



Halton
Housing

Board Meeting Summary



**INVESTORS
IN PEOPLE** | Gold



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in People** | Health &
Wellbeing
Award
Good Practice



**disability
confident**
EMPLOYER

Halton Housing Board Meeting Summary – 19th June 2024

Business Plan

Board approved the Business Plan (including long term financial forecasts) and treasury strategy for 2024.

The plan includes our ambition to develop 495 new homes within HH (15 in OSUK) and continued investment in existing homes and services. The financial forecasts demonstrate that we will have to raise additional funds to finance our ambitions and our treasury strategy sets out how we will do this.

The plan also includes:

- Our strategic objectives and how we plan to meet these objectives.
- Our key risks and how we will address them.
- Current levels of performance
- Financial forecasts

The operating environment for housing associations remains challenging and the plan has considered the key challenges we have had to deal with and will need to continue to deal with in the future.

The plan has been prepared in alignment with our risk appetite. The plan demonstrates that our financial forecasts have sufficient headroom to deal with a reasonable range of adverse scenarios and we can manage material risks to ensure continued compliance with our financial and other requirements.

New Consumer Standards

Board approved an interim self-assessment against the new consumer standards which demonstrates that we fully meet the standard for 44 of the 59 requirements (75%), and further action is required to strengthen our compliance for 15 requirements (25%).

The Social Housing (Regulation) Act 2023 has put the consumer standards on the same regulatory footing as the current economic standards and has given the Regulator for Social Housing (RSH) new powers to regulate and enforce them.

The RSH has new inspection powers and when carrying out In-Depth Assessments (IDA's) will now inspect against the consumer standards as well as the economic standards, issuing a new 'C' rating relative to the level of compliance.

As well as increased powers, the standards themselves have changed. There are four new consumer standards that housing providers must comply with, from 1st April 2024.

- The Safety & Quality Standard
- The Tenancy Standard
- The Neighbourhood and Community Standard
- The Transparency, Influence and Accountability standard

Each standard has a set of specific outcomes and requirements that registered providers must achieve to comply with the standards, there are 59 requirements in total across the four standards.

The identified actions to strengthen compliance are outlined in the self-assessment and are either already underway or due to commence shortly. Progress on action will be reported to Board through the Homes and Customer quarterly reports.

Customer Engagement Policy

Board approved minor changes to the Customer Engagement Policy.

Our current corporate plan outlines our commitment to engaging, involving, and listening to customers, in a way that is meaningful to them, meets their needs and focusses on what matters most.

Our recent Corporate Plan Objectives, commit to reviewing the current customer engagement model, to ensure that it supports that commitment, meets the requirements of the latest consumer standards and is in line with sector best practice in this area.

This version of the policy is reflective of our current customer engagement model and has been reviewed in light of the Social Housing (Regulation) Act 2023 and new consumer standards. Once the customer engagement model has been reviewed, the policy will be updated again to reflect any changes and represented to customer forum and Board for approval.

New Scheme Approval

Board approved the development of a new scheme in Cheshire East which will provide 56 affordable homes for rent and shared ownership.

Other Issues

Board approved the annual self-assessment against the regulatory standards, approved the review of the probity policy, received information about safeguarding and received a copy of our statistical data return (SDR) which was submitted to the RSH in May.