

**CABINET****Tuesday, 11th October, 2022**

Present:-

Councillor P Gilby (Chair)

Councillors Blank  
D Collins  
Holmes  
J Innes

Councillors Ludlow  
Sarvent  
Serjeant

Non-Voting Members  
P Innes

\*Matters dealt with under the Delegation Scheme

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

No declarations of interest were received.

39 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mannion-Brunt.

40 **MINUTES**

**RESOLVED –**

That the minutes of the meeting of Cabinet held on 13 September, 2022 be approved as a correct record and signed by the Chair.

41 **FORWARD PLAN**

The Forward Plan for the four month period November, 2022 to February, 2023 was reported for information.

**\*RESOLVED –**

That the Forward Plan be noted.

## 42 **ANNUAL REPORT TO TENANTS**

The Executive Director and the Service Director for Housing presented a report seeking to approve the Annual Report to Tenants, attached at Appendix A of the officer's report, and to authorise publication on the Council's website and a graphic designed version of the report to be included within "Your Chesterfield".

It was noted that since 2010, housing providers had been required to produce an annual report to tenants setting out performance against a range of standards.

The annual report provided an opportunity to explain how the services provided by the Council were performing and to celebrate achievements. It highlighted the priorities for the year ahead and the changes that were planned to ensure that the Council continued to provide high quality homes and great services for Council tenants and leaseholders.

The report included 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

It was stated that in part, 2021/22 had been another challenging year, but there were many positives to take away. The Covid-19 pandemic had led to new ways of working ensuring that tenants and staff were kept as safe as possible and able to provide a range of additional support to those in need.

Key achievements during 2021/2022 included;

- Undertaking the Council's largest new build housing scheme for 40 years at Badger Croft
- Completing the £1.2m refurbishment of the 45 flats at Pullman Close, Lowgates

- Delivering over £21m of Capital Investment into properties and estates
- Approving additional investment to re-shape the Council's housing management service to better support the customer's needs

#### **\*RESOLVED –**

1. That the Housing Service Annual Report to Tenants 2021/22, set out in Appendix A be approved.
2. That a copy of the Annual Report was authorised to be published on the Council's website and a graphic designed version be produced and distributed to all tenants and households in the Borough, in the 'Our Homes' section of the autumn edition of 'Your Chesterfield'.

#### **REASONS FOR DECISIONS**

1. The annual report to tenants is a key tool in strengthening the Council's relationship with tenants, through effective communications and engagement with our customers, and ensuring we seek to maintain and improve our service delivery standards.
2. Since 2010, housing providers have been required to produce an annual report to tenants setting out performance against a range of standards.
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.