



A member of the Together Housing Group

Making a better future together



Home Sweet Home

How we made a difference **2010/11**





Welcome

“Home Sweet Home is your new style Annual Report which shows you what Chevin Housing Association has been doing over the last 12 months’ and what they are planning next.

This is the second year that I have been involved as a resident in helping to produce our report. This year has been different in that we have also been working with other residents from across the Together Housing Group. Our involvement has included selecting the design, agreeing what should be included and deciding on what information residents would prefer to see on how we are performing.

We hope you like it! ”

Tony Clarke – Chair, Sheffield Residents’ Panel

A big thank you to the tenants who helped produce this report.

Ron Winn, Iris O’Donnell, Bill Tompkins, Julie Whiteley, John Gott, Julie Hoyle, Carol Hardwicke, Tony Clarke, David Emmett-Brown, Betty Emmett-Brown, Berenice Leyland, Frank Evans and Ruth Rider.



Making where you live a **quality** street.

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Making a Better Future Together



Welcome to 'Home Sweet Home' - our story of 2010/11.

Inside you will find details of how we performed over the last twelve months against the standards we agreed and examples of how we are improving services to our customers.



Issues such as increasing unemployment, impending benefit changes, the difficulty in obtaining mortgages for first time buyers and cuts in public spending gave us different challenges over the year and will continue to impact on the way we run our business.

We want to make sure we are strong enough to meet all these challenges which is why, in April 2011, Chevin Housing Group joined the newly formed Together Housing Group along with four other housing providers;

Pennine Housing 2000, Green Vale Homes, Housing Pendle and Twin Valley Homes.

The Together Housing Group is spread across the North of England, manages over 35,000 homes and employs over 1,250 staff.

The group has been set up to share skills, experience and resources across all six companies to raise our standards of service and improve our performance.

Each partner company will keep its own name and identity for local communities.

We can use our increased size to obtain better value for the services we provide, by sharing resources and improving our buying power.

We aim to save £5m per year across the group by 2015 with a total saving of £23m in the first five years by making savings on insurance, I.T. and other service contracts, getting better value on major repairs and materials and reducing our staffing costs.

We will use these savings to provide better services for our tenants across the Together Housing Group and will use our size and strength to influence decisions made locally, regionally and nationally for you, our residents.

Steve Close

Executive Director -

Chevin Housing Association Ltd

**Deputy Group Chief Executive -
Together Housing Group**





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Customer Service

Our Customer Contact Centre deals with most enquiries coming into the Association with the telephone being the most common way for customers to contact us.

Following resident feedback and demand for the service our Contact Centre has extended its operating hours by 30 minutes on Monday – Friday, from 8.30am (previously from 9.00am) to 5.00pm.

When residents did contact us by telephone, 84% found our staff helpful

The abandoned call rate (abandoned before answered) was 5.3% - we aim to keep this below 10%



36,562 calls were received about repairs

53,402 calls were general enquiries

We had 2,760 visitors to our head office

We have been working on a 'scripting' system that will be used to handle enquiries more efficiently and consistently. This should be up and running by the end of summer 2011.



Get Involved

In 2010, we were proud to receive a Tenant Participatory and Advisory Service (TPAS) accreditation for our resident involvement services. We consider resident involvement to be the key to ensuring that our services improve and remain customer-driven.

Did you know?

- We held 60 resident events last year
- 7 out of 10 residents were satisfied that their views were taken into account
- Over 3,200 (46%) of residents returned their satisfaction survey this year

Over the past four years, there has been a six-fold increase in the number of hours that residents have contributed to improving our services:



Each year we develop an Involvement Statement with the help of our residents. At the end of the year we review the positive difference or 'impact' our involvement activities have made and this is reported in our 'Annual Impact Assessment'. Both of these documents can be viewed on our website www.chevinha.co.uk, or are available on request from our Customer Contact team.





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Some of our achievements during 2010/11 were:

- **14 residents were trained to carry out repair satisfaction surveys by telephone.**
- **Five policies and new procedures were reviewed at four spotlight days.**
- **We recruited over 80 estate services resident inspectors who work with staff to monitor gardening and cleaning standards on their schemes.**
- **IMPRINT – our new young persons survey group has been set up to give 16 – 24 year olds a voice.**

How are we going to improve our resident involvement and customer contact services?

Over the coming year we will:

- **Involve residents in a review of our complaints procedure.**
- **Develop the role of our resident estate inspectors.**
- **Set up a tenant training academy across the Together Housing Group.**
- **Support more local events such as coffee mornings and family fun days where residents can meet staff and talk about their local neighbourhood.**

- **Continue to involve members of our disability focus group in improving services for residents with disabilities.**



Interested in becoming involved and having your say?

Contact Helen Wood at

helen.wood@togetherhousing.co.uk

or telephone
0114 2417713

or text 07825982158



Local Offers

Following 24 consultation events and 19 local 'conversations' attended by 973 residents we produced our standards of service known as 'local offers'. We will be reviewing the offers with residents throughout 2011/12.



PERFORMANCE PANEL
"The Panel's role is to look at the effectiveness of Chevin's services to customers, to scrutinise the way in which it performs and works and to make constructive suggestions for improvement with the resident's point of view in mind.
2010/11 was the year that scrutiny by residents of Chevin's services got into its stride. The panel aims to get behind the scenes to find out and constructively scrutinise how Chevin delivers services to all its customers.

We selected rent arrears as our first scrutiny review which took over six months to complete, after which we made over 20 recommendations in the format of an action plan for staff to work on. We will continue to monitor progress on this.
The panel has now moved on to their next topic – the complaints process.

Resident scrutiny is still fairly new but I feel the panel has made an excellent start and that we are making a difference."
Peter Buttrees,
Performance Panel Chair and Chevin resident.



The Performance Panel



Equality and Diversity



Our Equality and Diversity Panel made up of Chevin staff and residents has continued to oversee significant progress in equality and diversity issues including our response to the legal and moral obligations set out under the new Equality Act which came into force in October 2010.

To meet this we have expanded our existing equality and diversity work by producing a new single equality scheme and action plan.

From this plan, some of Chevin's key achievements for 2010/11 include:

- Upgrading our website to make it 'AA' Bobby compliant which makes it easier to access and continuing to improve signposting information available on the website.
- Continuing to recruit and train a diverse group of residents to be mystery shoppers and use the results to improve the services we provide.

- Increasing the collection of customer information we gather helping us to tailor our services and provide consistent quality services to all.



- Encouraging a broader range of residents, particularly younger people, to get involved with Chevin.
- Continuing to make sure all appropriate staff are fully trained to deal with safeguarding, domestic violence and hate crime.



Improvements planned this year include:

- Producing and introducing a revised equality action plan in line with the new Single Equality Act.
- Regularly reviewing and updating translations on our website.

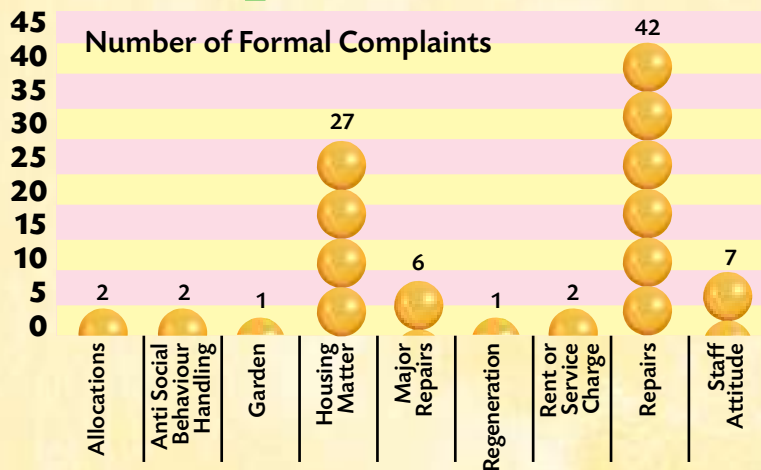


Complaints and Compliments

We continue to monitor customer complaints, expressions of dissatisfaction and compliments. We use this feedback to learn from what you tell us and change our services if needed.

Did you know during 2010/11 we;

- Received 90 formal complaints compared with 93 in 2009/10.
- Received 95 compliments compared with 114 compliments in 2009/10.



Some outcomes from complaints include:

- Gardening contractors' performance and work standards being effectively challenged and improved.
- Gas contractors now have to provide action plans when they apply to work with Chevin, to make sure they provide an uninterrupted service in severe weather conditions.

How did we manage complaints?

- 81 complaints were resolved and closed in the financial year (including cases outstanding from previous year).

- 96% of complaints were resolved at stage 1 or 2 of our complaints procedures.
- Three cases reached stage 3 of our complaints procedure and these were looked at by our board.
- No complaints were submitted to the Housing Ombudsman.
- 63% of customers who made a complaint were satisfied with the way their case was handled.
- 68% of customers were satisfied with the outcome of their complaint.
- 69% of complainants found it easy to make a complaint.

Compliments



- Waiting List, 1
- Communication, 5
- Gardening, 5
- Lettings, 7
- Major Repairs, 3
- Repairs, 36
- Staff Attitude, 38





Making where you live a **quality** street.

Repairing and Maintaining Your Home



How satisfied are residents with our repairs and maintenance services?

In our 2010 resident satisfaction survey, 82% of residents told us that the repair and maintenance of their home is the most important service that we provide. From the same survey, 84% of residents were satisfied with our repairs service.

On a regular basis, staff and residents also carry out satisfaction surveys on at least 10% of repair work that has been carried out in residents' homes – this enables us to tackle any gaps in our repairs service that residents tell us about.

What did our telephone surveys tell us? (2009/10 figures in brackets)

- Resident satisfaction with overall repairs service: 96% (97%).
- Repairs completed 'right first time': 92% (84%).
- Resident contacted within 3 days by contractor: 95% (97%).
- Appointment kept by contractor: 98% (99%).

Did you know in 2010/11 we: (2009/10 figures in brackets)

- Carried out 24,203 (26,595) day to day repairs.
- Undertook 1,253 (1,426) emergency jobs of which 97.9% (98.8%) were completed on time. The best performing landlords are at 99.71%.
- Completed a repair in an average of 4.9 days (4.9 days).

Spotlight on Repairs

In October 2010, our Repairs Team held its second resident spotlight event. Residents agreed our local offer standards and the main aims of our repairs service which are:

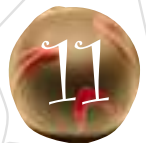
- Getting repairs done as quickly as possible.
- Having the repair undertaken at a date and time that suits the customer.
- Completing the repair 'right first time' wherever possible.

Gas Servicing

Our target for gas servicing is to have 100% of our properties with gas appliances covered by a gas safety certificate. At the end of March 2011, we had only reached 98.9% which left 56 properties without a valid gas safety certificate.

Did you know?

- We go through the courts to get access if residents do not allow our contractor into their home to check gas appliances.
- We weren't happy with the services that our residents were receiving from our gas contractors which included them not working hard enough to gain access. Following this, we involved residents in writing a new gas servicing contract and appointing two new contractors (Liberty and Sure Group) in March 2011.



Quality of Accommodation





It is a government requirement that all our homes meet the 'Decent Homes' standard. This means that every home should have modern facilities, be energy efficient, in reasonable repair and be free from hazards.

At the end of March 2011, 0.26% (18 homes) of Chevin's properties did not meet the 'Decent Homes' standard. These 18 properties are either where the tenants have refused to have the work carried out or where we may sell the property in future.

Did you know?

- This year we have improved 156 properties at a cost of over £4.5 million.
- In the last four years, we have upgraded 1,110 properties in partnership with Bramall Construction at a cost of over £20 million.

Properties improved to 'Decent Homes' standard

March 2008	88.6%	
March 2009	97.9%	
March 2010	99.2%	
March 2011	99.7%	

Our future plans include:

- Starting work on solar panel projects, where the sun's energy is used to produce electricity from panels on south-facing roofs. This is called a 'Feed in Tariff Scheme' (FITS).
- Spending £9.5million improving 437 properties.
- Using our Resident Reinvestment Group members more pro-actively as resident inspectors.

All these improvements to our properties will help residents to reduce energy bills and their carbon footprint.

Resident Satisfaction with Improvements

Resident satisfaction with refurbishment work averaged 84.5% during 2010/11, which is above our target of 80% but lower than the previous year's exceptional result of 91%. We are exploring the reasons for this by working with our partner Bramall Construction and consulting with our residents.

Aids and Adaptations to our Properties

The results from our 2010 resident satisfaction survey told us that 46% of households have a member of their family with a long term health problem or disability. Some of these disabilities mean that aids and adaptations are needed for residents to live comfortably in their own home.

Did you know?

- We will do minor adaptations when they cost under £1,000.
- 67 adaptations were carried out in our properties during the year.
- We spent £218,000 on adaptations funded by Chevin and local authority grants.

73 homes had cavity wall insulation

We insulated 400 lofts

We fitted 92 ventilation systems

156 properties have been fully refurbished with new kitchens, bathrooms, heating systems and electrical upgrades



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Allocating Homes

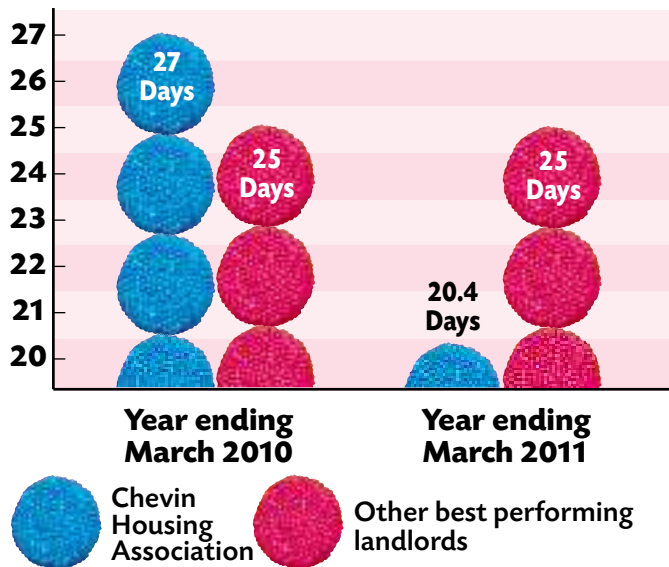
We currently work in 23 local authority areas with 50% or more of our empty homes offered to people nominated by their local authority.

During 2010/11, we re-let 943 of our 'general needs' and older persons' properties compared to 723 in 2009/10. In total, 55% of our lettings went to local authority nominations. We let 73 properties to our existing residents who moved from one of our properties to another (these are known as transfers).

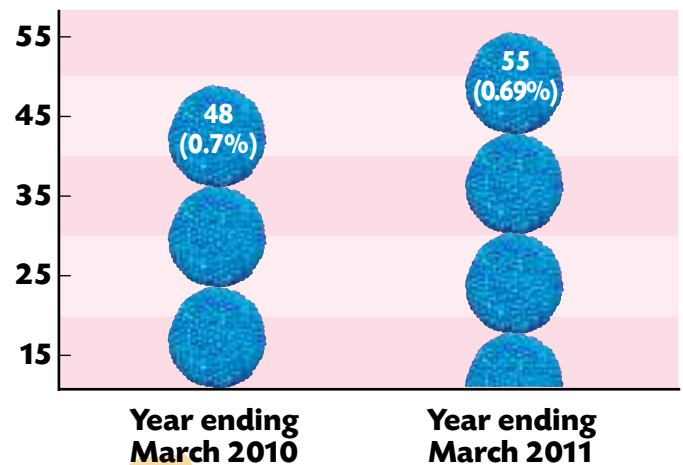
We re-let 10.39% of our homes compared to 11.65% last year

How do we compare with other housing organisations?

Average number of days to relet a property



Homes stood empty and ready to let



Our housing and maintenance staff have improved our performance in re-letting property which has increased the rent we have collected. This means we are now ranked amongst the top performing landlords in this area of our work.

Delays in letting some of the 55 homes identified in the chart above were caused by us having to wait for local authority nominations and references.

Over the next year we aim to:

- Try to understand the reasons why any of our residents choose to move out.
- Review our allocations and lettings policies to reflect local and national changes to the policies on transfers and mobility.

We received 4,175 waiting list applications during the year both by telephone and online

The average length of a Chevin tenancy is currently 6.5 years

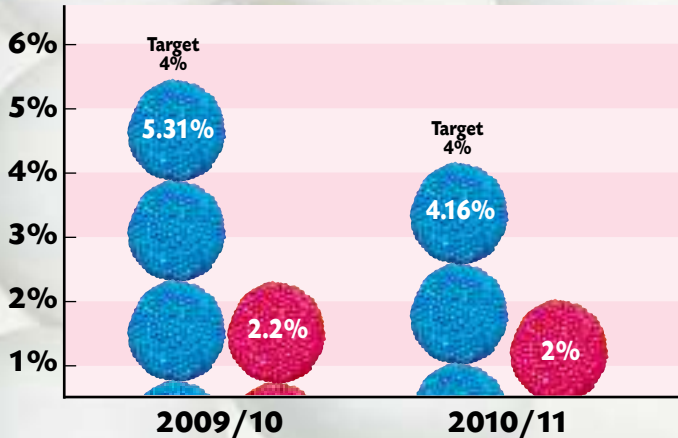


Rents

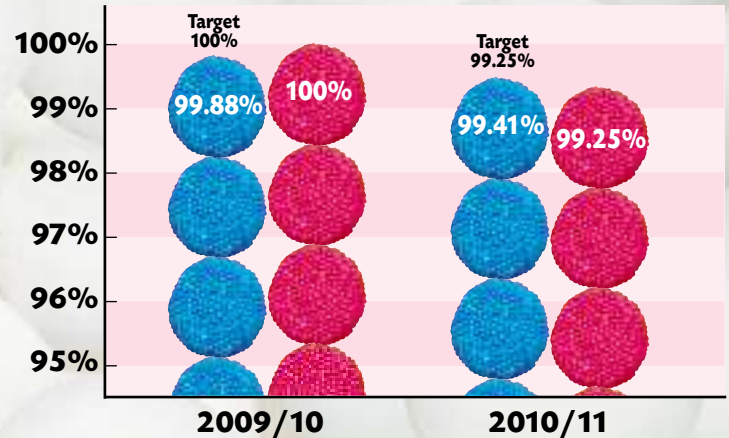
We evicted 25 households for rent arrears compared to 24 last year

How do we compare with other housing organisations?

Current Rent Arrears



Percentage of Rent Collected



Chevin Housing Association



Other best performing landlords

Our performance on rent arrears was the best it has been for a number of years with staff working hard to collect rents. We have carried out a trial, using specialist rent arrears officers in our Leeds and North Yorkshire areas with encouraging results.

We have increased our number of Welfare and Support Officers to four to cover all areas. This team provides valuable support and advice on benefits and debt.

One of the team's priorities for the coming year will be to help our residents through the anticipated proposals contained in the Government's new Welfare Reform Bill.

We have started to analyse the Government's proposals for housing benefit changes. Their policies and views on under occupancy may affect residents who have more bedrooms than they need. Once we have completed this, we will then be in a position to offer help and advise where it's needed.

Other proposed service improvements include:

- Using specialised computer software to tell us what type of rent collection methods are most effective in bringing down arrears.
- Ensuring that our housing officers have the technology to link in to the new 'Together' computer system to enable them to spend more time out of the office and on our estates.
- Using texting to communicate with residents about their rent account.



Our average rent increased from £70.67 per week in 2009/10 to £71.13 in 2010/11



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Neighbourhood Management and Your Community

We try to make sure that you live in a neighbourhood that is safe, clean and well maintained.

We have appointed new gardening and cleaning contractors which has led to an increase in satisfaction rates from 65% to 73% for cleaning and 60% to 72% for gardening

From this year's resident satisfaction survey, 9 out of 10 households are happy with their local neighbourhood

Nine out of 10 of our residents are satisfied with Chevin HA as a landlord

Our housing officers and residents have jointly carried out over 600 estate inspections

In Sheffield, we are looking to tap into the Handyperson service run by our 'Together Housing Group' partners, Pennine Housing, offering the same service to Chevin residents in that area

Future Plans Include:

- The appointment of residents as gardening and cleaning inspectors to check and report on the standard of work of our contractors.
- Working with residents to set up local estate based events and informal meetings to encourage feedback on our services.



Other Community Based Initiatives

- Our construction training centre has provided over 100 young people with construction training and qualifications.
- The South Kirkby Residents' Association has been involved in many community activities. One successful venture has been the South Kirkby Job Club initiative which has given over 300 people careers and training advice, including 98 people gaining the Construction Skills Certification (CSCS) card, needed for work on building sites.
- A community shop run by volunteers who live at our extra care scheme, Harrogate Court in Rotherham, has improved the quality of life for residents and the neighbouring community.
- Family fun day events where children and their families got together to enjoy refreshments, activities and competitions and helped carry out 'big tidy ups' so that their neighbourhoods looked spick and span.



- We have helped Somali community groups in Leeds and Sheffield to get off the ground and they now provide after school classes for children aged between 6 and 18.



- We have employed 32 young people through the Government's Future Jobs Fund to give them work experience, training and funding for qualifications. This has greatly improved their job prospects.



Future Plans Include:

- A second construction training centre to open at Featherstone Technology College.
- A partnership with Job Centre Plus to create Employment Advisors within Chevin.
- Providing community based work clubs as part of the Government's 'Get Britain Working' campaign.



Anti-Social Behaviour

Our housing officers successfully deal with most anti-social behaviour (ASB) cases but we have two specialised ASB officers that get involved in more complicated cases or when legal action is needed.

This year we had 401 ASB cases reported to us compared to 447 in 2009/10. We successfully dealt and closed 388 cases – this was 77 more than in 2009/10.

The average length of time to deal with an ASB case was 109 days (56 days in 2009/10). This increase was because a number of complicated cases had to be resolved through the courts.

We work closely with the Police and other agencies such as local authority noise nuisance teams to try and sort out ASB problems, for example by:

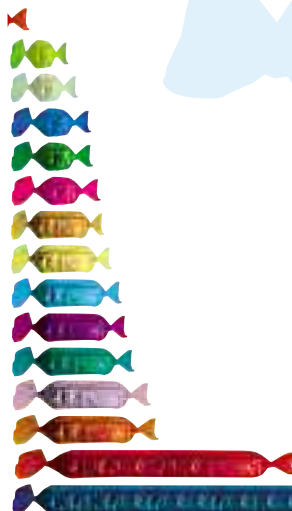
- Working with Humberside Police and the Environmental Health Department in Hull, we were successful in getting a court order using professional witnesses to prevent serious noise problems affecting our residents.

Resident Satisfaction with:	2009/10	2010/11	Best performing landlords
How the case was dealt with	89%	85%	85%
The outcome of the case	75%	79%	83%
Being kept informed	97%	83%	86%

- Working closely with West Yorkshire Police we successfully dealt with the illegal cultivation of drugs in a small number of our properties.
- Liaising with both North and West Yorkshire Police who helped us evict residents who had made fraudulent claims on their housing application forms.

Type of Anti-Social Behaviour report

- Prostitution, 1
- Domestic abuse, 4
- Hate related, 6
- Criminal behaviour, 8
- Physical violence, 8
- Drugs, 10
- Vehicles, 11
- Garden nuisance, 12
- Litter/rubbish, 14
- Vandalism, 15
- Pets and animal nuisance, 17
- Misuse of communal areas, 20
- Alcohol related, 22
- Verbal abuse, harassment, 51
- Noise, 202



We had 3 evictions for ASB compared to 2 in 2009/10

Future Plans Include:

- Consulting on and reviewing the ASB strategy and policy with residents.
- Reviewing our mediation agreements to help tackle neighbour disputes.

Achieving Value for Money (VFM)

At Chevin, we try to avoid waste wherever we can and make sure we make the best use of every pound that we spend.

Value for money is not only about saving money, it's about providing quality services and customer satisfaction as well as the financial cost. We try to take all these things into account when making financial decisions.

Examples of Together Housing Group savings:

- The cost of hiring our maintenance workers' vans has been reduced by combining all the Together Housing Group's van-hire contracts.
- Substantial savings have been made on our mobile phone contracts by combining our buying power across the Group.

Our income from rents (from our general needs properties) is £23.4million compared to £22.4million in 2009/10

Residents' Value for Money Initiatives

A residents' spotlight day was held in March with VFM high on the agenda. Residents discussed how the resident involvement budget could best be spent and they agreed to:

- Reduce travelling costs by car sharing as much as possible.
- Use Chevin's own offices for meetings and have different arrangements for catering. This will save travelling costs and cut down on the cost of outside catering.

- Limit car mileage costs to 40p per mile saving an estimated £8,000 per year.
- Look at the cost of future events and evaluating VFM in terms of content, location and outcomes.

The savings made will be put back in to the resident involvement budget.



Our surplus for the year was £3.4 million. This will be re invested in our properties and improving our services



Making where you live a **quality** street.

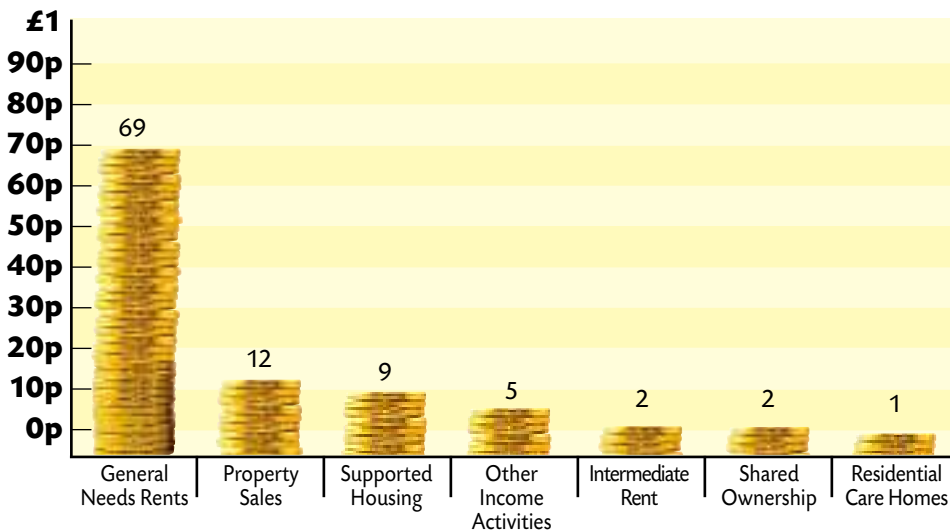
Value for Money Initiatives



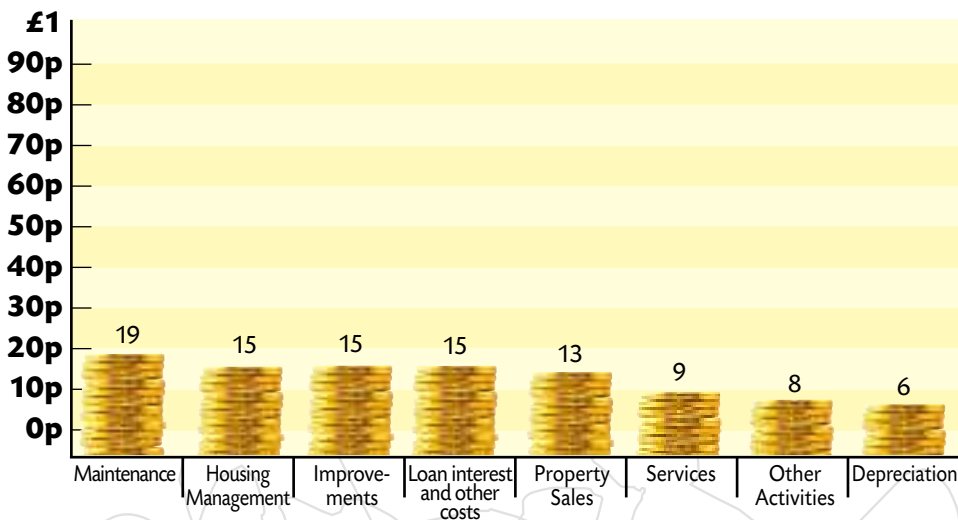
The savings we have made over the past year will continue to be invested into services for residents. These include:

- A £215,000 saving on our gas and electricity bills over the next three years by negotiating a new contract with a supplier.
- Receiving a 13% rebate from B & Q on the value of decoration vouchers that we give to new residents.
- Appointing new gas contractors in March 2011 who will carry out extra checks on our properties as well as gas repairs. This will save approximately £160,000 this year.
- Tendering the contract for our 2010 resident satisfaction survey has reduced the cost and improved the quality and amount of information that is produced.
- Enabling our tradespeople to use local stockists for building materials saving travelling time to and from suppliers and jobs.

Where each pound we receive comes from



Where each pound we receive goes



Supported Housing

Over the past year our Supported Housing Department has continued to grow providing new housing for people who also need extra care and support. We now have 868 people living in our supported housing and extra care schemes.

We have recently opened new schemes in areas where we have not worked before including Calderdale where we are providing housing for people with a learning disability. We are also planning to open a similar scheme in Bradford later in the year.

88% of supported housing residents are satisfied with the services provided by us

We recently opened a new extra care scheme for 60 people in Goldthorpe, South Yorkshire

Rosa Homes

Rosa Homes is part of Chevin Housing Association and they sell and market our new homes.

Rosa Homes has also helped many potential home buyers into 'Rent Before You Buy' properties. Over 100 homes were allocated to people who hope to eventually own their own home.

What does the future hold?

Rosa Homes is looking at providing estate agency services to save money and help us to offer a more varied and specialised service to customers.

If you are interested in buying one of our new homes....

We have new housing schemes due to be completed in the near future. To find out more visit www.rosahomes.co.uk or contact us on **0845 077 0027**.



In 2010/11, 72 properties were sold, generating an income of over £3.7 million



We helped 69 households to keep their property through the Government's 'mortgage rescue' scheme



Making where you live a **quality** street.

Changing the landscape

Our Development team has had another busy year. We have built 236 new homes with funding from the Homes and Communities Agency (HCA). New developments have included:

40 homes on the Kendray estate in Barnsley

51 homes at Baghill in Pontefract

55 homes on the lngs estate in Hull

Resident satisfaction with their newly built home is 95%

We have also gone 'green' at three new homes in Eastwood Village Rotherham, where heat recovery systems, rainwater harvesting, triple-glazed windows and solar panels have been used to keep the cost of running a home to a minimum. We are monitoring the results of this scheme for future new developments.



New Business

We are currently working on two projects which are part of the Government's Private Finance Initiative (PFI) where desperately

needed money is available to regenerate areas that are run down and in need of investment.

One of our PFI projects is in Salford to regenerate the centre of an entire town and another in North Derbyshire to construct and manage three new extra care schemes.

Our third PFI project is just starting in Hull. This is also to develop three new extra care schemes. We are bidding for £80m of Government funding to build and manage around 200 apartments designed to provide support and care to vulnerable residents.



Challenge for the Future

Grant money from the Government to build affordable housing has been cut by around 60% nationally.

The challenge is for us to carry on building new homes in a climate of government spending cuts for new housing. We will be looking at new and innovative ways of building new affordable housing without government money, by driving down costs and using other ways to fund new housing projects.

We will also be taking a view on supporting people funding cuts and talking to residents on the possible impact it may have.

Meet the Board

Name	Occupation	Chevin	Harewood
Chris Cotton, Chair of Chevin Board	Markets Operations Manager		
Alan Stoneley, Chair of Harewood Board	Retired Police Chief Superintendent		
Jenny Clare	Retired Head Teacher, Tenant Board Member		
Ian Pickup	Chartered Accountant		
Naseer Ahmed	Managing Director – (Consultancy Company)		
John Kitchen	Retired Exec. Director (Local Authority)		
Christopher Wilton	Solicitor and Rural Dean		
Peter Buttree	Antiques Dealer, Tenant Board Member		
David Green	Consulting Municipal and Civil Engineer		
Caroline Hunter	Senior Lecturer in Housing Law		
Parveen Sidhu	Operations Director and Dep. Chief Executive, Unity Housing Group.		
John Charlesworth	Tenant Board member		
Jonathon Bemrose	Director of Quantity Surveying and Project Manager		
Cllr Dr Graham Kirkland	Retired General Practitioner		
Peter Handley	Retired Chartered Surveyor		
Sheila Briggs	Executive Secretary/Administrator		
Francois Inglehearn	Retired Admissions Officer		
Keith Appleyard	Consultant – Architect		





Making where you live a **quality** street.



Chris Cotton



Alan Stoneley



Jenny Clare



Ian Pickup



Naseer Ahmed



John Kitchen



Christopher Wilton



Peter Buttree



David Green



Caroline Hunter



Parveen Sidhu



John Charlesworth



Jonathan Bemrose



Cllr Dr Graham Kirkland



Peter Handley



Sheila Briggs



Francois Inglehearn



Keith Appleyard



Our Local Authority Partners



Barnsley Metropolitan Borough Council



Bassetlaw District Council



Bradford Metropolitan District Council



Calderdale Council



Chesterfield Borough Council



Craven District Council



Doncaster Metropolitan Borough Council



East Riding of Yorkshire Council



Hambleton District Council



Harrogate Borough Council



Kingston upon Hull City Council



Kirklees Metropolitan District Council



Leeds City Council



North East Derbyshire District Council



North Lincolnshire Council



Richmondshire District Council



Rotherham Metropolitan Borough Council



Ryedale District Council



Scarborough Borough Council



Selby District Council



Sheffield City Council



Wakefield Metropolitan District Council



City of York Council

We will produce a similar report each year and your comments and feedback would be greatly appreciated.

Please contact George Walker by;

Email: george.walker@togetherhousing.co.uk

Telephone: 01924 290949

Text: 07739 919123

or write in to our Head Office at the address on the back page of this report.



We are committed to a policy of equal access to information.

If you would like this information in another language or format, or if you require the services of an interpreter, please contact us on 0845 270 1088.

Arabic

نحن ملتزمون بسياسة تكافؤ الوصول إلى المعلومات..
إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو شكل آخر أو إذا كنت تتطلب خدمات مترجم فوري، رجاء اتصل بنا.

Bengali

তথ্যের সমান অডিগমনের নীতির বিষয়ে আমরা প্রতিশ্রুতিবদ্ধ।
আপনি যদি এই তথ্য অন্য ভাষা বা রূপে চান, অথবা আপনার যদি এক দোভাষীর পরিষেবার প্রয়োজন হয়, অনুগ্রহ করে আমাদের যোগাযোগ করুন।

Farsi

ما به سیاست برابری دسترسی به اطلاعات پایبند هستیم.
اگر مایل به دریافت این اطلاعات به زبان یا فرمت دیگری هستید، و یا به خدمات مترجمین شفاهی نیاز دارید، لطفاً با ما تماس بگیرید.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੂਚਨਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Waxaa naga go'an siyaasadda awood u helidda warka oo loo wada siman yahaye.
Haddii aad jeclaan lahayd warka oo ku qoran luqad kale ama qaab kale u qoran,
ama haddii aad u baahan tahay adeeg turjumaan afka ah, fadlan nala soo xiriir.

Urdu

ہم معلومات تک مساوی دسترسی کی پالیسی کے پاسدار ہیں۔
اگر آپ ان معلومات کو کسی دوسری زبان یا صورت میں چاہتے ہیں، یا اگر آپ کو کسی مترجم کی خدمات درکار ہیں، تو برائے مہربانی ہم سے رابطہ کریں۔

French

Nous appliquons une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ces informations dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish

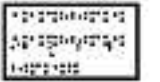
Kierujemy się zasadą równego dostępu do informacji.
Jeżeli chciał(a)byś otrzymać ten tekst w innym języku lub formacie bądź potrzebujesz tłumacza, prosimy o skontaktowanie się z nami.



AUDIO



IN LARGE TYPE



IN BRAILLE



IN ANY OTHER FORMAT

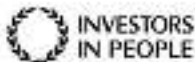


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