplace on the ground floor for delegates to find out about all the services available with the introduction of personal budgets and the focus on personalisation. Other workshops attended during the day included London based homelessness charity *Broadway's* presentation on *Personalisation and Homelessness*, a speech from Philip Collins from Demos on personal budgets, a talk on commissioning and personalisation and a workshop on getting people involved in citizen leadership.

The event was incredibly interesting and gave all delegates the opportunity to find out about personalisation and individual budgets as well as the chance to ask any questions they had.

Jargon Buster

There are many new words coming out of the Modernisation agenda. Here is a guide to what these words mean. For more information on what words mean, visit Stockport Council's website at www.stockport.gov.uk and search *Jargon Buster*.

Modernisation agenda

This is the agenda the Government has put together to modernise the way the Civil Service works and public services are delivered.

Self Directed Support

A new way of delivering social care, which allows people to choose the support they receive for themselves. People who use services, and their carers, are offered a personal budget to spend on meeting their needs, in a way that best suits them.

Individual Budgets / Personal Budget

An individual budget is an allocation of money based on people's eligible assessed needs and is designed to help people take control of their own social care budgets. People manage their own support and choose the services that suit them best using the money from different areas more flexibly.

Direct Payments

Cash payments made directly to service users or carers, to purchase agreed goods and services that meet care needs.

Transforming Social Care

The national name for the overall project responsible for reforming adult social care. The programme includes changes to individual budgets, systems, processes, structure and culture. All local authorities must meet specific targets of change by 2011.





Local people vote on funding

The Safer Stockport Partnership has hosted two 'You Say We Pay' events in March. This event gives residents the chance to vote which community groups should get a share of a £20,000 pot of money.

The first event was held in Lancashire Hill & Heaton Norris and the second event was held in Offerton. "You Say, We Pay" offers community groups the opportunity to speak to an audience made up entirely of residents from their area about their upcoming projects and the amount they require to carry them out. Residents then vote on the value of the project based on a series of criteria, which are; bringing together people in the local community, reducing crime and/or antisocial behaviour, reducing vehicle crime, reducing domestic violence and reducing drug and alcohol abuse.

The events went very well, every community group gained a share of the money. In Offerton St Philips Church got £2000 for trips, luncheon events and materials to help volunteers provide support to isolated residents within the community. Other winners on the day included Stockport Credit Union, who gained £1442 to help promote the service, Stockport Spartans Basketball Club, who got £1000 to give free coaching to children on the estate and Offerton Tea Dance who got £1572 to hire a room and provide entertainment and refreshments for Offerton residents who want to attend a Tea Dance.



Stockport patients and families to benefit from new essential standards of care

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

NHS trusts are the first to come into the new system starting 1st April this year; they will be followed in October by all providers of social care for people over 18 years of age and by providers of independent healthcare. Over the coming two years the system will include all primary care and dentists too.

The new system means that you can expect your care and treatment to meet essential standards of quality and safety that respect your dignity and rights. The biggest change from any earlier system of regulation is that each of the standards is based on an actual outcome for people rather than a policy or a target. Providers must demonstrate that people in their care have a quality experience across all aspects of their treatment, care or support.

You can find out more about the new essential standards of quality and safety at www.cqc.org.uk or contact the Care Quality Commission on **03000 616161**.



Upcoming Events



LINK Core Group meetings

About: The LINK Core Group meet to move forward the work of the LINK. Anyone is invited to attend.

Time: 10am-12.30pm on Tuesday 20th April & Saturday 15th May.

Place: Walthew House Stockport

Contact: Call the LINK on **0161 477 8479** to let us know you are coming.

Stockport Write Out Loud

About: Come along to Stockport write out loud, whether you want to read out your own work, somebody else's or just listen to the poems, all are welcome.

Time: 7pm, second Monday of the month

Place: Stockport Art Gallery

Contact: Baggy at afcbaggy@btinternet.com or the art gallery on **0161 474 4453**.



The Poppy Club

About: The Poppy Club is a social group which has social events including music, speakers & health activities. No charge if you or your partner has served in the armed forces.

Time: 1.30pm-3.30pm, 7th April, 21st April, 5th May & 19th May.

Place: Bramhall Methodist Church, 23 Bramhall Lane South, Stockport, SK7 1AL

Contact: Jane Bailey on 0161 480 1211

National Older People's Day

About: Join All Our Tomorrows to celebrate National Older People's Day.

Time: 10.00am and 3.30pm on 1st October

Place: Stockport Town Hall

Contact: Lesley Abraham on **0161 480 1211**

Local Partnership looking for new members

The All Our Tomorrows is a Partnership that brings together representatives from the voluntary, community and statutory sector.



The All Our Tomorrows Partnership seeks to establish and promote a shared strategic vision for people over fifty in Stockport with particular emphasis on maximising the independence of people in later life.

The partnership has an Engagement Project and a dedicated Engagement worker, Lesley Abraham based at Age Concern Stockport. The project is looking for groups and individuals to become involved in the partnership. People can be involved in the work of the partnership in a number of ways:

- By receiving information about the partnership and its work
- By taking part in consultation
- By taking part in the work of the Shadow Board - A Board made up of volunteers who support, inform, and where necessary, challenges the work of the Partnership.

The partnership works under seven key themes: being and feeling safe; getting the information needed; being involved and engaged; maximising financial security; getting out and about with safe and accessible transport; good and appropriate housing choices; and health and healthy living.

Information on the partnership can be found at www.stockportaot.org.uk or telephone Age Concern Stockport on **0161 480 1211**.

Contact the LINK

Stockport LINK Support Team

Labyrinth House, 45 Middle Hillgate,
Stockport SK1 3DG

Phone: 0161 477 8479

Email: links@pebbleenterprises.co.uk

Web: www.stockportlink.co.uk



Maria Kildunne: LINK Development Manager

Kirsty Bagnall: LINK Development Officer

Michelle Sheridan: LINK Support Administrator

If you would like to find out more information about joining the LINK, please get in contact and we will send you information or a membership pack.

If you are a LINK member and would like more information about writing an article for the next LINK News then let us know.

If you need this Newsletter in large print, audio tape/CD, braille or .pdf format please contact the LINK Support Team on 0161 477 8479.

如果你需要他人為你解釋這小冊子/單張的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

If you need this newsletter in another language, a free interpreting service is available from Stockport Council. Please telephone Stockport Interpreting Unit on **0161 477 9000** or email eds.admin@stockport.gov.uk

W przypadku gdybyś potrzebował pomocy odnośnie tej broszurki/ulotki, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই পুস্তিকা/প্রচার পত্রটি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو اس کتابچے/الغٹ کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائزنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات ترجمہ رایگان این نشریہ/کتابچہ در صورت نیاز موجود میباشد. لطفاً با شماره تلفن 0161 477 9000 با واحد ترجمہ (اینترپرائزنگ یونیت) ما تماس بگیرید.

تنوفر خدمة ترجمة شفوية انا تطلب مساعدة في فهم هذا الكتيب/النشرة. نرجو الاتصال اربن رينيول على رقم الهاتف: 0161 477 9000