



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 – 6th May 2021

Performance Review 2020/21

Board received a presentation covering the key achievements during 2020/21 including.

- Successfully navigated our way through the challenges presented by the Covid-19 pandemic.
- Strategies approved for customer contact, customer voice, environmental & sustainability, placeshaping, social value, asset management and people.
- Reviewed the new Housing Ombudsman Code of Guidance, the Social Housing White Paper and the new NHF Code of Governance
- Launched our "Destination Ditton" initiative
- Launch of refreshed digital platforms (website) and associated communications campaigns as part of the Driving our Future transformation project.
- Achieved No 1 Housing Digital provider award.
- Celebrated our 15th anniversary.

Board approved the Key Performance Measures Report for the period to 31st March 2021. Of the 11 Board Performance Measures, seven are green, two are amber and two are red.

Board approved the Compliance, Health and Safety Scorecard for the period to 31st March 2021 which continues to demonstrate strong improvement and controls across all compliance areas.

Board approved the Development Performance Report. We have achieved our new homes and development pipeline targets.

Board approved the Sales Performance Report. All homes developed for either shared ownership or outright sale are either reserved or sold.

Board approved the Financial Performance Report for the period to 31st March 2021. All funder covenants have been achieved. Board approved the Investment Report for the period to 31st March 2021. Board noted the top-rated risks.

Customer Engagement Policy

Board approved the Customer Engagement Policy. The Policy supports our approach to delivering the priorities of Our Direction (OD3) and demonstrates our commitment to putting 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.

Other Items

Board received updates on our compliance with the NHF Code of Governance, Code of Conduct and Regulatory Standards. Board also received the outcomes of the recently completed Board Member and Chair appraisals