



Halton  
Housing

# Board Meeting Summary



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EMPLOYER

## Halton Housing Board Meeting Summary – 7th February 2024

### Performance

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

#### Finance & Assurance

- Of the 10 ‘Lifeblood’ Performance Measures, five are green, three are amber and two are red.
- Overall surplus for the year to date is £4,340k compared to a budgeted surplus of £3,178k, a favourable variance of £1,252k.

#### Development & Sales

- We have delivered 266 new homes (37% of our programme) with 16% of homes (112) on site and 45% of homes (316) in our active development pipeline.
- There are 29 unsold homes within the HH Group (HH and OSUK) amounting to £2,341k. This is a reduction of 11 homes from the previous quarter.

#### Homes

- We are working to increase the number of homes with a stock condition survey of no more than five years old to 100%. Current performance is 81% of homes.
- We continue to demonstrate strong control across all health and safety compliance areas. Of the 27 compliance indicators, 16 are green and 11 are amber.
- During quarter three we identified 32 category one hazards. At the end of the quarter, we had 14 live category 1 damp and mould hazard recorded. The average time taken to resolve issues is 10 days.
- A small number of properties are outside of the decent homes standard target. We are working to resolve the issues.

#### Customer

- The focus of the repair’s transformation project, “Project Refresh,” is on improving communication around repairs and reducing waiting times for repairs.
- Customer overall satisfaction, as measured by the new TSM measure, is 72%. This places HH in the upper median quartile when compared with other HA’s.
- Repairs service delivery is improving. Customer satisfaction with repairs, as measured by the new TSM measure, is 73%. This places HH in the upper median quartile when compared with other HA’s.

## Business

- Colleague satisfaction is lower than target and turnover is higher than target.
- Colleague sickness absence is lower than target.
- OSUK has achieved an operating profit of £1.1m compared to a budget of £1.1m.

## Reinforced Autoclaved Aerated Concrete (RAAC)

The Regulator of Social Housing (RSH) announced in September last year that landlords should take steps to identify and where necessary remediate any issues relating to RAAC within their properties. Following that announcement, we procured the services of an independent surveying company to determine whether any of our properties had RAAC as part of their construction.

An initial desktop survey was carried out to identify the risk rating of our properties and from that properties were identified for a physical, intrusive survey. These have now been completed and there is no evidence of RAAC being present in our properties.