



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 – 23rd June 2022

Halton Business Awards

Board was informed that we had two of our apprentices nominated for Apprentice of the Year at the Halton Business Awards with one of them winning the award.

Business Plan 2022

Board approved the business plan (including long term financial forecasts) and treasury strategy for 2022.

The business plan includes our ambition to develop 1,000 new homes within HH over the next five years. Also included are an additional 150 homes due to be acquired and built within OSUK. The financial forecasts demonstrate that we will have to raise additional funds to finance our ambitions and our treasury strategy sets out how we will do this.

Several stress tests have been conducted on the financial forecasts and these were presented to and reviewed by Board.

Customer Experience Strategy

Board approved the customer experience strategy for the next three years which supports the delivery of the strategic customer themes in the corporate plan.

The customer experience strategy comprises five key themes to improve customer experience, these being:

1. We are easy to deal with, provide choice and keep our customers informed
2. We listen to what customers tell us and act on what they say
3. We treat our customers with dignity and respect, and tailor our services to meet their needs
4. We support our customers to make a success of living in their home
5. Our service offer is clear, as are our expectations of our customers

Updates of the delivery of the customer experience strategy will be presented annually to Board.

Customer Engagement Policy

Board approved the customer engagement policy.

We are committed to putting our customers at the heart of our business and empowering them to influence, shape and challenge our services, policies and plans.

This policy outlines our approach to ensuring the customer voice is heard and sets out the arrangements we have in place to provide accessible and meaningful engagement for our tenants and customers. It allows us to understand and respond to their diverse needs, provide choice and opportunities for involvement.

This policy highlights the ways in which our customers can engage with us and reflects the changes made by the Regulator of Social Housing (RSH) in July 2017, which places the obligation for us to inform them if there are any major changes to the way the organisation delivers its services.

Development Strategy

Board approved the development strategy.

The strategy provides a structured approach for the delivery of the development theme within the corporate plan and the development aspirations within the business plan.

The strategy will look to deliver against the following seven principles:

1. Geographic location
2. Regeneration
3. Tenure
4. Procurement
5. Sustainability
6. Value for Money
7. Customer

The strategy links closely with our placeshaping and asset management strategies.

Other Items

Board received updates on safeguarding and approved the assessment of compliance with the regulatory standards.