Tenancy Support Outcome Monitoring

Date: 19th May 2026

Directorate: Housing

1.0 Purpose of the report

1.1 To outline the changes made to how we record and report actions and outcomes that arise from activities relating to the tenancy support service provided to Chesterfield Borough Council tenants.

1.2 To seek approval through the Strategic Housing Board for the rationale relating this new method of recording and reporting actions and outcomes related to the delivery of tenancy support.

2.0 Report details

Service information

2.1 The tenancy support service is available to Chesterfield Borough Council tenants and delivered by Housing Officers – Tenancy Support within the Housing Management team. The service provides housing related support to help tenants to sustain their tenancy, live independently and prevent homelessness. The service typically covers needs relating to:

- Understanding the tenancy
  Explaining tenancy agreements and tenant responsibilities
- Managing money
  Help with managing rent payment, budgeting advice, accessing and applying for benefits, debt management.
- Sustaining the tenancy
  Preventing eviction, dealing with rent arrears and prevent homelessness.
- Managing the home
  Setting up utilities, Council Tax, hoarding, repairs reporting, obtain furniture and white goods.
- Accessing services
  Referrals to health, mental health, substance misuse, safeguarding, domestic abuse or social care services. Support for hoarding, registering with GP services, access to education and work opportunities and referrals for adaptations.

3.0 Reasons for change

3.1 The Regulator of Social Housing sets out their expectations of registered housing providers to meet consumer standards, including the Tenancy Standard. Within this standard, clear obligations are set out for us as a social landlord to support our tenants to maintain their tenancy and prevent unnecessary evictions. In order to effectively deliver this service, we need to understand how effective we are in achieving meaningful outcomes for our tenants and sustaining their tenancies.

3.2 The previous outcome recording system captured a limited range of outcomes achieved for the tenant. This information was only collected at the end of the support intervention. Providing a consistent framework for recording actions and outcomes makes case recording more meaningful, and easier to analyse across the team and service area. Structured action and outcome recording allows us to identify recurring reasons for tenancy instability, understand the complexity and distribution of need, and examine whether current interventions are producing sustainable change.

3.3 The new recording system also captures the housing related support that is delivered to tenants by our Scheme Officers in our independent living schemes. As part of the Scheme Officer role, they deliver housing related support to tenants across six independent living schemes. Previously this service captured their work separately to the tenancy support team and their case management database. The new recording system enables us to capture and report the actions and outcomes they are achieving in line with the reporting from the tenancy support team.

4.0 Reporting system features

4.1 Although there is no single nationally prescribed format for this, the Regulator of Social Housing standards and tenant satisfaction measures highlight the importance of reliable evidence. As a housing service must be able to show what support was offered, whether the tenant engaged with it, and what changed as a result. Without that level of recording, it becomes difficult to demonstrate effectiveness or identify patterns of need, to inform service delivery.

4.2 The new method of reporting enables live reporting of outcomes and actions achieved. The benefit of this is that it allows accurate live reporting of service activities. Additionally, information regarding rent balances and average case duration is collated. Further measures will include tracking how many tenancies fail within the first 12 months following a tenancy support intervention. Understanding cases where this happens will be

instrumental in identifying any operational changes or emerging needs that require focus.

4.3 We also capture onward referrals to other services. Understanding the flow of referrals helps to identify key partners and emerging trends in tenant needs. This can help us to work more closely with providers to support tenants and strengthen links between services. It can also be used to identify any emerging needs where staff may benefit from updated or further training.

4.4 Where rent arrears are an issue, tracking the opening and closing balances will help us assess whether the actions taken by the service to reduce arrears, including support to access benefits and improve budgeting, have been successful. This is a key indicator of tenancy sustainment, as rent arrears are a leading cause of eviction within the organisation.

4.5 We are also tracking the number of working days that each case remains open. While we recognise that every case is different and that each tenant has their own individual circumstances, needs, and pace of engagement, this information is useful for service planning. It helps us understand the level of resourcing required to deliver an effective service and plan accordingly.

4.6 The service operates a triage and duty system through, with an officer on duty to ensure any urgent referrals are triaged and assigned. They will also carry out “one-off” tasks to support a tenant where there is not a need to open a full support case. These tasks may include signposting to other services or providing advice. Previously these actions and outcomes were not being captured. However, under the new reporting system, they are recorded as ‘drop-in’ activity. Thus, ensuring that this workstream’s activities are reporting in our wider capture of information.

5.0 Actions versus outcomes

Actions (Outputs)

5.1 Actions, sometimes described as outputs, are the practical steps taken by housing staff in response to a tenant’s circumstances. These may include welfare visits, arrears interventions, referrals to specialist agencies, safeguarding actions, liaison with health or support providers, or case management activity intended to reduce risk. Recording actions accurately is important because it provides evidence of the work

undertaken by the service. However, recording actions alone only gives a partial picture, as it describes service activity rather than service impact. It must be paired with outcome information in order to understand whether those actions were sufficient and effective.

5.2 Outcomes (Impact)

Outcomes are the changes that occur for the tenant following the support or intervention. These changes may be immediate or longer term and can relate to tenancy sustainment, financial stability, safety, wellbeing, independence, engagement with services, or a reduction in crisis events such as eviction or homelessness. Outcome recording goes beyond stating that support was offered, it demonstrates what changed for the tenant.

6.0 Qualitative data

In addition to the recording measures introduced, to understand the impact of the actions and interventions undertaken by the tenancy support team, we are also collating qualitative data. This is in the form of case studies. These will help illustrate the tenant journey, from their starting situation, detail the interventions and support actions delivered and capture the outcomes achieved because of this. Data in this format helps illustrate in a relatable way the real-life context behind the numbers. Demonstrating the complex issues faced and how the officer has worked with them to identify and engage them in the process and the impact of the support intervention for the tenant.

7.0 Summary

7.1 Structured recording of outcomes, actions and tenancy failures is essential for effective tenancy support services. It provides a robust evidence base for performance, accountability, and service improvement. It ensures reporting is accurate, comparable, and transparent and provides evidence of compliance with housing regulatory standards.

7.2 Analysis of recorded data will allow us to identify training or resource needs and any gaps in service delivery. Capturing tenancy failures is important to enable root causes, any missed support interventions and learn from these cases. This creates a cycle of learning and service enhancement.

7.3 Use of case studies will provide qualitative insights and demonstrate how support interventions lead to outcomes. Providing context to the

performance data and highlight the human impact of the work the service delivers for our tenants.

7.4 It enables us to identify recurring drivers of tenancy instability, understand the complexity and distribution of need, and examine whether current interventions are producing desired outcomes for tenants.

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Appendices to the report
N/A