



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 May 2024

Customer Forum Update

The Chair of the Customer Forum attended the meeting and gave an update on its work over the past year.

The Chair reported that an agenda item has been added this year. “Meet The Team” is an opportunity for the Forum to meet informally with different teams within HH.

The Chair also reported that the Forum continues to review and allocate funding under the “Helping Hands” initiative.

The Chair emphasised that HH should remain focused on its core purpose of social housing and treating customers with respect and dignity.

Performance Review

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

Finance & Assurance

- Of the 10 ‘Lifeblood’ Performance Measures, seven are green, one is amber and two are red.
- Overall surplus for the year to date is £4,883k compared to a budgeted surplus of £3,581k, a favourable variance of £1,302k.

Development & Sales

- We have delivered 309 new homes (44% of our programme) with 9% of homes (66) on site and 38% of homes (270) in our active development pipeline.
- There are 21 unsold homes within the HH Group (HH and OSUK) amounting to £2.1m. This is a reduction of eight homes from the previous quarter.

Homes

- 85% 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. Of the 13 compliance indicators, nine are green and four are amber.
- A small number of properties are outside of the decent homes standard target. We are working to resolve the issues.

Customer

- The Customer Relationship Management (CRM) system is now live including a new and improved Customer Portal.
- We are in a period of transition to the new Customer Support Hub. We are embedding new roles and ways of working.
- Customer overall satisfaction, as measured by the new TSM measure, is 73%. This places HH in the upper median quartile when compared with other HA's.
- Repairs service delivery is improving. The number of jobs completed in target has increased and average repair wait times have reduced. Initiatives to improve the repairs service will remain our focus for 2024/25.
- Customer satisfaction with repairs, as measured by the new TSM measure, is 74%. This places HH in the upper median quartile when compared with other HA's.

Business

- We successfully retained the IIP Gold status.
- Colleague satisfaction is lower than target and turnover is higher than target.
- Colleague sickness absence is lower than target and is at its lowest level since 2017.
- OSUK has achieved an operating profit of £1.5m compared to a budget of £1.5m.

Housing Ombudsman Compliant Handling Code

Board approved the annual self-assessment which will be published as part of the annual complaints and service improvement report on our website by 30th June.

Asset Management Strategy

Improving the standard of our homes is one of our Corporate Plan Objectives.

Board approved the Asset Management Strategy which sets out how we propose to manage our homes over the next three years. The focus will be on better integration of our data, systems and process development, enhanced customer engagement and continued decarbonisation of our homes, whilst maintaining compliance, value for money and customer satisfaction.

The key issues in the strategy are:

- Awareness of and response to an increasingly complex operating environment.
- Addressing the impact of increasing costs, coupled with ageing stock, through the development of greater insight led decision-making and investment in our homes.

- Assessing whether we need to create any additional financial capacity in the business plan to address increasing costs and anticipated regulatory and legislative changes.
- Continued adherence to all current compliance and regulatory requirements.
- Ensuring our delivery models for both investment works, and in-house service continues to provide value for money.
- Ensuring our systems and processes provide optimal capability to support the effective management of our assets.
- Building more open and constructive relationships with our customers in relation to the maintenance of and investment in their homes.
- Ensuring we continue to deliver against decarbonisation targets.

Other Issues

Board approved the development scheme appraisal assumptions, business plan assumptions and stress tests, code of governance compliance self-assessment and board member and Chair appraisal outcomes.