

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

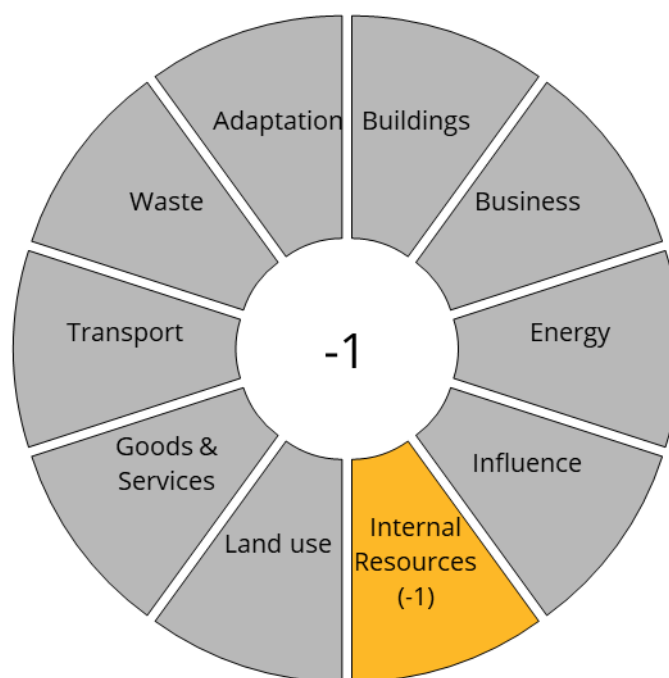
10.1 The programme of capital works to properties including new windows, doors, boilers and roofs all increase the energy efficiency of the Council's housing stock and contribute towards reduced energy usage and costs for tenants.

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	
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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