



**Halton**  
Housing

# Board Meeting Summary



**INVESTORS  
IN PEOPLE** | Gold



**Investors  
in People** | Health &  
Wellbeing  
Award  
Good Practice



**disability  
confident**  
EMPLOYER

## Halton Housing Board Meeting Summary – 5<sup>th</sup> February 2025

### Regulatory Judgement

Board was informed that following our Annual Stability Check, the Regulator of Social Housing (RSH) has determined that Halton Housing be re-graded as V1 for financial viability (previously V2), returning us to the highest possible regulatory grading of G1/V1.

The RSH published their judgement on 15th January 2024. More information can be found on our website at. Highest ratings awarded by the Regulator of Social Housing | Halton Housing

### Corporate Plan

Board approved the almost final draft of our new Corporate Plan.

The Plan has been developed following extensive consultation and engagement with customers, colleagues, and stakeholders.

The Plan includes our priority areas and commitments for 2025/26 as well as revised values and behaviours.

We have discussed the draft Plan with a group of engaged customers including the Chair of the Customer Scrutiny Panel and the Vice Chair of the Customer Forum. The group were supportive of the commitments we were making and very much welcomed the revised values and behaviours.

A final draft of the Plan will be presented for approval to Board in March and is due to be launched in April 2025.

### Performance Review

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

### Finance & Assurance

- Of the 11 'Lifeblood' Performance Measures, four are green (better than target), five are amber (not on target but within an acceptable tolerance) and two are red (not on target and outside the acceptable tolerance).
- Overall surplus for the year to date is £4.4m compared to a budgeted surplus of £4.5m, an unfavourable variance of £0.1m.

### Customer

- Overall customer satisfaction has increased by 4.1% (78.3%) for quarter three when compared to quarter two (74.2%). Year to date performance of 74% is slightly behind our target for the year of 75%.

- The targeted focus to improve waiting times for repairs has delivered real improvement in this area. Repairs completed within target time has increased by 4% during the quarter to 83%. This is a 15% increase on the year end performance for 2023/24.
- Satisfaction with our repairs service has increased from 73.4% in quarter two to 80.2% in quarter three. Year to date performance of 76% is better than our target for the year of 75%.
- The review by the Tenant Participation and Advisory Service (TPAS) of our current customer engagement model is progressing well.

## Homes

- 91% 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. Five out of eight of the compliance indicators are green (on target). One is amber (not on target but within an acceptable tolerance) and two are red ((not on target and outside the acceptable tolerance). Board was informed that the issues causing the red indicators have been resolved.
- 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 325 new homes since April 2022 (46% of our programme) with 28% of homes (201) on site and 17% of homes (119) in our active development pipeline.
- There are 12 unsold homes amounting to £1.0m. This is an increase of one home from the previous quarter.

## Business

- Colleague satisfaction has improved again for the third quarter running and is now better than target at 82% compared to a target of 80%.
- Colleague sickness absence is slightly higher than target.
- OSUK has achieved an operating profit of £1.3m compared to a budget of £1.3m.

## New Scheme Approval

Board approved a new scheme in Widnes that will provide 13 social rented homes. This is an exciting opportunity and demonstrates our continued commitment to building much needed new homes.

## Other Items

Board approved a revised landbanking policy and new development contractor due diligence and contract security measures.