



Please ask for Graham Ibberson
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The Chair and Members of Cabinet

9 October 2023

Dear Councillor,

Please attend a meeting of the CABINET to be held on TUESDAY, 17 OCTOBER 2023 at 11.00 am in Committee Room 1, Town Hall, Rose Hill, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' Interests relating to items on the Agenda
2. Apologies for Absence
3. Minutes (Pages 3 - 10)

To approve as a correct record the Minutes of the Cabinet meeting held on 19th September 2023.

4. Forward Plan

Please follow the link below to view the latest Forward Plan.

[Forward Plan](#)

Items Recommended to Cabinet via Cabinet Members

Chesterfield Borough Council, Town Hall, Rose Hill, Chesterfield S40 1LP

Telephone: 01246 345 345, Text: 07960 910 264, Email: info@chesterfield.gov.uk

www.chesterfield.gov.uk

Cabinet Member for Housing

5. Annual Report for Tenants (Pages 11 - 32)

Yours sincerely,

A handwritten signature in black ink, appearing to be 'S. Smith', written in a cursive style.

Head of Regulatory Law and Monitoring Officer

CABINET

Tuesday, 19th September, 2023

Present:-

Councillor Gilby (Chair)

Councillors	Holmes	Councillors	J Innes
	Baldauf-Good		Staton
	Davies		Stone

*Matters dealt with under the Delegation Scheme

22 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Serjeant and Sarvent.

23 MINUTES

RESOLVED –

That the minutes of the meeting of Cabinet held on 18 July 2023 be approved as a correct record and signed by the Chair.

24 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA

No declarations of interest were received.

25 FORWARD PLAN

The Forward Plan for the four-month period October, 2023 to January, 2024 was reported for information.

***RESOLVED –**

That the Forward Plan be noted.

26 **STRATEGIC PARTNERSHIP AGREEMENT BETWEEN UNIVERSITY OF DERBY AND CHESTERFIELD BOROUGH COUNCIL**

The Executive Director presented a report setting out the background work and strategic conversations that had taken place to underpin the proposal for the University of Derby and Chesterfield Borough Council to sign a Strategic Partnership Agreement to strengthen the relationship between the two organisations.

The Strategic Partnership Agreement described the following joint strategic ambitions for Chesterfield;

- To establish Chesterfield as a University town delivering higher level skills and education for our people and employers
- To work jointly, with business partners, education providers and the public sector to deliver world leading research that drives innovation, provide world class facilities to meet the needs of our community and establish a platform to help our entrepreneurs reach their potential
- To use our combined assets, within community partnerships across Chesterfield, to help to raise people's aspirations through delivering effective core skills, careers information, support, and advice

To deliver the Strategic Partnership Agreement the Council would need to assign appropriate levels of officer resources to support the proposed governance arrangements and the joint 'working' team. The council had identified some external resources to lead and coordinate colleagues in the development of a long-term delivery plan. However, it was important that the arrangements for the delivery of collaborative projects became a business-as-usual activity for the council.

***RESOLVED –**

1. That the work that has been carried out with the University of Derby and other key partners is set out in Appendix A, to establish a closer working relationship between the two organisations be noted.

2. That the signing of a Strategic Partnership Agreement between the University of Derby and Chesterfield Borough Council, as set out in Appendix B, which sets out an overarching commitment, a number of joint strategic ambitions and outcomes to embed a culture of working together to deliver change, be approved.
3. That the work underway by officers of both organisations to develop and implement a coherent and resourced delivery plan, in order to realise the outcomes set out in the Strategic Partnership Agreement, be endorsed.

REASON FOR DECISIONS

The University of Derby and Chesterfield Borough Council are two anchor institutions within the borough, with existing complementary ambitions to improve outcomes for communities in Chesterfield. The strategic partnership agreement seeks to strengthen the working relationships between the two organisations, and to maximise the resources and assets of each organisation to deliver enhanced benefits to the borough.

27 REVIEW OF MEMBERS' ALLOWANCES: ARRANGEMENTS FOR THE INDEPENDENT REMUNERATION PANEL

The Local Government and Regulatory Law Manager presented a report setting out the preparatory work that had been undertaken to enable an Independent Remuneration Panel (IRP) to carry out a review of the Members' Allowances Scheme. The report invited Cabinet to consider and recommend issues to be raised with the IRP in accordance with the protocol on arrangements for consulting on the review.

A copy of the current Member's Allowance Scheme was attached at Appendix 1A of the Manager's report.

A report recommending approval of the membership of the IRP for 2023-2027 was considered by Standards and Audit Committee on 9 August 2023 and the recommendations accepted. The IRP had therefore been convened under the Terms of Reference attached at Appendix 2 of the Manager's report.

At a meeting of Full Council on 28 September 2011 members approved a written protocol for the IRP to consider member representations to the

Panel at times of future reviews of the Members' Allowances Scheme. This had been updated to reflect current member support arrangements and timescales. A copy of the revised protocol was attached at Appendix 3 of the Manager's report.

An initial first meeting of the IRP had been arranged for 16 October 2023 in advance of which members would be invited to submit written comments and indicate if they wished to make oral comments to the Panel. The protocol also provided that a report should be submitted to Cabinet in advance of the IRP meeting to enable any relevant issues to be raised.

Members discussed the report and requested that the council's Monitoring Officer raise a number of issues with the IRP including whether councillors should be able to join the local government pension scheme and the potential inclusion of telephony allowances for mobile phones.

***RESOLVED –**

1. That the arrangements for consulting members on the review of the Members' Allowances Scheme in line with the agreed Protocol be noted.
2. That the Council's Monitoring Officer be tasked with referring the issues raised by Cabinet members on the review of the Members' Allowances Scheme to the Independent Remuneration Panel.

REASON FOR DECISIONS

To ensure Chesterfield Borough Council has a fair and transparent Members Allowance Scheme.

BUDGET MONITORING REPORT - QUARTER 1

The Service Director – Finance presented a report to provide Cabinet with an assessment of the Council's forecast year-end outturn position for the General Fund Revenue Account and Capital Programme based on budget monitoring activity to the end of period 3 (June 2023).

The report was presented in accordance with the Council's Financial Procedure Rules to provide Council with regular updates on the Council's financial position. Effective budget monitoring and forecasting was critical to understanding emerging in-year budget pressures and ensuring that there were appropriate plans in place to manage and mitigate financial risks.

The estimated outturn position for the financial year 2023/24 was significantly affected by unprecedented and unpredicted inflationary pressures upon pay and contracts, service demand pressures arising from the current cost-of-living crisis and income levels not having returned to their pre-pandemic levels. At the end of Quarter 1 (period 3), there was a forecast adverse position of £774k on the Council's net revenue budget of £12m.

The table at paragraph 4.17 of the Director's report provided a summary of the key variances across all Service Areas.

The Council was committed to delivering services within its approved revenue budgets and the Corporate Leadership Team (CLT) had been working collectively with budget managers to agree clear, robust and immediate management action plans to address the adverse year-end forecast.

In view of the current financial pressures, there would need to be a reduction in the Council's workforce. On 18 July 2023, Joint Cabinet and Employment and General Committee had approved a new voluntary redundancy and voluntary early retirement scheme, to be opened for applications from 27 July 2023 through 15 September 2023 which would support the Council in meeting its future savings targets from 2024 onwards.

In February 2023 Council approved a 2023/24 General Fund Capital Programme of £21.343m. However, this had now been updated to reflect slippage of £6.064m from the financial year 2022/23 into 2023/24. This was reported as part of the 2022/23 Budget Outturn report to Council in July 2023.

The updated Capital Programme was set out in appendix A of the Director's report.

***RESOLVED –**

1. That the forecast position of the General Fund Revenue Account at the close of period 3 for the financial year 2023/24 be noted.
2. To support the strategy for achieving a balanced budget outturn position for the financial year 2023/24.
3. That the General Fund Capital Programme expenditure forecast at the close of period 3, for the financial year 2023/24 be noted.

REASONS FOR DECISIONS

1. This periodic monitoring report summarises the current assessment of the Council's forecast outturn and sets out the active management mitigations to be progressed to balance the 2023/24 budget. It also provides a robust basis for medium term financial planning.
2. This is the first formal monitoring report for the 2023/24 financial year and comes at a time when the Council is experiencing financial pressures due to the current economic situation, cost and pay inflation and the ongoing impact of the Covid-19 pandemic.

29 CAR PARKING – REVIEW OF FEES AND CHARGES

The Service Director – Leisure, Culture and Community Wellbeing presented a report requesting Cabinet approval to set new fees and charges for the Council's Car Parks for implementation from 1 November 2023.

In accordance with the Medium-Term Financial Strategy, fees and charges should be reviewed on an annual basis to ensure that the costs of providing services are fully recovered. Car parking fees and charges had historically been reviewed on a two-yearly cycle.

The Council had commissioned a wide-ranging car parking study. The study would look at the current operational arrangements for the car parks, the long-term capacity requirements for car parking to support the

town centre, the potential to use any spare capacity for regeneration opportunities and any opportunities to support the climate change agenda. The study and recommendations would be presented to Cabinet in due course to inform future approaches in relation to all aspects of car parking management including the Council's approach to setting fees and charges from April 2024 onwards.

Budget monitoring activity of car parking income in the current financial year had confirmed a significant shortfall in the achieved income to date, which in turn had led to a significant forecast shortfall projection for income to the end of the financial year. It was therefore recommended that immediate action be taken to increase car parking charges at this time to seek to improve this position.

The proposed fees and charges were set out in Appendix 1 of the Director's report.

A review of other authorities' fees and charges had been undertaken and the results of the benchmarking exercise reported at Appendix 2 of the Director's report.

Councillor Holmes asked for his vote to be recorded against the Cabinet resolution to approve the new fees and charges for the Council's Car Parks for implementation from 1 November 2023.

***RESOLVED –**

1. That new fees and charges for the Council's car parks, as detailed in Appendix 1 of the report, be approved for implementation from Wednesday 1 November 2023.
2. That the thirty-minute car parking charge be removed so that all charges reflect hourly rates.
3. That all residents of the Borough should continue to benefit from free parking in the 2023-24 financial year before 10am and after 3pm Monday to Saturday and all-day Sunday, and Bank Holidays, at selected surface car parks using the Resident Parking Scheme.
4. That the Service Director for Leisure, Culture and Community Wellbeing, be delegated authority, in consultation with the Cabinet Member for Town Centres and Visitor Economy, to apply

appropriate negotiated fees for new activities and opportunities that are introduced during the period covered by this report.

REASON FOR DECISIONS

1. The Council continues to face significant financial challenges. The sustained period of austerity since 2010, the ongoing risks and uncertainties over future funding arrangements, the budgetary impacts of the Covid-19 pandemic and a sustained period of exceptionally high inflation, have all impacted on the Council's financial position.
2. The Council's budget strategy is to deliver a balanced and sustainable budget. Given the forecast budget deficits it is important that all potential increases to income streams be implemented as soon as possible to help mitigate these pressures.
3. It is therefore prudent to implement an in-year uplift now, to assist the Council in achieving a balanced budget for 2023-24 and to recover ground on the increasing costs associated with car park operations since the previous fees and charges increase on 4 April 2022.

For publication

Annual Report to Tenants 2022/23 (H000)

Meeting:	Cabinet
Date:	17 October 2023
Cabinet portfolio:	Housing
Directorate:	Housing
For publication	

1.0 Purpose of the report

- 1.1 To present and approve the Annual Report to Tenants 2022/23, prior to publication and distribution to tenants.

2.0 Recommendations

- 2.1 To approve the Housing Service Annual Report to Tenants 2022/23, attached as Appendix A.
- 2.2 To authorise that a copy of the Annual Report is published on the council's website.

3.0 Reason for recommendations

- 3.1 The Annual Report to Tenants is a key tool in strengthening the council's relationship with tenants, through effective communication and engagement with our customers, and ensuring we seek to maintain and improve our service delivery standards.
- 3.2 Since 2010, housing providers have been required to produce an annual report to tenants setting out performance against a range of standards.
- 3.3 The annual report for each year ending 31 March, should be made available to tenants and should include details of performance against the regulatory standards, achievements during the year and planned service improvements for the following year.

4.0 Report details

- 4.1 The annual report provides an opportunity to explain how the services the Council provides are performing and to celebrate achievements. It highlights the priorities for the year ahead and the changes that are planned to ensure that the Council

continues to provide high quality homes and great services for our tenants and leaseholders.

4.2 The report includes summary details on performance, service delivery and future improvements in relation to the Housing Regulator's Consumer Standards:

- Tenant involvement and empowerment standard
- Tenancy Standard
- Home Standard
- Neighbourhood and community
- Value for money standard

4.3 Key achievements during 2022/23 included:

- Building or acquiring 33 new properties for households on the Housing register
- Delivering over £24.8m of Capital Investment into properties and estates
- Implementation of a reshape of our housing management teams to increase investment in frontline staff resources to better support the needs of our customers
- Launched a programme of home tenancy visits that are beginning to deliver positive outcomes for tenants

4.4 The information that is used to collate the performance statistics is drawn from the operational data collected by the Housing Service and reported to the Strategic Housing Board.

5.0 Alternative options

5.1 Not to approve and publish the Annual Report to tenants would be detrimental to the Council's ongoing relationship with tenants. The report is a key tool in communicating and engaging with our customers and ensuring we seek to maintain and improve our service delivery standards.

5.2 Not publishing the report could also be considered a breach of the Regulator of Social Housing expectations.

6.0 Implications for consideration – Financial and value for money

6.1 The annual report includes financial information on income and expenditure figures related to the delivery of the overall housing service.

6.2 In order to provide a demonstration of value for money of the service to tenants, a breakdown of the proportionate spend across the range of housing services has been produced. This shows that for every pound spent, the majority of that is invested in property maintenance and repairs and new homes.

7.0 Implications for consideration – Legal

7.1 The development and publication of an annual report is a requirement of the Regulator of Social Housing.

8.0 Implications for consideration – Human resources

8.1 No implications identified.

9.0 Implications for consideration – Council Plan

9.1 The Annual Report to Tenants demonstrates how the provision of housing services contributes to the Council Plan objectives of improving quality of life for local people through meeting housing needs, and provision of quality homes.

9.2 The efficient management of council housing and the delivery of responsive repairs and planned and programmed works ensures good quality affordable homes are available in the Borough. The focus of the capital programme is to ensure homes are warm, dry and well maintained, which has a positive impact on health and well-being. The programme also includes delivery of adaptations to ensure people can remain living in their own homes, promoting independence and contributing to sustainable communities.

10.0 Implications for consideration – Climate change

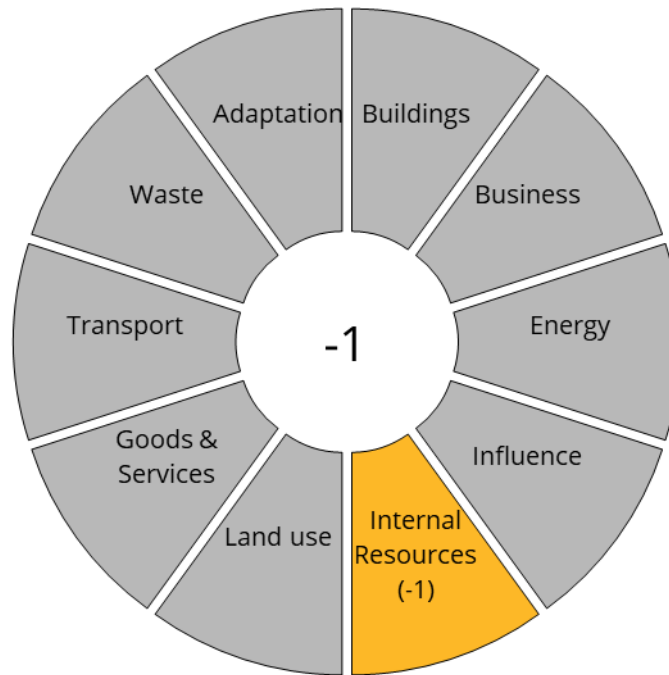
10.1 The programme of capital works to properties including new windows, doors, boilers and roofs all increase the energy efficiency of the Council's housing stock and contribute towards reduced energy usage and costs for tenants.

10.2 As well as being built to a high environmental standard our new developments and block refurbishment programmes now include bio-diversity net gain onsite, including bee hotels, bird and bat boxes and long-term planting schemes designed to soften landscapes and reduce rainwater runoff.

10.3 The Home Options allocations system is an online only system reducing the need for paper applications.

10.4 The production and delivery of the Housing Annual Report has been assessed using the Council's Climate change impact assessment tool.

10.5 The performance data in the annual report continues to be provided within 'Your Chesterfield' magazine and is not printed as a standalone document. Printing impacts on carbon emissions in terms of paper usage and the equipment/machinery used. However, there are benefits to producing the report in this way, such as maximising audience reach (a copy of the magazine is delivered to all tenants). It is also a regulatory requirement to produce an annual report for the financial year which provides details on Chesterfield Borough Council's performance as a landlord. It is likely that a paper version of the report will always be required in some capacity to ensure maximum accessibility for tenants.



Chesterfield Borough Council has committed to being a carbon neutral organisation by 2030 (6 years and 3 months away).

11.0 Implications for consideration – Equality and diversity

11.1 In the production of its own guidelines and regulations the Regulator of Social Housing have completed an Equality Impact Assessment on the entire regulatory framework, including the Annual Report to Tenants. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure.

12.0 Implications for consideration – Risk management

12.1 This work concerns the implementation of regulatory performance practise.

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Regulatory risk of failure to produce the Annual Report	Medium	Low	Use of routinely available data to ensure the report can be developed in in a timely manner Publish the Annual report to tenants on the Councils website	Low	Low

Decision information

Key decision number	
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Wards affected	All Wards
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Document information

Report author	
James Crouch Housing Strategy and Engagement Manager Email: james.crouch@chesterfield.gov.uk	
Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
N/A	
Appendices to the report	
Appendix A	Annual Report to Tenants 2022/23

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Annual report to tenants 2022/23

Introduction from Councillor Jean Innes, cabinet member for housing

I am delighted to have been appointed as the council's new cabinet member for housing, and I am fully committed to delivering these essential services to the residents of Chesterfield.

Looking back at some of our key achievements during 2022/2023 there is much to celebrate. We:

- delivered 33 new council homes for people on the housing register
- delivered over £24.8m of investment into properties and estates
- implemented a reshape of our housing management teams to increase investment in frontline staff resources
- launched a programme of home tenancy visits that are beginning to deliver positive outcomes for tenants

We understand that a house is much more than just bricks and mortar. That's why we are focused on providing good quality and well managed homes that meet the needs of our residents and help improve quality of life.

Throughout 2022/23 we made great strides in reshaping the housing management service - increasing tenancy sustainment, creating an approach to tenancy management that meets individual needs, tackling anti-social behaviour with partnership working and taking steps to improve our tenant and community engagement. We always put tenants at the heart of everything we do and I'm looking forward to working with you and listening to your thoughts to make sure we can provide you with excellent services.

We are also committed to helping achieve our goal of becoming a carbon neutral borough by 2050 and are already making progress. This includes working hard to make sure that our homes are as energy efficient as possible, and we are delivering a number of improvement programmes to help achieve this.

The report also looks ahead, detailing our ambitions for changes to the services in 2023/24. I hope you enjoy reading the report and are excited about how our service is going to develop over the coming years.

The housing service annual report to tenants 2022/23

The annual report shows how the services we provide to our tenants performed in 2022/23, and highlights some of our main priorities for the year ahead. It is organised into five sections which reflect the standards set by the Social Housing Regulator:

- Tenant involvement and empowerment standard
- Tenancy standard
- Home standard
- Neighbourhood and community standard
- Value for money standard

1. Tenant involvement and empowerment standard

This standard looks at how we communicate, engage and work with tenants, and ensure you have the opportunity to shape what we do. It also covers how we deal with complaints.

Tenant engagement

During 2022/23 we recruited new staff to focus on tenant engagement, and the team has worked hard to develop a new engagement framework and increase their presence around our estates - making links with community and voluntary groups.



The Tenant Scrutiny Group continued to work hard throughout 2022/23, with achievements including a review of environmental improvements, and the launch of a new piece of scrutiny work focused on fire safety.



The tenant engagement team organised a series of housing service relaunch events in January 2023 at the Winding Wheel Theatre and The Healthy Living Centre to promote the new look service, and give tenants the chance to meet the staff working in their new area teams, as well as representatives from other housing services such as rents, repairs, Careline, allocations, and housing and health teams.

The tenant engagement team were also able to support two community groups to renew leases on buildings in Holme Hall and Grangewood so they could continue to provide a variety of services to their local communities.

If you want to know more about the different tenant engagement groups and opportunities available please get in touch by calling 01246 345147, emailing tenantengagement@chesterfield.gov.uk or visiting our website: www.chesterfield.gov.uk/Chat



Tenant engagement - looking ahead to 2023/24

The tenant engagement menu will be relaunched during 2023/24, which will include:

- a new performance group to challenge the housing service on how well we are delivering services
- setting up a programme of estate management inspections and offering training to tenants who wish to work with our housing officers to check the condition of our estates and make sure standards are met
- working groups to review our allocations processes and work with us on improving the housing services section of the council's website

In 2023/24 we will carry out tenant satisfaction surveys that capture the new standard Tenant Satisfaction Measures, as required by the Social Housing Regulator. The surveys will be sent throughout the year to a random sample of tenants.

Complaints

Scrutiny over how social landlords manage complaints has increased since the publication of the Social Housing White Paper in November 2020. The Housing Ombudsman's complaint handling code sets out the expectation placed on social landlords for how they deal with complaints. During 2022/23 the council launched a new complaints policy and complaints system, which ensures the housing service is compliant with these standards. More detail can be found on our website: www.chesterfield.gov.uk/housing/housing-ombudsman.

The main changes are speeding up response times for complaints from 15 to 10 days, and reducing the number of complaint stages before complainants can seek redress with the Housing Ombudsman. The new system also makes it easier for tenants and residents to make complaints, and for us to record and manage performance.

The housing service is committed to providing a high-quality service to everyone and where customers have cause to complain, we make efforts to resolve issues raised and to learn from the feedback. The table below shows a summary of complaints performance for 2022/23. Due to the council's complaints policy changing during the year, performance is split into complaints received under the old and the new complaints policy.

Indicator	1 April to 7 November 2022	8 November 2022 to 31 March 2023
Complaints received (stage 1 and 2)	248	247
Complaints received per month	36	50
Complaints responded to within timescale	89%	66.4%

Percentage of complaints relating to repairs	85%	83%
Percentage of complaints relating to housing management	15%	17%
Average number of days it took us to respond	8.5 days	9.8 days

The reduced timescale for responding to complaints along with increased numbers of complaints have led to a fall in overall performance in responding to complaints within timescales and we are working hard to improve on this.

During 2022/23 the top five areas for complaint for housing management were:

- Council employee or contractor
- time on the waiting list
- anti-social behaviour
- hedges and trees
- cleaning of communal areas

During 2022/23 the top five areas for complaint for repairs and maintenance were:

- chasing up a repair
- waiting for an inspector
- timescales
- missed repair appointments
- poor communication

Complaints - looking ahead to 2023/24

During 2023/24 we will implement regular performance reporting on complaints, increase the number of staff dealing with repairs complaints in order to improve response timescales, and take a more robust approach to learning from complaints and using customer feedback to drive service improvements.

2. Tenancy standard

This standard covers how properties are allocated and how we manage and provide support to tenants in their homes.

Key information for 2022/23

Total number of properties we own and manage (at the end of March 2023)	8,797
Properties with one bedroom (including bedsits)	3,189
Properties with two bedrooms	2,759
Properties with three bedrooms	2,604
Properties with four bedrooms	245



Properties sold under Right to Buy scheme	90
New homes added to the council's stock	33
Number homes which have been let	605
Successful nominations to housing associations	45
Mutual exchanges	33
Households on housing register	2,926
Empty properties (at the end of March 2023)	336
Time taken to re-let a property	129 days
Households receiving tenancy support	364
Careline calls received	84,069
Careline call outs	3,947
Number of older people who have received support	324

Lettings and the housing register

The number of households on our housing register increased by 14.3 percent in 2022/2023 to 2,926 (from 2,558 in 2021/2022). Cost of living pressures and rising homelessness applications are two of the reasons why we have seen increased numbers of people on the housing register.

The total number of lettings within 2022/23 was 605. A further 45 households from the housing register secured a new home through a nomination to a housing association property. This equates to around 22 per cent of households on the register being successful in applying for a home.

The high level of empty properties has proven to be a significant challenge – but we are committed to improvements in this area over the coming year.

The number of empty properties was 336 (at the end of March 2023), up from 285 a year earlier. Of the 336 properties, 44 were empty due to long-term refurbishment work, or properties which needed major structural repairs, leaving 292 as 'standard re-lets'. Due to the issues with high levels of empty properties the average number of days to re-let a property was also high at 129 days - an increase from 94.7 days in 2021/2022.

Looking ahead to 2023/24

Tackling the backlog and high number of empty properties will be the main priority for 2023/24. One reason for the high levels of unoccupied homes has been the large amount of work required in many of the properties. The service will look to bring in additional resources through appointing external contractors to carry out the necessary work on empty homes to make them available for letting. The recent introduction of home tenancy visits by housing officers will make an impact in the longer term, making sure that tenants are looking after their properties and reporting any repairs in a timely manner.

As more properties become available for letting this will help ensure that as many households on our housing register as possible are able to make successful bids and be offered a new home.



Support for new tenants

In 2022/23 we introduced Personal Housing Plans (PHPs) for new applicants on the housing register. The PHP aims to explore more about the households' circumstances to help enable us to better understand their needs. It can also be an opportunity for us to signpost applicants to support services and alternative accommodation options and choices if appropriate. The introduction of the plans is already making an impact. Here are some examples from our tenants:

Case study 1: The team were able to help a vulnerable tenant who was living in a privately rented property which was unsuitable as they could not get upstairs and were effectively living in one room on the ground floor. Our officer carried out a PHP which allowed the resident to successfully bid on a one bedroom council bungalow. The move into the bungalow has improved the resident's quality of life and wellbeing.

Case study 2: After our officers helped a single parent to complete a PHP they were able to make a successful bid on a home that better meets their needs and has had a positive impact on their family life. Our officers are continuing to provide assistance and support to this family in their new home.

We also introduced new tenancy visits so we can identify any support needs early on in a person's tenancy. This helps to prevent tenants from struggling in the early days as utilities are set up and we can make sure that benefits to cover rent are put in place. Of the tenants we have worked with, 89 per cent remained in their tenancies a year after support started, showing the success and importance of this service.

Ongoing support for tenants

Our tenancy support officers work with our most vulnerable tenants such as:

- people with physical and mental health needs
- people with learning difficulties and disabilities
- people at risk of violence

The tenancy support officers provide help to:

- apply for funding to prevent homelessness
- ensure tenants are claiming the correct benefits
- pay priority bills, budget, and deal with debts
- access the correct support services for their needs
- ensure their accommodation is suitable for their needs, and they have any aids and adaptations they require
- access grants for things like furniture and carpets

We will provide support throughout the duration of the tenancy and change as the residents' needs change, and officers work in partnership with other support agencies, health and social care, community safety and the police to address a range of issues as appropriate to the individual tenant or household.



A programme of home tenancy visits began in January 2023. The visits are an opportunity for a member of our team to come and have an informal chat with tenants at their home. The main aim of the visit is to give people the opportunity to have an open and honest chat with a member of our team, share their views on our services and let us know of any concerns that they may have. This will give us the chance to work to make things right as soon as we can, as well as making sure tenants have all the additional support they need. The visits are already delivering positive outcomes and some examples are shown in the case studies below.

Case study 1: On a visit to one tenant who had just left hospital and had no family, it was identified that he was frail and unwell, and needed extra support. To help the tenant continue living independently, our team arranged for him to have a Careline alarm installed so that help was always available at the touch of a button. The officers also arranged for a cleaner to visit once a month and hot meals to be delivered to his home.

Our officers also managed to trace a closed Post Office account on behalf of the tenant. The account still had money in it, so our officer arranged for this to be transferred into the tenant's current account, so it was not lost.

Case study 2: During another home tenancy visit, our officer came across an elderly tenant with health issues. Access issues meant he struggled to leave his flat, as he was on the second floor of a property that he had lived in for over thirty years. Our officer was able to help the tenant complete a housing application form and, working with colleagues in our housing service, we were able to identify a bungalow which better suited the tenant's needs. He has moved in and absolutely loves his new property and his ability to get out and about as often as he wants.

We also support people to make sure they are claiming the benefits that they are entitled to. Referrals made to our benefits team resulted in nearly £76,000 of additional benefits for customers between April 2022 and February 2023.

Careline and independent living services

The first phase of the reshape of the housing service included the Careline and independent living service and has brought these services into the overall housing management service, to deliver a sustainable and integrated approach. This supports tenants to maintain their independence for as long as possible, and to keep tenancies for longer.

Careline has continued to provide an essential falls service and support to our customers. This provides much needed assistance to the emergency services, enabling them to concentrate their services on the most critically ill.

During the past year, 646 referral and positive outcomes have been achieved by the independent living team in relation to improving independence, health, quality of life, home safety and preventing falls and social isolation.

Support - looking ahead to 2023/24

We will build on and use information gathered in personal housing plans and home tenancy visits to better understand tenants’ needs and proactively signpost for appropriate support.

We will recruit two housing officers to work with tenants in our six independent living schemes. The officers will provide dedicated housing management and support services, making a positive contribution to the safety, social and physical environment of the area.

We will continue to review our allocations procedures and processes jointly with tenants to make sure that the information given at the start of a new tenancy is targeted, simplified and appropriate to their needs. The work will also look to develop easy read formats to improve communication and make the process of starting a new tenancy easier for people.

3. Home standard

This standard looks at how we repair and make improvements to your homes.

Key performance information - repairs and maintenance

Responsive repairs carried out	37,393
Average time for a repair to be carried out (all repairs)	12.3 days
Repairs satisfaction (repairs with appointments)	91.90%

After several years of being affected by restrictions in place during the pandemic, the number of repairs carried out increased by 4,000 to 37,393 during 2022/23 - an average of 4.2 repairs per property. The average length of time to complete all types of repairs was 12.3 days. We undertake satisfaction surveys on standard repairs we carry out (ones where appointments are booked in). The overall satisfaction with the works done was 91.9 per cent. However, we know we need to reduce the time taken for people to be given repairs appointments and improve our processes for responding to queries and complaints.

Key performance information - safety compliance (year-end)

Gas servicing completed	100%
Electrical safety checks (EICR) completed	98%*
Fire safety checks (blocks of flats) completed	100%
Asbestos checks completed	100%
Legionella checks at sheltered schemes completed	100%
Lifts checks at sheltered schemes completed	100%

*We are taking proactive steps to gain access to the remaining 2% of properties to carry out electrical safety checks

Key performance information – investment

Decent Homes Standard	99.7%
The average energy performance rating for council properties in the range from A to G.	C
Decent Homes spend	
Maintenance and improvements	£18.9m
Older person scheme refurbishments	£2.7m
New build and acquisitions	£3.2m
Total	£24.8m
Number of replacements:	
Heating	162
Roofs	103
Kitchens	163
Bathrooms	162

During 2022/23 we invested over £21.5 million in homes and estates across the borough and a further £3.2 million on new homes. This investment included upgrading independent living schemes as well as delivering programmes of kitchens, bathrooms, adaptations and roofs across the borough.

To ensure that we spend our investment resources appropriately, during 2022 we undertook a stock condition survey. The results of this help us plan future investment into homes and accurately prepare our investment programmes for new kitchens, bathrooms and other capital investment projects for 2023 onwards.

Climate change

In line with our climate change strategy, we are already making steps to help increase the energy efficiency of our existing properties by improving insulation and replacing windows. The flats at Aston Court in Lowgates are some of the latest properties to benefit from energy efficiency improvements, as part of a wider project to help modernise homes in the area.

We have removed all gas supplies from the properties, replacing them with fully electric heating and hot water units. We have used insulated plasterboard and increased loft insulation to help reduce the amount of energy that is needed to heat the homes. The properties will have solar panels installed to provide renewable energy to each property, which will reduce the energy bills for our residents. Other improvements include the installation of low wattage LED lighting in corridors that work with motion detection, meaning they are only used when needed.

Adaptations to homes

Our capital programme also includes investment in adapting properties to make sure they are suitable for tenants' needs. During 2022/23 the housing property services team worked hard to deliver 151 major adaptations, including level-access showers and ramps and a further 245 minor adaptations, including stair rails and grabrails.

Also, work to modernise the 41 independent living flats at Mallard Court and Leander Court in Staveley was finished during 2022/23. Each flat has a new kitchen, level-access shower room and integrated Careline equipment.

Building new council homes

We completed our £4.1 million scheme to build 21 new homes at Badger Croft in Loundsley Green. The 21 properties comprised of ten two-bedroom houses, six three-bedroom houses, four four-bedroom houses and a three-bedroom adapted bungalow. We have also acquired 12 new two-bedroom homes at Harehill Mews in Grangewood.



Home Standard - looking ahead to 2023/24:

We will deliver improvements to IT systems and processes, and increase staff resources, to reduce the waiting time for repairs.

We will invest up to £22.4 million in our council homes, including new heating systems, windows and doors.

We will buy seven new-build properties in Brampton to add to the number of homes we have available for local people, and help meet housing demand.

We will start to build 36 new council homes in Middlecroft and Mastin Moor.

We will continue to deliver against the council's climate change strategy:

- All our new housing projects from 2023/24 onwards are being designed and built to achieve an EPC A rating, with a range of sustainability measures including energy efficient boilers, increased levels of insulation in the floors, walls and ceilings, cycle stores, electric car charging points and rainwater recycling through collection points in the garden.
- A feasibility study is planned for 2023 to identify the options available to decarbonise all council homes by 2050.

- We will also be updating our fleet of electric vehicles from five to 34, as we work towards decarbonising our transport by 2030.

4. Neighbourhood and community standard

This standard sets out how we manage communal areas and estates, and work with other partners and agencies to tackle anti-social behaviour (ASB).

Anti-social behaviour - key performance information

Anti-social behaviour cases	418
Number of evictions of people causing ASB	6

In February 2022, consultation began on a draft anti-social behaviour strategy. The consultation ran until August 2022 and included surveys for tenants and members of the public to give their views on ASB issues and how they are approached. The consultation also included presentations and discussions with the Chesterfield Community Safety Partnership, and workshops with external partners including Derbyshire Constabulary, Derbyshire Fire Service and Chesterfield Spire Trust.

We now have a new single ASB strategy for the whole authority, adopted during 2022/23, which provides a clear approach from the strategic to operational levels. The strategy outlines how we will work with other key stakeholders to manage and reduce ASB whilst aligning with key legal requirements of engagement with local communities, taking a preventative early intervention approach, being victim-focused, and using proportionate enforcement.

Creating attractive estates and environments for people to live

The housing service is committed to enhancing the borough's housing offer to ensure we meet the needs of our residents now, and in the future. We are continuing to deliver a number of modernisation and improvement projects which will help create attractive places for people to live. Our residential block refurbishment programme upgraded Leander Court and Mallard Court in Staveley, and Brierly Court and Dixon Court in Old Whittington.

Improvement work at Willow Garth Road in Dunston has also been completed. This included re-roofing, drainage works and new doors and windows.

We have continued to invest in our estates and started environmental works at Newland Dale. The £6 million estate and property improvement project has seen the installation of new roofing, balconies, windows and doors. In addition, communal areas in flats have been painted and new flooring has been fitted. The improvements also include new

rendering, new lighting and work for improved parking, paths and green spaces which are expected to be completed in 2023/24.

The increase in housing officers has also allowed us to deal with tenancy management issues more effectively such as hoarding, abandoned homes, and homes where rubbish is not disposed of properly and gardens are not being maintained. This will allow us to make progress in keeping our homes and gardens to higher standards.

Looking ahead to 2023/24

We will carry out a review of the cleaning of the communal areas in blocks of flats to ensure they are maintained to a good standard of cleanliness and the service is delivering value for money for our tenants and leaseholders.

Our environment officers are jointly working with environmental protection officers to tackle fly tipping issues around our blocks of flats and on other housing land. This will help reduce costs to us and improve the appearance of estates.

6. Value for money standard

This standard looks at how we spend the money we receive as rent.

Average rents

The social rents we charge are set through a national formula based on incomes and house prices. The average rents by property size are set out below for 2022/23.

The national social rent policy increase of 4.1 per cent was applied to all properties in April 2022 and applied until March 31 2023. The increase was based on the inflation figure from September 2021.

Average social rent (general needs)	Per week 2022/23 (£)	Per month 2021/23 (£)
All properties	79.52	344.59
Bedsit	62.70	271.70
1 bedroom	74.01	320.71
2 bedrooms	80.10	347.10
3 bedrooms	89.36	387.23
4 bedrooms+	98.12	425.19

Average social rent (older persons schemes)	Per week 2022/23 (£)	Per month 2021/23 (£)
All properties	78.91	341.94
1 bedroom	73.69	319.32
2 bedrooms	90.48	392.08

The income into the housing service comes from several sources. The main source of income is the collection of rent from the properties we manage (94.06 per cent), followed by garage rents. Other income comes from service charges and recharges.

Income	Per week 2022/23 (£'m)
Rents	36.777
Non dwelling rents (garages)	0.924
Service charges	1.398
Total	39.099

Our expenditure is illustrated below showing how we spend every £1 we receive in income. Over three quarters of our expenditure is spent on repairs and maintenance with 6.5p of each £1 received covering housing management costs.

Expenditure	Per £1.00*
Repairs and maintenance (total)	79.2
Of which:	
Capital inc. new build	56.1
Cyclical maintenance	5.3
Repairs	12.5
Void works	5.4
Housing management (total)	6.5
Of which:	
Rent collection	2.1
Tackling ASB	1.2
Tenancy management	2.1
Tenant participation	0.3



Lettings	0.8
Support housing services	1.9
Estate management	2.3
Other costs (HR, Offices, ICT)	10.1
Total cost	£1.00

*these figures are currently being verified by Housemark and may alter slightly in the final version.

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