Introduction

Local Offers are service standards or targets for improvement. Local Offers help us to deliver services to address local issues and in a way that is more flexible to meet particular needs.

Housing Services’ Local Offers have been developed with tenants to provide you with the best service possible.

In February 2013 we held our Local Offers event at the Winding Wheel. Tenants took part in ‘speed-dating’ style workshops to tell us their views on services. Our Services for Vulnerable People Team also held coffee mornings to consult tenants.

Previously our Local Offers focused on service standards to improve performance across the service. We’re looking forward to focusing more on service improvements in 2013/14. Tenants have told us which Local Offers they would like us to introduce so that we can add something extra or improve our services in an efficient, cost-effective manner.

We will measure our performance against the Local Offers and tell you how we are doing in future editions of Our Homes. The Local Offers will show how we are doing and where we need to improve.

If you have any comments to make about Local Offers or any of our services please contact the Tenant Participation Officer on 01246 345147 or email tpenquiries@chesterfield.gov.uk You can also complete the feedback sheet at the back of this booklet.
Tenant Participation

The Tenant Participation Service’s Local Offer is:

We will use Facebook to introduce social media to Chesterfield Borough Council’s Housing Service.

We will use Facebook to:

- Promote events
- Tell customers how to access services
- Tell customers how to report repairs and anti-social behaviour
- Encourage two-way communication with our customers

We will post new information at least once per week.

We will acknowledge your Facebook comments within one working day and issue a full response within 20 working days where required.

We will measure our Local Offer by:

- Monitoring the number of tenants who ‘like’ us on our Facebook page
- Asking questions about satisfaction with our Facebook page

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.

Repairs

The Repairs Service’s Local Offer is:

We will increase the number of appointments available for none-emergency internal repairs.

We will:

- Make repair appointments available on Saturdays afternoons
- Increase the number of repair appointments available annually by 288

We will pay £13.00 for any appointment that we fail to attend as agreed with you.

We will measure our Local Offer by:

- Monitoring the percentage of appointments made and kept
- Calculating how many of the additional appointment slots are taken up by tenants
- Monitoring comments from customers
- Monitoring the number of payments made due to not attending appointments as agreed with our customers

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.
On the Move

On the Move’s Local Offer is:
We will assist tenants who want to move because they are under-occupying their homes.

We will:
- Maximise opportunities for tenants to mutual exchange their tenancies
- Support tenants to transfer to smaller properties

We will measure our Local Offer by:
- Monitoring the number of mutual exchanges completed
- Monitoring the number of transfers completed

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.

Adaptation Service

The Adaptation Service’s Local Offer is:
We will introduce a self-referral process to enable some minor adaptations to be completed without the need for a referral to Social Services.

We will include the following minor adaptations in the self-referral process:
- internal grab rails
- external grab rails
- additional stair rails
- lever taps

We will:
- Confirm receipt of your self-referral within two working days
- Order appropriate minor works within five working days of a self-referral
- Notify you when the work has been ordered
- Refer your details to Social Services for a disability assessment within two working days if your self-referral indicates that you have more than one area of need or more complex needs

We will measure our Local Offer by:
- Monitoring the percentage of self-referrals issued with a receipt within two working days
- Monitoring the percentage of minor works ordered within five working days of a self-referral
- Monitoring the percentage of referrals made to Social Services for a disability assessment within two working days of a self-referral

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.
**Anti-Social Behaviour (ASB)**

The Anti-Social Behaviour Service’s Local Offer is:

We will:
- Introduce an Anti-Social Behaviour Contact Agreement
- Introduce joint working with Noise Pollution Officers
- Increase the number of referrals made to support providers to help tenants to reduce anti-social behaviour and maintain their tenancies

We will:
- Make sure that victims know how and when they can contact the officer investigating their complaint
- Make sure that the manner of contact meets the victim’s needs
- Identify a lead team to contact to make it easier for people who are complaining about noise nuisance
- Get involved in diversionary activities to reduce nuisance from children
- Refer young people and families involved in ASB to agencies who provide support and diversionary activities
- Refer victims of ASB to support providers to help vulnerable people, including people with drug and alcohol related issues

We will measure our Local Offer by:
- Surveying the satisfaction of victims of ASB with being kept up to date with what is happening throughout their case
- Monitoring the number of noise nuisance complaints we resolve
- Monitoring the number of referrals we make to support providers

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.

**Estate Services**

The Estate Services’ Local Offer is:

We will:
- Improve fire safety in all blocks of flats by removing things from shared areas that could make it more difficult escape if there is a fire and by displaying fire safety information
- Reduce dog fouling on shared and individual gardens

We will:
- Display fire safety information to advise tenants how to act quickly and correctly in the event of a fire to reduce risk to life
- Advise tenants about their responsibilities within their tenancy agreement to remove things from shared communal areas in blocks of flats that could make it more difficult escape if there is a fire
- Take enforcement action to remove property if tenants do not keep shared areas clear
- Increase awareness of the dangers of dog fouling
- Work with Environmental Services’ Enforcement Officers to encourage dog owners to pick up and dispose of dog fouling
- Give fixed penalty notices to people who allow their dogs to foul in public areas
- Take action against tenants with their own gardens who allow dog fouling to cause a nuisance to their neighbours

We will measure our Local Offer by:
- Checking communal areas monthly to ensure that fire notices are displayed
- Counting the number of publicity events attended or arranged to promote awareness of the dangers of dog fouling
- Counting the number of interventions to address dog fouling

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.
Services for Vulnerable People

The Services for Vulnerable local offer is:

We will offer an enhanced accompanied viewing service for vulnerable people. The Sheltered Scheme Manager will be present to provide support information.

At accompanied viewings we will:
- Provide information about the support service
- Provide information about the scheme and facilities
- Provide information about leisure activities

We will measure our Local Offer by:
- Surveying satisfaction of new tenants
- Monitoring the percentage of viewings where vulnerable people are accompanied by a Sheltered Scheme Manager

We will monitor our performance on this Local Offer and report back to you through Housing Services’ newsletter, ‘Our Homes’.

Local Offers - Please tell us what you think

It would be helpful if you could complete this short survey about the Local Offers and let us have your comments and any suggestions on how they could be improved.

Do you agree that:

The Local Offers are easy to understand?
- ☐ Strongly agree  ☐ Agree  ☐ Disagree  ☐ Disagree strongly

If you disagree, what should be changed?

How do you want to be informed about performance against the Local Offers?
- ☐ Newsletter
- ☐ Reception notice boards
- ☐ On the Council’s website
- ☐ By letter
- ☐ At a meeting
- Other – please specify
Local Offers will help make the service better?
☐ Strongly agree  ☐ Agree  ☐ Disagree  ☐ Disagree strongly

Please tell us if there is anything we have missed from the Local Offers


Would you be willing to help us monitor performance against the Local Offers?
☐ Yes  ☐ No

How satisfied are you that you are kept updated and informed about matters that affect you as a tenant?
☐ Very satisfied  ☐ Satisfied  ☐ Not satisfied

Do you know what opportunities are available to you as a tenant to participate?
☐ Yes  ☐ No

How satisfied are you with the opportunities available to participate in making decisions or changes to the Housing Service?
☐ Very satisfied  ☐ Satisfied  ☐ Not satisfied

Are you interested in finding out about opportunities for tenant participation?
☐ Yes  ☐ No

Please tell us how the Housing Service could be improved


Signed ___________________________  Name ___________________________
Address ____________________________________________________________

Please hand in to your housing office or post to: Consultation and Improvements Team, Staveley Office, High Street, Staveley, Chesterfield, S43 3UX. Your comments will help us to improve the services that we provide to our customers.
Notes

Council contacts

**Customer Services Contact Centre:** 01246 345345

**Reporting Repairs during office hours:**
FREEPHONE 0800 5875659
Email: repair.requests@chesterfield.gov.uk

**Repairs - Emergency Only (out of hours):** 01246 345041

**Neighbourhoods Team:** 01246 345071
Email: neighbourhoods.team@chesterfield.gov.uk

**Housing Solutions Team:** 01246 345700
Email: onthemove@Chesterfield.gov.uk

**Housing Solutions Team - Staveley Office:** 01246 345678
Email: onthemove@Chesterfield.gov.uk

**Homelessness Prevention Team:** 01246 345825
Email: homelessness.prevention@chesterfield.gov.uk

**Homelessness (out of hours):** 08456 058058
or 01629 532600

**Housing Services:** Fax 01246 345162

**Rents and Rent Recovery:** 01246 345345

**Environmental Services (Bins & Recycling):** 01246 345345

**Housing & Council Tax Benefit:** 01246 345345
Text / Voice Messages 07960 910264

**Minicom:** 01246 345285

**Home Improvement Agency (Minor Improvements):**
01246 345748 / 345701

**Caroline (Including Warden Service):** 01246 471574
ARE WE ACCESSIBLE TO YOU? IF NOT - ASK US!

- We want everyone to be able to understand us.
- We want everyone to be able to read our written materials.
- We aim to provide what you need for you to read, talk and write to us.

**On request we will provide free**

- Language interpreters, including for sign language.
- Translations of written materials into other languages.
- Materials in Braille, large print, on tape or Easy Read.

**Please contact us:**
Voice Telephone: 01246 345345
Fax: 01246 345252
Mobile Text Phone SMS: 07960 910264
Email: eoinfo@chesterfield.gov.uk