



Halton
Housing

Board Meeting Summary



Halton Housing Board Meeting Summary – 2nd August 2023

Performance

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

- Of the 10 'Lifeblood' Performance Measures, four are green, four are amber and two are red.
- Overall surplus for the year to date is £1,230k compared to a budgeted surplus of £779k, a favourable variance of £451k.
- There has been one RIDDOR event within HH.
- We continue to demonstrate strong control across all health and safety compliance areas, and we are reporting against the Tenant Satisfaction Measures (TSM's) which went live in April 2023.
- During quarter one we identified 57 category one hazards. At the end of the quarter, we had 15 live category 1 damp and mould hazards recorded. In most cases the remedial works were completed within five days.
- We have delivered 250 new homes (25% of our programme) with 13% of homes (128) on site and 34% of homes (329) in our active development pipeline. We have reduced the programme by 273 homes (28% of our programme) because of increased construction costs, higher interest rates, the 2023 rent cap and higher inflation.
- There are 67 unsold homes within the HH Group (HH and OSUK) amounting to £5,136k. This is a reduction of 10 homes (£984k) from the previous quarter.
- The average wait time for a repair is 16 days which is a 36% improvement on the same period last year.
- We are measuring customer satisfaction using the TSM measure. Performance will be reported in November for the first half of the year.
- OSUK has achieved an operating profit of £367k compared to a budget of £327k.

Customer Experience Strategy

Board received a 12-month report of progress with the implementation of the strategy which supports the delivery of the corporate plan.

Board Member Changes

This was Linda Levin's and Matt Harrison's final Board meeting and Board thanked them both for their support and commitment during their time as board members.

Board appointed Sharon Wallace and Peter Lunio as new board members. Their appointments will be confirmed at the AGM in September.

Other Items

Board approved the year-end financial statements, the building safety case for Churchill Mansions and the consumer duty regulation implementation plan.