



**Halton**  
Housing

# Board Meeting Summary



## **Halton Housing Board Meeting Summary – 25th September 2024**

### **Damp and Mould Review**

Customers are at the heart of everything we do at Halton Housing. Enabling customer scrutiny and influence at a strategic and operational level supports our approach to reviewing our processes and streamlining our services, systems, and documents. It also ensures customers have an identifiable role in decision making and performance of our business. The Customer Scrutiny Panel (CSP) plays a significant role in supporting our aim of continuous improvement through the customers' voice being heard.

In October 2023 the CSP completed a review of our approach to damp and mould and reported its findings and recommendations to the Board meeting in November 2023. It is normal practice for the CSP to review the implementation of its recommendations 12 months after the initial review.

The CSP has conducted a follow up review and provided an update against their initial recommendations. Based on this report, Board was assured that the recommendations have been implemented.

### **Corporate Plan**

Work has continued to further develop our new Corporate Plan which will be effective from April 2025.

Detailed feedback has now been provided to all colleagues following the many colleague engagement activities and we have concluded our face-to-face customer engagement activities. Following this we will be issuing a survey to all our customers, seeking their views and opinions about what we should focus on in the coming years and to understand what really matters to them.

A Stakeholder Survey will be launched at the Stakeholder Event on 4th October and will seek to understand what our key stakeholders believe should be our priorities over the coming years.

At the Board Strategy Day in December, we will discuss the outcome of this work and start to make decisions about where we should focus our effort and resources over the next few years.

### **Consumer Duty**

The Financial Conduct Authority (FCA) Consumer Duty came into effect on 31st July 2023, seeking to ensure that consumers of financial products and services receive good quality outcomes.

Even though we do not carry out activity captured by the Duty, we feel it is good practice to undertake a self-assessment against the Duty in relation to our welfare benefits and money advice service.

We have helped 342 customers to secure over £1.7m of additional income in 2023/24. This equates to just under £5k of additional income per customer.

### **Board Appointments**

The role of HH Board Vice Chair includes supporting and acting as a sounding board for the Chair, supporting the Chair with the appraisal and development of the Board, and deputising for the Chair in their absence.

Board approved that Jennifer Halliday is appointed to the role following the retirement of the previous Vice Chair.

### **Other Items**

Board approved changes to the Group Financial Regulations, a revised Data Protection Policy and the outcome of the Board effectiveness review.