



Halton
Housing

Board Meeting Summary



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EMPLOYER

Halton Housing Board Meeting Summary – 19th November 2025

Awaab's Law

Awaab's Law officially came into force on 28th October, marking a major shift in tenant protection and accountability across the social housing sector. The law requires landlords to fix emergency hazards within 24 hours and investigate damp and mould within 10 working days. Those who fail to comply face enforcement action, compensation claims and court penalties.

Board was advised that as we enter the period when Awaab's Law comes into force, we have no cases of homes falling out of the HHSRS (Housing Health and Safety Rating System) Standard due to damp and mould.

All Category 1 hazards (hazards that are serious and immediate risks to a person's health and safety, including issues like damp and mould, excess cold, electrical hazards, and fire risks) within the HHSRS reported are being actively addressed and performance remains within target.

We continue to work with customers and colleagues in the neighbourhood teams to gain access to complete the necessary work as a priority.

New Professional Competency Standard

The government has formally directed the regulator to introduce a new professional competency standard for social housing staff, describing it as a “pivotal step” in raising standards across the sector. From October 2026, around 30,000 senior housing managers and executives will be required to hold, or be working towards, recognised qualifications in housing management.

The standard, developed in response to the Grenfell Tower Inquiry, aims to “eradicate unprofessional attitudes and stigma” and drive cultural change within the sector.

Board was advised that we are currently reviewing the standard to ensure relevant colleagues within HH meet the qualification requirements.

Performance Review

Board received reports in respect of performance up to quarter two (1st April to 30th September 2025) (2025/26).

Finance & Assurance

- Of the 12 'Lifeblood' Key Performance Measures, eight are green (achieving target), one is amber (not achieving target but within acceptable tolerance) and three are red (not achieving target and outside acceptable tolerance).
- The amber measure relates to compliance with the decent homes standard.
- The red measures relate to colleague satisfaction, void rent loss, and property H&S compliance.
- Overall surplus for the year to date is £4.1m compared to a budgeted surplus of £2.3m, a favourable variance of £1.8m.

Customer

- Delivery against Q2 commitments within Our Future Focus is progressing well.
- Tenant Satisfaction Measures show overall improvement in 2025/26 compared to 2024/25. Board noted that overall customer satisfaction has improved significantly from 74.4% to 81.4%, against a target of 76%.
- Overall performance during Q2 has been positive, with seven out of 11 key performance indicators exceeding target. The remaining four measures are below target and require continued focus to improve performance.
- Complaints responded to within the target time has improved from 87.3% in Q1 to 98.7% in Q2 against a target of 95%.

Homes

- Delivery against Our Future Focus commitments is on target and all objectives for Q2 have been met.
- Operational performance remains strong across most of the Lifeblood Measures.
- Five of our eight H&S compliance indicators are green; one is amber and two are red.
- Customer satisfaction with works carried out on the Investment Programme is high at 95%.

Development & Sales

- We have delivered 79 new homes since April 2025. 138 homes are on site, and 172 homes are in our active development pipeline.

Business

- IT system availability has remained strong, cyber security scores are good with some areas of focus, and strategic change projects are progressing in line with plans.
- The performance against colleague sickness absence and colleague turnover have remained steady with strong performance in both areas. We have experienced a reduction in colleague engagement and satisfaction.
- OSUK has achieved an operating profit of £1m compared to a budget of £1m.

Development Scheme Approval

Board approved the development of 29 affordable rented homes in Middlewich.

Other Items

Board approved the treasury strategy and rent increases from April 2026.