

BETTER CARE HIGHER STANDARDS IN OLDHAM SERVICE DIRECTORY 2003 - 2004



Better Care Higher Standards in Oldham Service Directory 2003 - 2004

This Directory has been produced to inform you of the local services and organisations who can offer you support and advice. It is intended to compliment the Better Care Higher Standards Charter. Other formats of this document are available on request. To access other formats contact **0161 911 3805**.

You can get copies of 2003 - 2004 Better Care Higher Standards Charter, the charter summary or additional copies of this directory by;

Ringing us on **0161 911 3805**

Emailing us at
socs.general.enquiries@oldham.gov.uk

Writing to us at
**Oldham Social Services
PO Box 22
Civic Centre
West St
Oldham
OL1 1UW**

Or you can order a copy at any Social Services office or through your social worker or pick up a copy at Contact Oldham One Stop Shop at the Civic Centre.

The 2003 - 2004 Better Care Higher Standards Charter and the charter summary are available in a variety of formats and languages on request. To access other formats contact **0161 911 3805**. For language versions other than English contact the Ethnic Health Team on **0161 627 8770**.

The Charter can also be accessed on Oldham Council's website at **www.oldham.gov.uk**

If any part of this directory is incorrect please let us know by calling **0161 911 4796**.

Emergency Numbers

Emergency Services

For police, fire service, ambulance, coastguard or mountain rescue dial **999**

Accident and Emergency (Casualty)

Operates 24 hours a day to treat serious injuries and sudden illness. If it is not an emergency contact your doctor or call NHS Direct, Royal Oldham Hospital, Rochdale Rd, Oldham OL1 2JH

0161 627 8933/8442

NHS Direct for immediate and confidential health information
24hrs 7days a week

0845 4647

Doctors and Dentists In an emergency you can usually call the local surgery for a recorded message explaining how to contact your doctor or dentist on duty. If you are not registered with a doctor or dentist call NHS Direct on **0845 4647** for details.

Pharmacists: Pharmacists often run a late-night rota. Details are usually listed in the local press, or ring NHS Direct on **0845 4647** for advice.

Out of hours District Nurse

5pm – 8.40am

0161 628 5933

Social Services out of hours

In the case of an emergency please contact the Out Of Hours Team on

0161 628 5933

Household Emergencies:

If you have a problem with your electricity, gas or water supply which needs immediate attention, call one of these 24hr help lines.

Electricity United Utilities

(Formerly Norweb)

Dawson House

Liverpool Road

Great Sankey

Warrington

WA5 3LW

0800 195 41 41

Gas Transco Gas Emergency Service Number

If you smell gas anywhere, either in the house or in the street call **0800 111 999**

Water Supply United Utilities

(Formerly North West Water)

Leaks 0800 33 00 33 Water

Supply **0845 746 2200**

Sewerage

Private residents are generally responsible for repairing drain damage on their property. For further details or for public areas or council house tenants call Oldham Council on **0161 911 3000**

OMBC Housing Repairs

V.I.P Centre, Vulcan Street
Derker, OL1 4LA
24 Hours **0161 624 8286**

Environmental Emergencies

Environment Agency
Richard Fairclough House
Knutsford Road, Warrington
WA4 1HG
24 hour emergency number to report all environmental pollution incidents
0800 807060

Floods-Flood line

24 hour advice and information and flood warnings **0845 988 1188**

Other Emergency Numbers:

Childline

Freephone **0800 11 11**

Domestic Violence - Police

Greater Manchester Police
Division Headquarters
Barn Street Oldham. OL1 1LR
24 Hours **0161 872 5050**

National Drugs Helpline

0800 77 66 00
www.ndh.org.uk

Samaritans

4 Oldham Road
Rochdale, OL11 1BU
Rochdale - **01706 868686**
Oldham - **0161 633 3377**
National - **08457 90 90 90**
www.samaritans.org /
jo@samaritans.org

Animal Welfare RSPCA

24 hour national number
08705 555 999

Winter Warmth Advice Line

P.O Box 777, London, SE1 6XH
8am – 8pm **0800 085 7000**

Social Care and Health

Social Services:

Social Services offices are open each weekday from 8.40 am to 5pm.

Adult Services

Services for Older People

Failsworth Town Hall
Oldham Road
Failsworth M35 0FG
0161 683 2900

Mental Health Services First Response Service

The Beeches
5 Waterloo Street
Oldham OL1 1SP
0161 909 8088

Learning Disability Services

Broadway House
Broadway
Chadderton
Oldham OL9 8RW
0161 911 3868

Physical and Sensory Disability Services

The Link Centre
140 Union Street
Oldham OL1 1DZ
0161 911 4799

Hospital Social Work Team
Social Work Department
Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2JH
0161 627 8650

Community Occupational Therapy Team

The Link Centre
140 Union Street
Oldham OL1 1DZ

Other enquiries:
0161 911 3782

Joint Loans Store

Royal Oldham Hospital
Rochdale Road
Oldham OL1 2JH
0161 627 8692
Opening Times
Monday/Tuesday
9.30 – 12.30pm
Thursday 12.30 – 4.00pm

Children Services

For new enquiries you should ring **0161 911 3790/1**

If you already use Children Services you should contact...

Children under 16

Royton Town Hall
Rochdale Road, Royton
Oldham, OL2 6QJ
0161 911 3730

Children 16 and over

Marion Walker House
Frederick Street
Oldham
OL8 2SW
0161 626 4947

Children with Disabilities

Woodfield
Manchester Road
Oldham
OL8 4ET
0161 627 1749

Family Placement Team (Adoption and Fostering)

Marion Walker House
Frederick Street
Oldham OL8 2SW
0161 626 4947

For general enquiries, senior citizens' travel passes and blue badges, please contact:

Oldham Social Services

Level 11, Civic Centre
West Street
Oldham OL1 1UW
Telephone 0161 911 4768
Fax 0161 911 4855

Complaints

Quality Assurance Officer
1st Floor Metropolitan House
Hobson Street
Oldham OL1 1TT
0161 911 4790

To contact Social Services out of hours in the case of an emergency please contact
Out Of Hours Team
0161 628 5933

Health:

Emergencies

Accident and Emergency (Casualty)

Operates 24 hours a day to treat serious injuries and sudden illness. If it is not an emergency contact your doctor or call NHS Direct Royal Oldham Hospital, Rochdale Rd, Oldham OL1 2JH
0161 627 8933/8442

NHS Direct NHS Direct is a telephone service, staffed by nurses, giving confidential healthcare advice and information 24 hours a day. They can be contacted by telephone on **0845 4647** or on-line at
<http://www.nhsdirect.nhs.uk>

Health Agencies

Hospitals

Royal Oldham Hospital

Rochdale Road
Oldham. OL1 2JH
0161 624 0420

Oldham Community Health Council

Block D Brunswick Square
Union Street
Oldham. OL1 1DE

0161 624 6251

email: office@oldhamchc.org

*** From September 2003 the Community Health Council will be abolished. Other mechanisms for Public and Patient Involvement are currently being developed.**

Oldham Primary Care Trust

Westhulme Avenue
Oldham. OL1 2PL

0161 622 6500

The Pennine Acute Hospitals NHS Trust

Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2JH

0161 624 0420

Pennine Care (Mental Health) NHS Trust

Tameside General Hospital
Fountain Street
Ashton-U-Lyne. OL6 9RW

0161 331 5151

Greater Manchester Strategic Health Authority

Gateway House, Piccadilly
South, Manchester M60 7LP

0161 236 9456

Doctors, Dentists, Pharmacists and Opticians

See yellow pages for Doctors, Dentists, Pharmacists or Opticians. If you have any problems finding a Doctor, Dentist, Pharmacist or Optician in your local area, ring 0161 622 6400 or NHS Direct on 0845 4647.

If you have not seen a dentist for over 15 months you may not be registered, and should ring **0161 682 4751** for further advice (between 9am and 4pm on weekdays). From 6pm to 10pm on Friday evenings and 9am to 10pm weekends and bank holidays an emergency service is available to all Oldham residents.

Please ring **07711 425 247**.

Health Promotion/ Information:

General Health Promotion Resources/Information

Westhulme Avenue
Oldham. OL1 2PL

0161 622 6551

Health Information Bureau

Royal Oldham Hospital
Rochdale, Road, Oldham.
OL1 2JH

0161 627 8951/2

Drugs and Alcohol Advice & Support:

Smoking Cessation
0161 621 5937

National Drugs Helpline
0800 77 66 00

Needle Exchange Scheme
A needle exchange and advice centre for intravenous drug users. Provides free needles and syringes, condoms, advice, information, HIV testing, counselling and support (for individuals and carers), Hepatitis B testing and Hepatitis B vaccinations. Open Monday to Friday, 1pm – 5pm. **0161 627 5071** – Cannon Street Health Centre, Oldham.

Alcoholics Anonymous
Suite A, 4th Floor
St Margarets Chambers
5 Newton Street
Manchester. M1 1HL
0161 236 6569

Alcohol and Drug Service
111 Union Street
Oldham. OL1 1RU
0161 624 9595

Substance Misuse Service
111 Union Street
Oldham. OL1 1RU
0161 624 9595

Substance Misuse Project
0161 628 8432

Tranx (tranquillizer addiction)
15 Lily Street Oldham.
OL1 2LD
0161 287 2692

Turning Point (rehabilitation for alcohol misuse)
Ascot House, 4 Edward Street
Werneth, Oldham. OL9 7QW
0161 624 8585

Aids and HIV

Aids Prevention Team provides one-to-one counselling for people with HIV/AIDS, their families, carers and anybody who is having HIV antibody testing.

Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2JH
0161 624 0420 ext 5567

Family Planning and Sexual Health

Family Planning: Family Planning (Oldham) holds free and confidential family planning clinics at various health centres in Oldham. They provide advice and information on contraception and sexual health. Contact them on **0161 627 0200**.

Marie Stopes: Advice and information on unplanned pregnancy for people of any age

St Johns St Chambers,
Manchester M3 4DB

0845 300 8090

Sexually Transmitted Disease (STD) or Genito-Urinary Medicine (GUM):

Genito-Urinary Medicine (also known as STD or Sexually Transmitted Disease clinic) offers advice and counselling and free tests for anyone who feels they may have contracted a sexually transmitted disease.

Phone **0161 627 8394**.

Brook sexual health

information **0161 627 0200**

Nursing Care

NHS Funded Nursing Care

(in nursing home)

Westhulme Avenue, Oldham
OL1 2PL

0161 622 6525

Medical Benefits

If you are on a low income or in receipt of welfare benefits you may be entitled to help towards the cost of the NHS prescriptions, dental treatment, eye tests, NHS wigs and fabric supports. You could also be entitled to vouchers towards the cost of glasses and contact

lenses or refunds of necessary travel costs for NHS treatment. Pregnant women are also entitled to help with some of the above. Forms are usually available from GP's and Chemists.

Other Helpful Organisations:

I A S (Services) Ltd – Older People Services

Unit C4, Vulcan Business Centre, Victoria Street
Chadderton. OL9 OHB

0161 627 1314

After Adoption

ACTIONline on

0800 0 568 578

TALKadoption (under 26)

0808 808 1234

Continence Advisory Service

Chadderton Town Hall
Middleton Road

Chadderton. OL9 OLH

9am – 5pm **0161 909 8172**

Community Dental Service

Dental Department

Cannon Street Health Centre
Oldham. OL9 6EP

8.40am – 5pm

0161 909 8269

Breast Care Service

Breast Care Nurses Office
Chalmers Keddie Building
Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2NH
9am – 5pm (Answerphone out
of hours) 0161 627 8459

Oldham Community Health Council*

***Abolished from September
2003**

Block D, Brunswick Square
Union Street, Oldham.OL1 1DE
9am – 5pm
0161 624 6251

St. Mary's Sexual Assault Centre

St. Mary's Hospital
Hathersage Road
Manchester. M13 0JH
24 Hours **0161 276 6515**

Nutrition & Dietetics Department

Royal Oldham Hospital
Rochdale Road, Oldham.
OL1 2JH - 8.30am – 5.00pm
0161 627 8402

Booth Street Centre

Cannon Street Health Centre
Oldham. OL9 6EP
0161 909 8243

Speech and Language Therapy

Children: Cannon Street
Health Centre –
0161 909 8266
Adults: Royal Oldham Hospital
0161 627 8971

Wheelchair Assessment Centre

Tameside Wheelchair Centre
Tameside General Hospital
Fountain Street
Ashton-U-Lyne. OL6 9RW
0161 331 5380

The Help Shop

71 Lees Road, Oldham.
OL4 1JW
9am – 5pm **0161 652 2071**

Dr. Kershaws Hospice

Turf Lane, Royton, Oldham.
OL2 6EU
0161 624 2727

MacMillan Services

(Offices at Dr. Kershaws
Hospice and Royal Oldham
Hospital)
0161 627 4246

Patient Transport Services

Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2JH
0161 627 8949

**Patients Welfare and
Voluntary Services**

Royal Oldham Hospital
Rochdale Road
Oldham. OL1 2JH
0161 627 8561

Giving blood

For information of where you
can give blood in your area
please call National Blood
Service **0845 7 711 711**
www.bloodnet.nbs.nhs.uk
Oak House, Reeds Crescent,
Watford WD1 1QH

First Aid Courses

For details of first aid courses
in your area call
British Red Cross (London)
020 7235 5454.
information@redcross.org.uk
www.redcross.org.uk

British Red Cross

Bradbury House, Unit 4, Ohio
Avenue, Central Park, Salford
M50 2GT.
0161 888 8900

Housing

Homelessness

If you are homeless or know that you are about to become homeless within the next 28 days you should contact the Rehousing and Homeless Section.

The address is: First Choice Homes Oldham Ltd
Oldham MBC, Room 415,
Civic Centre, West Street
Oldham, OL1 1UP
Telephone:
0161 911 3556/4555
Fax: 0161 911 3557

If you are roofless and feel that you need an emergency appointment, please telephone the Rehousing and Homeless Section and discuss this with a Homeless Service Officer.

If you are a current Oldham Council Tenant or have been a Council Tenant within the last four weeks and are threatened with homelessness you should contact your local housing office

First Choice Homes Oldham Ltd Housing Offices

Alt

157 Furness Avenue, Alt
0161 627 4418
Covers Alt, Roundthorn,
Saddleworth & Lees

Chadderton

Chadderton Town Hall,
Middleton Road
0161 911 3030
Covers North Chadderton,
South Chadderton, Central
Chadderton, Werneth,

Clive Street

1 Clive Street, Hollins
0161 633 6622
Covers Hollins, Hollinwood,
Collier Hill, Walkers Road
Limeside (The Avenues) and
Rowantree Road (Limehurst)
(Limehurst going to Portico
17/03/03)

Coldhurst

Level 4, Civic Centre, Oldham
0161 911 4600
Covers Barker Street,
Clarkwell, St Mary's, Burnley
Street, Coldhurst, Godson
Street and Egerton Street.

Failsworth

10 – 12 Partington Street,
Failsworth M35 9RD
0161 684 8888
Covers Failsworth

Fitton Hill

2 Fircroft Road, Fitton Hill
OL8 2QN

0161 633 4060

Covers Fitton Hill and
Hathershaw

Higginshaw Village

39 Wimpole Street,
Higginshaw, OL1 3JN

0161 626 9990

Covers Higginshaw Village, St
Mary's, Wallshaw St, Rock St,
Gererton St.

Holt Street

Holt Street
Derker/Greenacres –

0161 911 4608

Greenacres, Littlemoor –

0161 911 4609

Covers Derker, Greenacres and
Waterhead.

Holts Village

22/24 Browndge Road, Holts
OL4 5QG

0161 624 1784

Covers Holts Village,
Uppermill, Greenfield, Lees,
Delph, Diggle, Denshaw,
Dobcross

Primrose Bank

12-14 Tomlinson Close,
Oldham OL8 2JN

0161 620 5667

Covers Eldon Street, Shield
Street, Villiers Drive, Glodwick
and Primrose Bank

Royton

5-7 Market Square, Royton
OL2 5QD

0161 620 6471

Covers Royton

Shaw

1 Kershaw Street, Shaw
OL2 8AB

01706 881100

Covers Shaw and High
Crompton

Sholver

Coleridge Road, Sholver
OL1 4RJ

0161 652 3013

Covers Sholver

**For properties in Limehurst,
contact:**

Limehurst Village Trust

St. Chad's Centre, Limegreen
Parade, Limehurst Village,
Oldham, OL8 3HH

0161 345 4580

The Instant Homes shop has
ready-to-let properties on
display similar to an estate
agency. The staff can provide
you with advice on available
properties and it is quick and
simple to apply. They also have
furnished tenancies available
in certain areas. A range of
furniture packages - starting
from carpets and curtains only,
right through to fully furnished
– is available at various costs

in addition to the basic rent. If you would like to know more call **0161 911 3597** or Free phone **0800 328 7788** or call into Instant Homes shop at: 5 Manchester Chambers Manchester Street, Oldham (Across the road from Oldham bus station)

Quality Assurance Manager

First Choice Homes Oldham Ltd, First Floor Manchester Chambers, Manchester St Oldham OL1 1LF

0161 911 3569

Housing Associations in Oldham

There are thirteen different Housing Associations in Oldham offering a range of accommodation at affordable rents. Each Association has its own waiting list and you can complete a separate application form for each one.

The Housing Associations below provide a range of rented accommodation

AKSA Housing Association

Medtia House, 2 Phoenix Street, Oldham, OL1 1AN

0161 620 2992

Limehurst Village Trust

St. Chad's Centre, Limegreen Parade, Limehurst Village, Oldham, OL8 3HH

0161 345 4580

Manchester & District Housing Association

Fullstone House, 130 Mile End Lane

0161 419 6400

North British Housing

Manchester & Cheshire, 8th Floor, Paragon House, 48 Seymour Grove, Manchester M16 OLN

0845 6044446

Northern Counties

Hollingworth House, Baillie Street, Rochdale OL16 1JG

01706 764000

Portico

3 Jo Street, Salford M5 4AB

08456 021120

SELHAL

119 Union Street, Oldham OL1 1TE

0161 484 3200

West Pennine Housing Association

Pennine House, 77 Union Street, Oldham OL1 1JZ

0161 621 4110

Yorkshire Metropolitan Housing Association

Parkside House, Somerset Road, Huddersfield HD5 9AU

01484 431666

Threshold Housing

First Floor, Steven House,
Stamford Street, Lees,
Oldham, OL4 5AB

0161 626 0844

4 Shepley St. Failsworth,
M35 9DY

0161 681 4208

31-37 Spring Street,
Greenacres OL4 2BD

0161 624 2934

Floating Support Team,
95 Wood Park Court
Limehurst Village, Oldham
OL8 3JL

0161 652 9584

Oldham Supported Lodgings Scheme

The Hollies, Frederick St,
Werneth OL8 4BD

0161 633 4612

Anchor Trust – Residential Care for Older People

618 – 622 Huddersfield Rd,
Waterhead, Oldham OL4 3NN

0161 620 3477

Shelter N.W. Housing Aid Centre

Swan Buildings, 20 Swan St,
Manchester M4 5JW

0161 834 4809

Oldham Independent Housing Aid Centre

5 Ascroft Court, Peter St,
Oldham OL1 1HP

0161 624 0674

Independent Living Scheme

1 Royal Close, Hathershaw,
Oldham OL8 1PS

0161 678 0266

Turning Point

Ascot House, 4 Edward St,
Werneth, Oldham OL9 7QW

0161 624 8585

**The Housing Associations
below specialise in
accommodation for the over
60s**

Anchor Trust

Milestone Place, 100 Bolton
Road, Bradford, BD1 4DH

0845 7758595

Switch 01274 381 600

Elderly Accommodation Council

3rd Floor, 89 Albert
Embankment, London SE1 7TP

0207 820 1343

English Churches

170 Plymouth Grove,
Manchester M13 OAF

0845 0707074

Hanover Housing

Thomas Duggan House,
Manor Lane,
Shipley, West Yorkshire
BD18 3RB

01274 599686

Housing 21

1 Staithegate Lane, Odsal,
Bradford BD6 1YA

01274 744190

AKSA Housing Association

Medtia House, 2 Phoenix
Street, Oldham, OL1 1AN

0161 620 2992

Although some of the addresses of the Housing Associations are outside the borough of Oldham, all have schemes and/or properties within the Oldham area.

First Choice Homes can also nominate you for consideration by Housing Associations. Contact the Rehousing & Homeless Section for more details on

0161 911 4555/3556

Private Rented Accommodation

Private rented accommodation is another rehousing option that you could consider. If you have found a suitable property and need information about your rights or need advice,

contact the **Tenancy Relations Team** at the Civic Centre on **0161 911 4463**.

The Oldham Independent Housing Aid Centre 0161 624 0674

offers free independent and confidential housing advice. It has a Deposit Guarantee Scheme, which provides help for single people and childless couples on benefits and low income towards getting a bond for a private rented tenancy in Oldham. For further information, contact them on **0161 624 1453**.

A list of temporary bed and breakfast accommodation can be obtained from any Area Housing Office or the rehousing section in the Civic Centre.

Supported Accommodation

There is a range of supported accommodation within Oldham. This could be as little as a few hours support in your own home through to 24 hour care in specialist accommodation. Supported accommodation is available to you if you have certain needs, e.g. mental health difficulties, learning difficulties, leaving care, fleeing violence, etc.

If you do not need specialist support but feel you are not

quite ready to live on your own you can contact Threshold Housing Project. They offer a range of supported accommodation or support in your own tenancy.

Threshold Housing

First Floor, Steven House,
Stamford Street, Lees,
Oldham, OL4 5AB

0161 626 0844

Shepley House, 4 Shepley St.
Failsworth, M35 9DY

0161 681 4208

31-37 Spring Street,
Greenacres OL4 2BD

0161 624 2934

Floating Support Team,
95 Wood Park Court,
Limehurst Village, Oldham
OL8 3JL

0161 652 9584

7 Glamorgan Place
Werneth, Oldham

0161 785 9426

Resettlement Team
17 Fifield Close, Fitton Hill
Oldham, OL8 2LE

0161 628 2537

Alternatively, First Choice Homes Housing Support Scheme runs a Supported Lodgings Scheme and a Resettlement Scheme. Supported lodgings are available in the homes of people throughout the borough where support is offered to help you get ready to live on your own. Resettlement support is available if you would like to live in your own place but feel you need extra help to settle in. If you would like to know more contact **0161 911 3558**.

Sheltered Housing

Sheltered housing is accommodation specifically designated for people either over retirement age or disabled. Sheltered schemes can be found in many parts of Oldham. Each scheme has a Warden whose job is to keep in touch with residents, usually with a daily visit and offer help and assistance when needed. You can get further information from either your local housing office or the Warden Service on **0161 678 6076**.

Benefits, Advice & Finance

Welfare Rights Service

Office open Monday - Friday

8.40am - 5.00pm

Also offer advice sessions at various other locations. Please telephone for venues and times.

Benefit Advice Service,
18 Greaves Street, Oldham

0161 620 5008

Debt Advice Service,
18 Greaves Street, Oldham

0161 620 7571

Citizens Advice Bureau

1-2 Ascroft Court Oldham
(Admin Only) **0161 620 9317**

Hours of Service:-

Monday drop in

9.30am – 4.00pm

Tuesday drop in

9.30am – 1.00pm

Appointments

1.00pm – 4.00pm

Wednesday drop in

9.30am – 4.00pm

Thursday drop in

9.30am – 4.00pm

Friday drop in

9.30am – 4.00pm

Failsworth Citizens Advice Bureau

1 Ashton Road West, Failsworth

0161 681 3120

Hours of Service:- Tuesday
drop in 10.00am – 3.30pm

Thursday drop in

10.00am – 3.30pm

Royton Citizens Advice Bureau

1 Macauley Street, Royton

0161 620 2748

Hours of Service:-

Wednesday drop in

9.30am – 3.30pm

Telephone Call Centre for Advice

0845 120 3703

Hours of Telephone Advice
Service:-

Monday drop in

10.00am – 3.30pm

Tuesday drop in

10.00am – 3.30pm

Thursday drop in

10.00am – 3.30pm

Friday drop in

10.00am – 3.30pm

Out of Hours Service

Tuesday 7.00pm – 9.00pm

Thursday 7.00pm – 9.00pm

Saturday 10.00am – 12.30pm

Oldham Citizens Advice Bureau (admin only)

0161 627 8333

Hospital Extension Bureau

Chalmers Keddie Building

Rochdale Road, Oldham

Hours of service

Monday to Friday drop in

10.00am – 1.00pm

Monday to Friday

Appointments

1.00pm – 4.00pm

Ward visits available upon request on:

Monday to Friday from:
1.00pm – 4.00pm

Shaw Outreach Service

Shaw Parish Council
Council Offices, High Street,
Shaw - Hours of service
Tuesday 2.00pm – 4.00pm
Thursday 2.00pm – 4.00pm

GP Project

Outreach held at 7 Health Centres across the Borough, accessible by patients of the Health Centre.

Sessions held as follows:

Marjorie Lees

Monday 9.30am – 11.30am

Royton

Monday 10.00am – 12.30pm

Westwood

Tuesday 10.00am – 12.00pm

Glodwick

Wednesday 1.00pm – 3.00pm

Failsworth

Thursday 10.00am – 12.00pm

Limeside Clinic

Thursday 2.00pm – 4.00pm

Manchester Road

Friday 9.30am – 11.30am

Oldham Independent Housing Aid Centre

5 Ascroft Court, Peter Street,
Oldham OL1 1HP
0161 624 0674

Oldham Law Centre

1st Floor, Archway House,

Bridge Street, Oldham OL1 1ED
0161 627 0925

For other legal advice see yellow pages. Some solicitors provide free initial advice.

Employment Services Job Centres

696 Oldham Road, Failsworth
0161 253 3900

75 Union Street, Oldham
0161 253 3500

Dale Street, Shaw
01706 706800

Connexions Oldham

Brunswick House, Union Street
Oldham
0161 621 9300

Benefits Agency

160 Oldham Road, Failsworth
0161 683 2000
46 Union Street, Oldham
0161 912 8000

Education Shop and Advice Centre

5 Barn Street, Oldham
0161 628 5388

Disablement Information and Advice Line (DIAL)

Disability Resource Centre,
Honeywell Lane, Oldham
0161 628 2271

Afro Caribbean Project
0161 628 7917

Pension Service:**0161 654 2047**

Othen House, 7 Oldham Rd,
Middleton M24 1BE

Help and information about
entitlement to retirement
pension, minimum income
guarantee, winter fuel
payments and pension credit.

**Housing and Council Tax
Benefits**

Civic Centre, West St, Oldham

0161 911 3939**Benefits Agency**

160 Oldham Road, Failsworth

0161 683 2000

46 Union Street Oldham

0161 912 8000**Benefits Agency Helplines**

Dept of Social Security, CBC

Washington, Newcastle Upon

Tyne NE88 1ZB

Disability Living Allowance

(DLA) and Attendance

Allowance (AA)

08457 123456

Child Benefit

08701 555540**Student Services**

Civic Centre, Oldham

0161 911 3352**Disablement Information and
Advice Line (Dial)**

Disability Resource Centre

0161 628 2271

Honeywell Lane, Oldham

CAB Disability Rights Service**0161 633 4350****Advice Centres for Urdu****Speakers:****Coppice Community Centre****0161 626 4586**

Werneth Hall Rd, Coppice,

Oldham OL8 4BD

Werneth & Freehold**Community Project****0161 628 2235**

14 Tamworth St, Werneth,

Oldham OL9 7QU

Advice Centres for Bangla**Speakers:****Glodwick Bangladeshi Advice
Centre****0161 652 2100**

70 Orme St, Oldham OL4 1RZ

**Westwood Information Advice
Centre****0161 652 2532**

1st Floor, OMB Millennium

Cultural Centre, Featherstall

Road North, Oldham OL9 6QB

**Advice Centres for Gujarati
Speakers:**

**Oldham Indian Association
0161 633 0043**

**Advice Centres for Punjabi
Speakers:**

**Coppice Community Centre
0161 626 4586**

Werneth Hall Rd, Coppice,
Oldham OL8 4BD

**Werneth & Freehold
Community Project
0161 628 2235**

14 Tamworth St, Werneth,
Oldham OL9 7QU

Other Useful Agencies:

**Age Concern, Oldham
0161 633 0213**
10 Church Lane, Oldham
OL1 3AN

**Benefits Enquiry Line
0800 822 200**

**Carers Centre Oldham
0161 620 7782**

Carers National Association
Open 10.00am - 12.00 noon,
2.00pm - 4.00 pm
0808 808 7777

Oldham Disability Alliance
Honeywell Lane, Oldham,
OL8 2JP.
0161 628 8825

Publishes

- Making Contact Information Directory for Oldham Carers
- The Navigator Directory (Mental Health)

Education

Oldham College

Rochdale Road, Oldham

OL9 6AA

0161 624 5214

Oldham Sixth Form College

Union Street West, Oldham

OL8 1XU

0161 287 8000

Oldham Youth & Community Education Service

9am – 5pm Monday to Friday

0161 911 3168

Provides advice, guidance and information on classes and courses for adult learners.

Opportunities for Women

Block B, Brunswick Square,
Union Street Oldham OL1 1DE

0161 628 9294

Offers guidance, information and training to any women in Oldham seeking to return to work.

The Volunteer Shop

Unit 12, Manchester

Chambers, Oldham OL1 1LF

0161 633 6222

Provides information and advice about voluntary work.

Learndirect

Freephone 0800 100 900

For information on flexible, accessible learning for everyone

Lifelong learning

For information about courses and enrolment

0161 911 3122

University of the 3rd Age

01706 639726

Oldham Adult Careers Guidance Service

0161 621 9300

Leisure

Cinema:

Roxy

Hollins Road, Hollinwood
Information line
0161 681 1441

Theatres:

Coliseum

Box office, Fairbottom Street
OL1 3SW - **0161 624 2829**

Crompton Stage Society

Play House 2, 2 Newton Street,
Shaw - **01706 847281**

Grange Arts

Rochdale Road
12.30pm – 2.30pm
Tue, Wed, Thur
0161 785 4239

Leisure Centres/ Swimming Pools:

Oldham Sports Centre

Lord Street, Oldham
0161 911 4090/1

Main sports centre has large swimming pool, children's pool and diving pool. It has a climbing wall, sports room for hire and a fully equipped gymnasium with shower and sauna facilities.

Sports Centres with swimming pools:

Chadderton – Middleton Road
OL9 1DN
0161 911 3043

Failsworth – Brierley Avenue
OL9 8LS
0161 911 7000

Royton - Park Street, OL2 6QW
0161 911 3081

Shaw – Crompton Pool, Farrow Street OL2 8NW
01706 844751

Glodwick – Nugget Street
OL4 1BN
0161 911 3040

Saddleworth – Station Road, Uppermill OL3 6HQ
01457 876668

Sports Centres (without pool):

Hathershaw – Belfield Avenue
0161 911 3071

Libraries:

As well as providing books, videos and cassettes, libraries stock current information regarding housing, benefits, education and health.

Oldham Central Library – Union Street OL1 1DN
0161 911 4645

Broadway Library – Whitegate Lane, Chadderton OL9 8LS
0161 624 7866

Chadderton Library – Middleton Road OL9 6JN
0161 665 2225

Crompton Library – 7 Farrow Street, Shaw OL2 8QY
01706 842184

Delph Library – Millgate, OL3 5JG
01457 874381

Failsworth Library – Main Street M35 9PD
0161 681 2405

Fitton Hill Library – Fir Tree Avenue OL8 2QP
0161 633 2011

Greenfield Library – Chew Vale OL3 7EQ
01457 872472

Lees Library – Thomas Street OL4 5DA
0161 633 5764

Limeside Library – Elm Road
0161 624 0351

Northmoor Library – Chadderton Way
0161 633 1168

Royton Library – Rochdale

Road
0161 911 3087

Stoneleigh Library – Vulcan Street, Derker
0161 626 8455

Uppermill Libraries – St Chads
01457 872777

Public access to the Internet is also available at all libraries. This service is free to all members although there is a charge for any printouts.

Mobile Library 07801 928734
Any queries regarding the mobile library should be directed to either Crompton Library or Royton Library.

Other Agencies:

Oldham Disability Arts
1 Wellyhole St, Oldham
OL4 3BB
0161 626 5303

Oldham Owls Disabled Club
Unit F2, Falcon Enterprise Centre, Victoria St,
Chadderton, Oldham OL9 0HB
0161 628 4045

Mobile: 0788 406 4952
N.B. May be moving premises in March 03 – ring mobile with any queries

Terence O'Grady Club

C/o 10 Netherlees, Lees,
Oldham OL4 5BA
0161 665 2724

National Library for the Blind

Far Cromwell Rd, Stockport.
0161 355 2000

Oldham Talking Newspaper

439 Middleton Road, Oldham.
0161 624 7171

University of the 3rd Age

52 Highcroft Way, Rochdale
OL8 2DH.
01706 639726

Riding for the Disabled

(N.W. Region)

Long Lane Farmhouse, Long
Lane, Bickerstaffe, L39 9EF
01829 749014

Oldham Gateway Club

C/o The Link Centre, 140
Union St, Oldham OL1 1DZ
0161 911 4800

Outlook Social Club

C/o The Link Centre, 140
Union St, Oldham OL1 1DZ
0161 911 4800

V.I. Youth Group

C/o The Link Centre, 140
Union St, Oldham OL1 1DZ
0161 911 4800

Calibre Cassette Library

For people who are blind or
partially sighted.
Aylesbury, Bucks. HP22 5XQ

01296 432339

Listening Books

12 Lant Street, London,
SE1 1QH
0207 407 9417

RNIB

Talking Books Enquiries
Helpline - **0207 388 1266**

Holiday Care Service

7th Floor, Sunley House,
4 Bedford Park, Croydon
CR0 2AP
08451 249971

Across Trust

0208 783 1355

Parks and Open Spaces:

There are numerous parks and
open spaces throughout
Oldham. For further
information, contact
0161 911 4067

Leisure Pass

A leisure pass gives discounts
at sports centres, swimming
pools, libraries, the Roxy
Cinema, Grange Arts Centre
The pass costs £2, lasts for 12
months and is subject to
eligibility. You must provide
proof of eligibility and a
passport sized photograph.
They are available from
libraries, sports centres, pools
and Oldham Civic Centre
reception. Alternatively you can
phone **0161 911 3000.**

Travel

Buses

GMPTE Travel Shop
9 Portland St, Piccadilly
Gardens, Manchester, M60 1H
0161 228 7811

Metrolink

Metrolink House, Queens Rd,
Manchester M8 0RY
For information on Metrolink
Tram services call
0161 205 2000

Trains

National Rail enquiries and
information on local and
national services, fares and
timetables **08457 48 49 50**
www.trainline.com
www.railtrack.co.uk

Airports

Manchester Airport
0161 489 3000
For airports in other areas see
yellow pages

Ferries

See Ferry Services in the yellow
pages

Other agencies:

Traveline

For timetable information on
bus, coach, ferry, train,
underground and metro
services around the country
0870 608 2608

Tripscope

Vassall Centre, Gill Avenue,
Bristol, BS16 2QQ
0845 758 5641
www.tripscope.org.uk
enquiries@tripscope.org.uk

If you have a disability and
would like information or
advice on any aspect of local
or national transport call
0845 758 5641

Ring and Ride

Oldham and Rochdale
0161 652 0248

Oldham Promobility

0161 633 0040
Closed Tuesday and Sunday
Monday, Wednesday, Thursday,
Friday open 9.30am-4.30pm
Saturday open 9.30am-1.30pm
Social Services can provide
travel passes for use on buses
in the Greater Manchester
area for people over
pensionable age. For more
information contact
0161 911 4768

Winged Fellowship Trust

Angel House, 20-32
Pentonville Rd, London N1 9XD
0207 833 2594

Passport Office Helpline

0870 521 0410
Textphone **0870 240 8090**
For application forms
Telephone 0901 4700 110
Fax 0901 4700 120

Helplines

Alcohol:

**Alcoholics Anonymous,
Manchester**
0845 769 7555

**Community Drug and Alcohol
Service**
18 Union Street, Oldham
0161 624 9595

Turning Point
PO Box 103, Oldham
0161 624 8585

Bereavement:

**Oldham Bereavement
Support Service**
E Block, Royal Oldham
Hospital, Rochdale Road,
Oldham, OL2 2JH
0161 627 2902

Child Death Helpline
0800 282986
Open 7.00pm – 10.00pm
every evening
Open Monday, Wednesday &
Friday 10.00am – 1.00 pm

Cruse Bereavement Care
Central Hall, Oldham Street,
Manchester, M1 1JT
0161 236 8103
0870 167 1677

Children and young people:

Childline
For any child or young person
with any problem **0800 1111**
North West Office
0161 834 9945

Safe in the City - works with
young people on the streets.
Manchester based.
0161 275 9083

Children's Services Offices
4 Moorhey Street, Oldham
0161 628 2602

Get Connected
0808 808 4994
Connects vulnerable young
people particularly runaways to
services which can help
Open 1pm – 11pm every day

**NSPCC Child Protection
Helpline - 0808 800 5000**
Text Phone - 0800 056 0566
Weston House, 42 Curtain Rd,
London EC2A 3NH

Disability:

**Dial UK Disability Information
and Advice Line**
01302 310123
St Catherines, Tickhill Rd,
Doncaster, S. Yorkshire
DN4 8QN

DIAL Oldham

Disability Resource Centre,
Honeywell Lane, Oldham,
OL8 2JP
0161 628 2271

Disabled Living Foundation Helpline - 8070 603 9177

380-384 Harrow Rd,
London, W9 2HU
Advice and information on
disability equipment

Disabled Living Centre

Redbank House, 4 Chad's
Street, Manchester, M8 8QA.
0161 832 3678

Radar

Non medical disability related
issues
020 7250 3222

Fax 020 7250 4119

12 City Forum, 250 City Road,
London EC1V 8AF
Open Monday to Friday
10.00am – 4.00pm

Drugs:

National Drugs Helpline

0800 776600

Freepost NWW2503A,
Liverpool L2 5BR

Release - London

020 7729 9904

Re-solv

Solvent Abuse **0808 800 2345**
e-mail helpline@resolve.org
30A High St, Stone,
Staffordshire ST15 8AW

Emotional Support:

Samaritans

0845 790 9090

Minicom 0845 790 9192

Confidential, emotional
support for anyone in a crisis

Family and parents:

Gingerbread

33 Stanhope St, Manchester
0161 248 6739

Lone Parent Helpline

0800 018 5026

255 Kentish Town Rd, London
NW5 2LX

Parentline

0808 800 2222

Health:

NHS Direct

Information on health NHS
services, treatment and coping
with an illness. Also details of
support groups covering
subjects such as bereavement,
mental health, pregnancy ,
sexual health and smoking
0845 4647

Housing:

Oldham Independent Housing Aid Centre

5 Ascroft Court, Peter St,
Oldham, OL1 1HP
0161 624 0674

Shelterline

Help with housing problems
0808 800 4444

Missing persons:

**Message Home – 24 hour
helpline - 0800 700740**

Left Home? Run Away? Send a
confidential message
Roebuck House, 284 Upper
Richmond Rd West
London SW14 7JE

**National Missing Persons
Freephone Helpline -
0500 700700**

Switchboard - 0208 392 4545
Roebuck House, 284 Upper
Richmond Rd West
London SW14 7JE

**The Salvation Army Family
Tracing Service
020 7367 4747**

101 Newington Causeway
London SW14 7JE
Open Monday - Friday,
8.15am - 3.45pm

Money and debt:

**Gamblers Anonymous
0161 976 5000
Gal-anon London
020 7384 3040**

GamCare

For gamblers and those
affected by problem gambling
0845 600 0133

**National Debtline
0808 808 4000**

Older people:

**Elder Abuse Response
0808 808 8141**

Action on Elder Abuse, Astral
House, 1268 London Road
London SW16 4ER.

Open Monday – Friday
10am - 4.30pm

**Help The Aged Seniorline
0808 800 6565**

Fax 0800 26 96 26
Open Monday – Friday
9am - 4pm

Age Concern Admin Office
10 Church Lane, Oldham
OL1 3AN
Information on general
services.

0161 633 0213

Failsworth Day Centre
Charles House, Albert St West.
0161 682 4747

Lees Day Centre
2 Cross Street, Oldham
0161 624 1102

**Day Care Centre for the
Elderly (Age Concern)
0161 678 1598**

1 Tweed Close, Primrose Bank,
Oldham

Sexuality:

**Gay & Bisexual Young People
Peer Support Project Helpline
Manchester - 0800 169 7384**

**Lesbian and Gay Foundation
Helpline, Mon - Sun 6pm -
10pm - 0161 235 8000**

**London Lesbian and Gay
switchboard - 020 7837 7324**

Violence and crime:

**Oldham Victim Support
5 Retiro Chambers
0161 652 0405**

**Victim Support Line
0845 303 0900**
P.O. Box 11431, London
SW9 6ZH
Open Monday - Friday,
9am - 9pm
Saturday & Sunday 9am – 7pm
Bank Holidays 9am - 5pm

**Womens Domestic Violence
Helpline - 0161 839 8574**
**Women Aid Domestic
Violence Helpline
08457 023468**

Helpline not managed 24
hours therefore some
messages may not be picked
up until the following working
day.

**Domestic Violence Police
0161 672 5050**

Shopping

Local markets:

Oldham has a number of outdoor markets selling food, clothing and household items.

Tommyfield Market

Town Centre, Albion Street,
Oldham
Monday, Friday, Saturday –
new goods
Wednesday –
second hand goods
Sunday – car boot

Chadderton Precinct

Middleton Road, Chadderton
Wednesday – new goods

Royton Precinct

Rochdale road, Royton
Thursday – new goods

Shaw Market Place,

West way, Shaw
Thursday – new goods

Uppermill Market,

Uppermill, Wednesday

All the markets are open from 9am - 4.30pm. Oldham Town Centre also has a large indoor market, which is open Monday to Saturday from 9am - 5.15pm. For further information ring

0161 911 4515/6.

Supermarkets

Please see yellow pages for further details . Some of the larger stores will do an order and delivery service online or by phone. Contact individual stores for further details

Delivery Services

Shopping Direct

0161 665 0283

Other Useful Numbers

General:

For advice about fire safety and to be put in touch with your local station contact Greater Manchester County Fire Service HQ
Bolton Road
Pendlebury M27 8US
0161 736 5866
www.lancsfirerescue.org.uk

Domestic Violence:

National Domestic Violence
Helpline – 24 hours
Telephone **0161 839 8574**

Domestic Violence Unit
(Greater Manchester Police)
Telephone **0161 856 8962**

Oldham Family Crisis Group
PO Box 82, Oldham OL8 3YZ
0161 628 4991

Oldham Victim Support Scheme
5 Retiro Street, Oldham
OL1 1SA
0161 652 0405

Counselling and Support Services:

Oldham Bereavement Support Service
Block E, Royal Oldham Hospital, Rochdale Road, Oldham OL1 2JH
0161 627 2902

One-to-One Counselling Service
C/o The Hollies, Frederick Street, Werneth, Oldham OL8 4BC
0161 624 9141

Off the Record Counselling
(13-28 year olds)
0161 355 3553
20 Greaves Street, Oldham
Open Monday to Friday,
9.00am - 5.00pm

Oldham Marriage Guidance Centre (Relate)
0161 764 4113
Open Monday to Friday
9.00am - 9.00pm

Rochdale/ Oldham District Samaritans
4 Oldham Rd, Rochdale
OL11 1BU
01706 868686
Helpline open 24 hours

Crime:

Crime stoppers

Call anonymously if you have information on anyone involved in criminal activities
0800 555111

Neighbourhood watch

If you would like information on schemes in your area, or would like to set up a scheme, contact your local police station. Alternatively, you can call the National Neighbourhood Watch Association in London on **020 7772 3348**

For helpful advice about crime prevention, household security and non urgent crime

Greater Manchester Police HQ **0161 872 5050**

Chester House, Boyer Street
Manchester M16 0RE
(covers Oldham)
(www.gmp.police.uk)

Ethnic minority:

Immigration & Nationality Directorate

Immigration enquiries -
0870 6067766

Nationality enquiries -
0151 237 5200

Assylum Support -
0845 6021739

Ethnic Disabled Group

0161 227 9199

Claremont Resource Centre,
Rolls Crescent, Hulme M15 5FS

Ethnic Health Service

0161 627 8770

Pennine Acute Hospitals NHS
Trust, E Block, Westhulme
Avenue, Oldham OL1 2PN

Afro-Caribbean Project

68 Union Street, Oldham
OL1 1DJ

0161 628 7917

Coppice Community Centre

61 Werneth Hall Road,
Oldham OL8 4BD

0161 626 4586

Glodwick Bangladesh Advice Centre

70 Orme Street, Oldham
OL4 1RZ

0161 652 2100

Indian Association

57 -59 Fern Street, Oldham
OL8 1SH

0161 633 0043

Werneth / Freehold Development Project

14 Tamworth St, Werneth,
Oldham OL9 7QU

0161 628 2235

**Westwood Advice/
Information Centre**
1st Floor, OMB Millennium
Cultural Centre,
Featherstall Road North,
Oldham OL9 6QB
0161 652 2532

**Organisation of Blind Afro
Caribbeans**
0207 735 3400
Gloucester House, 8
Camberwell New Road,
London SE5 ORZ

Association of Blind Asians
0208 962 2633

**Asian People with Disabilities
Alliance**
0208 961 6773

**Greater Manchester Deaf
Asian Group**
0160 428 9153

**First Asian Support Trust
(FAST)**
0161 740 3399
565/567 Cheetham Hill Rd,
Manchester M8 9HZ

Fatima Women's Association
0161 627 3109
139 Brompton St, Glodwick,
Oldham OL4 1AF

Asian Women's Project
0161 627 2409
Block B, Brunswick Square,
Union St, Oldham OL1 1DE

Polish Catholic Social Club
Sunside House, Chamber
Road, Oldham
0161 624 0950

The Ukranian Club
9 Scholes Street, Oldham
0161 624 1575

Gay/Lesbian:

**Gay and Bisexual Men's
Helpline**
Mon - Fri 9 - 5
0161 343 0319

Lesbian and Gay Helpline
Monday – Friday 6 – 10pm
0161 235 8000

**Lesbian and Bisexual Young
Women's Helpline**
Monday 5.30 - 7.30pm
0161 624 2223

Mental Health:

MIND
18 Chester Square,
Ashton-under-Lyne OL6 7NS
0161 330 9223
20 Drake St, Rochdale
OL16 1NT
01706 345264

**Making Space (Family
Support Service)**
46 Allen Street, Warrington
WA2 7JB
01925 571680

Oldham Independent Advocacy

The Phoenix Centre, Phoenix
St, Oldham OL1 1DB
0161 678 2621

Sensory or physical disabilities:

Disablement Information Advice Line (DIAL)

Disability Resource Centre,
Honeywell Lane, Oldham
OL8 2JP
0161 628 2271

Provides information, advice,
benefits advice and advocacy
to disabled people living in
Oldham.

Older People:

Age Concern

10 Church Lane, Oldham
OL1 3AN

0161 633 0213

provides information on
various topics relevant to older
people and offers a
befriending service. Also runs
luncheon clubs around
Oldham, which provide a hot
meal and sometimes
entertainment at a reasonable
charge.

Ring & Ride – Oldham and Middleton

Westpoint Industrial Estate,

Hargreaves Street,
Oldham OL9 9ND

0161 652 1459

Offers a door-to-door bus
service for anyone
experiencing difficulty using
ordinary public transport.
There is a small cost.

SSAFA Forces Help

Royton, Oldham

0161 678 0329

Welfare association for ex-
servicemen and women, their
dependants and widows

Anchor Trust – Staying Put

18 Union St, Oldham OL1 1BD

0161 626 9326

Undertakes repairs and minor
adaptations etc. to enable
people to remain living in their
own homes.

Learning Disabilities:

OPAL

6 Ascroft Court, Peter Street,
Oldham OL1 1HP

0161 633 5544

Support and friendship for
people with a learning
disability.

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