



Halton
Housing

Board Meeting Summary



Halton Housing Board Meeting Summary – 7th August 2024

Talk to Us Policy Review

We are committed to continually improving the services we provide to customers. We therefore welcome any views or feedback on service delivery, whether good or bad.

Enquiries, compliments, and complaints are a valuable source of feedback, which helps us to improve and provide better services. The process of registering an enquiry, compliment or complaint is collectively referred to as ‘Talk to Us.’

The revised “Talk to Us Policy” includes changes required by the Housing Ombudsman Complaint Handling Code, which came into effect on 1st April 2024 including.

- A more explicit distinction between a service request and a complaint.
- The timescale for customers to bring a complaint to the Housing Ombudsman has increased from six to 12 months.
- The timescale for acknowledging a formal complaint has increased from three days to five days.
- Reference to the new annual complaint performance and service improvement report

The policy has been reviewed and approved by the Customer Forum.

Performance Review

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

Finance & Assurance

- Of the 11 ‘Lifeblood’ Performance Measures, six are green (better than target), three 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 £1.6m compared to a budgeted surplus of £1.2m, a favourable variance of £0.4m.

Customer

- The Customer Relationship Management (CRM) system is now live including a new and improved Customer Portal and a new Customer Support Hub team structure.
- Repairs service delivery is improving. The number of jobs completed in the target time has increased. Initiatives to improve the repairs service will remain our focus for 2024/25.
- The Safer Halton Partnership Strategy for 2024 to 2027 has been finalised and priorities have been identified.
- 95% of complaints were responded to within the target time.
- Performance against the TSM measures will not be reported until Q2 because of the low volume of survey responses during Q1.

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. All eight of the compliance indicators are green (on target).
- A small number of properties are outside of the decent homes standard target. We are working to resolve the issues.

Development & Sales

- We have delivered 309 new homes since April 2022 (44% of our programme) with 18% of homes (127) on site and 29% of homes (209) in our active development pipeline.
- There are 15 unsold homes within the HH Group (HH and OSUK) amounting to £1.1m. This is a reduction of six homes from the previous quarter.

Business

- Colleague satisfaction has improved from last quarter and is now only slightly below target.
- Colleague sickness absence is slightly higher than target.
- OSUK has achieved an operating profit of £0.5m compared to a budget of £0.4m.

New Scheme Approval

Board approved the development of 34 new homes in Widnes which will provide affordable homes for rent and shared ownership.

Board Member Changes

This was Kevin William's final Board meeting and Board thanked him for his support and commitment during his time as a board member. Jo Fallon and Ian Gardner were appointed as new board members. Their appointments will become effective from the end of September.

Other Items

Board approved the year-end financial statements and the updated building safety case for Churchill Mansions.