

## What fact sheets are there and how can I get hold of them?

This fact sheet can be made available in other languages or formats on request by contacting 0161 222 6644. For further information please see our detailed fact sheet **Information for all**.

### What are fact sheets?

Oldham Council is running a scheme whereby all our information will be produced as electronic fact sheets. This will allow us to give you the most up-to-date information. It will provide a much greater range of information, including information about some of the more specialist services we provide.

### Why have we changed to a fact sheet system?

We found that the information we produced previously in leaflet format simply wasn't reaching to the people who needed it, when they needed it. The sheer amount of information we needed to produce was becoming too much for our distribution points to display clearly and maintain and was not accessible to some. It was also environmentally unfriendly and costly. We found that the majority of information was being left on shelves and going to waste.

So going online you will find we have a wider range of information about services than previously and it will be more up-to-date. And, because we don't expect you to know how we organise our services, we have divided up our fact sheets into sections making it easier to find what information you need and in a format that is easier for you.

For more information about fact sheets in other languages and formats please see our fact sheet **Information for all**.

**We are interested in hearing your comments about the fact sheets. If you would like to make a comment or suggestion you can:**

**Write to :**

Complaints Officer  
Chief Executives Department  
PO Box 160  
Civic Centre  
Oldham, OL1 1UG

**Phone** 0161 911 4191

**Email :** [customer.feedback@oldham.gov.uk](mailto:customer.feedback@oldham.gov.uk)

## **How can I get hold of the fact sheets?**

### **On the web**

All of our fact sheets will be available on the Council web site at [www.oldham.gov.uk](http://www.oldham.gov.uk). This is the main way they will be made available and will allow you to access information about our services 24 hours a day, 7 days a week. If you do not have Internet access there is free access available at every library in Oldham and in some local community centres and schools.

If you have never used the Internet and perhaps would like to learn, there are a number of free courses available from Lifelong Learning. The two-hour sessions run over five weeks and are available at Lifelong Learning Centres across Oldham. For more information about available courses contact Lifelong Learning on 0800 525 956.

### **For those who cannot access the Internet there are other ways to get hold of fact sheets...**

#### **From our offices**

You can call into any of our council offices and ask for them to print out a copy, on the service you are interested, for you off the Council web site.

## **By writing in or faxing**

Although information is only available on the Internet you can write to us at  
Contact Oldham  
PO Box 196  
Civic Centre  
West Street  
Oldham  
OL1 1QJ

or fax us on 0161 222 6944 and ask for us to print out a copy for you off the Council web site.

Don't forget to give us your postal address. Or e-mail us [contact@oldham.gov.uk](mailto:contact@oldham.gov.uk)

## **By phoning us**

Although information is only available on the Internet you can ring 0161 222 6644 and ask for us to print out a copy for you off the Council web site and post it to you.

## **We value your comments and suggestions**

We want to provide good quality service for people in Oldham and as we are a public service you have a say in what we do. We want you to be completely satisfied with our services but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve.

If you wish to make a comment about our services you can e-mail us on [customer.feedback@oldham.gov.uk](mailto:customer.feedback@oldham.gov.uk)

or you can phone us on 0161 911 4191

or you can write to us:       Complaints Officer  
                                  Chief Executives Department  
                                  PO Box 160  
                                  Civic Centre  
                                  Oldham, OL1 1UG