



**Halton**  
Housing

# Board Meeting Summary



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## **Halton Housing Board Meeting Summary – 14<sup>th</sup> May 2025**

### **Customer Forum Update**

The Chair of the Customer Forum attended the meeting and gave an update on its work over the past year.

Changes have been made to improve the application process for the allocation of funding under the “Helping Hands” initiative.

The “Meet the Team” agenda item had been developed during the year. This is an opportunity for the Forum to meet informally with different teams within HH. It enables the Forum to develop a wider understanding of the business and how that Team directly affects customers.

The Forum had reviewed complaints case studies and complaints KPI's. A year-end review of complaints had been presented to the Forum. The Chair had provided feedback for inclusion in the annual complaints' publication.

The Tenancy Participation and Advisory Service (TPAS) has been appointed by Halton Housing to review how it engages with its customers. As part of the review, TPAS held sessions with the Forum.

### **Corporate Plan - Our Future Focus 2025-28**

On Thursday 3<sup>rd</sup> April we officially launched ‘Our Future Focus 2025-28’ to the whole organisation with 291 colleagues (90%) and four board members attending the event at The Foundry in Widnes.

Feedback about the event itself has been overwhelmingly positive. Colleagues feel connected to the commitments we have made and the values and behaviours we have collectively developed.

Other launch activity has included:

- The launch has been announced on social media - [LinkedIn](#), [LinkedIn](#), [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#)
- Our Future Focus 2025-28 has been emailed to all customers and will be the cover feature with a double page spread in the forthcoming edition of Reach magazine.

### **Performance Review**

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

#### *Finance & Assurance*

- Of the 11 ‘Lifeblood’ Key Performance Measures, five are green, five are amber and one is red.
- Overall surplus for the year to date is £5,200k compared to a budgeted surplus of £4.029k, a favourable variance of £1,169k.

### *Customer*

- Performance for quarter four and for the whole year shows that four out of the six key performance measures are green and two are amber.
- Performance against all Tenant Satisfaction Measures (TSMs) metrics shows significant improvement with all 26 metrics now median or upper quartile performance.
- Complaints escalated to the Housing Ombudsman have decreased during the quarter.

### *Homes*

- 89% 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 continue to work with customers to complete the necessary work as a priority.

### *Development & Sales*

- We have delivered 334 new homes since April 2022. 192 homes are on site and 122 homes are in our active development pipeline.
- There are five unsold homes within the HH Group amounting to £0.5m. This is a reduction of seven homes from the previous quarter.

### *Business*

- IT system availability has been in line with targets for the quarter with only minor disruptions occurring without any commonality between issues. We have not had any significant security incidents across the quarter.
- Change and transformation projects are progressing well with significant improvements being made in operational performance as a result.
- Overall performance against the Colleague key performance measures is strong. Colleague sickness absence is better than target, colleague turnover is better than target and colleague satisfaction is slightly worse than target.
- We have had six minor accidents involving colleagues. Relevant actions to prevent reoccurrence have been taken.
- OSUK has achieved an operating profit of £1.7m compared to a budget of £1.8m.

### **Damp, Mould and Condensation (DMC) Policy**

Board approved a revised DMC Policy.

The revised Policy aligns our approach to the requirements of the first phase of Awaab's Law. This ensures a proactive and timely approach to identifying and managing damp and mould issues within our homes.

The Policy sets out revised landlord and tenant responsibilities.

### **Board Member Re-appointments**

Clive Deadman was re-appointed as HH Group Chair and Geoff Linnell was re-appointed as an OSUK board member to September 2026.

### **Other Issues**

Board approved the risk management annual review, code of governance compliance self-assessment, business plan assumptions and stress tests, policy framework annual review and board member and Chair appraisal outcomes.