

For publication

Annual Report to Tenants 2017/18 (H000)

Meeting:	Cabinet
Date:	13 November 2018
Cabinet portfolio:	Homes and Customers
Report by:	Alison Craig

For publication

1.0 Purpose of report

- 1.1 To seek Cabinet approval for the Annual Report to Tenants 2017/18 as required by the Homes England (HE), the social housing regulator to be published and distributed.

2.0 Recommendations

- 2.1 That the Annual Report to Tenants is approved.
- 2.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'.

3.0 Report details

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to Tenants.

- 3.2 An annual report for each year ending 31 March, should be made available to tenants and should include details of performance against the HE Regulatory standards, what has been achieved during the year and planned service improvements for the following year.
- 3.3 The annual report for 2017/18 (attached at **Appendix A**) will be published on the website and as the 'Our Homes' part of the next edition of 'Your Chesterfield'.
- 3.4 The 2017/18 report has been redesigned following feedback from a survey of tenants and Cabinet Member for Homes and Customers comments. The redesigned report uses infographics and charts to make a more engaging and eye catching document for tenants to read.
- 3.5 It is likely that a greater emphasis will be placed on the Annual Report to Tenants in future following the recent Social Housing Green Paper and the proposed strengthening of the Regulator.

Summary of contents

- 3.6 Housing Services will respond to the outcomes of the Social Housing Green Paper in respect of regulation and will review and make any necessary changes to the format of the Annual Report as and when required. This review will include a survey of tenants' views following the March 2019 edition of Our Homes.
- 3.7 The report includes details on performance, service delivery and future improvements in relation to the following areas:
- Repairs and maintenance
 - Allocating Homes
 - Rent Collection
 - Tenancy and Estate Management

- Careline
- Value for Money

4.0 Financial implications

4.1 The costs associated with the Annual Report to Tenants have been contained within the budget for the production of Our Homes.

5.0 Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Failure to produce the report	Medium	Low	Use of routinely provided data to ensure report can be developed in a timely manner	Low	Low

6.0 Equalities Impact Assessment (EIA)

6.1 In the production of its own guidelines and regulations the HE have completed an Equality Impact Assessment on the whole 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.

7.0 Recommendations

7.1 That the Annual Report to Tenants is approved.

7.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'

8.0 Reasons for recommendations

8.1 To comply with regulatory requirements

Decision information

Key decision number	Non-key 104
Wards affected	All
Links to Council Plan priorities	To make Chesterfield a thriving borough To improve the quality of life for local people To provide value for money services

Document information

Report author	Contact number/email
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Background documents These are unpublished works which have been relied on to a material extent when the report was prepared.	
Appendices to the report	
Appendix A	Annual Report to Tenants 2017/18