

## For publication

### Housing Advisory Board – 12 month update report

<b>Meeting:</b>	Cabinet
<b>Date:</b>	18 <sup>th</sup> November 2025
<b>Cabinet portfolio:</b>	Cabinet Member for Housing
<b>Report by:</b>	Service Director – Housing
<b>For publication</b>	

#### 1.0 Purpose of report

1.1 To update Cabinet on the work of the Housing Advisory Board over the past year.

#### 2.0 Recommendations

2.1 To note the work of the Housing Advisory Board over the past year.

2.2 To endorse the Housing Improvement Plan attached as Appendix 1.

#### 3.0 Reasons for recommendations

3.1 In April 2024, Cabinet approved a recommendation to establish a new Housing Advisory Board in order to strengthen Tenant and Member oversight of the housing service's performance and handling of complaints. A commitment was made to return to Cabinet with a progress report, outlining the activity of the Housing Advisory Board, one year after its establishment.

#### 4.0 Report details

4.1 Following Cabinet approval, the four Elected Members to sit on the Board were confirmed and a recruitment exercise took place to enable the selection of four council tenant Board members. Once membership had been finalised, the first meeting was held on 8th October 2024, during which terms of reference were agreed (see Appendix 1), and meetings have taken place quarterly thereafter with some additional special sessions in between.

##### Meetings

4.2 The agenda for each meeting has included performance during the preceding quarter, safety and compliance update, review of the tenant satisfaction action plan, and complaints. Additionally the Board has received detailed reports on tenant scrutiny activity including repairs (February 2025), communal cleaning (May 2025) and rents (August 2025).

4.3 Minutes and papers are published on the council's website after each meeting to ensure the information is accessible to all tenants: [Housing Advisory Board](#).

4.4 In addition to the main quarterly meetings, sessions on specific items have been arranged including training by TPAS (Tenant Participation Advisory Service) in November 2024, a detailed overview of the outcome of the Regulator of Social Housing inspection (January 2025) and a meeting regarding the Housing Ombudsman and annual complaints report and tenant satisfaction survey outcomes (June 2025).

#### Housing Advisory Board member feedback

4.5 Each member of the board offered feedback on their experience, focusing on the following questions:

- How interesting and useful have you found the Housing Advisory Board?
- Do you understand the aims and the objectives of the HAB?
- Has the information provided in advance of the board been clear and understandable?
- Do you have any suggestions for improvements or topics for the board for 2026?

4.6 All members responded that they were happy with the content, topics and format of the meetings, and found them to be interesting and informative. Some members found the pre-meetings useful, as they provide the opportunity to go over more detailed information and allow them to digest this and prepare questions in advance of the main meetings. Others found these to be less useful and therefore pre-meeting discussions will be offered on an individual basis in future.

4.7 Members have suggested the following topics for year two of the Housing Advisory Board and these will be scheduled in for 2026:

- Antisocial behaviour
- Environmental policies (including grass-cutting and grounds maintenance)
- Total Mobile – the new repairs ICT system
- Damp, mould and condensation and Awaab's Law
- Voids
- Homelessness, the Housing Register and transfers

#### Regulator of Social Housing update

4.8 Prior to the inspection in September 2024, an action plan had been developed with tenants, in response to the 2023/24 satisfaction survey results. This was amended to include actions identified during the inspection, and the Housing Advisory Board has received regular progress updates against the plan.

4.9 The outcome of the inspection was reported to Cabinet in January 2025 and can be found here: [Cabinet report - Regulator of Social Housing Inspection - final.pdf](#).

4.10 The Service Director – Housing, Chief Executive and Executive Director have met with the Regulator on a regular basis and a more strategic improvement plan is now in place, which sets out the actions being taken to move the housing service towards the highest level of compliance with the Regulator's consumer standards (C1 status).

4.11 The Housing Improvement Plan is attached as Appendix 2, along with highlight reports for quarters one and two. Cabinet is asked to endorse this plan. Quarterly updates will be presented to the Housing Advisory Board and the Regulator.

#### Tenant satisfaction measures

4.12 Since April 2023, the housing service has been collecting tenant satisfaction and performance data, known as the tenant satisfaction measures (TSMs), in accordance with the methodology required by the Regulator. The TSMs must be verified, published to tenants and submitted to the Regulator in June of each year.

4.13 In July 2024, a workshop was held with tenants to review the figures for 2023/24 and identify actions to improve on satisfaction levels. As mentioned earlier in the report, these actions have been overseen by the Housing Advisory Board and the majority were completed earlier this year.

4.14 The TSMs for 2024/25 were discussed with the Housing Advisory Board in June 2025 prior to submission to the Regulator. The results were broadly similar to the previous year's results. The tenant satisfaction results for 2025/26 have now been received and demonstrate improvements in all areas:

TSM perception survey 25/26 - DRAFT RESULTS (NOT FINAL)												
Code	TP01	TP02	TP03	TP04	TP05	TP06	TP07	TP08	TP09	TP10	TP11	TP12
Measure	Satisfied with the <b>overall service provided by their landlord</b>	Satisfied with the <b>overall repairs service</b> from their landlord over the last 12 months	Satisfied with the <b>time taken to complete their most recent repair</b> after they reported it	Satisfied that their landlord provides a <b>home that is well maintained</b>	Satisfied that their landlord provides a <b>home that is safe</b>	Satisfied that their landlord <b>listens to their views and acts upon them</b>	Satisfied that their landlord <b>keeps them informed about things that matter to them</b>	Satisfied that their landlord <b>treats them fairly and with respect</b>	Satisfied with their landlord's <b>approach to complaints handling</b>	Satisfied that their landlord <b>keeps communal areas clean and well maintained</b>	Satisfied that their landlord <b>makes a positive contribution to their neighbourhood</b>	Satisfied with their landlord's <b>approach to handling anti-social behaviour</b>
25/26 satisfied (DRAFT RESULTS)	<b>72.4</b>	<b>77.1</b>	<b>71.7</b>	<b>70.1</b>	<b>73.4</b>	<b>50.7</b>	<b>60.2</b>	<b>71.7</b>	<b>33.1</b>	<b>72.9</b>	<b>58.7</b>	<b>55.9</b>
24/25 satisfied	65.9	70.1	68.3	64.8	71.0	44.4	50.6	65.7	31.2	61.0	49.9	46.7
23/24 satisfied	66.4	70.4	66.9	66.4	71.7	43.1	51.0	64.1	25.2	58.0	55.7	48.3

4.15 These figures will not be submitted to the Regulator until June 2026 and must therefore be viewed as provisional, however it is unlikely they will change.

4.16 These improvements show that the housing service has listened to tenants and taken the right actions. There is more work to do and further action will be taken to ensure satisfaction increases each year.

## Complaints

- 4.17 The Housing Advisory Board receives detailed performance information on complaints including lessons learned and progress towards achieving 100% compliance with the Housing Ombudsman's complaints handling code.
- 4.18 From November 2025 onwards, the board will also receive a detailed summary of all Housing Ombudsman enquiries and open cases.
- 4.19 The annual housing complaints reports are published on the website here: [Housing Ombudsman and complaints](#).

## **5.0 Alternative options**

- 5.1 Not applicable as this is a progress update report.

## **6.0 Implication for consideration - Financial and value for money**

- 6.1 There are no financial implications associated with this report.

## **7.0 Implications for consideration – Legal**

- 7.1 As the Housing Advisory Board has no decision-making responsibilities, there are no legal implications.

## **8.0 Implications for consideration – Human Resources**

- 8.1 There are no human resource implications associated with this report.

## **9.0 Implications for consideration – Council Plan**

- 9.1 This contributes to our key priority to improving quality of life for local people.

## **10.0 Implications for consideration – climate change**

- 10.1 There are no climate change implications associated with this report.

## **11.0 Implication for consideration – equality and diversity**

- 11.1 A preliminary Equalities Impact Assessment was completed in April 2024 which identified no implications for groups with protected characteristics. This has been reviewed and no changes are required to the initial assessment.

## **12.0 Implications for consideration - risk management**

- 12.1 There are no risks associated with this progress update report.

## **Decision information**

<b>Key decision number</b>	<b>N/A</b>
<b>Wards affected</b>	<b>All</b>

## **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.

[Cabinet report - Establishment of a Housing Advisory Board.pdf](#)

Meeting papers and minutes: [Housing Advisory Board](#)

[Cabinet report - Regulator of Social Housing Inspection - final.pdf](#)

Published information on housing complaints and formal reports: [Housing Ombudsman and complaints](#)

### **Appendices to the report**

<b>Appendix 1</b>	Housing Advisory Board terms of reference
<b>Appendix 2a</b>	Housing Improvement Plan
<b>Appendix 2b</b>	Housing Improvement Plan – quarter 1 update
<b>Appendix 2c</b>	Housing Improvement Plan – quarter 2 update