



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 March 2024

Making Things Right Campaign

On 9th October 2023, the Government launched the ‘Making Things Right’ campaign, encouraging tenants in social housing to report issues to their landlord and to make formal complaints where landlords have failed to address the issues reported to them.

On 12th February 2024, Michael Gove wrote to all social housing providers with an update on their programme of reform in the sector and to ask providers for their support in promoting the Making Things Right Campaign.

In response to the letter, we have created a dedicated webpage on the ‘Making Things Right’ campaign on our website.

We have also used our social media channels to promote the campaign and signpost tenants to the website for more information.

Consumer Standards

In July 2023, the Social Housing Regulation Act became law. The Act provides the legal framework to deliver the reforms set out in the Social Housing White Paper published by the Government in 2020. Most significantly, it introduces a new proactive consumer regulation regime to improve the standards of homes and services in the social housing sector and gives the Regulator of Social Housing (RSH) increased powers to tackle landlords that fail to achieve those standards.

The Act proposed the introduction of four new consumer standards, to replace the existing five consumer standards in their entirety, as well as grant the RSH the powers to proactively inspect and issue regulatory judgments against those standards.

The proposed standards have now been finalised and will come into effect from 1st April 2024.

Customer Hub

On 7th March 2024 we entered consultation with colleagues and our recognised trade unions regarding proposed changes to the structure and ways of working across the customer service, repairs planning and compliance planning teams.

The proposal, which is part of ‘Project Refresh,’ and our Corporate Plan Objective to improve customer experience, is to implement a new Customer Support Hub. The Hub is a central team of people that will provide all inbound and outbound customer contact services that support the delivery of a more holistic, customer focussed, effective and efficient repairs and maintenance service.

Stakeholder Engagement

As part of our Corporate Plan Objectives, we outlined the importance of partnership working to support the delivery of our ambitions.

We have re-introduced Halton Housing (HH) Connect; a newsletter that will be sent twice a year to all local stakeholders raising awareness of any new development schemes, key news stories, partnership working and broader social value activity.

We have also scheduled a stakeholder event that will take place at Waterfront Point on 7th June 2024. This will provide an opportunity to bring together key local stakeholders.

Budget 2024/25

Board approved the budget and key performance measures for 2024/25. The budget satisfies our financial requirements for the next financial year and includes £7.5m investment in existing homes and £15.6m in the development of new homes.

Other Issues

Board approved the annual risk management review, changes to Halton Housing's Rules, the assets & liabilities register and the strategy & policy framework.