



Halton
Housing

Board Meeting Summary



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EMPLOYER

Halton Housing Board Meeting Summary – 6th August 2025

Customer Engagement Review

Board approved the formation of a new customer committee to strengthen and embed customer influence in decision-making, ensuring services are shaped by those who use them. The committee will also help to build transparency and trust by providing a formal structure for customers to scrutinise decisions, challenge performance, and hold the organisation to account.

The implementation of a new committee would also support the delivery of a key commitment in 'Our Future Focus' (Excellent Services) to implement a new customer influence framework; and further strengthen compliance with the Regulator of Social Housing (RSH) Transparency, Influence and Accountability Consumer Standard.

The committee should become effective from April 2026, subject to the timing and outcomes of the recruitment process.

Performance Review

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

Finance & Assurance

- Of the 12 'Lifeblood' Key Performance Measures, 10 are green and two are amber.
- Overall surplus for the year to date is £1,377k compared to a budgeted surplus of £493k, a favourable variance of £884k.

Customer

- Performance for quarter one shows that seven out of the 11 key performance measures are better than target.
- Performance in repairs completed on time and complaint response has dipped, prompting targeted training and process reviews. We are confident the reasons have been identified and resolved.
- A new 'repairs quality framework' has been developed in response to customer insight. The framework sets out the components that make up a quality repair and this has been agreed with Customer Forum. We are now working to ensure that we are consistently delivering against all the elements in the framework.
- The development of a new, user-friendly and engaging approach, named the 'Halton Housing Deal', which sets out what customers can expect from us and what we expect of them, is progressing well. We are now in the final stages of development and look forward to launching and sharing it with all customers and colleagues.

Homes

- 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.
- Operational performance remains strong across all areas of compliance.

- New regulations on the frequency for undertaking electrical work will come into force in November.
- The Repairs Policy has been reviewed and updated. This was approved by the Customer Forum on 31st July.

Development & Sales

- We have delivered 59 new homes since April 2025. 145 homes are on site and 129 homes are in our active development pipeline.
- There are 16 unsold homes amounting to £1.4m.

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 each of the People metrics for the quarter is positive.
- OSUK has achieved an operating profit of £0.5m compared to a budget of £0.5m.

Board Member Changes

Gill Brown and Sally Yeoman were appointed as new HH board members. Steven Ellsmoor was appointed as a new OSUK board member. Their appointments will become effective from the end of September.

Other Items

Board approved the year-end financial statements and changes to the OSUK Articles of Association.