



**Halton**  
Housing

# Board Meeting Summary



## Halton Housing Board Meeting Summary – 13th November 2024

### Performance Review

Board received performance reports in respect of quarter two (2024/25).

#### *Finance & Assurance*

- Of the 11 'Lifeblood' Performance Measures, three are green (better than target), seven are amber (not on target but within an acceptable tolerance) and one is red (not on target and outside the acceptable tolerance).
- Overall surplus for the year to date is £3.5m compared to a budgeted surplus of £3.0m, a favourable variance of £0.5m.

#### *Customer*

- The targeted focus to improve waiting times for repairs has delivered some real improvement in this area. Repairs completed within target time has increased by 3% to 79%. This is an 11% increase on the year end performance for 2023/24.
- Average repair wait times have reduced by four days. Initiatives to improve repairs service delivery and overall satisfaction continue remain our key focus in 2024/25.
- Overall customer satisfaction has reduced by 2% when compared with our year end position in 2023/24, but that is due to the percentage of surveys carried out by email when compared to the same period in the previous year. We are forecasting overall satisfaction to achieve the targeted 75% by year end 2024/25.
- We have commissioned TPAS to review our current customer engagement model.

#### *Homes*

- 92% of our homes have been surveyed within the last five years. Work continues to increase this percentage.
- We continue to demonstrate strong control across all health and safety compliance areas. Six out of eight of the compliance indicators are green (on target). Two are amber (not on target but within an acceptable tolerance).
- A small number of properties are outside of the decent homes standard target. We continue to work with customers to complete the necessary work as a priority.
- A small number of properties have not had an electrical installation condition report (EICR) carried out within the last five years. We remain committed to achieving our target of 100%.

### *Development & Sales*

- We have delivered 309 new homes since April 2022 (44% of our programme) with 26% of homes (183) on site and 30% of homes (216) in our active development pipeline.
- There are 11 unsold homes within the HH Group (HH and OSUK) amounting to £0.9m. This is a reduction of four homes from the previous quarter.

### *Business*

- Colleague satisfaction has improved again during the last quarter and is now only slightly below target.
- Colleague sickness absence is slightly higher than target.
- OSUK has achieved an operating profit of £0.9m compared to a budget of £0.8m.

### *Other Items*

Board approved the annual rent increases for 2025/26, the data management strategy and policy, the managing compliance policy and associated compliance policies and the reappointment of the external auditor.