

in the neighbourhood

falkirk council tenants newsletter

issue 6 // summer 2010

Homespot at One Stop Shop



Signs of success

The Service has been working hard to improve in recent years, and signs of success are now showing through with a number of externally recognised awards being granted this year alone.

At the recent Association for Public Service Excellence (APSE) conference, Falkirk Council was judged winner of the Best Employee Initiative. This was in recognition of the outstanding work and commitment shown by the Council when dealing with apprentice training and was testament to the dedication of all staff involved in ensuring that the apprentice experience is both rewarding and enjoyable.

At these same awards, Falkirk Council was also acknowledged for its determination to succeed and take forward its vision for creating a strong Property Services Division, getting the award for Best Scottish Council for Building and Housing.

In recognition of the strong commitment to good quality training and development of employees, the Housing service achieved Investors in People status this year. This formal accreditation is envisaged to have a positive impact on service quality as well.

Also this year, John Campbell, Performance Development Officer, won the Chartered Institute of Housing Malcolm Smith Memorial Award for the best MSc Housing Studies dissertation in Scotland. John said "I was delighted to win this award. The MSc training course has equipped me and my fellow students from Falkirk Council with new skills to help improve the way the housing service operates."

Stuart Ritchie, Director of Corporate & Neighbourhood Services said "We are always seeking to improve the services we deliver but it is important and encouraging to see recognition for the positive work that has been done by our staff in recent years".

One Stop Shops and local housing offices are extra busy on every second Wednesday when the fortnightly issue of the "Homespot" property newsletter arrives with details of all the latest Falkirk Council properties for let.

The property newsletter, also available at ARC in Falkirk High Street and in libraries, carries photographs and full details of each house or flat which is available for let through Homespot the choice based letting system introduced by the Council in January this year.

The system places people in three groups - Home Seekers, Home Movers and Home Starters, according to their housing situation.

Home Seekers are applicants that are considered homeless in terms of the law.

Home Movers are tenants of Falkirk Council or a local Registered Social Landlord

All other applicants are Home Starters.

Applicants are given a priority Band based on their housing need.

Since the first properties were advertised in January until the end of April:

- 268 properties have been let through Homespot
- 2,536 applicants have bid for properties
- 21,549 bids have been made in total.

HOMESPOT

contents

Convener's Welcome	2
Would you like a free Benefit Check or some energy advice?	2
Tenants' conference update	2
Neighbourhood update	3
Continuous Improvement in Housing Services	4
Team set to tackle antisocial behaviour	6
New housing programme on track	6
Review of Tenant Participation Strategy	7
Calendar of Participation Opportunities	8



Councillor Jim Blackwood, Convener, Housing & Social Care Committee

Welcome to the summer 2010 edition of "In the Neighbourhood" newsletter for Falkirk Council tenants.

I am pleased to say we have a good deal of positive news to report.

We are looking at users' feedback on how well the new Choice Based Lettings System is working with a questionnaire posted on the Council website and in One Stop Shops.

On page one you will have read about the external awards for good work by employees this year and you can check on performance monitoring and the progress that the Council has made with its Improvement Plan in the centre pages.

The recent tenants' conference, held jointly with six other social landlords in the Forth Valley area, was a success. William Fleming from the Scottish Government was there to give an update on the forthcoming Social Housing Charter, included in the Housing (Scotland) Bill which is working its way through Parliament.

Falkirk is delighted to host the first of a series of Scottish Government stakeholder events on August 26 which is all about the Social Housing Charter. The event will involve stakeholders including tenants from across four local authority areas.

There are lots of other opportunities for tenants to get involved in improving housing services. You could take part in the Tenant Participation Strategy review which asks how we can give more tenants a bigger say in how the housing service is run (see page seven). There is also a calendar of opportunities for tenants and service users on page eight.

You can join our Consultation Register or set up a Registered Tenants Organisation in your area. The latest news from your local RTOs is on page three.

We are also delighted to report that the Council's new build housing programme is on track and you can read about houses recently completed on page six.

The Council has agreed a £57.4 million housing investment programme over the next three years which will help meet the Scottish Housing Quality Standard by 2015 and help build more houses for let. Information on what is needed for the investment programme is currently being gathered in the stock condition survey which is underway.

Conference unites Tenants and Landlords



A successful conference took place on 5th June at Forth Valley College, Falkirk. Tenants from Falkirk Council joined those from Stirling and Clackmannanshire Councils as well as four Housing Associations: Forth, Rural Stirling, Ochil View and Paragon.

William Fleming, Head of Tenant Priorities, Scottish Government, opened the conference with a presentation on the Social Housing Charter. Tenants also attended workshops throughout the day and an Information Market where Citizens Advice Bureau, Forth Valley Healthy Living Project and others were on hand to provide advice.

Completing the day was a screening of the DVD by Seaforth House Residents & Ex Residents Association, Langlees, about their journey to become a Registered Tenants

Would you like a free Benefit Check or some energy advice?

The Energy Assistance Package is open to everyone in Scotland and could help you to save money and stay warm.

The Energy Saving Scotland advice centre is especially keen to hear from you if you are elderly, currently on benefits or have a child under the age of 16. They can carry out a free benefit entitlement check which could mean more money coming in for you and your family. They can also provide impartial energy efficiency advice.

To find out more please contact the Energy Saving Scotland advice centre on 0800 512 012.

If you have access to the internet visit www.energysavingtrust.org.uk



Organisation: sharing their experiences and encouraging others. "Inspirational" and "amazing" were just two of the words used to describe their achievements.

Over 100 people attended the Conference, which 97% of tenants rated 'good' or 'very good'. Falkirk Council's Rents Workshop was rated 'good' or 'very good' by 100% of respondents. Views from tenants will also be used to make sure next year's Conference is even better. A big thank you to all of those who came along, shared views, and gave valuable feedback.

The Social Housing Charter is coming our way!

The Scottish Government is currently looking at introducing a Social Housing Charter and wants to hear your views about it!

What is the Social Housing Charter?

It is a set of outcomes, yet to be decided, that will in future be used to measure the performance of social landlords. Later this year the Scottish Government will kick start a four-stage consultation process with tenants, service users, landlords and others about the kind of outcomes the Charter should contain.

Invitations will be sent to the Central Registered Tenant Organisation Network covering four Local Authority Areas, nearer the time.

There will be many other opportunities to influence the Charter before it is introduced in April 2012 as well. We will keep you informed in the coming months. A briefing about the Charter by the Tenants Information Service is available at www.tis.org.uk or by telephoning 0141 248 1242.

Neighbourhood Update - What's happening in your area

All seven Neighbourhood Offices in the area work with tenants and a range of partners to deliver services and make positive changes in your neighbourhoods. Registered Tenants Organisations (RTOs for short) - many of whom represent other residents in the community too - have also been working hard this year to help make your neighbourhood a better place to live. In addition, RTOs regularly give their time and very valuable input to help improve the Housing service. Here are some news highlights from all seven Neighbourhood Offices and the local RTOs:

Bo'ness

Bo'ness Neighbourhood Office has been helping to ensure major refurbishment to the Drum Road flats runs smoothly. Tenants and owners were involved in two public meetings to have a say about the plans and were kept appraised throughout. The project is nearing completion and the transformation of the flats is exceptional.

Callendar Square

Callendar Square Neighbourhood Office works with seven very active RTOs throughout Falkirk and the Braes: Breton & Corentin Court, Parkfoot Court, Callendar Park, Thornwood, Avonbridge, and Hallglen & Glen Village Associations. In May this year, Belmont Tower Residents Social Club were awarded £3782 from the National Lottery's Awards for All Scheme. Margaret Campbell, the Chair of the group said "We all worked together and with help from the Council's External Funding Unit we now have good facilities for social events, bingo and all the things that help people feel less isolated. It's really good!" Residents in the Callendar Estate are thanked for their patience and understanding with the lift replacement at Belmont Tower and with Scotland Gas Network's review of the gas supplies in Eastburn, Leishman, Marshall and Belmont Towers.

Camelon

Camelon Neighbourhood Office now works with four RTOs including the two newly formed in Tamfourhill and Greenbank Court. Priorities for the Tamfourhill RTO include fundraising for facilities for young people. Parklife and Bantaskine RTOs are also continuing their work representing residents in the area. The Camelon team were finalists in Service Accessibility Category of Celebrating Success 2009 in recognition of work with Glenfuir Court residents.



Tenants Ian Maxtone and Dawna Chisholm ask 'What's a fair rents policy?' at the Tenants' Conference.

Denny

Denny Neighbourhood Office now works with seven RTO's across the area. Upper Greenhill, Carronvale, Allandale, Braes View, Macara Park, Glenwood and Banknock Associations have all been identifying their priorities for the year ahead which include youth activities, bus shelters, tackling dog fouling, litter clean ups and more. Anderson Park in Denny has recently been upgraded and will benefit the community for years to come.

Dawson

Dawson Neighbourhood Office has been working closely with partners including the Seaforth House Residents & Ex-Residents Association, on a range of initiatives. A special 'Working Together' event takes place on 23 July for tenants and other residents to talk with police, housing staff and wardens. Why not look out for the posters and come along! Last year, police and housing staff paired up and visited the whole area, identifying vandalism and graffiti. This led to eleven vandalisms being detected, improving the look of the neighbourhood. It is hoped that this year's joint visit in June will prove just as successful.

Grangemouth

Grangemouth Neighbourhood Office has been working in Braes and Grangemouth to help a range of investment programmes and new build projects run smoothly, as well as a programme to improve planted communal areas at Yarrow Court, Ettrick Court and Westcliffe Court. The Kersiebank 1st Community Group has been working hard to ensure their environment is a safe and pleasant place to live. After the huge success of the Bowhouse Bairns Community Play Park, the group is now concentrating their efforts on gaining support and funding to develop part of Inchyra Park to create leisure facilities for young people.

Stenhousemuir

Stenhousemuir Neighbourhood Office recently met with Letham RTO to discuss their plans, whilst the South Green Drive Residents Association, Airth helped drive forward an exciting new Play and Biodiversity Park. Funding was secured from the Forth Valley Lomond leader and Falkirk Environmental Trust. A range of Council services have played a part in the progress but most of the credit is given to local residents who have committed their time and energy to bringing it to fruition and ensuring maintenance and development continues. Enhancements to the historic Mercat Cross Area in Airth have been completed recently.

If you would like your RTO's achievements or goals to feature in the Winter edition of this newsletter, please contact your Neighbourhood Office or the Tenant Participation Team, details on page eight.

Would you like to set up or join an RTO?

Karen Laird, Senior Neighbourhood Officer is now overseeing tenant participation operations. Karen is supporting all of the RTOs throughout the Falkirk Council area and assisting new groups to form. RTOs can provide a collective voice for tenants in an area, acting as a focus for consultation and an organisation to lobby for changes. Members also benefit from developing new skills, knowledge and social activities. To find out more, contact Karen on 01324 501450.

Continuous Improvement in Housing Services

Regulator to check outcome of Housing Services' Improvement Plan

In the Summer of 2007 the Scottish Housing Regulator (SHR), formerly known as Communities Scotland, inspected Falkirk Council Housing & Homelessness Services. This was part of a series of inspections of Council and Housing Association landlords in Scotland and SHR published a report on what it found in February 2008. The report contained some examples of positive practice and also identified areas for improvement action. An ambitious Improvement Plan was developed to make the changes required to improve our services.

We have kept the SHR up to date on our progress against the improvement plan and we expect to complete a self-assessment during 2011. Any key issues arising from this self-assessment will be followed up by the SHR in 2011/12. We will keep you informed of this process through further updates in this newsletter.

We have been working hard to implement our improvement plan over the last two years and have made a number of improvements across a range of areas including:

- Performance monitoring and quality assurance
- Listening to customers and making improvements using feedback
- Responding to complaints
- Allocations and Homelessness
- Monitoring conditions and demand for our stock
- Repairs services including the appointments system

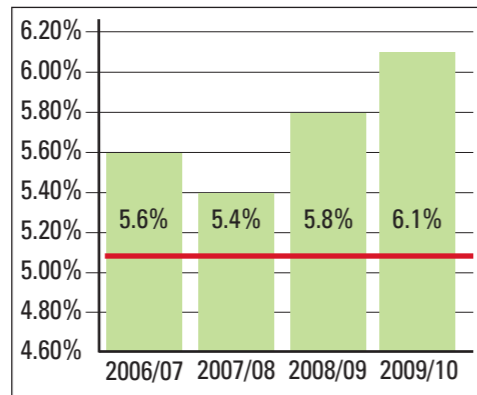
You can read full details of the improvements we have made to date in our Tenants' Briefing, available in One Stop Shops or at <http://j.mp/tenantbriefing>

Performance Matters

We are working hard to achieve continuous improvement in the services that we provide. We measure our performance because we believe it is important to be accountable to our service users. The following graphs provide the latest performance trends for various parts of the service. The red line represents our target for the past year.

Arrears

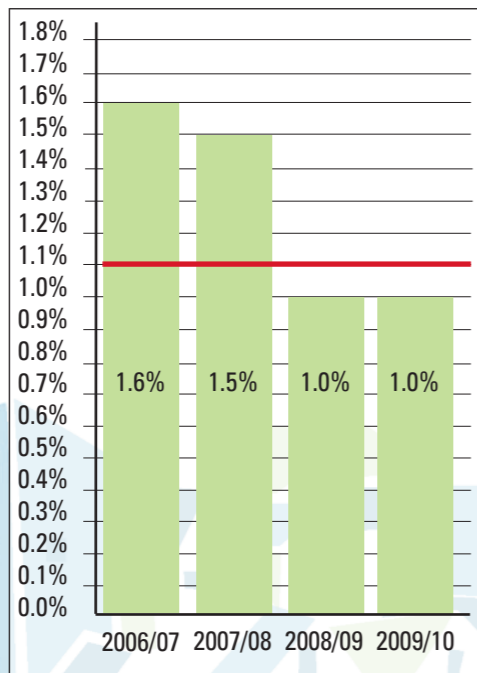
Current tenant arrears as a % of rent due



We have not achieved our target and the level of arrears has risen due to the current financial situation in the wider economy. We are changing working practices so that we make contact earlier with people who have rent arrears.

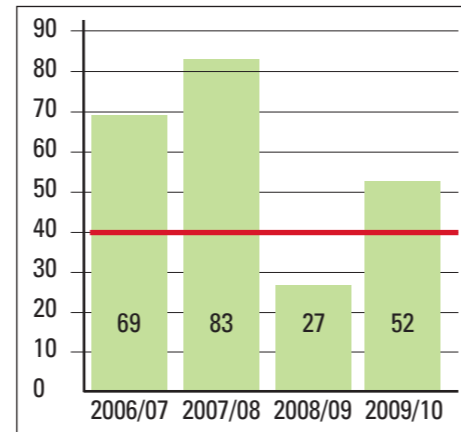
Managing Tenancy Changes

% of rent loss due to voids



We have achieved our target and have made an improvement in performance by ensuring that empty properties are allocated to new tenants efficiently and effectively. This improved performance has been sustained over the last two years.

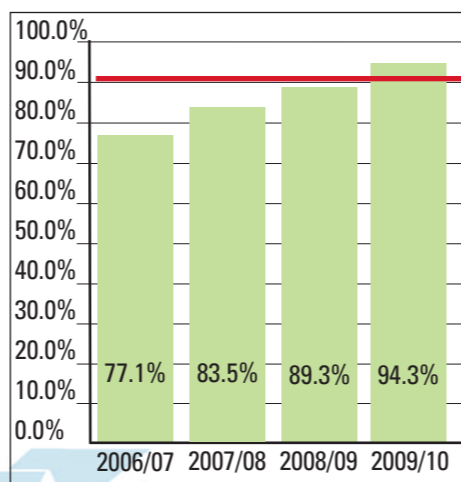
Average relet time for all properties (days)



We have not achieved our target this year following a high volume of empty house repairs at the start of the year. However, we have improved our performance when compared with 2006/07 and 2007/08 as a result of the implementation of our improvement plan.

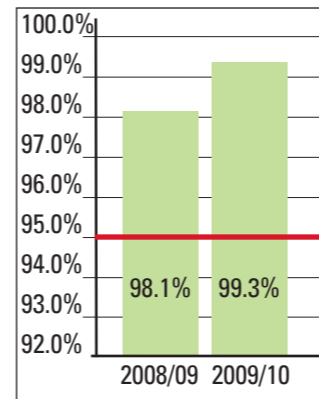
Property Maintenance

% of all repairs completed on target



We have consistently improved our performance and are exceeding our target for our repairs service.

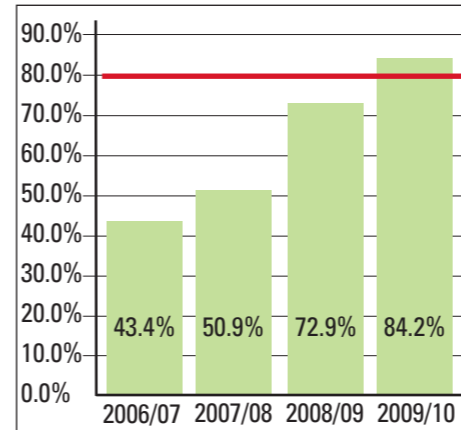
% of repairs/technical inspections where an appointment was made and kept



We have achieved our target and have improved upon the previous year's performance for our repairs appointment service which we introduced in 2008.

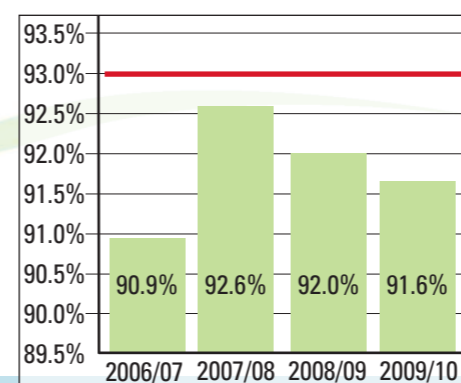
Homelessness

% of notification decisions issued within 28 days



We have consistently improved our performance and are exceeding our target for sending homeless decision letters within 28 days.

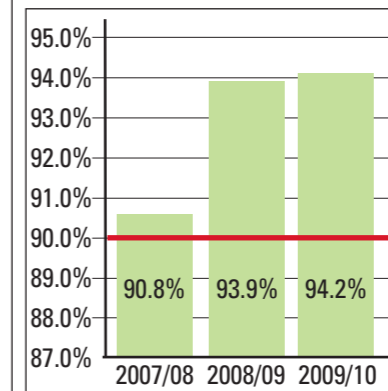
% of new tenancies sustained for 12 months



We have not achieved our target for sustaining tenancies but our performance has remained consistently above 90% over recent years.

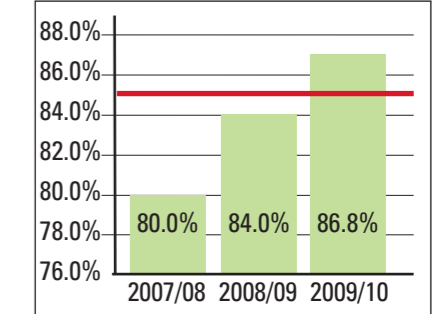
Responding to our Service Users

% of customers satisfied



We have achieved our target and have consistently improved our performance for customer satisfaction since we introduced customer satisfaction questionnaires across a range of services in 2007.

% complaints/enquiries completed on target



We have achieved our target and have consistently improved our performance in responding to complaints and enquiries within our service standard timescales since we introduced our Customer First complaints system in 2007.

We would like to hear from you

We have been developing ways to communicate our performance to you over the past year. We now provide performance information on plasma screens in our seven Neighbourhood Offices. We also make our performance information available on our website and will continue to provide regular information on our performance

through this newsletter.

If you would like to make any comments on the performance information or want to ask any further questions about it please contact Robert Laley, Senior Neighbourhood Manager, on 01324 590780 or by e-mailing robert.laley@falkirk.gov.uk

Team set to tackle antisocial behaviour

Having problems with antisocial behaviour in your neighbourhood? The Conflict Resolution Service and the newly established Community Safety Team are here to help!

The Council recently established a new Community Safety Team, to tackle antisocial behaviour, dog fouling and litter in our neighbourhoods. The Team has a dual role, combining both community engagement and support, with environmental law enforcement powers. The team will operate across the Council area 6 days per week from 7am to 10pm, working with local residents and other agencies to reduce all forms of antisocial behaviour.

Falkirk Council's Conflict Resolution Service is also set up to tackle antisocial behaviour. The service provides a mediation service and an investigation, response and support team (F.I.R.S.T.) for more serious cases of antisocial behaviour. The team works in close partnership with Neighbourhood Offices, Central Scotland Police and other Council services responsible for tackling antisocial behaviour.

The Conflict Resolution Service has also set up seven Neighbourhood Action Groups across the Falkirk Council area. Each Neighbourhood Action Group is made up of representatives of services including the Community Safety Team, the Noise Team, Police, Neighbourhood Offices, Detached Youth Work, local schools and Elected



Members. These services (and others) meet together each month to discuss antisocial behaviour and wider community safety concerns in their local area and work together to find a solution to these local problems. Through time, it is hoped that communities themselves will be represented on these groups and help with finding solutions to local problems.

The Conflict Resolution Service has received good feedback from those who use the service with 87% of users of the Mediation Service being very satisfied or satisfied with the service they received in 2009, and 91% of F.I.R.S.T. Service users being very satisfied or satisfied with the service they received in 2009.

An Antisocial Behaviour Helpline operates 24 hours a day, seven days a week and can be contacted on 0808 100 3161, should you require advice or assistance. The Conflict Resolution Service is also here to help you and can be contacted on 01324 503700 (Mediation) and 01324 508826 (F.I.R.S.T.) or by e-mail at mediation@falkirk.gov.uk and housing.firstteam@falkirk.gov.uk.

If you are interested in being involved in your local Neighbourhood Action Group, you should contact Alan Christie or Natalie Moore-Young in the Conflict Resolution Service.

New housing programme on track

The new Council house building programme is on track with work underway on new homes for let in the Falkirk Council area.

Eight new homes in Sawers Avenue, Denny and four in Carse Crescent, Laurieston have just been completed, with further new build housing being created on three other sites:

- 12, two-bedroom flats will be built in two-storey blocks at Chisholm Place, Grangemouth
- 20, two bedroom flats will be built in two-storey blocks in Shiel Gardens, Langlees and
- 18, two-bedroom flats in three-storey blocks at the

Chequers area of Hallglen.

These projects are due for completion by the end of October 2010 and will conclude the first phase of the Council's house building programme.

The Council's in-house Service Provider is responsible for the building of the properties at Carse Crescent and Chisholm Place.

The ground floor flats in each new block will be capable of being adapted for wheelchair use and accessible and these properties, where required for this purpose, will be matched to applicants requiring this type of housing from the Council housing list.



The other new properties will be advertised through the Homespot choice based lettings arrangements.

The Council has been awarded a total of £2.4m grant from the Scottish Government towards the cost of 96 homes. Further projects to provide the remaining properties are programmed to commence on site in December this year.

The construction work in Langlees and Hallglen will also provide jobs for three new trainees or unemployed people returning to the labour market.

Councillor Jim Blackwood, Convener of Housing and Social Care, said; "The new building programme is making very good progress and we look forward to providing new quality homes for let."

Tenants' Review – Have your say about housing services!

If you ran the housing service, how would you ensure it delivered value for money? How can tenants have a bigger say in service quality?

These are all questions that tenant representatives asked themselves when they took part in a review of our Tenant Participation Strategy 2009-12, one year after it was first put in place. The aim of the strategy is to give tenants a say in how the housing service is run.

A group of eleven tenants - called the Tenant Involvement Group - met in May to review progress and a questionnaire has also been circulated about the strategy.

The Tenant Involvement Group looked at three key issues:

- What progress has been made towards the Action Plan set out in our Tenant Participation Strategy?
- How can we create more opportunities for tenants to influence housing quality and service standards?
- What aspects of our service should be the top priorities for tenant involvement in raising standards?

The Tenant Involvement Group found that considerable progress has been made during the first year of the Tenant Participation Strategy, including:

- Consulting on the new allocations policy
- Keeping tenants informed through our newsletters, forums and conferences
- Helping tenants to feel more knowledgeable and empowered
- Hosting an RTO training day
- Setting up three new Registered Tenants Organisations (RTOs)
- Mystery shopping exercises to help improve the Homeless, Repairs and Customer Services
- Training about Tenant

Participation for 128 staff on the Housing Foundation Course

Work has already begun to deliver the priorities identified by the Group for the year ahead, which include:

- Carrying out a training audit to support tenant representatives
- Publishing a calendar of participation opportunities
- Doing more to involve traditionally excluded groups
- Tenant-led inspections including mystery shopping
- More feedback about the outcomes to those who get involved

Repairs & maintenance services were the group's top priority for tenant involvement. Lots of ideas were put forward about how to give tenants a bigger say in repairs & maintenance and other service areas as well. These ideas will all be passed to Service Managers to implement where possible.

Outcomes will be reported in future editions of 'In the Neighbourhood'.

Housing Convener, Jim Blackwood said, 'The Tenant Participation Strategy is all about sharing information, ideas and power, to improve our standards. It's great that we have so many committed tenant representatives getting involved and it's vital that we keep responding to their priorities.'

Get involved!

If you are interested in having a say about the running of the housing service, there are lots of ways to get involved. To find out more, contact your Neighbourhood Officer, or email tenant.participation@falkirk.gov.uk and join our Consultation Register.

The draft Tenant Participation Strategy Review and questionnaire is available at www.falkirk.gov.uk/tenantparticipation and in Neighbourhood Offices until 31 July 2010.

Stock condition survey

A stock condition survey is now well underway on the remaining 14,000 Council properties within the area to be surveyed. The survey will provide the required data to help target investment on Council housing over the coming years.

To comply with the Scottish Housing Quality Standard (SHQS) by 2015, it is important that these surveys are carried out to provide a position statement on the current condition of properties.

Information has been made available via plasma screens within the Neighbourhood Offices and press releases will also help keep everyone up to date with progress.

Photographic identification will be carried by all surveyors as well as a letter of authority bearing the Falkirk Council crest.

The service provider undertaking the surveys is Savills.

Housing Investment Programme

On 10 February 2010 Falkirk Council approved a programme of investment in Council housing of £57.4m over the next three years. The projected spend will help ensure Council houses meet the Scottish Housing Quality Standard by 2015 and help fund the construction of new Council housing in the area.

In 2010/11, projected expenditure is £21.25m. This will pay for new build housing and major investments to the

housing stock such as:

- replacement central heating
- energy efficiency improvements
- door entry systems
- elemental improvements to meet the SHQS
- other work including health and safety

The work will be paid for from a range of sources including rents, government grants, prudential borrowing and Council house sales. Councillor Jim Blackwood,

Convener, Housing & Social Care Committee said "The investment programme sets out key priorities for investment spending that will make a real difference to our tenants. We are in the process of surveying the condition of all our stock to help us to target investment where it is most needed". Consultation with tenants and owners affected by this year's proposals is taking place. For more information, contact your Neighbourhood Officer or ask for a copy of your Neighbourhood Plan.

find click repair
www.falkirk.gov.uk/findandrepair

Contact Details

Neighbourhood Offices:

Bo'ness One Stop Shop
24 East Pier Street, Bo'ness
EH51 9AB
T: 01506 778899

Callendar Square
One Stop Shop
Callendar Square,
Falkirk FK1 1ZF
T: 01324 506868

Camelon One Stop Shop
256 Main Street,
Camelon FK1 4EQ
T: 01324 503640

Dawson Centre
David's Loan,
Bainford FK1 4EQ
T: 01324 501450

Denny One Stop Shop
Carronbank House,
Carronbank Crescent,
Denny FK6 6GA
T: 01324 504050

Grangemouth
One Stop Shop
5 York Lane,
Grangemouth FK3 8BD
T: 01324 504550

Stenhousemuir
One Stop Shop
398 Main Street,
Stenhousemuir FK5 3JR
T: 01324 503340

Private Sector Team
Seabegs Road,
Bonnybridge FK4 2BU
T: 01324 590797

Accommodation Resource Centre

21-25 High Street,
Falkirk FK1 1ES
T: 01324 503600

Debt Advice
T: 01324 506735

Welfare Benefits Advice
T: 01324 501404

Maximising Your Income
T: 01324 501404

Tenant Participation
Co-ordinator
Suite 5, The Forum,
Callendar Business Park,
Falkirk FK1 1XR
T: 01324 590780

Mediation Service
T: 01324 503700

Anti Social Behaviour
Helpline
T: 0808 100 3161

Repairs (Contact Centre)
T: 01324 590590
www.falkirk.gov.uk/housing

Calendar of Participation Opportunities Summer to Autumn 2010

What	When	How	Where
Homespot, the new Choice Based Lettings System	July/August	Questionnaire	Website, One Stop Shops, Sample Postal Survey.
Council House Rents	Autumn	Focus Groups	Contact your Neighbourhood Officer or email tenant.participation@falkirk.gov.uk to register interest.
Estate Walkabouts Join Your Neighbourhood Officer on a walk around your area to think of ways to make it better and influence the Neighbourhood Plan.	June - Sept	Walk & Talk	Various locations from June to September. Contact your Neighbourhood Officer for times and dates. RTOs by invitation.
Temporary Accommodation Standards	Autumn	Range of methods	People living in temporary accommodation now or previously will be contacted in person and invited to participate.
Social Housing Charter The Scottish Government's first Stakeholder Event about the proposed Social Housing Charter begins in Falkirk.	26 August	Discussion event	Falkirk Council Chambers The Scottish Government will send invitations prior to the event.
Supported Housing Provision	Summer 2010	Variou	Service users and staff will be invited to focus groups and provided with questionnaires
Tenants Forums Tenant representatives can put their issues on the agenda and senior management will be there to listen, provide updates and answer questions.	4 August 6 October	Meetings	Parkfoot Court Clubrooms 7pm RTOs by invitation. The next two agendas will include the Local Housing Strategy and Rents Consultation.

If you would like this information in another language, Braille, LARGE PRINT or audio, tape, please contact one of our Neighbourhood Offices/One Stop Shops.

Jeigu jūs norėtumėte gauti šią informaciją kita kalba, Braillio šriftu, stambiu šriftu ar įgarsintą, prašome susisiekti su vienu iš mūsų Apylinkių ofisų/Filialų.

Jeżeli chciałbyś/chciałabyś uzyskać owe informacje w języku innym aniżeli język angielski, w języku Braille'a, w DUŻYM FORMACIE lub zapisane na kasetach audio skontaktuj się z jedną z Naszych placówek.

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਆਡੀਓ ਤੇ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਪਣੇ ਸਥਾਨਕ ਸੇਸ਼ਲ ਵਰਕ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

如果你希望獲得此份資料的其他語言、凸字、大號字印刷或者錄音格式，請與你附近的社會工作辦公室聯絡。

اگر آپ یہ معلومات دوسری زبان، بریل، بڑے حروف کی چھپائی یا آڈیو میں چاہتے ہیں تو براہ کرم اپنے لوکل سوشل ورک آفس سے

اذا كنت بحاجة الى هذه المعلومات بلغة اخرى، بريل، حروف كبرى او مسجلة صوتيا، نرجوا منك الاتصال بمكتب الخدمات الاجتماعية المحلي.



Falkirk Council
Corporate & Neighbourhood Services