

Customer Committee

Recruitment Pack

October 2025



Welcome.

Hello and thank you for your interest in becoming a member of our brand-new Customer Committee!

It's an exciting time for us at Halton Housing. Managing over 7,500 homes across the borough and beyond, we pride ourselves on being more than just a landlord. Our purpose is Improving People's Lives, not just by providing quality housing and services, but also by creating connected, thriving communities where people feel proud to live.

We have just launched our new three-year plan 'Our Future Focus'. This was developed with customers and our commitment to ensuring that they continue to have real influence and impact on the way we shape and deliver our services.

Part of that commitment includes creating a new Customer Committee that will report directly into our Board. They will help to develop our service standards, monitor our performance and help us to ensure the voice of our customers is not only heard but acted upon. We are now looking for six customers to join the Committee, who are passionate about representing the interests of all our customers by helping us to achieve this.

We have strong foundations, built over 20 years of providing housing and community improvements across Halton and beyond. We want to get things right first time, every time and will be relying on our new Customer Committee to hold us to account.

Our customers are telling us we are doing a good job, but we want to improve and get better! Could you be a part of making that happen? If you feel you have what we're looking for, then I really look forward to hearing more from you soon.

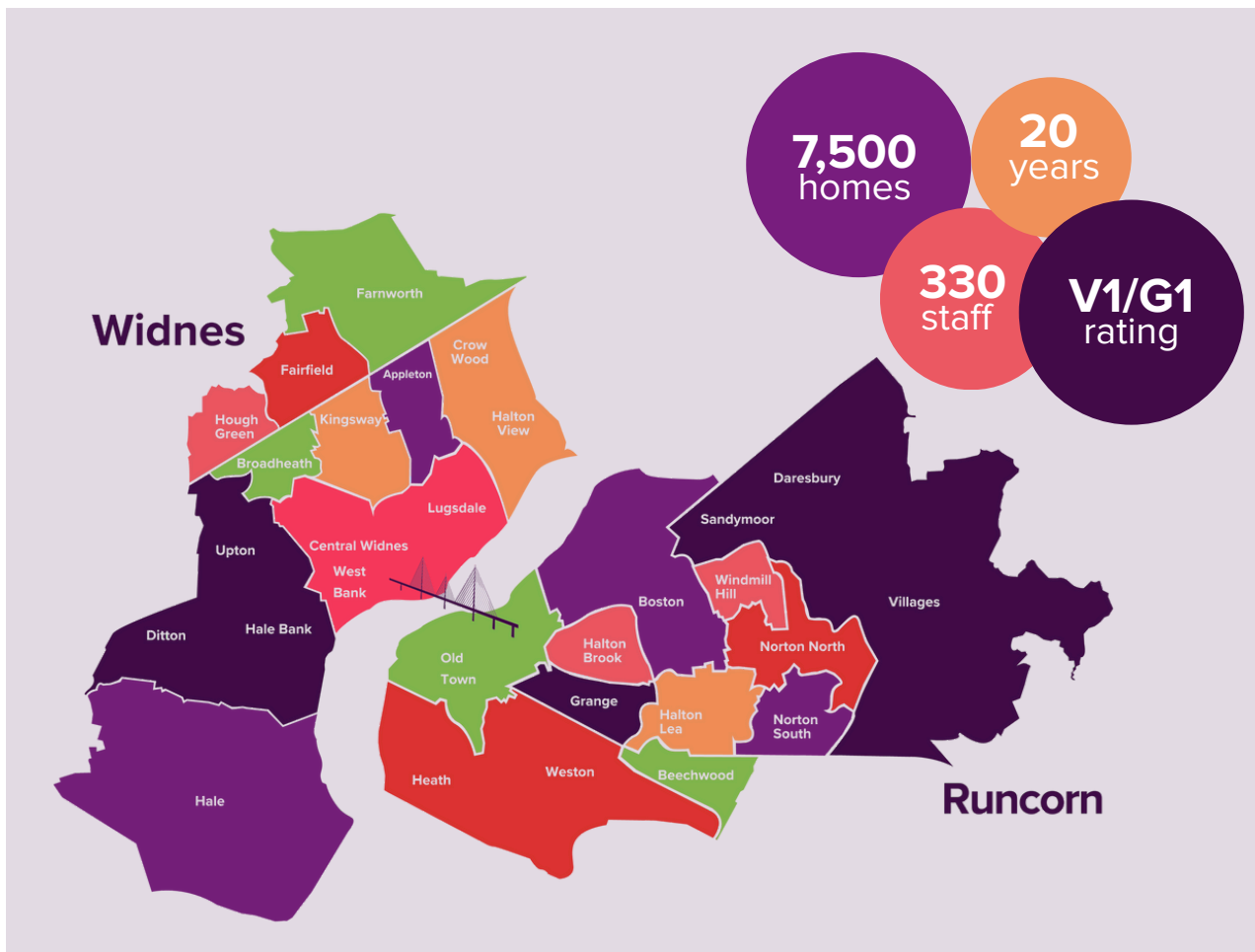
Best of luck with your application!



Sharon Pennington,
Customer Committee Chair



A bit about Us.



We're a longstanding Housing Association based at Waterfront Point in Widnes, with over 7,500 home across Widnes and Runcorn, and the Northwest. Our purpose is Improving People's Lives, and we're committed to providing safe, quality, affordable homes and delivering excellent services to our customers.

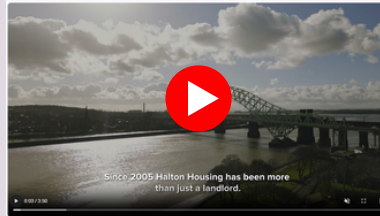
Whether it's our Annual Report, or Tenant Satisfaction Measures (TSMs), you can read all about our performance as a landlord [here](#).



Our Future Focus: 2025-28



Click on the video below or scan the QR code to view 'Our Future Focus: 2025-28' in full.



'Our Future Focus: 2025-28' is our three-year plan, built around five key priorities, which will guide our work, projects and initiatives over the next three years.

Shaped with direct input from customers, Our Future Focus presents a clear roadmap for an exciting future for Halton Housing.

The Customer Committee will play a key part in ensuring that we're accountable for delivering on our promises, and doing what we set out to do.

 **Quality Homes.**

Creating homes that are fit for the future.

Excellent Services.

Doing what we say we will.

Thriving Communities.

Working together to create great places to live.

Great People.

Passionate people achieving great outcomes.

Strong Business.

Be an ambitious, resilient and responsible business.

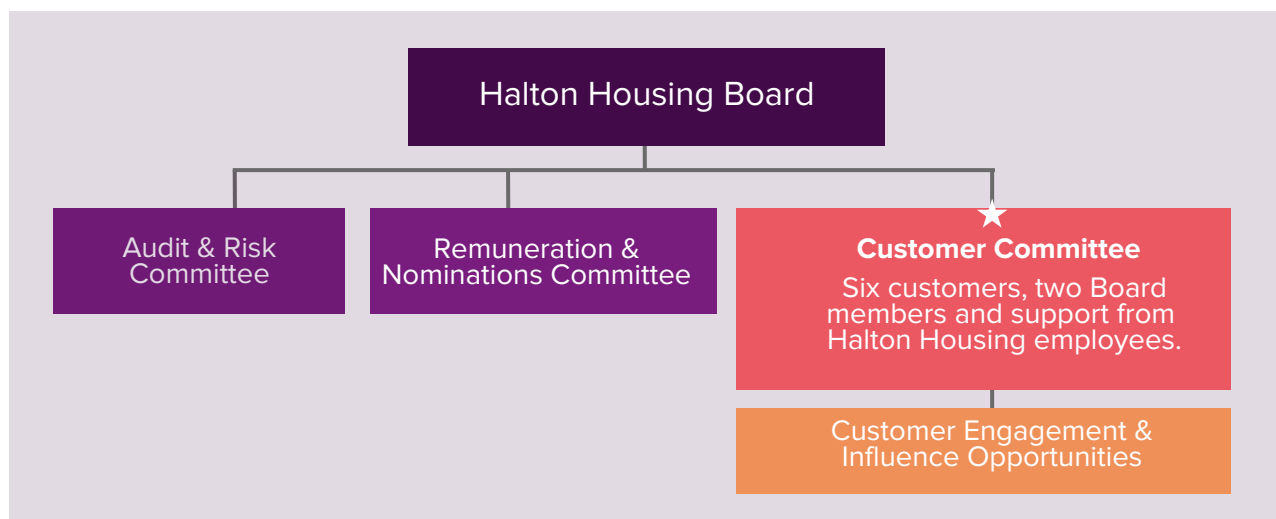


What will the Customer Committee do?

The purpose of our new Customer Committee is to ensure that the voice of Halton Housing customers is central to our decision-making processes. Its role is both to consult and advise, and involves shaping, challenging, and influencing services across all customer-facing activity. It's also about making sure that Halton Housing keeps its promises and commitments and continually improves its services to customers.

The committee will focus on issues that impact all customers and will not consider individual or personal matters.

Customer Committee Structure.



Your role.



Influence and provide oversight on Halton Housing's approach to customer engagement, scrutiny and the outcomes and actions relating to the Tenant Satisfaction Measures (TSM).



Collaborate on the development of customer-facing policies and service standards and to review and influence the development of strategic plans.



Support the Board to ensure Halton Housing meets the expectations and outcomes of the customer-facing regulatory standards.



Oversee activities and outcomes of customer engagement through focus groups and other initiatives.



Fulfil your role in compliance with the Group's Code of Governance.

Who we are looking for.

We're looking for six Halton Housing customers who are passionate about representing the interests of their fellow customers with a good understanding of what matters most to customers and their local communities.

They will share our commitment to make a difference locally, and will be dedicated to improving our communities and playing their part in making things better for our customers.

Qualities and experience we are looking for...

- ✓ Ability to use basic technology – essential for accessing reports, emails, and participating in virtual meetings.
- ✓ Show full commitment to the role, attending meetings, and reliably taking part in training and Committee activities.
- ✓ Ability to review and analyse reports, performance data and proposals with a questioning mindset.
- ✓ A clear and confident communicator – in meetings and discussions, including active listening and thoughtful responses.
- ✓ Give constructive challenge and feedback – ability to question assumptions respectfully and explore root causes and ideas for improvement.
- ✓ Understand customers' needs and act on their behalf.
- ✓ Able to work effectively with others, respecting diverse perspectives, and contributing to shared goals.
- ✓ Able to gather insights from customers and share Customer Committee outcomes.
- ✓ Be committed to our purpose and values, and uphold equality, diversity, and inclusion.
- ✓ Have lived experience in social housing – bringing personal insight to the Committee's work.
- ✓ Demonstrate confidentiality, integrity, and professionalism – maintaining high standards in all Committee activities.

Please note: We don't expect applicants to have everything we are looking for in this section. Suitability will be assessed at interview.



Key information...

Eligibility

Applicants must be 18 years of age or over, a current tenant of Halton Housing and must not be in breach of their Tenancy Agreement where this is subject to legal action.

They must not be convicted of an indictable offence which is not or cannot be spent.

Our Offer

Customer Committee members will receive a salary of £3,000 per year. All committee members are engaged on service contracts and are subject to PAYE deductions.

Time Commitment

On average you will need to commit approximately one half a day per month, this includes:

- Preparing for meetings
- Attendance and contribution at a minimum of four Committee meetings
- Participation in personal appraisals, training and development

Length of term

Customer Committee members will be appointed to a three-year term, for a maximum of six years (2 x three-year terms).

Location & Meetings

Meetings are held in our Head Office at Waterfront Point in Widnes, from 4pm-6pm. By exception, they may also occasionally be held online on Microsoft Teams where required.

Meetings are held in April, July, October and January.



Our Executive Team.



Sam Scott
Group Chief Executive



Debbie Trust-Dickinson
Chief Operating Officer



Neil McGrath
Chief Financial Officer

Our Board.

We have ten members (pictured) to ensure we have a diverse Board with the right mix of skills and experience to take Halton Housing forward. All Board members are appointed to either the Audit and Risk or Remuneration and Nominations Committee.

Some Board members take a lead role for a key area of the business, acting as champion for their area of responsibility. The Board work together as a team to make decisions on a wide range of issues that contribute to the delivery of our vision.



Clive Deadman
Board Chair



Jennifer Halliday
Board Vice Chair



Sharon Pennington
Customer Committee
Chair



Marie Wright
Board Member



Ian Gardner
Board Member



Jo Fallon
Remuneration &
Nominations Chair



Ian Hayhoe
Board Member



Leigh Wylie
Audit & Risk Chair



Sally Yeoman
Board Member



Gill Brown
Board Member

How to apply:

There are two ways you can apply:

Online:

Please visit www.haltonhousing.co.uk/customer-committee, and complete the application form on the page.

Paper copy:

If you would like to receive a paper copy of the pack and application form, please contact communications@haltonhousing.co.uk and we will post a form to you.

If you apply online, please complete the **application form**, which includes a **supporting statement** (question 8) outlining your skills and experience against the '**Who we are looking for**' section on page 6, and why you are interested in this role.

There is also a **Diversity Monitoring Form**. (Completion of this is not mandatory, but we ask that you complete it for monitoring purposes in line with our commitment to equality, diversity and inclusion).

Applications can only be considered with a completed application form and supporting statement.

If you would like to have an informal chat about the opportunity, then please email communications@haltonhousing.co.uk and we can set up a phone call when it is convenient for you.

Next Steps...

Applications close Friday 14th November.

We will be in touch by Friday 28th November to let you know the outcome of your application.

In-person interviews will be held on 15th and 16th December. The interview panel comprises:

- Sharon Pennington, Customer Committee Chair
- Emma Gilpin, Tenants Participation and Advisory Service (TPAS)
- Lisa Windle, Director of Customer Experience, Halton Housing

If you are invited to interview but are unavailable on the interview date, please do speak to us before making an application, by contacting Lisa Windle on lisa.windle@haltonhousing.co.uk.





Customer Committee

Apply Now!

Halton Housing

Waterfront Point, Warrington Road, Widnes, WA8 0TD

Tel: 0303 333 0101

www.haltonhousing.co.uk