



**Halton**  
Housing

# Board Meeting Summary



**INVESTORS  
IN PEOPLE** | Gold



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in People** | Health &  
Wellbeing  
Award  
Good Practice



EMPLOYER

## **Halton Housing Board Meeting Summary – 16<sup>th</sup> November 2021**

### **Performance**

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

- Neighbourhood Officers have completed 4,500 annual tenancy contacts as part of our “Every Contact Counts” campaign.
- Our “Destination Ditton” pilot is underway working in partnership with Cheshire Police and HBC. Great feedback has been received from HBC leader and members.
- Working as a member of the Runcorn Town Board we have secured £23m funding for the regeneration of the town centre
- Working as a member of the Building Better consortia we have launched a framework for the procurement of offsite manufactured products.
- All shared ownership homes handed over have either been sold or reserved.
- OSUK operational performance is better than budget
- We have been shortlisted for IIP Best Company award with 250+ employees
- Improved diversity of Board with new recruits
- Completion of first ESG report
- Completion of IT systems cloud migration

Board also received performance reports in respect of quarter two (2021/22).

- Of the 11 ‘Lifeblood’ Performance Measures, six are green, three are amber and two are red.
- Overall surplus for the year to date is £1,730k compared to a budgeted surplus of £1,282k, a favourable variance of £478k.
- Forecast surplus for the year is £1,740k compared to a budgeted surplus of £2,037k, an adverse variance of £297k.
- There have been three RIDDOR events within HH.
- The impact on the business from Covid-19 has now significantly reduced due to the Government’s relaxation of the self-isolation rules.
- We established a programme of events to support the European Week for Safety and Health at Work. The objective of the week was to raise awareness of good health and safety practices, with the aim of reducing our accident and incident rates.
- We continue to demonstrate strong improvement and control across all health and safety compliance areas.
- We have delivered 181 new homes (28% of our current programme) with 75% of homes in our secured or active development pipeline.

- There are 18 unsold homes within the HH Group (HH and OSUK) amounting to £1,598k. This is an increase of nine homes (£768k) from the previous quarter.

### **Customer Scrutiny Panel Review of Voids**

Board received a report and presentation from the Customer Scrutiny Panel's (CSP) review of voids (vacant homes), management processes and standards.

The review has made 15 recommendations across five themes:

1. Vacant homes standard
2. Customer obligations; support and recharges
3. Management moves
4. Resources and work
5. Customer insight

The recommendations will be considered by management and, if appropriate, developed into an action plan.

### **Regulatory Judgement**

Board was informed that the Regulator of Social Housing has refreshed its assessment of our compliance with the Governance and Financial Viability Standard of the Regulatory Framework. This is based upon assurance obtained through the Stability Check process and other regulatory activity, as set out in Regulating the Standards.

The governance and financial viability grades and straplines are:

- G1 - The provider meets our governance requirements.
- V1 - The provider meets our viability requirements and has the financial capacity to deal with a wide range of adverse scenarios.

### **Gas Team Wins Direct Services Award**

Board was informed that our Gas Team won the "Team of the Year" award at the Direct Works annual conference in Coventry.

The team was shortlisted for the award in recognition of going the extra mile in delivering services to customers during the Covid-19 pandemic and achieving record performance targets.

The team beat off strong competition to win the award, with a special mention from the organisers for the video that was shared as part of the submission (featuring one of our gas technicians visiting a customer's home, outlining our safety measures).

### **Other Items**

Board approved the annual rent increases for 2022/23, changes to the SHPS and received an update on progress against our asset management strategy.