



**Halton**  
Housing

# Board Meeting Summary



# Halton Housing Board Meeting Summary – 12<sup>th</sup> May 2022

## Performance

Board received a presentation covering the key achievements during the second half of 2021/22 including.

- Improvement in customer complaints performance
- Positive Customer Scrutiny Panel reviews – customer engagement and voids
- Successful bid for funding from Wave 1 SHDF submission
- Shift Assessment – achieved Silver accreditation with improved ranking
- EPC data and improving our overall EPC C percentage
- Good outcome from Homes England development audit
- Strong demand for our shared ownership homes at Orchard Meadows and Pool Lane
- Strong operational performance of OSUK
- Completion of Evolve colleague engagement programme and identification of actions
- Strategy signed off and moving forward with a plan on Customer Relationship Management (CRM) system
- G1/V1 status retained
- Strong arrears and voids performance

Board also received performance reports in respect of quarter four (2022/23).

- Of the 11 'Lifeblood' Performance Measures, five are green and five are amber.
- Overall surplus for the year to date is £3,405k compared to a budgeted surplus of £2,038k, a favourable variance of £1,368k.
- There have been no RIDDOR events within HH.
- We continue to demonstrate strong control across all health and safety compliance areas.
- We have delivered 227 new homes (35% of our programme) with 49% of homes on site and 22% of homes in our active development pipeline.
- There are 34 unsold homes within the HH Group (HH and OSUK) amounting to £3,034k. This is an increase of nine homes (£693k) from the previous quarter.

## Brand and Reputation

Board was advised that we have been shortlisted for Team of the Year and Woman of the Year in the Housing Heroes/Women in Housing awards and Northern Housing Team of the Year in the Northern Housing Awards.

Two of our apprentices have also been shortlisted for the Halton Business Awards Apprentice of the Year.

## **Placeshaping and Social Value Strategy**

Board received a 12-month progress update against the Placeshaping and Social Value Strategy.

The update provides a summary of the key achievements during the last 12 months.

- There was a budget of £100,000 set aside for 2021/22 and we have completed our pilot neighbourhood plan, Destination Ditton.
- Destination Halton Lodge was the second neighbourhood to benefit from the social value and placeshaping strategies and initiatives.
- We have published our first ESG report and have established an ESG working group.

The update also included insight on focus areas for the 2022/23 financial reporting year.

## **Other Items**

Board received updates on our compliance with the NHF Code of Governance 2020 and Code of Conduct.

Board also received the outcomes of the recently completed Board Member and Chair appraisals and approved the re-appointments of Clive Deadman, Angela Holdsworth and Kevin Williams.