

Welcome Page – English

Welcome to the Bury Metropolitan Borough Council

Bury Metropolitan Borough Council has 51 Councillors representing 17 wards, each ward having three Councillors. Councillors are democratically elected on a four year cycle and their role is to represent the views of local people and direct the policy of the council. The administration of Bury Metropolitan Borough Council is headed by the Chief Executive supported by a management team made up of the heads of major service areas.

About Bury the place

Covering an area of some 10,000 hectares and with a growing population of over 180,000 the Metropolitan Borough of Bury is made up of six distinctive towns – Bury, Prestwich, Whitefield, Radcliffe, Tottington and Ramsbottom.

There are excellent communications in the area with the M60, M62 and M66 Motorways crisscrossing the area plus the Metrolink transport system with a fast and frequent service from Bury centre through Manchester city centre to Altrincham. Manchester Airport is half an hour away by road.

Bury is a Borough with many assets that is looking to the future with a new found confidence and optimism. In recent years much of the Irwell Valley has been brought back into use centred around projects such as the East Lancashire Railway, Burrs Country Park and the Irwell Sculpture Trail. This work has contributed to a well deserved new and positive image and has, in turn, stimulated a great deal of private sector interest in terms of investing in the Borough. Bury is now seen as a real choice of location in which to buy a house, set up a company or visit for the weekend. With an attractive environment and safer communities Bury is winning many new friends.

About Bury Council Services

Bury Council provides a comprehensive range of services for the local community and carries out all the statutory duties of a Metropolitan Borough Council. Services under its control include council and housing benefits, housing, environmental and development, adult and children services. It also works with a number of local and national organisations to tackle such issues as crime, poverty, discrimination and social inclusion. Bury Council's main administrative centre is Bury Town Hall in Knowsley Street, adjacent to Bury town centre. Most other Council services are based in administrative buildings within a short distance of the Town Hall.

Providing for customers with different needs

Bury Council is committed to providing a high quality service to all of our customers, including those whose first language is not English. Bury Council is also committed to providing interpreting services to those who cannot speak or read English. However, we recommend that you always try to find a friend or relative who can speak or read English to help you with your enquiry. It will help both us and you deal with your needs more effectively.

Communication plays a key role in understanding the customers' needs and responding to them in an appropriate manner. For those people whose first language is not English or who speak very little English, their access to services, facilities and other opportunities can be limited. Bury Council's Corporate Equality and Diversity Framework aims to ensure that everyone living in the Borough has equal access to the Council's services and employment.

Communicating in other languages

If you need to speak to us in a language other than English, we have access to various translation and interpretation services including Language Line (the UK's leading external provider of quality over-the-telephone interpreting) and the Premier Language Service (part of Bury Council).

Language Line is used if the service is needed immediately. Our Premier Language Service is used when a booking has been made in advance.

If you have any enquiries please contact the Premier Language Service at translation@bury.gov.uk or telephone 0161 253 5225

Bookings through the Premier Language Service are usually made in advance even if only by a few hours, though the option is there for organisations to negotiate an agreement to have a list of interpreters who are contactable direct and booking forms completed afterwards.

Language Line together with the Bury Council Premier Language Service provides a full range of language solutions. Telephone interpreting services are available at Council Information Points (in libraries) and at our main reception areas. The Language Line telephone operators are trained to identify most languages and they will then be transferred to a translator fluent in that language.

More information about translation Contact the Premier Language Service at translation@bury.gov.uk or phone 0161 253 5225

Communicating with deaf, hard of hearing, speech-impaired and deaf/blind people

If you have communication difficulties we can communicate with you through Typetalk the service managed by RNID (The Royal National Institute for Deaf People). For more information about Typetalk go to <http://www.typetalk.org/index.asp>. We can also arrange for a sign language interpreter if you need one.

About Bury Council's published information

Bury Council can translate most public documents into other languages on request, including web pages. We will also provide documents in large print or on audio tape.