

Tenant engagement Annual Report 2024 - 2025



CHESTERFIELD
BOROUGH COUNCIL

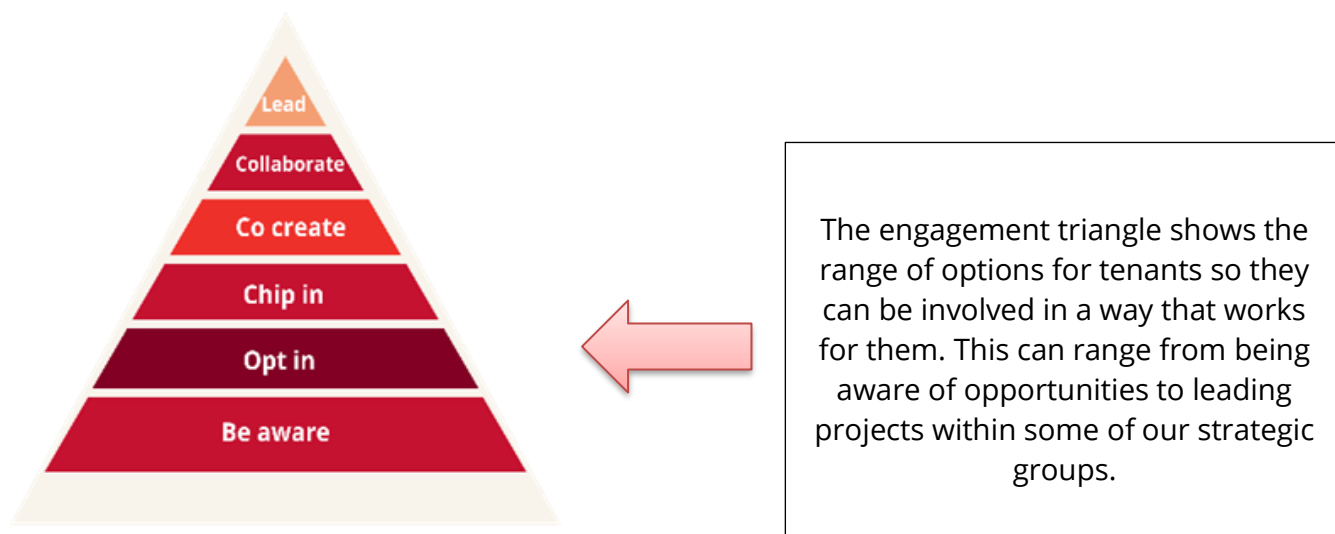
Who we are

The tenant engagement team are part of the housing service within Chesterfield Borough Council. The team which is made up of three tenant engagement officers, exist to give tenants an opportunity to be informed, involved and have a voice into decision making within the housing service.

Tenant engagement is a two-way process involving the sharing of information and ideas, where tenants can inform and influence our policies, practice, decisions and take part in consultation about the housing service.

We recognise that the housing service can be improved by engaging with the people who use our services, and tenants are well placed to inform us of how the service affects them, what they like and dislike and how things could be changed or improved. By working together, we can produce ideas, which can further improve the service.

Tenants have a range of opportunities to have a say about how their housing services are delivered. We appreciate that people may wish to be involved in different ways and for this reason offer a menu of engagement opportunities ranging from being aware of what is happening to longer term strategic engagement.



This report sets the work done by the team and tenants of Chesterfield Borough Council during 2024/25 to develop and shape the housing services tenants receive.

More information about tenant engagement can be found on the website: <https://www.chesterfield.gov.uk/housing/information-for-tenants-and-leaseholders/get-involved/>

Tenants can also find out more about tenant engagement opportunities by contacting

Email: tenantengagement@chesterfield.gov.uk **Telephone:** 01246 345147

Call, Text or WhatsApp: 07970 421854 / 07980 899527 / 07930 690276

Tenant engagement key projects during 2024 – 2025

The tenant engagement team have completed a wide variety of projects during this year. Highlights of the work of the groups and the team are set out below.

Tenant Challenge Panel (TCP)



The TCP are a group of tenants who identify an area of the housing service which they would like to scrutinise.

A scrutiny review takes six months and includes group members speaking with managers and staff, looking at best practice, performance information and any legislation which exists. The TCP will create a report for the service to report

back on.

During 2024 and 2025 the TCP have completed two scrutiny reviews:

- 30-day repairs service.
- Rent service.

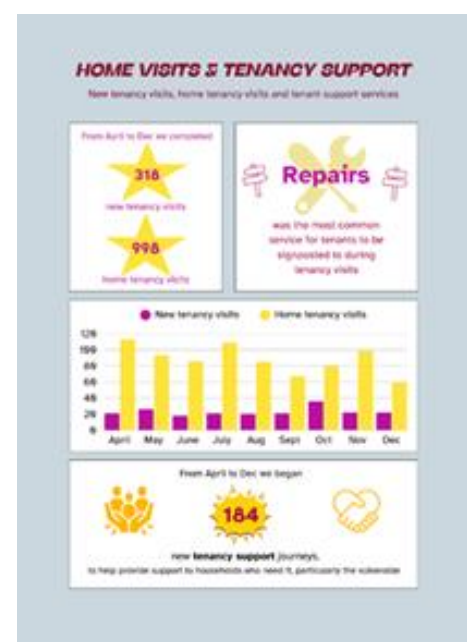
Copies of the reports can be found on the 'get involved' section of Chesterfield borough council's website. For accessibility purposes the reports are available as a written document and in a video format.

Tenant performance group

The tenant performance group monitor the performance of the housing service. The meetings are chaired by a tenant and have been over the last 12 month plus period.

The performance indicators and performance information they look at has been developed by the members based on what they believe would be of most interest to tenants. The group chose the design and style of reports which they receive and are available for the wider tenant population to view on the housing section of the website.

During 2024 – 2025 the group have examined the housing services performance through the receipt of quarterly reports. In addition, they have started to invite managers to their meetings to ask

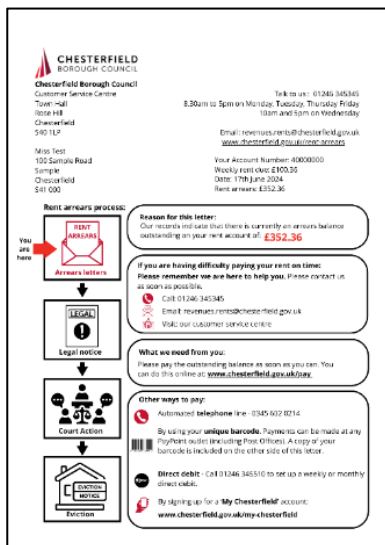


questions to further understand the performance level of the service area. Examples of performance data received by the group includes repairs, void (empty) properties and rent arrears.

For the remainder of this year, they have developed a plan identifying the priority areas they wish to monitor performance through 2025.

Communication and Accessibility Group

This group was established in March 2024 following a tenant event to explore communication between the housing service and tenants who live in our properties. The aim of this group is to collaborate with the housing service to ensure any communication materials produced are accessible and understandable for tenants.



This group meets both in person and online in an evening to ensure that there are alternative meetings to traditional in person daytime events.

Over the last year the group have identified and completed a number of projects including a review of repairs calling cards, review of rent letters and a review of the repairs handbook.

The group have developed six tenant communication standards which all materials they create adhere to and they hope to see rolled out across the housing service.

Community surveyors

Community surveyors are tenants who are trained to assess the quality of housing land across the Borough. Within this role community surveyors work closely with environmental housing officers.

Community surveyors have completed ten community surveys including in Grangewood and Holmehall. Areas to be surveyed are identified by the community surveyors or the housing service. During this period, some community surveyors have commenced individual surveys alongside group surveys. Data produced from the surveys completed is shared with the tenant performance group and housing service to understand key issues.



Mystery shopping


Mystery Shopping Feedback - Making a repair booking
This survey should take no more than 10 minutes to complete.

All information provided will be treated in accordance with the Data Protection Act 2018 and UK General Data Protection Regulation (GDPR), and will remain confidential. For contact details of our data protection officer, further information about how we use your data, or information about your data protection rights, please see www.chesterfield.gov.uk/privacy

Your name:

What was the date of your call?

What was the time of your call?

What was the nature of the repair? Please give a brief description:

Did the team member offer their name?
☐ Yes ☐ No

If yes, please provide their name:

Did they ask you to confirm your name, address, telephone number and email?
☐ Yes ☐ No ☐ Partly

How satisfied are you that the team member asked the relevant questions, listened, and properly understood your repair?
☐ Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied

At the start of 2025, a programme of mystery shopping by tenants was established. At the release point of this report the first tenants have been trained to mystery shop elements of the housing service and wider services which tenants interact with. This project has been a collaboration between the housing strategy and engagement team, customer services and the rents and revenues team.

Tenants will initially complete mystery shopping in the following areas: general queries, repair queries and repair works and rent queries.

Community outreach

An important part of tenant engagement is community outreach where we can take the housing service to tenants across the Borough.

During 2024 - 2025 we have continued with our programme of tenant engagement van visits and have completed seventy-nine van visits during this time. Each van visit includes visiting two locations and these are publicised via social media, the website and posters sharing details of where the van will be. The van visits offer an opportunity for tenants to come and speak with the service and ask any questions they may have.

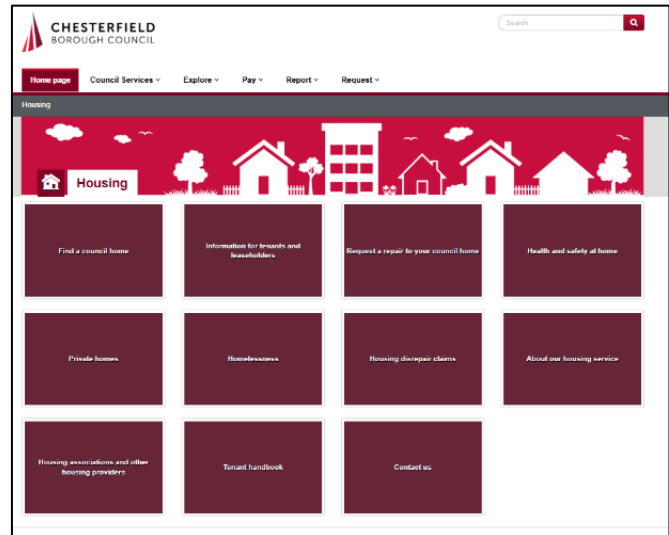
In addition, we have supported seven litter picks and attended seven community events.



Website relaunch

In collaboration with tenants the housing section of the website has been updated to reflect changes that tenants wanted to see including:

- Banner design developed with tenants
- Grid menus
- Online tenant handbook (there will still be a printed version available)
- Videos (reports, guides, information about our tenant groups)
- Easy read information
- Frequently asked questions
- Moving in section
- More information about tenant and Chesterfield Borough Council's responsibilities



During 2025 we will continue to make further improvements to the appearance and accessibility of the housing pages including adding more images and an interactive 'what's on' map for tenants. <https://www.chesterfield.gov.uk/housing/information-for-tenants-and-leaseholders/get-involved/community-van-events/>

Independent living schemes and tenant engagement

Across the Borough there are six independent living schemes which are owned by Chesterfield borough council.



The tenant engagement officers offer engagement catch up meetings on a monthly basis to tenants living in these properties.

The meetings provide an opportunity for tenants to raise any concerns and contribute their ideas and views into tenant engagement projects.

In recent months this work has led to the development of an independent living schemes handbook, which provides information specific to tenants living in this type of accommodation.

Joint tenant conference

In partnership with Rykneld homes and Bolsover Council, in May 2024 we delivered our first joint tenant conference.

The conference provided an opportunity for tenants from different social landlords to come together and hear from speakers and participate within workshops promoting shared understanding, open dialogue and learning for all.

The conference was attended by 100 people and the evaluation from the event showed that tenants found the day informative, enjoyable and fun. Tenants expressed they would like more of these type of events so in May 2025 we will be delivering our 2nd joint tenant conference.



Housing advisory board



One of the priorities within this year was to create a Housing Advisory Board.

This board would be made up of tenants, senior members of staff and Councillors who would have responsibility for ensuring the housing service operated effectively and complied with the Social housing regulation Act 2023 and the requirements of the Housing Ombudsman.

In early Summer 2024 the housing strategy and engagement team created a recruitment process for tenants who were interested in becoming members of this board. This included creating an information pack about the role and the work of this new board so tenants could see how the board would work, in addition training facilitated by TPAS was provided for all housing advisory board members and in October 2024 the first housing advisory board meeting took place.

Data and statistics

There have been a total of 4,952 tenants invited to give their views within tenant engagement projects during 2024 – 2025.



It is important that tenants can engage with the service in a range of ways to meet the needs of the tenants living in our properties.



During 2024 – 2025 we have continued to develop our offer by diversifying the ways in which tenants can communicate with us. We appreciate not all tenants want to or can attend face to face meetings so look at alternative ways in which tenants can engage with the housing service in a way that works for them.

Inspection of Chesterfield Borough Council by Regualtor of Social Housing

In July 2023 the Social Housing Regulation Act became law, placing more duties on how social landlords are managed. This included increased regulation of social landlords and the introduction of new rules for protecting tenants from serious hazards in their homes. The legislation included the introduction of inspections for social landlords which included the regulator being able to meet with and interview tenants of the landlord to gather their views on the services provided by their landlord.

Chesterfield Borough Councils housing service was inspected in September 2024 and achieved a C2 grading which means 'there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed'.

Tenants played a fundamental role in the inspection inviting the regulators to attend the tenant challenge panel so they could see how we work alongside tenants to ensure they have a voice and opportunities to inform and influence how the service works. Tenants were also interviewed by the Regulators giving them an opportunity to have open dialogue with the inspectors about where and how they believed we were meeting our duties and where they felt there was room for improvement.

For further information on the regulator of social housings judgement visit: <https://www.gov.uk/government/publications/chesterfield-borough-council/chesterfield-borough-council-17ud-regulatory-judgement-27-november-2024>

Final word

On behalf of the housing service, we would like to express our thanks to all the tenants and leaseholders who have taken the time to get involved and have a voice, sharing their views and providing feedback throughout 2024 / 2025. We would also like to thank the staff across the housing service who have given up their time and expertise to work alongside the team.