



Halton
Housing

Board Meeting Summary



**INVESTORS
IN PEOPLE** | Gold



**Investors
in People** | Health &
Wellbeing
Award
Good Practice



**disability
confident**
EMPLOYER

Halton Housing Board Meeting Summary – 15th November 2023

Performance

Board received performance reports in respect of quarter two (2023/24).

Finance & Assurance

Of the 10 'Lifeblood' Performance Measures, four are green, four are amber and two are red.

Overall surplus for the year to date is £4,007k compared to a budgeted surplus of £2,034k, a favourable variance of £1,937k.

Development & Sales

We have delivered 258 new homes (26% of our programme) with 12% of homes (120) on site and 34% of homes (341) in our active development pipeline. We have reduced the programme by 273 homes (27% of our programme) because of increased construction costs, higher interest rates, the 2023 rent cap and higher inflation

There are 40 unsold homes within the HH Group (HH and OSUK) amounting to £3,167k. This is a reduction of 27 homes (£1,998k) from the previous quarter.

Homes

We are working to increase the number of homes with a stock condition survey of no more than five years old to 100%. Current performance is 76% of homes.

We continue to demonstrate strong control across all health and safety compliance areas. Of the 23 compliance indicators, 18 are green and five are amber.

During quarter two we identified eight category one hazards. At the end of the quarter, we had six live category 1 damp and mould hazards recorded. The average time taken to resolve issues is 14 days.

A small number of properties are outside of the decent homes standard target. We are working to resolve the issues.

Customer

The focus of the repair's transformation project, "Project Refresh," has been on improving communication around repairs and reducing waiting times for repairs.

Customer overall satisfaction, as measured by the new TSM measures, is 74%. This places HH in the upper median quartile when compared with other HA's.

Customer satisfaction with repairs, as measured by the new TSM measures, is 75%. This places HH in the upper median quartile when compared with other HA's.

Work has started on raising awareness with customers of what antisocial behaviour is and what our role and the role of our partner agencies is in resolving issues.

Business

Colleague satisfaction is lower than target and turnover is higher than target.

Colleague sickness absence is lower than target.

OSUK has achieved an operating profit of £703k compared to a budget of £686k.

New Scheme Approval

Board approved a new scheme in Runcorn that will provide 66 affordable rented homes.

This is an exciting opportunity for HH and demonstrates our continued commitment to building much needed new homes.

Damp and Mould

Board received a report from the customer scrutiny panel review of our approach to dealing with damp and mould.

The review made two recommendations which have been accepted and responded to by HH.

Reinforced Autoclaved Aerated Concrete (RAAC)

Board was informed that we have appointed an independent surveyor who is currently undertaking a desktop review to determine whether onsite surveys of any of our properties will be required.

Depending on the outcome of that analysis, a programme of site surveys will then be conducted.

Other Items

Board approved the annual rent increases for 2024/25 and minor amendments to the health & safety policy