

For publication

Annual Report for Tenants

Meeting:	Cabinet
Date:	14 September 2021
Cabinet portfolio:	Housing
Directorate:	Housing
For publication	

1.0 Purpose of the report

- 1.1 To seek Cabinet approval for the Annual Report to Tenants 2020/21 as required by the Regulator for Social Housing prior to publication.

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 Reason for recommendations

- 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 regulatory standards, what has been achieved during the year and planned service improvements for the following year.
- 3.3 The draft annual report for 2020 /21 (attached at **Appendix A**) will be published on the website and as the 'Our Homes' part of the next edition of 'Your Chesterfield'.

4.0 Report details

4.1 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

Impact of Covid 19

4.2 The Covid19 pandemic has had significant impacts on the delivery of services to tenants during 2020/21. Most notably due to the lockdown's and the suspension of operational activity to protect tenants in their homes and redeployment of staff and resources to provide essential services.

The impact has impacted on delivery on the tenancy and the homes standards. The suspension of the housing market led to a significant period where the service was reduced to emergency rehousing and the number of new tenancy's reduced by 20%.

The repairs service was significantly impacted and reduced to emergency repairs and compliance for the full 12-month period leading to a reduction in planned and programmed works.

Since June 2021 all services have been restarted and there are comprehensive deliverable plans in place to address all the repairs and maintenance backlogs.

As a result of the eviction ban rent collection activity has focussed on support and assistance to tenants to maintain rent collection.

5.0 Alternative options

5.1 Not to approve the recommendation publish the Annual Report could be considered a breach of the Regulator's expectations.

6.0 Implications for consideration - Council Plan

6.1 The Annual Report to Tenants demonstrates how the provision of Council Housing delivers the following Council Plan objective of improving quality of life for local people through meeting housing needs and provision of quality homes.

7.0 Implications for consideration – Financial and value for money

7.1 There are no financial implications associated with the production of the Annual Report

8.0 Implications for consideration – Legal

8.1 There are no legal implications associated with the production of the Annual Report

9.0 Implications for consideration – Human resources

9.1 There are no human resource implications associated with the production of the Annual Report

10.0 Implications for consideration – Risk management

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

11.0 Implications for consideration – community wellbeing

11.1 Access to a safe, warm, affordable home is a major contributory factor to the community wellbeing, the council provides housing management and maintenance of 9000 council homes which is critical to enabling people in housing need to access appropriate housing.

12.0 Implications for consideration – Economy and skills

12.1 The provision of housing in the Borough at all price points in the housing market is essential to enable people to thrive and support access to employment and education.

13.0 Implications for consideration – Climate Change

13.1 The maintenance and renewal of the Council's Housing stock is driven by the requirement to meet decent homes standard including energy efficiency targets – all the council's homes achieve a rating of C and above. The Housing Capital Programme investment programme is designed to address fuel poverty and reduce carbon emissions.

14.0 Implications for consideration – Equality and diversity

- 14.1 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

Decision information

Key decision number	1052
Wards affected	All Wards

Document information

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Appendices to the report	
Appendix A	Annual Report to Tenants 2020/21