



Annual Report Housing Services

September 2010



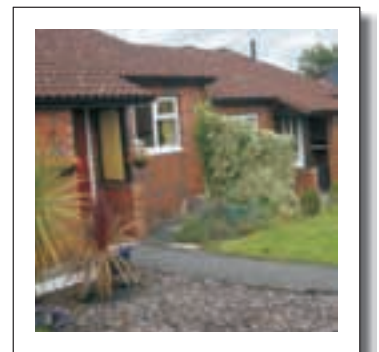
**CHESTERFIELD
PARISH CHURCH**

SUNDAY	WEDNESDAY
10.00am Holy Communion	10.00am Morning Prayer
11.00am Holy Bible	11.00am Holy Communion
11.30am Morning Prayer	11.30am Holy Communion

For more information contact:
The Rector, Chesterfield Parish Church, 151, 151/157

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Introduction

Chesterfield Borough Council owns approximately 10,000 houses, flats, maisonettes and bungalows across 24 estates, and is also accountable for 1200 garages, 30 shops, various garage sites and pockets of land.

The Council's Housing Service is responsible for the day-to-day management and repair of the housing stock and other buildings such as garages. It is also responsible for planned maintenance and improvement and modernisation programmes to meet targets set by the Government under the Decent Homes Standard.

The success of our service depends on providing you with a home that you choose to live in and the day-to-day services that you want. The service that we provide to you is judged as much by our response to your requests and concerns, as by the quality of the homes that we provide.

The involvement of customers is central to the delivery of a high quality service. We recognise that we need to work with you so that we can meet your requirements. We value your comments and suggestions on how we can improve services equally and fairly to everyone.

We have asked our tenants about what matters most to them.

Key concerns include:

- ⦿ Repairs and maintenance and the overall quality of your home
- ⦿ Dealing with anti-social behaviour and your neighbourhood as a place to live
- ⦿ Value for money for your rent
- ⦿ Keeping tenants informed and taking tenants views into account

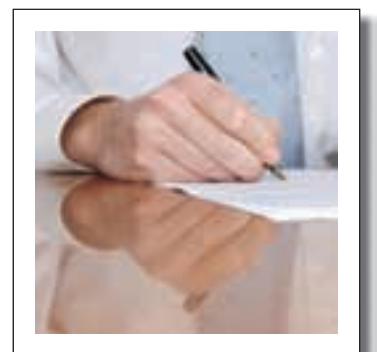
We are already tackling these issues. This year we have:

- ⦿ Produced service standards in conjunction with tenants
- ⦿ Introduced a new tenancy agreement that gives clearer information about acceptable standards of behaviour
- ⦿ Reviewed the way that we approach value for money and efficiency savings
- ⦿ Carried out community engagement events and taken action in response to what tenants told us

In the year ahead we are planning to:

- ⦿ Undertake a programme of community engagement events
- ⦿ Improve the information provided to tenants including a new tenant handbook and repairs finder guide
- ⦿ Improve the way that we deal with complaints of anti-social behaviour
- ⦿ Review and improve tenant involvement opportunities

You will find more details of these plans inside this report.



Chesterfield Borough Council's vision is:

'Inspiring pride, aspiring to be the best. Working for a safer, cleaner, greener, thriving community.'

The Community Strategy sets out how we work with our partners in the CHART Local Strategic Partnership to address issues that are important to you under five key themes. These are:

- ◉ Safer, Healthier and Active Communities
- ◉ Working and Learning Communities
- ◉ Sustainable Communities
- ◉ Living Communities
- ◉ Accessible Communities

The Council, in its Corporate Plan for 2010 - 2013, also confirms our aspiration and priority to ensure that 'every household has the opportunity of a decent home of their choice, which is affordable and accessible'.

In Housing Services we are committed to working with our customers and partners to create high quality, sustainable homes and communities, where people from all backgrounds will be proud to live.

Our key objectives are:

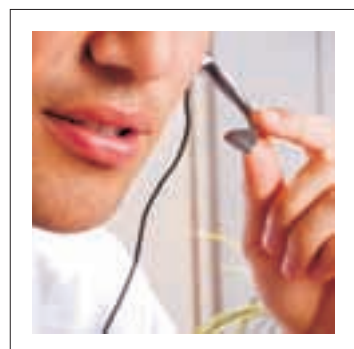
- ◉ Maximise the number of Council Homes meeting the Decent Homes Standard
- ◉ Increase tenant satisfaction and opportunities for involvement in decision-making
- ◉ Ensure residents can enjoy their homes and communities without the fear of crime and anti-social behaviour
- ◉ Provide an excellent housing 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

Key Service Standards

We are committed to delivering excellent services to all of our customers and aim to continuously improve.

Our key service standards are:

- ◉ Make safe all emergency repairs within 24 hours and complete a full repair within five days
- ◉ Complete all urgent repairs within five working days
- ◉ Complete all routine responsive repairs within 20 working days
- ◉ Attend all appointments made for responsive repairs
- ◉ Answer all telephone calls within 20 seconds
- ◉ We aim to respond to all answer phone messages within one working day
- ◉ Reply to all letters within 20 working days (full response)



- ⦿ Respond to complaints within 15 working days (full response)
- ⦿ Acknowledge all emails within one working day and give a full response within 15 working days
- ⦿ Ensure all properties let meet Chesterfield's Lettable Standard
- ⦿ Respond to all serious anti-social behaviour or hate crime reports within 24 hours and all other cases of anti-social behaviour within five working days
- ⦿ Always wear identification badges and show them to customers when we meet them

Who is this from?

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

Housing Services
Town Hall
Rose Hill
Chesterfield
S40 1LP

Telephone: 01246 345432

Email: jayne.yates@chesterfield.gov.uk

What is this report about?

The regulator for housing, the Tenant Services Authority (TSA), requires us to issue an annual report to tenants every year. The TSA is our equivalent of Ofsted for schools or the Financial Services Authority.

This annual report must give tenants an honest and helpful view about how well Chesterfield Borough Council is doing against the TSA Standards for:

- ⦿ Tenant involvement and customer care
- ⦿ Maintaining your home
- ⦿ Allocating homes and setting rents
- ⦿ Looking after the neighbourhood and communal areas
- ⦿ Value for money
- ⦿ Ensuring we are financially secure

We must also say what we are doing to tailor services for particular groups of tenants. Our local offers will be ready by March next year. Future annual reports will detail how well we have performed on meeting these local offers.

The annual report will be sent to the TSA and they will examine it and raise any queries.

The contents and design of this report were decided on in conjunction with the Communications Group which is a group of tenants who contribute to and comment on all Housing Services' publications for tenants.



How well are we doing?

At Chesterfield we constantly monitor how we are doing in all our service areas to ensure that the service we deliver is efficient and effective and is meeting the needs and demands of our tenants.

One way that we monitor performance is through performance indicators which cover a range of housing services. We also measure customer satisfaction performance as this tells us which service areas are most important to you. We use this feedback, along with further consultation, to make improvements.

We also use performance information to 'benchmark' 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.

HouseMark is a subsidiary of the Chartered Institute of Housing and the National Housing Federation. We benchmark our service costs annually through HouseMark and also carry out specialist benchmarking of other services including repairs and anti-social behaviour. The information that is produced enables us to learn from other organisations' good practice and helps us with our assessment process. It also informs the decisions on the improvements we identify and the local offers we will be making to you.

This report provides an overview of how we have performed from 1 April 2009 to 31 March 2010.

Number of homes we own and manage as at 31 March 2010 – 9,785

Number of homes sold in 2009/10 – 12

How well are we doing on tenant involvement and customer care?

Chesterfield Borough Council is committed to tenant involvement. Tenants are the people best placed to tell us how we can provide the services that they want to receive.

We listen to tenants through surveys, meetings, focus groups, tenants and resident associations and responding to feedback and complaints. We encourage all tenants to tell us how they want to be involved and what they want to be included in.

The Tenant Compact, 'Get Involved', is an agreement between councillors, council officers and tenants which details how we will involve and consult. The Compact is a flexible framework which is continuously reviewed to ensure that tenants have the opportunity to participate fully in making decisions that affect their homes and environment.

Where applicable, we consult tenant representatives on:

- Any decision we make which will affect your home or neighbourhood
- How we monitor services and improvement plans
- How our services can be improved
- Estate improvement projects



We have structures in place to enable you to participate at whatever level you choose.

Method of Involvement	Who Can Be Involved?	Area Of Interest	What Do They Do?
Chesterfield Active Tenants' Database (ChAT)	Any Council tenant or customer	Specific area of interest to give customer feedback	<ul style="list-style-type: none"> • complete surveys • attend focus groups • mystery shopping • estate tours
Focus Groups	Any Council tenant or customer	Specific area of interest to give customer feedback	meet to give views on services and improvements
Tenant Voice	Any Council tenant or customer who is: <ul style="list-style-type: none"> • disabled • elderly • from a black or minority ethnic group • under 25 years of age 	Consulted on a range of issues of their choice	<ul style="list-style-type: none"> • Attend Forums • Represent Forum at Tenant Executive
Tenant and Resident Associations	All tenants and residents living within an area	All local estate issues	<ul style="list-style-type: none"> • hold local meetings • social events • fundraising • feedback via the Tenant Executive
Area Panel Volunteers	Any Council tenant	Consulted on a range of issues	<ul style="list-style-type: none"> • attend Area Panel Meetings • attend Tenant Executive
Leaseholder Volunteers	Any Leaseholder	Consulted on a range of issues relating to their tenancy	<ul style="list-style-type: none"> • attend Leaseholder Forums • represent Forum at Tenant Executive
Tenant Executive	<ul style="list-style-type: none"> • one Council tenant representative from each TARA • two non-TARA representatives from each Area Panel • one representative from Leaseholder Forum • One Tenant Voice representative from each of young persons, black and minority ethnic, elderly and disability groups 	Monitoring service delivery, service improvement and the introduction of new and revised procedures	<ul style="list-style-type: none"> • direct liaison with Housing • service improvements

We are normally available from 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Friday. The phone lines are open at these times with an out of hours emergency service for repairs. You can email us at any time. (Please note that some offices are closed until 10.00am on Wednesdays for training.)

Key achievements in 2009/10:

- Communications Group established to develop, contribute to and comment on all Housing Services publications for tenants

- ⊙ Introduced the Approved by Tenants Scheme for all publications
- ⊙ Established a Repairs Focus Group
- ⊙ Repairs Focus Group inspected properties to test the Lettable Standard
- ⊙ Repairs Focus Group commenced a review of all repair policies
- ⊙ Carried out community engagement events on 12 estates
- ⊙ Annual Tenant Conference attended by 50 tenants

The 2008 STATUS Tenant Satisfaction Survey asked customers how satisfied they were that Chesterfield Borough Council takes their views into account

59% of customers were very satisfied or satisfied

Complaints responded to within 15 working days

94%

Target 2009/10 - 94%

We have set our target for 2010/11 at 94%

Letters responded to within 20 working days

98.19%

Target 2009/10 - 94%

We have set our target for 2010/11 at 94%

Electronic enquiries responded to within 20 working days

95%

Target 2009/10 - 94%

We have set our target for 2010/11 at 94%

Planned improvements for 2010/11 are:

- ⊙ To produce an updated tenant handbook
- ⊙ To review and improve tenant involvement opportunities
- ⊙ Development of tenant scrutiny roles, in line with guidance from the Tenant Services Authority
- ⊙ To improve how we 'test' our services by expanding the use of mystery shopping
- ⊙ To improve the way that customer feedback and complaints are recorded, analysed and reported on
- ⊙ To keep tenants better informed through our website and newsletters

How well are we doing on maintaining your home?

We aim to provide you with a good quality repairs service at all times.

It is a government requirement that all our homes meet the Decent Homes Standard. This means that homes must be warm, weatherproof and have reasonably modern facilities.

The Government expected that all Council homes would meet this standard by December 2010. To ensure that as many homes as possible meet the standard in Chesterfield we have been carrying out work on the worst



properties first. The Council is hoping to invest an additional £14 million over the next three years to increase the number of homes meeting the Decent Homes Standard. However, due to the limited amount of money that the Council has available it is unlikely that it will be fully able to meet the Decent Homes Standard without a significant change in its investment standards and priorities.

The number of homes that meet the Government's Decent Home Standard as a percentage of our total housing stock is:

73.41%

(79.3% including tenant refusals)

Target 2009/10 - 75% (81% including tenant refusals)

We have set our target for 2010/11 at 83% including tenant refusals

The Council is responsible for the majority of repairs to your home. We aim to keep your home structurally sound, in a decent condition and containing suitable systems to keep it adequately heated. We ask that you take care of your home and repair any damage caused by you, your household or visitors. We also ask that you carry out certain small repairs such as filling minor decorative cracks.

If you need to report a repair, you can do so by contacting the Repair Hotline freephone 0800 587 5659 during office hours. You can report repairs at any time by emailing repair.requests@chesterfield.gov.uk or by following the online instructions on the Homes section of our website at www.chesterfield.gov.uk

To help tenants who work irregular hours or who are normally out during the day to plan for their repairs to be carried out, we offer an appointment for most repairs. The appointment will be for either the morning or afternoon on the day of your choice. Evening and Saturday appointments are available. Your appointment will be confirmed by a repair receipt, which will be sent to you through the post. We will also send a text message to your mobile, or a voicemail message to your landline, to remind you.

Making appointments reduces the number of occasions where tenants do not know when we will call. It will also avoid us having to make a second visit if you are out when we call.

We give every repair a category and target timescale.



Priority	Target	Repair examples
Emergency	Attend within one hour Make safe within 24 hours Complete within five working days	Burst pipes, gas leaks, blocked toilets or drains, dangerous electrical wiring, no heating, no hot water, no lights.
Urgent	Complete within five working days	Overflow running, toilet leaks, faulty light switches, sockets, repairs to heating, door locks.
Priority	Complete within 15 working days	Repairs which are not classed as urgent but are considered to be more immediate than routine.
Routine	Complete within 20 working days	Things that we must put right that do not cause a risk to your health and safety.
Programmed	Some non-urgent repairs are best carried out by doing the same type of work to several properties	UPVC windows, fencing, paths.

The Council operates an out-of-hours emergency system to deal with genuine emergencies that might arise outside normal working hours. To report an emergency repair, outside office hours or at the weekend, ring our emergency number 01246 345041.

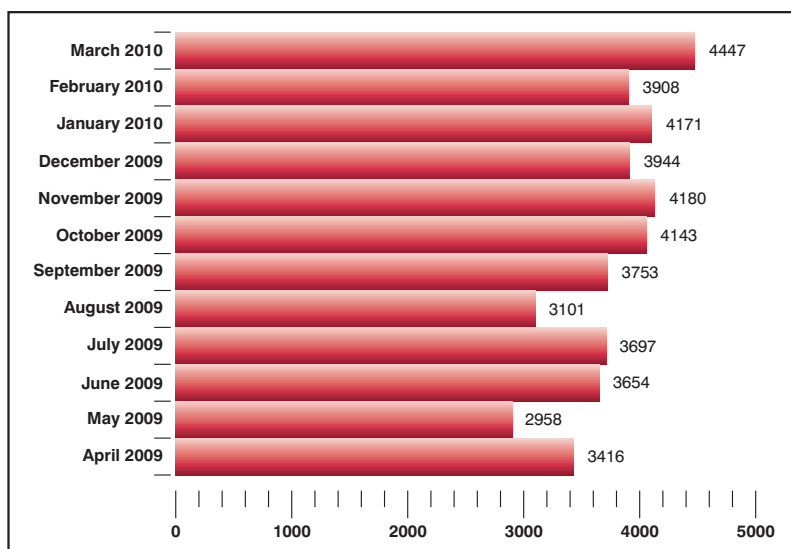
It is a legal requirement for the Council to carry out yearly checks on gas systems. If access is not given to us, we must take legal action to allow us to do so.

Key achievements in 2009/10:

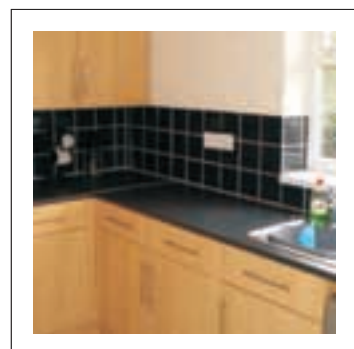
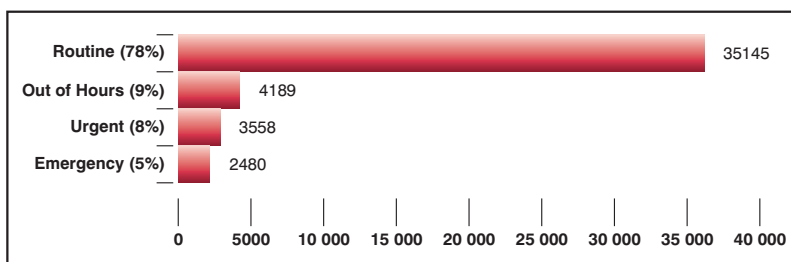
- ⦿ Produced service standards in conjunction with tenants
- ⦿ Reviewed the repair appointments system to increase the percentage of appointments made to over 90%
- ⦿ Improved out-of-hours repair reporting by using Careline to answer calls
- ⦿ Reviewed our procedures to improve performance on gas safety inspections. Where all other efforts have failed we have taken action through the courts to obtain injunctions to gain entry.

Number of calls answered by the Repairs Hotline during 2009/10 – 45,708

Number of Responsive Repairs



Number by Priority Category



Average spent per property on responsive and planned maintenance -
£1,885.65

The percentage of emergency repairs made safe within 24 hours was
97.92%

Target 2009/10 - 98%

We have set our target for 2010/11 at 99%

The percentage of urgent repairs completed within five working days was
93.66%

Target 2009/10 - 98%

We have set our target for 2010/11 at 98%

The percentage of routine repairs completed within 20 working days was
95.23%

Target 2009/10 - 98%

We have set our target for 2010/11 at 98%

The percentage of repairs where an appointment was made and kept was
87.3%

Target 2009/10 - 75%

We have set our target for 2010/11 at 75%

The average time to answer hotline calls was
60 seconds

Target 2009/10 - 25 seconds

We have set our target for 2010/11 at 25 seconds

Gas servicing completed on schedule

99.3%

Target 2009/10 - 100%

We have set our target for 2010/11 at 100%

Customers receiving a repair who were satisfied overall was

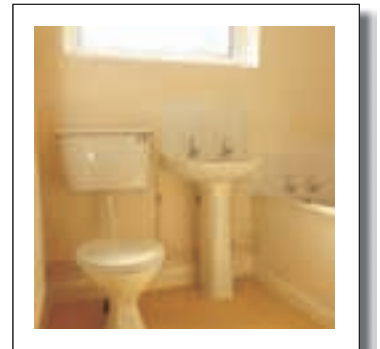
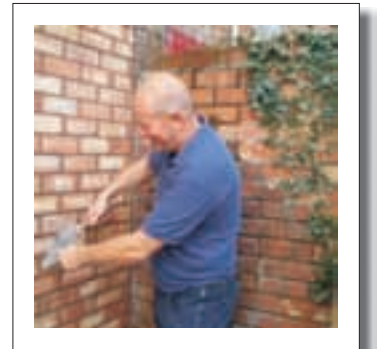
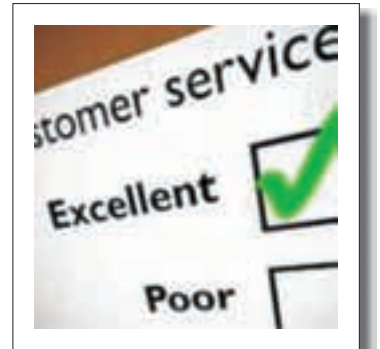
85.15%

Target 2009/10 - 82%

We have set our target for 2010/11 at 86%

Planned improvements for 2010/11 are:

- Introduce Repairs Finder to make it easier for tenants to report repairs
- Improve the reception area
- Increase the amount paid in decoration allowances



Adaptations Service

The Housing Solutions Adaptations Team at Chesterfield Borough Council work with Social Services to look at ways of adapting properties to meet tenants' needs both now and in the future. Housing adaptations can enable tenants to remain in their own home for as long as it is safe and reasonable to do so.

Key achievements in 2009/10:

- ◉ Adaptations Team moved to the new Housing Solutions Centre to make the service easier to access and to enable closer working with the Housing Solutions Team to maximise housing options for disabled people
- ◉ Improved the assistance provided to applicants to help them with rehousing to properties that have previously been adapted
- ◉ Reviewed the Transfer Incentive Scheme to include payments for tenants having to move due to their home being unsuitable for adaptation

Examples of minor adaptations include internal or external grab rails, fitting of lever taps to sinks or baths, providing additional stair rails, providing hand rails and installing door entry systems.

Examples of major adaptations include level access showers, providing ramped access, installing stair lifts and providing wheelchair accessible kitchens.

434 requests were made for minor adaptations
290 requests were made for major adaptations

436 minor adaptations were completed
275 major adaptations were completed

The average number of days taken to complete minor works (from the order being placed) **1.05 days**

The average number of days taken to complete major works (from the order being placed) **4.41 days**

Customers who were satisfied or very satisfied with the Adaptations Service

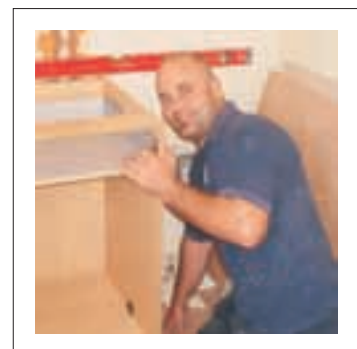
98.1%

Target 2009/10 - 95%

We have set our target for 2010/11 at 95%

Planned improvements for 2010/11 are:

- ◉ To set up an Adaptation Users Forum to assess performance against service standards and promote the service
- ◉ To extend customer satisfaction surveys to assess the benefits for tenants in the year following the completion of the work
- ◉ To improve information available to service users
- ◉ To promote the service by displaying leaflets and posters in doctors surgeries, hospitals, libraries and Social Services Offices



How well are we doing on allocating homes and setting rents?

Allocating Homes

The Housing Solutions Centre offers advice on a wide range of issues related to rehousing.

Chesterfield Borough Council operates a choice based lettings scheme. Eligible applicants are entitled to bid on vacant properties that are advertised through 'On the Move'.

The Council's Allocations and Transfer Policy works by applicants being placed in the following bands:

- **Band 1** – applicants with severe/urgent needs for re-housing
- **Band 2** – applicants with high housing needs
- **Band 3** – applicants with low housing needs
- **Band 4** – applicants with no housing needs

We can provide help and assistance if you are homeless or threatened with homelessness. We will be able to advise you in person, by phone or by email.

We may arrange temporary accommodation for you if you have nowhere you can safely stay and if you have a 'Priority Need for Accommodation'. For example, you may have a child living with you.

Due to the shortage of family houses, the Council has updated its Transfer Incentive Scheme to give up to £5,000 to existing tenants who are willing to move from a family house to a smaller property. The scheme has three separate incentive packages which give tenants a choice of property type that they would prefer to move into.

Key achievements in 2009/10:

- Introduced choice based lettings, increasing applicants' involvement in choosing a home
- Opened the Housing Solutions Centre and launched 'On the Move'
- Joined the National Home Swapper mutual exchange scheme to enable customers to move quickly

During 2009/10 we let 1002 homes. To meet our Lettable Standard, each home had all of the repairs completed before the new tenant moved in and had been thoroughly cleaned. Every new tenant received a 'Welcome Pack' which is a starter pack that includes some of the essential items needed when moving into a new home. Where appropriate the new tenant received a decoration allowance to assist with decoration.

The average time to re-let an empty home

33.13 calendar days

Target 2009/10 – 27 calendar days

We have set our target for 2010/11 at 30 calendar days

The percentage of rent lost through empty homes

1.19%

Target 2009/10 – 1.7%

We have set our target for 2010/11 at 1.25%



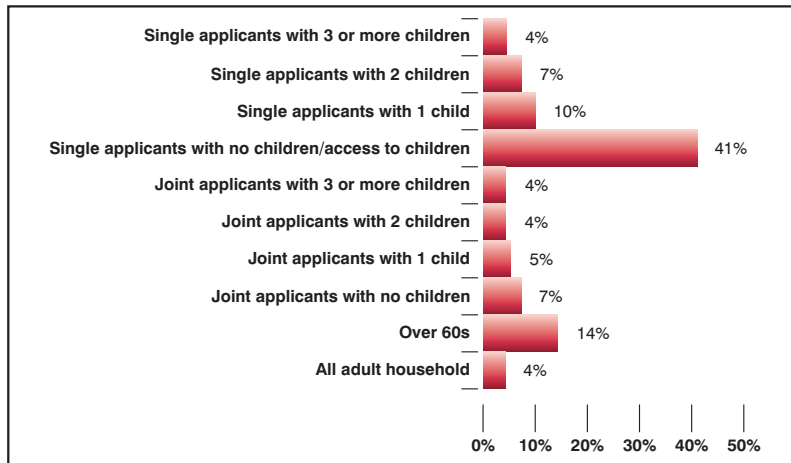
The average time taken to complete repairs to an empty home

18.94 calendar days

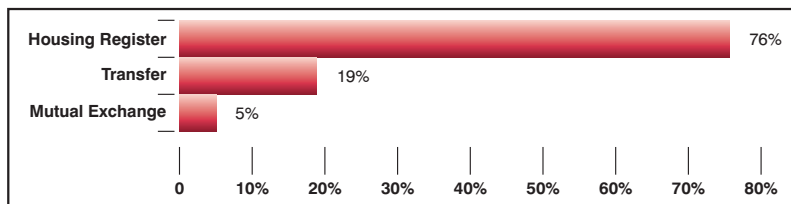
Target 2009/10 – 19 calendar days

We have set our target for 2010/11 at 19 calendar days

Who We Rehoused



Allocations



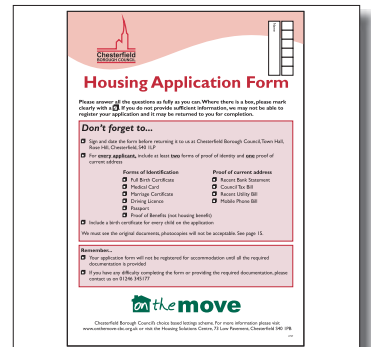
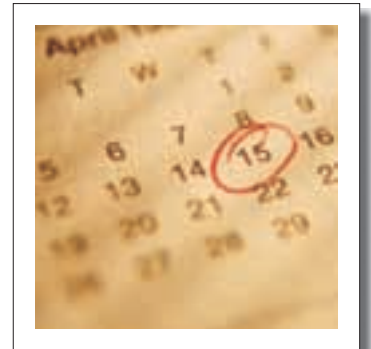
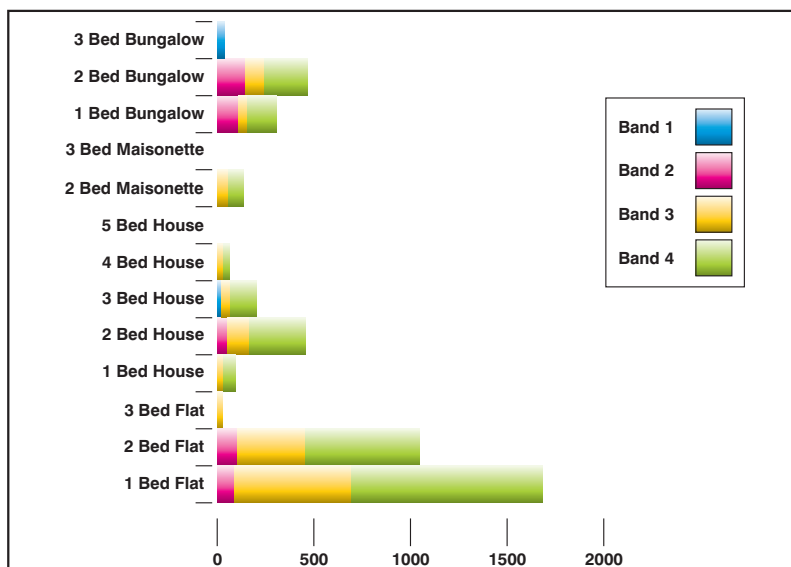
The average time to register a housing application

10.83 days

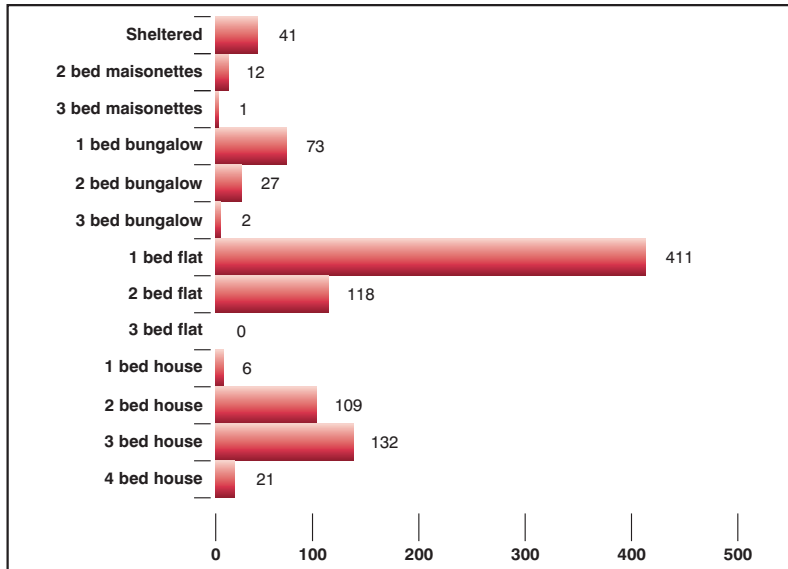
Target 2009/10 – 10 days

We have set our target for 2010/11 at 10 days

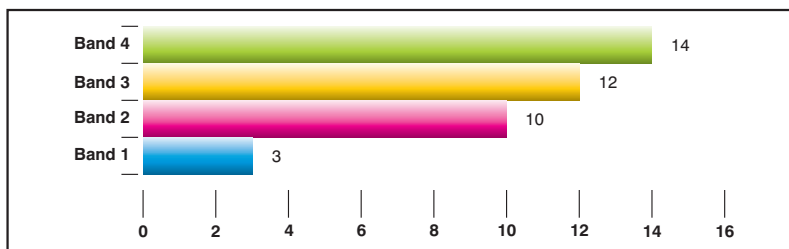
Applicants on the Housing Register at 31/03/10 and the property types they are eligible for



Number of properties advertised by Housing Solutions Centre



Number of nominations made to housing associations



Number of visitors to the Housing Solutions Centre in 2009/10 – **17,005**

Number of bids received for properties – **16,862**

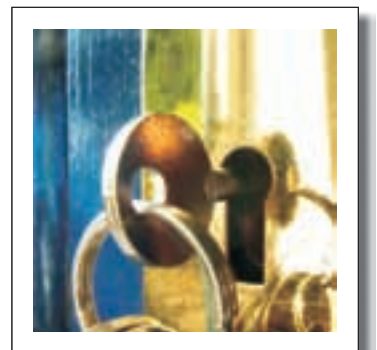
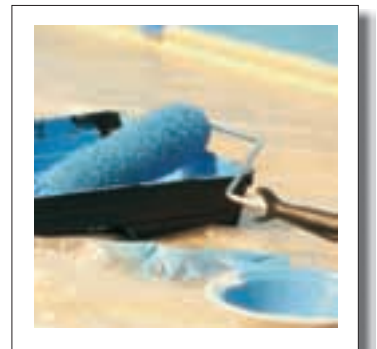
Percentage of bids made via the internet – **96.72%**

Planned improvements for 2010/11 are:

- ⊙ Launch the sub-regional choice based lettings scheme with Bolsover District Council, A1 Housing/Bassetlaw District Council, Ryknelnd Homes/North East Derbyshire District Council
- ⊙ Advertise accredited private landlords' properties to increase housing options available to applicants
- ⊙ Review the nomination agreements with registered social landlords to maximise housing options
- ⊙ Review the Decoration Allowance Scheme
- ⊙ Introduce targeted customer satisfaction surveys

Homelessness

The main causes of homelessness in Chesterfield are evictions from friends and family and relationship breakdowns. We accepted a full homelessness duty for 93 households and prevented or relieved homelessness for a further 182 households who were threatened with homelessness.



The Homelessness Prevention Team use a combination of homelessness prevention measures including negotiation with families and landlords, mortgage and debt advice, including the mortgage rescue scheme, sanctuary measures for people at risk of violence from ex-partners and the Tenancy Bond Guarantee Scheme.

The Team has reduced the number of households in temporary accommodation and no families or 16/17 year olds have been placed in bed and breakfast by the team for longer than six weeks.

The provision of supported accommodation and floating support has been increased with funding from Supporting People, providing housing support for vulnerable households.

Rents

Key achievements in 2009/10:

- ◉ Ended door-to-door rent collection service
- ◉ Introduced Allpay Cards to allow payments to be made at local shops and post offices

The percentage of rent collected

95.27%

Target 2009/10 – 95.5%

We have set our target for 2010/11 at 95.5%

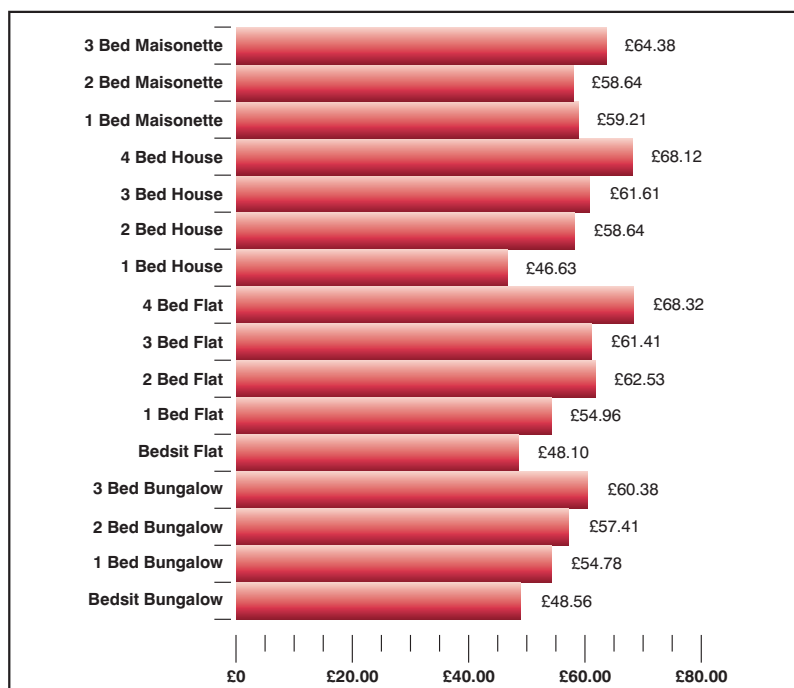
Planned improvements for 2010/11 are:

- ◉ To improve rent collection rates during 2010
- ◉ To revise our arrears policies and procedures
- ◉ To introduce direct debit payments for tenants

On average our rents increased by **2.6%**



Average Weekly Rents



How well are we doing on looking after the neighbourhood and communal areas?

Our definition of anti-social behaviour is unreasonable conduct which is capable of causing nuisance or annoyance to any person and interferes with that person's right to quiet enjoyment of their home.

All our tenants sign a tenancy agreement. If a tenant or a member of a tenant's household or any visitor to a tenant's home is involved in anti-social behaviour, this breaks the tenancy agreement.

When the tenancy agreement is broken, we can take legal action. This may include a number of actions, including eviction. However, eviction must be used as a last resort, where other actions have failed.

We give our new tenants introductory tenancies (also known as "probationary" tenancies). The purpose of an introductory tenancy is to allow us a year to find out whether a new tenant behaves reasonably. When a tenant's behaviour has been acceptable for a year, the tenant then becomes a secure tenant.

Key achievements in 2009/10:

- ⊙ A new tenancy agreement was introduced that gives clearer information about acceptable standards of behaviour
- ⊙ The Neighbourhoods Team was restructured to improve our response to anti-social behaviour
- ⊙ We have appointed a full time solicitor in the Neighbourhoods Team
- ⊙ The Neighbourhoods Team became responsible for signing up new tenants and undertaking new tenancy visits to ensure that clear messages are given as early as possible about expected standards of behaviour and the consequences of not meeting these standards
- ⊙ Introduced customer satisfaction surveys for anti-social behaviour cases
- ⊙ Action was taken in response to what tenants told us during the community engagement events
- ⊙ Introduced the 'Good Neighbour Agreement'
- ⊙ Introduced a service to clean the communal areas of blocks of flats

During the community engagement events you told us you were concerned about

- ⊙ Rubbish and litter
- ⊙ Youths hanging around, drunken behaviour and speeding cars
- ⊙ Uncontrolled dogs, dog fouling and noisy or other nuisance behaviour

To tackle littering and dog fouling

Six Neighbourhood Rangers were trained to issue fixed penalty fines

To take swifter, earlier action on anti-social behaviour

61 formal written warnings were issued in 2009/10

This is an increase compared to 2008/9 when 38 were issued

To prevent anti-social behaviour by means other than eviction

Ten injunctions and undertakings were granted by the court in 2009/10

This is an increase compared to 2008/9 when five were granted

Five introductory tenancies were extended

This is an increase compared to 2008/9 when one introductory tenancy was extended



To address anti-social behaviour in particular neighbourhoods

We organised improvements to a play area and car park in Mastin Moor along with landscaping and a clean up of the areas carried out with the community.

We 'door knocked' with the Police in St Augustine's to discuss issues affecting residents, to seek ideas for improvements and to encourage reporting of incidents.

In response to requests that we do not house people who present a high risk of anti-social behaviour we have improved the information we require from prospective tenants by requiring references for all applicants and carrying out more detailed checks into the information provided, or missed, on application forms.

We have changed the Allocations Policy to enable us to suspend applications from people where we have evidence of a history of unacceptable behaviour or to exclude applicants who have a history of serious unacceptable behaviour.

In response to requests that we provide better support to prevent anti-social behaviour by vulnerable people (for example, families with children, people with mental illness, people with learning disabilities, young people who have never lived independently), we have relocated the Tenancy Support Service within the Neighbourhoods Team. We are working in partnership with Derbyshire County Council to develop a Family Intervention Project that provides intensive support for families with children that are engaging in anti-social behaviour.

Below are the results of our 2009/10 anti-social behaviour customer satisfaction surveys.

Customers who were satisfied or very satisfied with the way their anti-social behaviour complaint was dealt with

61%

We have set our target for 2010/11 at 75%

Customers who were satisfied or very satisfied with the outcome of their anti-social behaviour complaint

57%

We have set our target for 2010/11 at 70%

Customers who found it easy or very easy to contact a member of staff to report a complaint about anti-social behaviour

75%

We have set our target for 2010/11 at 80%

Customers who rated the time taken for them to be interviewed as good or fair

68%

We have set our target for 2010/11 at 75%

Customers who were satisfied or very satisfied that they were kept informed about what was happening throughout their anti-social behaviour case

53%

We have set our target for 2010/11 at 75%



Customers who were satisfied or very satisfied with the support given to them during their anti-social behaviour case

52%

We have set our target for 2010/11 at 75%

Customers who have made a complaint of anti-social behaviour would be willing or very willing to report anti-social behaviour again in the future

82%

We have set our target for 2010/11 at 85%

Planned improvements for 2010/11 are:

- To improve the way that we deal with complaints
- To improve satisfaction with the outcome of complaints
- To improve the information provided to people who report anti-social behaviour so that it is clear to them what we can, and cannot, do and what we need people to do to work with us to resolve the problem
- To increase our partnership working and the number of referrals made to Derbyshire County Council's Witness and Victim Support Service
- To work with the Community Safety Partnership to develop an Anti-Social Behaviour Tasking Group to identify anti-social behaviour 'hotspots'
- To increase the percentage of closed cases that are confirmed as being resolved to 60%
- To work with appropriate organisations and tenants to develop policies and standards for maintenance and improvement of neighbourhoods.

Careline and Wardens Service

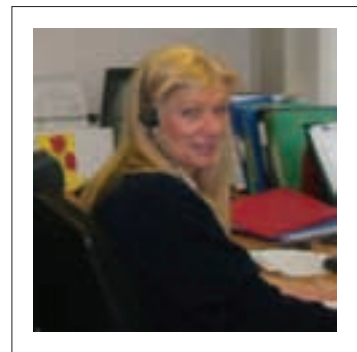
Careline is a service available to anyone living within Chesterfield who may consider themselves vulnerable and in need of reassurance and security. At the touch of a button you can speak to our trained operators whenever you need assistance day or night, seven days a week.

The Mobile Warden Service can visit you in your home daily (Monday to Friday) or weekly depending on your need. Mobile Wardens provide a 24-hour emergency response to calls for Telecare assistance via Careline and have specialist equipment to lift anyone who has fallen at home.

Chesterfield Borough Council is working with Derbyshire County Council to provide the Telecare Service to help tenants to live more safely in their home. We can provide discreet sensors which can be tailored to meet personal needs. These could include sensors that detect if you have had a fall, carbon monoxide or gas emissions and flooding.

Key achievements in 2009/10:

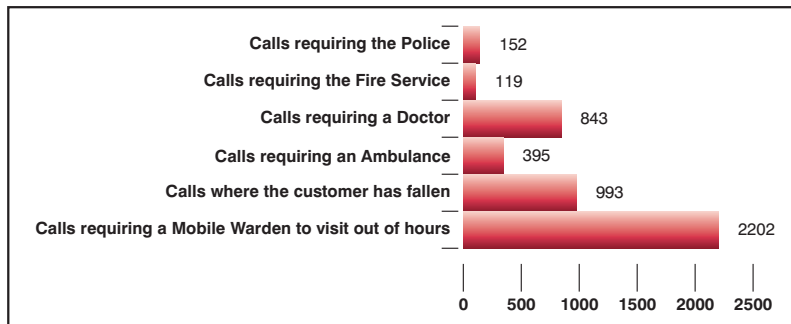
- Maintained our Telecare Services Accreditation
- Increased the number of Telecare installations in partnership with Derbyshire County Council
- Increased the number of service users
- Implemented our Sheltered Housing Scheme Strategy to make better use of our stock and improve value for money
- Fitted all our Mobile Warden vehicles with GPS trackers to improve staff safety



Number of calls handled by Careline – 172,668

In addition to handling 5581 calls relating to out of hours repairs, Careline dealt with the following:

Careline Calls



Careline calls answered within 30 seconds

91.78%

Target 2009/10 - 90%

We have set our target for 2010/11 at 90%

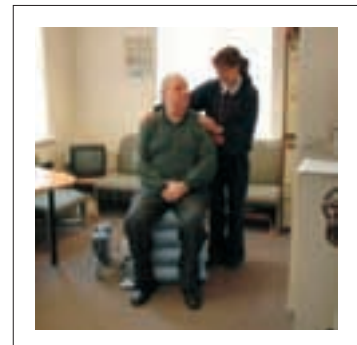


Call outs attended within 20 minutes

88.58%

Target 2009/10 - 85%

We have set our target for 2010/11 at 85%



Customers who were satisfied or very satisfied with the response when they used the Careline alarm

100%



Planned improvements for 2010/11 are:

- To achieve Telecare Services Accreditation for answering of Careline calls, installation of alarms in homes and responding to calls for assistance
- To increase our service calls to every six months
- To introduce improved risk assessments and support plans for all our Careline service users
- To provide secure storage for mobility scooters at all our Sheltered Housing Schemes
- To carry out a feasibility study on the relocation of the service to reduce costs and overheads and improve value for money

How well are we doing on value for money?

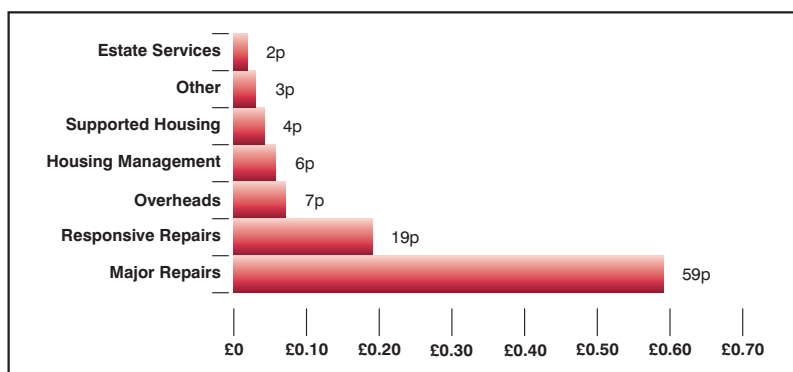
We recently reviewed the way that we approach value for money and efficiency savings. The aim of this review was to develop a Value for Money Strategy and to ensure that we have a process in place to obtain the best value for money throughout the Housing Service.

Following the review we have implemented the following to ensure that value for money becomes an even greater part of the culture within Housing Services:

- ◉ Value for money appears as a standard agenda item for meetings of the Housing Management Team and the Senior Management Team at Operational Services Division
- ◉ Employee Performance and Development Reviews include value for money as a standard item
- ◉ When managers have their 'one to one' meetings with staff, they include a specific value for money section to capture individual achievements
- ◉ Team Briefs include value for money as a standard item
- ◉ The Suggestion Scheme is used by employees to suggest value for money improvements
- ◉ The Quality Improvement Team, which is a group of operatives and managers, has value for money as a standard agenda item
- ◉ A value for money training programme
- ◉ A named lead officer within each of the three Housing Divisions champions and captures value for money data and produces a departmental Efficiency Statement
- ◉ An Efficiency Register for Housing Services to ensure that all efficiencies are captured and recorded. This will enable us to demonstrate how we have thought about and applied value for money within Housing Services in the future. The efficiency savings set out in this Register are scrutinised and validated by the Council's Finance Section. For 2009/10 the amount validated was £789,000



Each £1 of rent was spent on



Public and private partnership

Chesterfield Borough Council has entered into an innovative partnership that will improve the performance of a number of important Council services. The 10-year partnership, with companies Arvato and Kier, will transform the quality of customer services and see fresh investment of around £1.7 million into infrastructure and technology, including the modernisation of the Revenues Hall into a state of the art Customer Services Centre.

From October 2010 the partnership will handle many of the Council's administrative services, including the administration of rent accounts and the management of housing benefit and rent recovery services. It will also administer Repairs Hotline calls.

Very tight service standards have been written into the partnership contract and the Council will closely monitor performance to make sure customers are receiving high quality services.

The partnership will also deliver efficiencies of £4.25 million over 10 years at a time when all Councils are under pressure to make savings and cut budgets.

How well are we doing on ensuring we are financially secure?

In 2005 the Council agreed to continue to manage and maintain its own homes. The current Business Plan shows that if it is to deliver an acceptable level of modernisation of the housing stock, what is described as the Good Landlord Standard, then the available and projected financial resources are short of between £248 million and £550 million (subject to inflation in the building industry) over the life of the 30-year business plan. That is a minimum of £8.3 million each year.

The Council is currently reconsidering the detail of its Stock Retention Strategy in order to see if it has a viable and robust Business Plan to support the policy of stock retention. It is possible that if the Council were to continue with this policy then the general level of investment in the housing stock would need to be reduced to the minimum required to make a home 'decent' and properties with high improvement costs would need to be removed by sale or demolition.

If it is not possible to find the financial resources that the Council is short of then it will need to reconsider, in consultation with its tenants, the options available for managing and maintaining its homes.

Local Offers

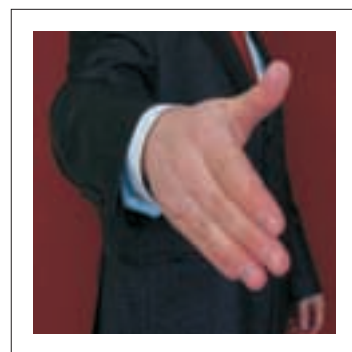
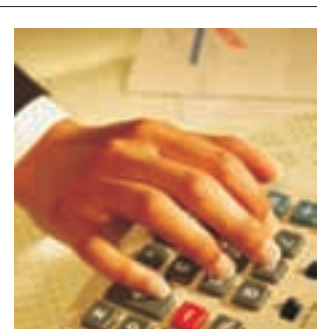
The TSA wants landlords to tailor services around what tenants actually want. Local offers will help us to deliver services to address local issues and in a way that is more flexible to meet particular needs. Our local offers will be ready by March 2011.

A local offer may be for:

- ⊙ the whole of Chesterfield
- ⊙ an estate or neighbourhood
- ⊙ an individual block
- ⊙ a group of tenants, for example, disabled people, elderly people, residents of sheltered accommodation, single people, young people or families.

We are in the process of consulting tenants about our local offers. To find out your views on local offers and what is important to you, over the coming months we will invite you to attend meetings, focus groups or other local events. We may also ask you to complete surveys by post, on the telephone or by visiting you in person.

Chesterfield Borough Council wants to provide you with the best service possible and you are the people best placed to tell us how we can do this. We hope that you will take this opportunity to have your say about Housing Services and to influence decisions which affect you, your home and the area in which you live.



Tell us what you think about this Annual Report

We hope that you have found this annual report useful.

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

Is the report useful? Please comment

Is there any information that you think should be added to the report? Please comment

What should Chesterfield Borough Council do better? Please comment

Have you any suggestions for how Chesterfield Borough Council can save more money?
Please comment

Please make any other comments or suggestions below

Name _____

Address _____

Please hand in to your housing office or post to Consultation and Improvements Team, Staveley Housing Office, High Street, Staveley, Chesterfield, S43 3UX

Your comments will help us to improve the services that we provide to our customers





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:

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Fax: 01246 345252

Mobile Text Phone SMS: 07960 910264

Email: eoinfo@chesterfield.gov.uk