Housing Services has a number of specialised services available to older and disabled residents who may need more support at home. Chesterfield Borough Council became the first Council in England to achieve the prestigious Telecare Services Association European Standard in Social Alarm Monitoring. This standard gives recognition to the high quality Careline and warden services we provide to 3400 residents. Chesterfield’s Careline made and received over 172,000 calls during 2010-2011 and has maintained the extremely high performance standards and achieved equally high customer satisfaction ratings.

We also provide a Mobile Warden Service throughout the Borough. Service Users are visited in their own homes on a daily or weekly basis, depending on their needs. The service can be provided on a short-term basis, for example while someone is recovering following hospital discharge.

Around 220 homes every year benefit from adaptations and improvements as a result of disabled facilities grants and investment by the Council in home repair assistance. A further 547 council homes were adapted for disability access and other needs. This programme enables people to remain living independently in their own homes for as long as possible.

The North Derbyshire Home Improvement Agency also received a nationally recognised quality mark for the quality of the services it provides to the community. The agency continues to provide grant aid and also loans to help home owners and landlords with home repairs, to bring empty properties back into use and, through disabled facilities grants, to enable people to remain living independently in their own homes for as long as possible.