



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 – 27th September 2023

Outcome of HH's In Depth Assessment

Board was advised of our regulatory judgement that had been published today.

The judgement confirms the regulator's existing assessment of our governance and financial viability as G1/V2.

Corporate Plan Objectives

Board agreed the reporting and monitoring framework for the agreed priorities:

1. Improve customer experience.
2. Improve the standard of our homes.
3. To be an exemplary employer
4. Development, growth and regeneration
5. Creating additional financial capacity.
6. Complying with all legal and regulatory requirements.

External Governance Review

Board was advised that overall, the external review found our governance to be effective.

The review concluded that there has been continuous development and improvement in recent years within the organisation which has been positive.

Board recognised areas where there is more to do, but there is a strong culture of collaborative working between executive and non-executive, and an appetite for positive progress which provides a strong platform for the organisation.

Customer Relationship Management (CRM)

Customer Relationship Management (CRM) is a new, more modern, and holistic way of working with customers.

Board received an update on the implementation of CRM including a new system based upon Microsoft Dynamics. The main purpose of a CRM platform is to be able to track customer interactions across many different business processes to provide a 'single view of the customer.'

This project supports the delivery of our existing customer experience and IT strategies and will deliver a range of new capabilities into our business that do not currently exist. This includes more efficient, automated customer interactions, which will in turn support an improved customer experience.

Other Items

Board approved minor amendments to the merger, acquisitions and partnership policy and received an update of progress with the implementation of the people strategy.