



Halton
Housing

Board Meeting Summary



Halton Housing Board Meeting Summary – 8th February 2023

Damp and Mould

Board was informed that we currently have no category one rated hazards. We have visited 216 customers who have reported concerns of damp and mould in their homes to assess and determine a course of action. We have completed 77 urgent jobs to reduce the risk of damp and mould in our customers' homes, with a further 139 non urgent jobs.

Other action we have taken recently includes,

- We have established a damp and mould project group which is meeting weekly and working through a comprehensive action plan.
- We have an approved damp and mould policy in place.
- We have developed a damp and mould awareness training module which all colleagues will have completed by 10th February 2023.
- We have reviewed the material that we issue to our customers and developed new information using national best practice materials.
- We have undertaken a full gap analysis against the Housing Ombudsman "Spotlight on Damp and Mould" report.
- We have established a process to seek feedback from our customers who have experienced damp and mould to determine the success and impact of the action we have taken.
- We have developed a set of metrics to measure performance of damp and mould cases.
- We will commence a pilot of damp and mould surveys of our homes.

Customer Scrutiny Panel Review of Anti-Social Behaviour (ASB)

Customer scrutiny plays a significant role in supporting our aim of continuous improvement within all service areas. It is also included within the forthcoming Social Housing Bill as part of making sure the customers' voice is being heard.

Customer Scrutiny Panel (CSP) has completed its review of ASB. The scope of the review included the case management process and standards delivered, as per our policy and procedure. The outcome of the review was presented to Board by the Chair of CSP.

CSP has made nine recommendations, summarised below:

- Staff training and professional witnesses (one recommendation)
- Strengthen partnership working (four recommendations)
- Customer feedback (two recommendations)
- Education of customers (one recommendation)
- Review of legal services (one recommendation)

An action plan will be produced to address the recommendations and they will be considered as part of the review of the ASB & hate crime policy in 2023.

Performance

Board received performance reports in respect of quarter three (2022/23).

- Of the 11 'Lifeblood' Performance Measures, seven are green, three are amber and one is red.
- Overall surplus for the year to date is £3,203k compared to a budgeted surplus of £2,255k, a favourable variance of £948k.
- There have been five RIDDOR events within HH due to manual handling accidents and cuts due to contact with sharp objects.
- We continue to demonstrate strong control across all health and safety compliance areas. Progress on completing actions from fire risk assessments has been a challenge but we have recently engaged contractors to undertake the work.
- We have delivered 156 new homes (16% of our programme) with 23% of homes on site and 14% of homes in our active development pipeline.
- There are 54 unsold homes amounting to £4,172k. This is an increase of 43 homes (£3,172k) from the previous quarter because of the recent handover of 44 shared ownership homes at our new independent living scheme in Runcorn, Hazlehurst.

Compliance Policies

Board approved the compliance policies for fire safety management, asbestos management, inspection & testing of fixed electrical systems, gas safety management, lifting operations & lifting equipment, water hygiene & legionella and smoke & carbon monoxide alarms.

Other items

Board approved the annual declarations of interest for 2022/23, approved the scope for an independent external review of our governance arrangements and approved the appointment of Sue Smith (Managing Director OSUK) to the OSUK board.