

Tenant engagement Annual report April 2025 – March 2026



Who are the tenant engagement team?

The tenant engagement team consists of three specialist housing officers who ensure tenants are provided with an opportunity to be informed, involved and have a voice into decision making at all levels within the housing service

What is tenant engagement?

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 and find solutions which can further improve the housing service provided to tenants.

How can tenants get involved?

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 to ensure everyone can find something which works for them.



The engagement triangle shows the range of options for tenants so they can be involved in a way that works for them. This can range from being aware of opportunities to leading projects within some of our strategic groups.

It is important that tenants know their feedback is influencing decision making and informing best practice. During 2025 / 2026 we have worked closely with housing staff and Councillors including the Housing Service Director, Head of Housing Management, and the Cabinet Member for Housing to ensure the tenant voice is heard across the Housing Service.

This report details work completed by the tenant engagement team and tenants of Chesterfield Borough Council during 2025/26. A video version of this report is available for people who require or would prefer a video format.

More information about tenant engagement can be found by visiting: <https://www.chesterfield.gov.uk/get-involved> or by contacting:

✉ **Email:** tenantengagement@chesterfield.gov.uk

☎ **Telephone:** 01246 345147

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



Tenant engagement outcomes and achievements

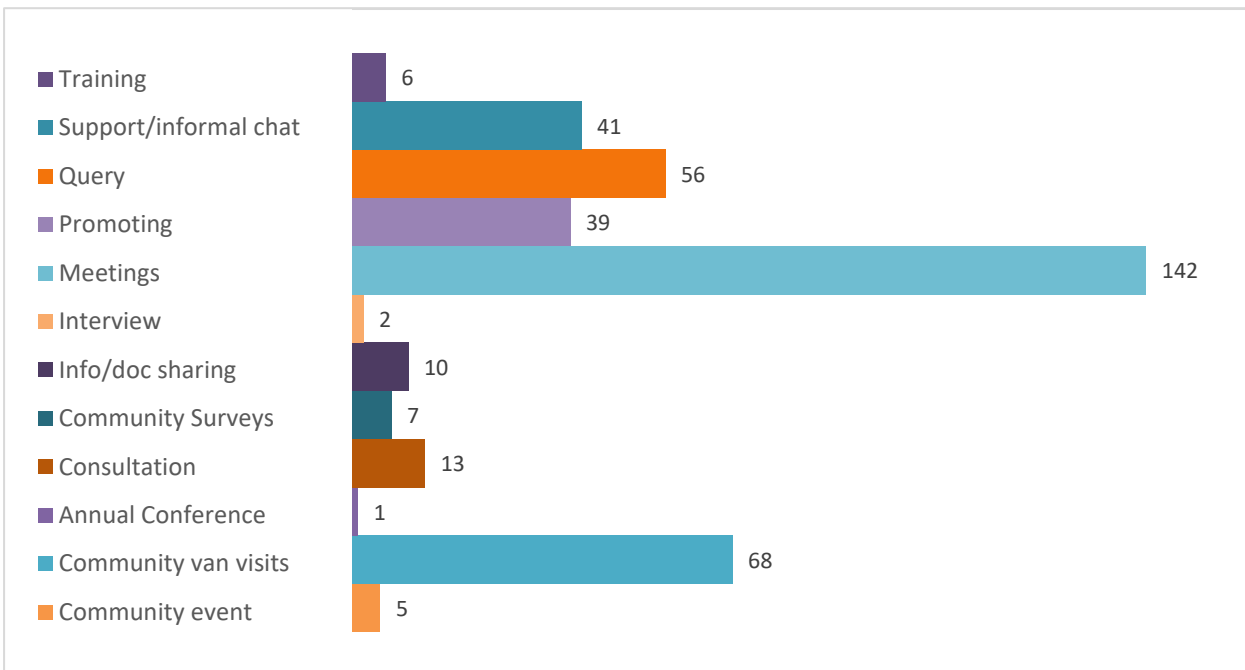
Data and statistics

There have been a total of 2348 tenants invited to give their views within tenant engagement projects during 2025 - 2026.

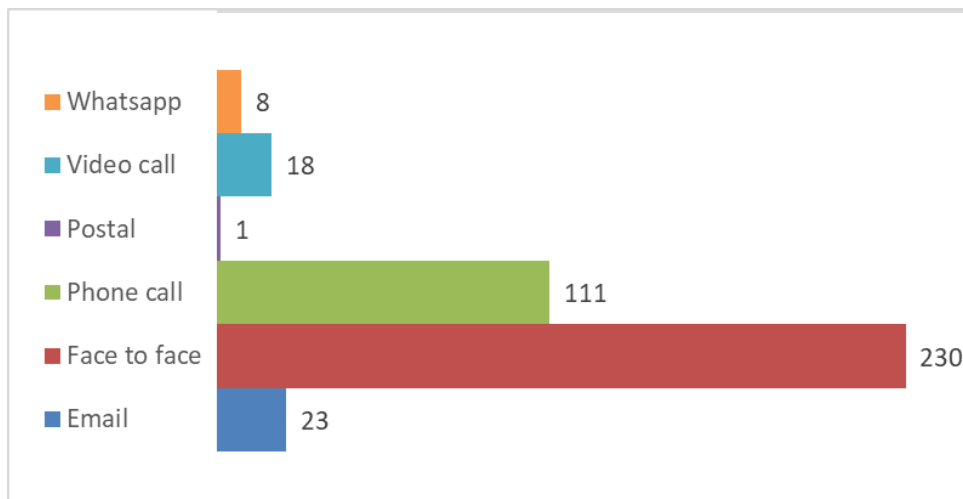
The team have organised 166 meetings both online and face to face including 63 meetings with tenants who live in independent living schemes. We have delivered a total of 441 activities and interactions.

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.

Types and numbers of engagement methods



Contact methods and number of events



Formal tenant groups

1. 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. During 2025 – 2026 we are pleased to confirm that we have recruited additional members to our TCP group and elected a tenant Chair and Vice Chair, ensuring the work completed by the group is led by tenants with support from the tenant engagement team.

The infographic is titled "Tenant Challenge Panel (TCP) Who are the TCP and what do they do?". It features a central globe icon. On the left, a yellow box contains the number "9" and the text "Current tenant members". To the right of the globe, text states: "The tenant challenge panel are a group of tenants who meet monthly and are responsible for scrutinising areas of the housing service." Below this, a section titled "Scrutinise means:" includes an icon of a house with a magnifying glass and the text "To examine very closely". A section titled "Activities can include:" lists three items: "Interviewing managers and staff" (with an icon of two people), "Looking at performance information" (with a magnifying glass over a bar chart), and "Reviewing complaints received" (with a speech bubble and a sad face icon).

What is a TCP scrutiny review?

A TCP scrutiny review takes on average six months and includes group members inviting managers and members of staff to meetings to understand more about their service and what they are responsible for delivering for tenants of Chesterfield Borough Council.

A scrutiny review can involve:

- completing on site visits
- looking at best practice
- bench marking and performance information
- checking for compliance with any relevant legislation
- considering value for money against service delivery priorities.

Following the completion of a tenant scrutiny review the TCP will create a report with identified recommendations and actions for the service to report back on.

During 2025 and 2026 the TCP have completed two scrutiny reviews:

- Voids (empty properties) service
- Rent service

In addition, members of the TCP have completed a short scrutiny review for gardens.



Summary of recommendations and changes

For each scrutiny review completed a number of recommendations are made and actioned by the service. For recent scrutiny reviews recommendations which have been actioned include:

Voids (empty properties) service:

- Lettable standard (condition of property when let) reviewed by tenants
- Tenants to be more involved within the lettable standards checklist process when accepting a property to ensure it meets the requirements

Rent service:

- Letters to include information for tenants to understand the help and support available to them if they are experiencing financial difficulty
- Monitor via the action plan the new processes within the rents service to increase earlier contact with tenants who are in arrears
- Encourage more tenants to sign up to pay their rent by direct debit .

Copies of past TCP scrutiny 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.

2. Tenant performance group

The tenant performance group comprises of a group of tenants who meet monthly to monitor and analyse a range of performance information from the housing service. A tenant chairs the group to ensure the work of the group is tenant led with support provided by the tenant engagement team and the insights and performance housing officer. As with the TCP, membership of the performance group has increased over the last 12 months.


What is performance data?

Performance data is information that can be used to help tell us how well something is doing. Performance measures (also known as key performance indicators, or KPIs for short) are specific, defined metrics which are used to help show us how well something performs over time. Performance measures can also help us compare how well we are doing against how well our peers (other landlords) are doing.

Tenant performance group

Who are the performance group and what do they do?

10 Current tenant members



A group of tenants who meet monthly to look at how the housing service is performing in areas important to tenants living in our properties.

What do we mean by performance monitoring?

- Routine gathering of information
- Observing and checking the progress / quality
- Regular monitoring and feedback



Activities can include:

- Receiving and analysing performance information from the housing service
- Looking at information from tenants through tenant satisfaction measures (TSM)
- Interviewing managers and staff

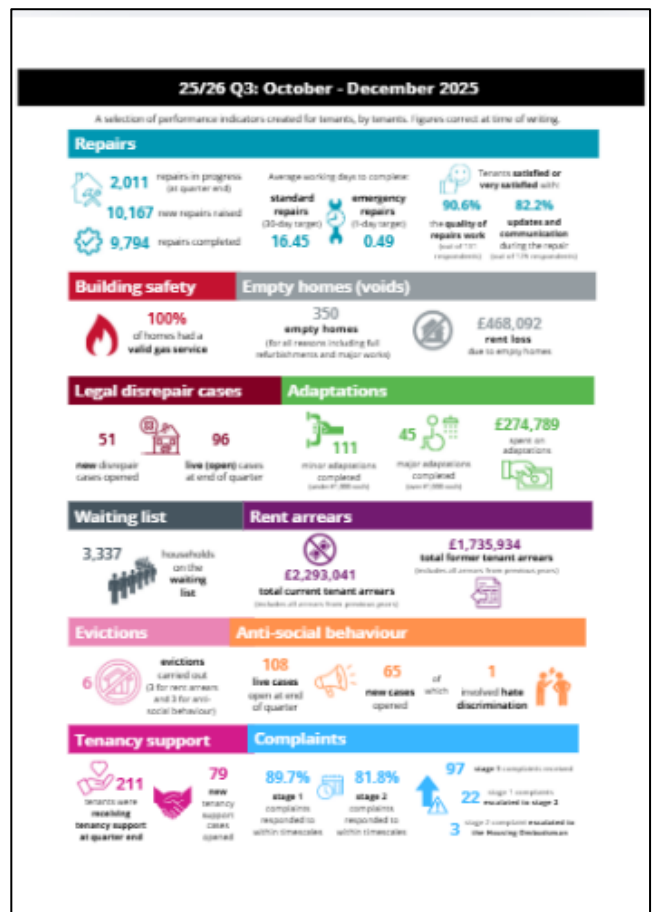
The performance indicators and performance information the group receives has been developed by the members based on what they believe is of most relevance and interest to tenants. This includes but is not limited to:

- Building safety
- Repairs
- Complaints

During 2025 – 2026 the group have invited a selection of Managers from different housing services to come and explain what their service delivers and answer questions in relation to their performance.

Tenants can access the ‘for tenants, by tenants’ performance report by visiting:

<https://www.chesterfield.gov.uk/housing/about-our-housing-service/our-performance/performance-reports-for-tenants-by-tenants/>



3. Communication and Accessibility Group

The aim of the communication and accessibility group is to collaborate with the housing service to ensure any communication materials produced are accessible and understandable for tenants.

Communication & accessibility group Who are the Communication and accessibility group and what do they do?

12 Regular current members

A group of tenants who meet in person and online on a monthly basis

What does communication and accessibility mean?

- Communication** means the sending of / or receiving of information
- Accessibility** means being easy to understand, access, and use

Tenant standards for communication

1. Be respectful, listen to others without interruptions and give them time to speak
2. Use clear and concise language, avoiding jargon and abbreviations
3. Provide the right amount of information, that is relevant and responds to what is being asked
4. Provide clear definitions and explanation
5. Offer a variety of formats for providing different types of information
6. Ensure that customer preferences and needs are always considered and information is provided in the correct format every time

Over the last year the group have identified and completed a number of projects including:

- Reviewing the damp, mould, and condensation inspection letter for tenants
- Creating a range of accessible videos
- Developing a bird feeding flyer for use by the housing team

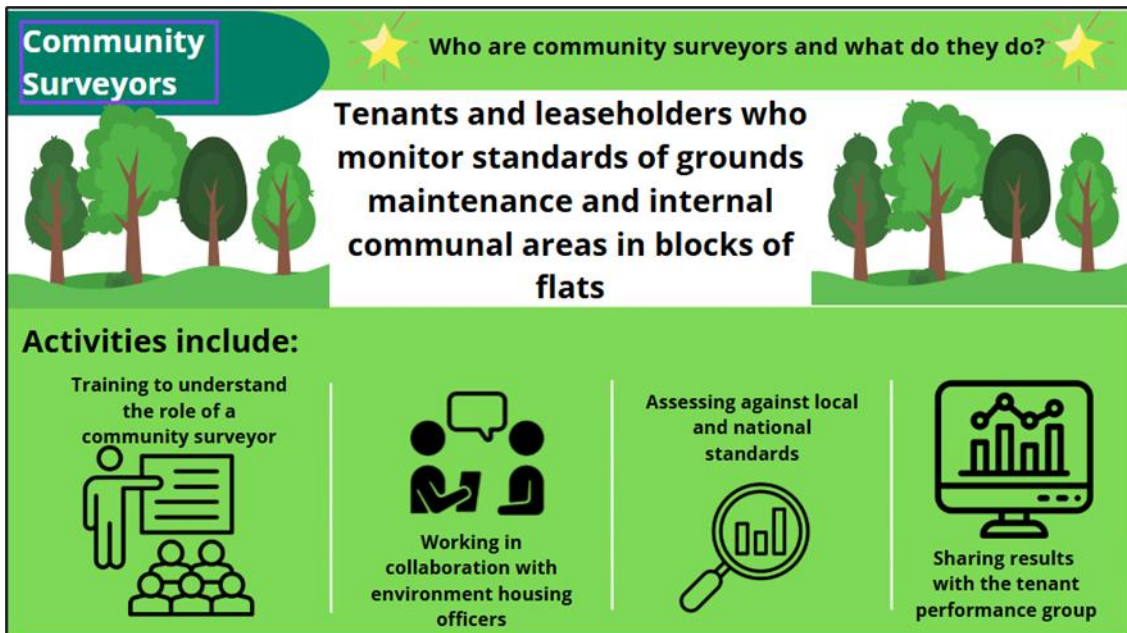
The communication and accessibility group featured as a best practice case study with TPAS who are known as 'England's leading tenant engagement experts.' The case study highlighted work the group completed to develop a WhatsApp channel for tenants and a how to guide to assist people with knowing how to 'follow' and 'interact' with this new channel.

More information on the group can be found:

<https://www.chesterfield.gov.uk/housing/information-for-tenants-and-leaseholders/get-involved/get-involved-have-a-voice/communication-and-accessibility-group/>

4. Community surveyors

Community surveyors are tenants who are trained to assess the quality of housing land and the cleaning and condition of internal communal areas in flats across the Borough. Within this role community surveyors work closely with housing officers - environment (formerly known as Rangers).



Community surveyors have completed 7 community surveys and been part of 1 clean-up day during this year, in partnership with officers from the housing management team. Surveys have been completed in areas including in Brimington and Loundsley Green. The areas to be surveyed are chosen by the community surveyors. Whilst out completing a community survey, the team will identify and report issues they observe.

This has included:

- Fly tipping on housing land
- The condition of internal communal areas
- Concerns about hedges and trees.

Prior to 2025 the training for community surveyors was delivered by Keep Britain Tidy. During 2025 – 2026 the tenant engagement team have developed an in-house training programme, which enables more community surveyors to be trained, as the training can be delivered more flexibly to fit in with the needs and availability of tenants.

In addition to reporting to the relevant teams, the data collected from the community surveys is shared with tenants on the performance group so they can monitor areas and issues which arise.

Housing advisory board

Our Housing Advisory board is made up of four tenants, four Councillors and senior members of housing service staff. The Board has responsibility for ensuring the housing service operates effectively and complies with the Social housing regulation Act 2023 and the requirements of the Housing Ombudsman.

Meetings take place quarterly to review the performance of the Housing Service, how the Housing Service is delivering improvements tenants and how it is ensuring its regulatory compliance.

During 2025/26 the Board have focused on topics including Complaints handling and performance, the implementation of Awaabs Law and the challenges of meeting housing demand from the Housing Register and homelessness.

The full papers and discussion of the board can be found on the Housing Advisory Board section of our website: <https://www.chesterfield.gov.uk/housing-advisory-board>

Community outreach

Presence on estate and in communities

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

During 2025 - 2026 we have continued with our programme of tenant engagement van visits and have completed 81 van visits during this time. Each van visit includes visiting two locations and these are publicised via WhatsApp, social media, and the website. The team also advertise van visits via posters in key locations across the Borough.



For tenants who are unable to access the van visits, contact details for the team are also available so any enquiries can be submitted outside of traditional working hours and followed up where needed. 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 attended pop up events at the Pavements shopping centre and Morrisons in Staveley, as well as attending other community events organised by other

services and agencies. The team are joined by different housing staff at both the van visits and pop-up events, making the service visible and accessible to tenants where they live.

Independent living schemes

In addition to the engagement activities listed above, the team facilitate tenant meetings in our 6 independent living schemes, alongside the schemes housing officers. These meetings offer tenants an opportunity to socialise and have a voice into the housing service they receive.

Recent work with tenants living in independent living schemes includes:

- Securing funding for communal gardens
- Talks with Trading standards and the Police about personal safety
- Celebrating key days including Christmas and Chinese New Year.

Events and Projects


Anti-social behaviour project

During 2025 tenants have contributed to a review of the anti-social behaviour (ASB) letters and leaflets sent out to those experiencing or those responsible for incidents of anti-social behaviour. This initial project led to wider conversations with tenants about the impact of anti-social behaviour and wanting to look at developing a project to review what the housing service and partners offers to people experiencing ASB.


As a social landlord we wanted to understand where tenants felt we could do more to support them, but also to understand what we could do to manage the expectations of tenants when it comes to addressing the complex issue of ASB.

Engaged tenant anti-social behaviour project

Achievements and next steps



13 tenants attended the face to face workshops




Recommendations:

- Creation of an anti-social behaviour charter
- Development of a quarterly anti-social behaviour forum
- Identified actions to improve communication and support

Priorities for all

- Improved communication between housing, partners and tenants
- More information about what we and partners do to address anti-social behaviour
- Visuals to help explain the process

Very informative and interesting views from all parties



Very friendly, informative and knowledgeable. Took the time to listen to concerns

A telephone consultation was completed with tenants who have had a recent anti-social behaviour case and the findings from this informed a series of workshops which included representation from tenants, the housing service, the Police and the community safety partnership.

An action plan was developed following the workshops including a commitment to:

- Create a set of anti-social behaviour service standards
- Establish an anti-social behaviour partnership group

The service standards have been developed with input from tenants and the anti-social behaviour partnership group will be established in 2026 / 2027 and will include tenant representation.

Housing communication commitment

Looking at where and how we can improve communication is an ongoing priority for tenants and the housing service. During 2025 / 2026 tenants and the service collaborated to identify ways in which communication could be improved. A set of six tenant communication standards were developed and now form the basis for the new housing communication commitment which is being implemented.

A copy of the housing communication commitment can be found as an Appendix to this report.

Joint tenant conference 2025

In partnership with Rykneld homes and Bolsover Council, in May 2025 we delivered our second 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.



Tenants were not only at the heart of the day but also involved in developing the content and materials for the day, as well as facilitating the workshops we delivered focusing on 'what makes a house a home'.

The conference was attended by 100 people and the evaluation feedback 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 later

this year we will be delivering our 3rd joint tenant conference.

Tenant Satisfaction Measures (TSM's) engaged tenants event

At the end of July 2025 we held our annual TSM engaged tenants workshop.

This event shared the results from our TSM surveys, where tenants rate their levels of satisfaction with particular aspects of the service and is a new requirement under the Social Housing Regulation Act 2023. In addition to sharing our results, we offered a variety of workshops to explore where and how tenants thought we could look to improve the satisfaction levels of tenants who live in our properties.

This included workshops around:

- Overall satisfaction of the service provided by your landlord
- Satisfaction that their landlord listens and acts on what they say

Question: How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?

What would you think about when answering this question?

 <p>A good or bad experience</p>	 <p>A particular area of the housing service</p>	 <p>Something you think we could do better</p>
 <p>Your last contact with us</p>	 <p>Things you have read or heard about</p>	 <p>Something you think we do well</p>

For more information on the housing services TSM results please visit:

<https://www.chesterfield.gov.uk/housing/about-our-housing-service/our-performance/tenant-satisfaction-measures-tsms/tenant-satisfaction-measure-results-2024-to-2025/>

Looking ahead to 2026 – 2027

As well as continuing to deliver on existing ongoing commitments and projects in 2026 – 2027, we will also be looking to explore new projects to enable tenants to have a voice to inform and influence the housing service including:

- Complaints handling
- Tenant inspectors for our empty homes.

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. We would also like to thank the staff across housing and other services who have given up their time and expertise to work alongside tenants and the team.

