CHESTERFIELD
BOROUGH COUNCIL

Annual report to tenants

April 2016 to March 2017

Your landlord, Chesterfield Borough Council, has produced this report. You can contact us at:

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Welcome

Welcome to Chesterfield's housing service's annual report to tenants.

The quality of your home and your community remains a priority for us. I am very proud that despite another challenging year with less resources we have been able to carry on investing in our stock and the communities in which you live.

Since taking on the role of Cabinet member for Homes and Customers at the end of last year I have particularly enjoyed working with tenants. I am looking forward to continued joint working in 2018 which will again be a challenging year for our service.

I hope you find the report informative and look forward to receiving any feedback you may have.

Councillor Helen Bagley
Cabinet member for Homes and Customers

1. Council vision, priorities and values

Our Council Plan sets out the council's vision, priorities and values for the next four years.

Our vision: 'Putting our communities first'

Our priority: to make Chesterfield a thriving borough. To deliver this, we will focus on four objectives:

1. To make sure that local people benefit from growth in Chesterfield Borough
2. To continue delivering regeneration projects that will make Chesterfield Borough a better place
3. To develop our great town centre
4. To improve access to technology that meets the needs of our residents, businesses and visitors

Our priority: to improve the quality of life for local people. To deliver this, we will focus on four objectives:

5. To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs
6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes
7. To improve the health and well-being of people in Chesterfield Borough
8. To reduce inequality and support the more vulnerable members of our communities

Our priority: to provide value for money services. To deliver this, we will focus on a single objective:

9. To become financially self-sufficient by 2020, so we can continue to deliver the services our communities need

Our values:

- Customer focused – delivering great customer service, meeting customer needs
- Can do – striving to make a difference by adopting a positive attitude
- One council, one team –proud of what we do, working together for the greater good
- Honesty and respect – embracing diversity and treating everyone fairly

As your landlord we are committed to;

- working together with our residents and partners to create fair access to high quality, sustainable, decent, affordable homes and communities
- achieving the council's overall vision, priorities and values

2. Introduction

This report is designed to highlight our key areas of performance, to set out some of what we have been doing and to inform you of our plans to improve our services in the year ahead.

The annual report provides information for tenants about our performance as your landlord and how the work we do contributes towards the council's priorities.

We monitor how we are doing, in all our service areas, to make sure we are efficient, effective and are meeting your needs.

How do we measure what we are doing?

We monitor our performance through 'performance indicators' covering a range of key service standards. We also measure customer satisfaction, as this tells us which service areas are most important to you and we use this feedback, along with further consultation, to make improvements.

We 'benchmark' performance information, which means that we compare ourselves to other organisations. Benchmarking helps us to understand performance and costs so that we can improve the quality and value for money of the services that we deliver to you.

How do we shape our aims and objectives?

Our service aims and objectives have been shaped through consultation with our customers, through findings and recommendations provided by audits and reviews and through identifying our contributions to the council's vision, priorities and aims in the Council Plan and Chesterfield's housing strategy.

Our key objectives are to:

- Meet and maintain, as a minimum, the Decent Homes Standard
- Increase tenant satisfaction and opportunities for involvement in decision-making
- Ensure residents can enjoy their homes and communities without the fear of crime and anti-social behaviour
- Provide a high quality housing management service, in terms of cost, efficiency and service delivery
- Provide a high performing, cost effective repairs and maintenance service

- Deliver services fairly and recognise equality of opportunity and choice

3. Value for money and financial sustainability

The table below shows the average cost per property per year of delivering the Housing Service and how every £1 in rent is spent across the service.

Area of expenditure	Average cost per property (per year)	For every £1 in rent
Property improvement	**£2,016**	**59p**
Responsive repairs	**£799**	**23p**
Cyclical Repairs	**£225**	**7p**
Housing management (total cost)	**£241**	**7p**
Of which: rent collection	£89	2.6p
allocations	£44	1.3p
anti-social behaviour	£43	1.3p
tenancy management	£46	1.3p
resident involvement	£19	0.6p
Estate services	**£124**	**4p**
Total cost per property	**£3,405**	**£1**

Our largest area of expenditure is on 'property improvement'.

This includes the Housing Investment Programme (that delivers everything from new kitchens to new build homes) which, together with day-to-day repairs and annual servicing, accounts for 89 per cent of the rent you pay. The details of the services we provide can be found in **section 4 - 'Investing and maintaining your homes'** of this report.

The cost of managing the rest of the housing service, including housing and estate services', is only 11p out of every £1 in rent you pay. The performance of these teams can be seen in **sections 5 to 9 of the report**.

As part of financial changes the Government made in 2012 we took on an additional £118 million debt, with the ability to borrow more money if needed, up to £157 million.

We have not yet needed to borrow any more money to continue to carry out major improvements or build new homes and we remain comfortably

underneath the maximum amount of debt (known as the debt cap) of £157 million that we are entitled to use.

However, recent changes to central Government budgets and legislation have impacted on the money we have available to manage and maintain your homes in future. It is therefore essential that we keep trying to achieve even better value for money for all our services.

One recent Government change has been the decision to reduce rents each year by one per cent from April 2016 until March 2020. This change, although appearing small, will reduce our income by £10 million over that period.

So that we can respond to the reduction in rents and other new legal requirements that will have a major impact on the services we provide, we have needed to look at our service priorities, with a focus on our income and sustaining tenancies.

This may mean that we will need to change some of our structures and the way we provide services to you at a lower cost, for instance, repairs, maintenance and rent collection.

Starting in 2016/17 and continuing into this financial year we are working with tenants to look at the long term financial planning for the service (known as the Business Plan) and also as part of a review of repairs and maintenance. This work has been very successful so far and has identified a number of areas in which to make changes.

You will be consulted on these changes during 2017/18.

More details of this work can be found **Section 8 'Tenant involvement and customer care'.**

Planned developments for 2017/18

- Work with tenants and elected members to deliver a sustainable Business Plan to ensure the on-going financial security of the Housing Service
- Revise and update the tenancy agreements and tenants' repair obligations
- Build eight new council homes and buy a further four from the open market
- Increase the amount of rent collected by improving the rent collection service and moving to a 52 week rent year

- Put together a five year programme of new build housing schemes
- Start to develop estate regeneration plans, to improve estates and make them fit for purpose

4. Investing in and maintaining your homes

Number of properties

The number of properties we manage changes each year as properties are sold, demolished, built, converted or bought. In the year 2016/17 the number of properties we managed and maintained **reduced by 142**.

Stock 1 April 2016	**9,460**
Right to Buy sales	103
Other sales	2
Demolitions	40
New builds and acquisitions	(15)
Leased to housing association	12
Stock 31 March 2017	**9,318**

Investing in your home

The government requires all our homes to meet the Decent Homes Standard. This means that homes must be warm, weatherproof and have reasonably modern facilities. At 31 March 2017, all **the council's housing stock met this standard**.

During 2016/17 we invested £12.9 million in more than 2,400 properties to prevent them from falling below the Decent Homes Standard in the future. We also invested in homes, by carrying out adaptations to enable tenants to remain in their own home for as long as it is safe and reasonable for them to do so.

The work we carried out in 2016/17 included:

- Installing more than 500 new central heating systems
- Installing more than 450 new roofs
- Insulating more than 550 homes with external wall insulation
- Demolishing Heaton Court to create a site for new build council housing

Planned developments for 2017/18

- Ensure 100 per cent of our stock continues to meet the Decent Homes Standard by:
    - Installing 280 new roofs
    - Installing 260 new heating systems
    - Installing 160 new kitchens and bathrooms
    - Replacing windows at more than 420 properties
    - Insulating more than 400 homes with external wall insulation
- Start to build eight new council homes at Rufford Close at Boythorpe and Manor Drive at Brimington
- Refurbish the Brocklehurst Court Sheltered Scheme and start to refurbish Glebe Court
- Refurbish two estate community rooms

Adaptations service

We also invest in your home by providing an adaptations service.

We work with Derbyshire County Council's adult social care team to look at ways of adapting homes to meet tenants' needs, for as long as it is safe and reasonable to do so. The adult social care team uses strict criteria to decide how many referrals are made for adaptions to be carried out.

During 2016/17 we installed:

- **195 major adaptations** (such as stairlifts, level access showers)
- **376 minor adaptations** (such as grab rails)

During 2016/17 we also developed and implemented a new Adaptations Policy which enables us to make better use of our existing stock to meet the demands of our tenants. The new policy means we will work with tenants who require adaptations to be carried out to their home to assess which option is right for them. This may involve helping someone to move to a more suitable home or a home which can be adapted for their long-term needs.

If you want to know more about potential adaptations to your property please contact our Housing Options Team on (01246) 345671 or visit the website:

www.chesterfield.gov.uk/adaptations

Repairing your home

The council is responsible for the majority of repairs to your home and we aim to provide you with a high quality responsive repairs service at all times.

If you need to report a repair you can do so by using any of the following methods:

- Use our website at www.chesterfield.gov.uk . Click on the **I want to** link and select **report a repair**
- E-mail your request to repair.requests@chesterfield.gov.uk
- Use the **iHome** smartphone app which is available free from iTunes or Google Play Store by searching for **Chesterfield Council**
- Call the freephone repair hotline on **0800 587 5659** (available during office hours)
- To report an emergency repair outside office hours ring our emergency number (**01246) 345041**

Total number of repairs

We carried out **36,293** repairs in 2016/17. This is an average of four repairs per property.

Percentage of repairs where an appointment was made and kept

We arrange appointments for most repairs. Making appointments reduces the number of times where tenants do not know when we will call. It also avoids us having to make a second visit if you are out.

	Performance	Target	Target met?
2016/17	**93.3%**	90%	✓

Our target for 2017/18 is 90 per cent

Non-emergency repairs carried out within target

	Performance	Target	Target met?
2016/17	**96.8%**	97%	×

Our target for 2017/18 is 97 per cent

Gas servicing completed on schedule

It is a legal requirement that we carry out an annual gas safety inspection in every property with a gas supply. If we cannot gain access to carry an inspection we take legal action to allow us to enter.

	Performance	Target	Target met?
201617	**100%**	100%	✓

Our target for 2017/18 is 100 per cent.

Customers receiving a repair who were satisfied overall

	Performance	Target	Target met?
2016/17	**97.1%**	95%	✓

Our target for 2017/18 is 95 per cent.

Planned developments for 2017/18

- We will consult with tenants on proposed changes to repair obligations
- We will seek to implement the findings of the Repairs and Maintenance review carried out in 2016/17 to ensure the repairs service is provided in a cost effective way.

5. Housing advice and allocating homes

The Housing Options Service based at Low Pavement in Chesterfield town centre offers advice on a wide range of issues related to finding and allocating properties. Eligible applicants can bid on vacant council and housing association properties that are advertised through our On the Move service.

In April 2017 there were 1,293 households on our housing register and 130 households seeking a mutual exchange.

During 2016/17 we let 1,018 properties.

Average number of days to re-let an empty home

	Performance	Target	Target met?	Improved?
2016/17	**72**	27	×	×
2015/16	35	27	×	×

Performance has declined due to a shortage of applicants for our one bedroom flats. Since the introduction of welfare reform changes restricting the amount of Housing Benefit that can be claimed by a single person under 35, many potential tenants have not be able to afford the rent – as a result the number of empty one bedroom flats has increased causing the average figure to rise.

Our target for 2017/18 will remain at 27 days as we seek to reduce our void times toward this target.

As the void turnaround time has increased so has the rent loss due to empty homes. During 2016/17 **rent loss due to empty homes was 2.4 per cent**. This was above our target of 1.6 per cent.

Mutual exchanges

During 2016/17 we helped **54 tenants** with a mutual exchange. We subscribe to the Swap and Move mutual exchange service. Swap and Move holds details of people wanting to complete mutual exchanges within Chesterfield as well as details of those wishing to complete mutual exchanges from other areas. Swap and Move can really help those affected by welfare

reform and households who are under occupying accommodation. Our Housing Options team can assist you with an application.

Planned developments for 2017/18

The length of time that a property is empty and the subsequent loss of rent is a problem for us. To tackle this in 2017/18 we aim to:

- Review the allocation and transfer policy
- Review how we advertise and let council properties, including implementing a new choice based lettings IT system and using 'Rightmove'
- Review our lettable standard
- Decorate harder to let properties, mainly one bedroom flats.

Homelessness

The main causes of homelessness in Chesterfield continue to be the ending of assured shorthold tenancies, relationship breakdown and evictions from the homes of friends and family. The number of people made homeless due to mortgage arrears remains low.

The homelessness prevention team uses a combination of homelessness prevention measures including negotiation with families and landlords, mortgage and debt advice, sanctuary measures for people at risk of violence from ex-partners and a tenancy bond guarantee scheme. During 2016/17:

- We prevented or relieved homelessness for **666** households who were threatened with homelessness
- We accepted a full homelessness duty for **57** households.

In 2016/17 we launched a Joint North Derbyshire Homelessness Strategy with Bolsover and North East Derbyshire District Councils. This will see a Homelessness Forum set up, consisting of all key partners to collectively tackle and prevent homelessness. This strategy can be seen at :

www.chesterfield.gov.uk/housing/housing-strategy/homelessness-strategy.aspx

The Homeless Reduction Act, a new piece of legislation, comes in to force in April 2018. This introduces a series of new duties for the council to deliver, with the aim of preventing people facing a housing crisis becoming homeless.

Planned developments for 2017/18

- Continue to deliver a joint homelessness strategy with other organisations
- Develop specific projects and accommodation available for homeless people.
- Respond to changes in statutory homelessness duties introduced by the Homelessness Reduction Act

6. Collecting rent

Rent is our only income. If we don't collect rent, we cannot provide services and repairs to your home.

Welfare reform changes – such as Universal Credit – are being introduced by the Government. For tenants relying on Housing Benefit to pay or part pay their rent, the introduction of Universal Credit will change how rent is paid and transfer the responsibility for paying rent directly to tenants.

To ensure we are prepared for the full service introduction of Universal Credit in November 2017 we began preparations to deal with its introduction in 2016/17.

If you have any concerns about Universal Credit and the payment of your rent please ensure that you get in touch with us on **01246 345501** or **345510** as soon as possible.

In 2016/17, we:

- Began consulting with tenants on the introduction of a 52 week rent year
- Began working with Severn Trent Water on the removal of water rates charges from rent accounts from April 2018
- Continued to train staff on planned government changes to welfare benefits so that they can offer good advice to tenants
- Continued to work with other key services to review and improve the way we work and increase the amount of rent we collect
- Trained staff so that they can offer personal budgeting support
- Continued to promote direct debit as the preferred method of payment
- Reviewed and improved processes to introduce current good practice, including ensuring tenants in difficulty receive effective advice and support
- Mobilised the Rent Support Officer to offer immediate support and advice at the beginning of a tenancy and as/when required
- Used the tenancy sustainment team to focus on providing support for tenants who have difficulty managing to pay their rent, including claiming welfare benefits and budgeting advice.

The percentage of rent collected

	Performance	Target	Target met?	Improved?
2016/17	**95.63%**	95.27%	✓	✓
2015/16	94.99%	95.27%	×	×

Our target for 2017/18 is 95.27 per cent.

Our average rents stayed the same from 2015/16 to 2016/17 at £84.28 (48 week rent year figure)

Planned developments for 2017/18

- Consult with tenants on the introduction of a 52 week rent year from April 2018
- Work with Severn Trent Water to ensure tenants are informed of their options to /pay water charges after March 2018
- Ensuring we are ready for the introduction of Universal Credit by working closely with the Department of Work and Pensions (DWP), voluntary agencies and other services to mitigate the impact of the introduction of Universal Credit
- Enter into the Trusted Partner agreement with DWP to ensure two way working with ALL tenants affected by Universal Credit

How you can pay your rent

- Use direct debit. This can be set up by ringing **(01246) 345510** or by downloading a form at www.chesterfield.gov.uk and clicking on the **Pay It** link
- Make payments online via our website at www.chesterfield.gov.uk by clicking on the **Pay It** link and following the instructions
- Make payments by over the phone by calling the automated 24-hour helpline **0345 602 0214**
- Pay at any post office or PayPoint location in the borough (by using your unique barcode or rent payment card)
- Pay at the Customer Service Centre in the town centre or the Healthy Living Centre in Staveley

Your home is at risk if you do not pay your rent. If you are struggling to pay your rent please get in touch with us as soon as possible on **(01246) 345504 so we can offer advice and alternatives, including payment arrangements.**

We will also give particular support to tenants who are suffering from financial hardship where it is not possible for them to move. Ring (01246) 345484 for an application form or call in to our Customer Service Centre for advice.

Tenants can get advice or information on moving home at www.onthemove-cbc.org.uk , by visiting the On The Move shop in Low Pavement or ring (01246) 345700.

7. Tenancy and estate management

Tenancy management and anti-social behaviour

One of our biggest challenges is the number and complexity of anti-social behaviour cases. Unfortunately, many cases now involve drugs use or supply. Those involved often have a medical or mental health condition which we must take into account to the satisfaction of the court if we are taking legal action. This can extend the time taken to resolve cases. We fully understand how this can affect the victims of anti-social behaviour and it is our clear priority to support them as far as we can.

In February 2016, we set up a tenancy management team whose focus and expertise was on dealing with anti-social behaviour. We are therefore very pleased at how effective the team has been. In the year to 31 March 2017, it dealt with **364** new cases. As part of efforts to tackle anti-social behaviour, in the year to 31 March 2017, it carried out:

- nine evictions
- four closure orders
- three injunctions
- issued 17 notices to quit

However, most of time, cases were sorted out without needing to take legal action. This is reflected in the very high levels of satisfaction identified through the surveys we carry out whenever a case is closed.

We routinely survey those who have reported anti-social behaviour and monitor the results. Overall our performance improved from 2015/16 to 2016/17.

	2016/17	2015/16	Improved?
People who reported antisocial behaviour who were satisfied or very satisfied with the way their case was handled	**92%**	82%	✓
People who reported antisocial behaviour who were satisfied or very satisfied with the outcome of the case	**86%**	76%	✓
How easy or difficult was it to contact a	**89%**	91%	**X**

member of staff to report the anti-social behaviour?			
How well were you kept up to date with what was happening throughout your anti-social behaviour case?	**92%**	82%	✓
How willing would you be to report any anti-social behaviour to us in the future?	**93%**	91%	✓

We are also aware that our involvement in these cases affects our capacity to deal with other types of cases that may nevertheless have a big impact on people (e.g., disputes between neighbours, noise nuisance).

Planned developments for 2017/18

- In many cases, sharing information with the police is the key to successful action; we will therefore focus on building better partnership arrangements with the police.
- We will look at new ways to prevent people evicted for drugs-related anti-social behaviour from staying in the same area and continuing their activities.
- We will train our tenancy management officers to use Community Protection Warnings and Notices, which may be an effective way of dealing with anti-social behaviour such as noise nuisance.

Tenancy sustainment

Our tenancy sustainment team gives advice and support to tenants who are struggling to manage their tenancies. We are here to help. So if you, or someone you know needs help, call us on (01246) 345354.

In the year to 31 March 2017, **the team gave advice and support to 433 tenants**. In many cases, this helped those tenants to stay in their tenancies. This was good news for the tenants but helping people to stay in their homes also makes good financial sense too, because it avoids the costs involved when a tenancy ends in eviction which can be as much as £5,000.

Planned developments for 2017/18

- We want to introduce technology to allow our tenancy sustainment officers to do more work on site with tenants, for instance, helping them to apply for Universal Credit. The technology will also enable us to measure and report on the effectiveness of the service and to share relevant information with other services to help support our tenants.
- We will train our tenancy sustainment officers:
  - to enable them to provide excellent advice and assistance with welfare benefits, particularly Universal Credit
  - to help tenants to appeal against welfare benefits sanctions where reasonable to do so

Because of the expected difficulties that Universal Credit will bring for tenants who currently receive welfare benefits, we may need to focus even more on helping tenants in financial difficulty. This may involve some difficult choices where we cannot offer support to tenants who may benefit from it.

Estate management

The focus of the Neighbourhood Rangers has been on carrying out safety inspections of blocks of flats, particularly for fire safety. Our policy, which was recommended by the Derbyshire Fire and Rescue Service, is that no items can be left in the communal areas of blocks of flats. This is because if there is a fire, items may be set alight or obstruct escape, particularly if the area is filled with smoke. So in the year to 31 March 2017, we carried out fire safety inspections in all our block of flats at least once per month. Where people would not cooperate with our Neighbourhood Rangers by keeping communal areas clear, we removed the items and charged those responsible for the costs.

We carried out several community engagement events, sometimes with Environmental Health, aimed at encouraging responsible dog ownership.

Our monitoring of satisfaction and estate management is done every two years through the Survey of Tenants and Residents or 'STAR' survey. This survey is taking place during 2017/18 therefore updated performance results will be published in next year's annual report.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Year	Very / fairly satisfied	Improved?
2015	**83%**	✓
2013	82%	N/A

Our target for 2017 is 84 per cent

Planned developments for 2017/18

- We want to introduce technology to allow our neighbourhood rangers to do more work out on site to allow them more time to patrol the estates, deal with problems and to report things that need to be sorted out.
- Our neighbourhood rangers will be trained in issuing Community Protection Warnings and Notices to help deal with those responsible for problems such as dog fouling and dumping rubbish

8. Tenant involvement and customer care

Business Plan working groups

To deal with the challenges set out in **Section 1 'Value for money and financial sustainability'** we formed a Business Plan Steering Group (BPWG) with tenants, councillors and staff to look at how we can prepare for these challenges. The areas identified were:

- Reducing expenditure on repairs.
- Reducing expenditure and loss of rent on empty homes and empty homes.
- Increasing the effectiveness of our rent income management.

The group made a number of proposals to improve the financial stability of the Housing Service. To explore these proposals in more detail a number of working groups were established to carry out tenant consultation during the summer of 2017/18. These proposals will be part of a full consultation on

proposed changes to the Tenancy Agreement and Tenants Handbook during the autumn of 2017.

Other consultation and involvement work

- We arranged, and were involved in, many events aimed at promoting pride in local neighbourhoods, looking after local environments, taking action against dog fouling and encouraging tenants to have their say in the services we provide.
- We consulted tenants on a broad range of projects to improve neighbourhoods using a specific budget and to encourage pride and ownership in local spaces, including:
    - The refurbishment and replacement of play equipment in the Hill Top play area
    - New fencing and gates at various locations
    - Improving bin areas and providing new ones
    - Improving signage on estates
    - Providing seating in communal areas and parks
    - Planting bulbs in Old Whittington and Pevensey
    - Carrying out tree planting and landscaping in Newbold
    - Carrying out community litter picks
    - Taking part in various community events

Planned developments for 2017/18

- We will build on the excellent work of our Business Plan Steering Group by developing groups of volunteer tenants, local councillors and staff to look at the following areas for implementation by 1 April 2018:
    - Improving our rental income and the collection of water rates
    - Saving £1.5 million on our repairs bill over the next three years
    - Reducing our spending on empty homes and the time they are empty
    - Updating our tenancy agreement
- We will carry out consultation with all tenants in autumn 2017 about changes proposed by these groups.

- The tenant volunteers on our Tenant Challenge Panel will look at our service standards and suggest how they can be improved.
- We will look at how we can use money more effectively to improve our estates and to involve tenants, local councillors, our staff and other organisations in the decisions. This will include how we use our Environmental Improvement budget to encourage engagement with tenants through improvements to their neighbourhoods.

9. Careline and support

Careline is a service available to anyone who may be vulnerable and in need of reassurance and security. At the touch of a button you can speak to our trained operators whenever you need assistance, day or night, seven days a week.

Support officers ensure that appropriate support is being provided to enable independent living at home for as long as possible. This may include health and safety checks in the home, arranging benefits checks, checking on well-being, and involvement in social activities. They also provide a vital link in accessing services offered by other agencies, working together for the benefit of the customer.

We have worked with Derbyshire County Council to ensure that funding remains available for our Careline and support services, and to explore opportunities to extend our services for the benefit of older and vulnerable clients.

In 2016/17:

- Careline dealt with **104,912 calls** (99.4 per cent were answered within 180 seconds);
- Our response team attended **3,575 emergency calls**, and assisted **1,876 people** to be lifted following a fall - the average response time was 18 minutes;
- Our Support Officers helped more than **800** clients to maintain independent living in their own home;
- More than **250 new** clients living outside the Chesterfield borough signed up to our Careline service.

Planned developments for 2017/18:

- To start major internal and external refurbishments at three sheltered housing schemes (Brocklehurst Court, Glebe Court, Catherine Court);
- To carry out major refurbishment works at two of our community rooms (Wimborne Crescent, Newland Dale);
- To continue replacing all Careline alarms that are more than five years old, ensuring that all units meet the latest technological standards;

- To start replacing Careline alarm systems at our sheltered housing schemes;
- To continue a programme to decorate sheltered housing schemes to meet dementia friendly guidelines;
- To further increase the range and level of social activities at our schemes and community rooms;
- To prepare the service for accreditation to the Telecare Services Association Code of Practice.

If you would like further information on the Careline Service please call Chesterfield Careline on 0300 323 0076

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 to enable you to be involved in our activities – by attending meetings, reading our leaflets, talking and writing to us

On request we will provide free -

☺ Language interpreters, including sign language

☺ Translations of written materials into other languages

☺ Materials in Braille, large print, Easy Read or on tape

Contact us:

General enquiries:
Email: enquiries@chesterfield.gov.uk
Ring: 01246 345345

Or