



Halton
Housing

Board Meeting Summary



INVESTORS IN PEOPLE | Gold



Investors in People | Health & Wellbeing Award
Good Practice



disability confident
EMPLOYER

Meeting date: 11th February 2021

Customer Scrutiny Panel Review

Board received a report from the Chair of the Customer Scrutiny Panel about a review that it had completed of the communal areas within our residential flat blocks.

The review was welcomed by Board and made several recommendations which had been accepted by the organisation. Implementation of the recommendations is underway.

Covid-19 Pandemic

Board received an update on the impact the pandemic has had on our ability to continue to provide customer services during the second National Lockdown. The borough of Halton was significantly impacted in January 2021 with a very high number of positive cases being recorded.

The Group Chief Executive reported that in early January, we took the decision to provide an emergency only repairs service for a two-week period. During that time, we took the opportunity to hold a series of listening sessions with frontline colleagues and have implemented further improvements to our health and safety arrangements as a result. We are now transitioning to a full service with a view to resuming the full range of repairs later in February 2021.

We continue to work in partnership with a range of local organisations to deliver our Covid-19 economic recovery plan.

New Scheme Approval

Board approved two new schemes in Sandbach and Glossop that will provide 121 new homes: 28 for rent, 40 for shared ownership and 53 for market sale.

These are both exciting opportunities for HH and demonstrate our continued commitment to building much needed new homes during these unprecedented times.

Finance and Performance

Board approved the Key Performance Measures Report for the period to 31st December 2020. Of the 11 Board Performance Measures, eight are green, two are amber and one is red.

Board noted that customer satisfaction is not achieving the desired performance target but recognised that action is being taken to improve performance.

Board approved the Compliance, Health and Safety Scorecard for the period to 31st December 2020 which continues to demonstrate strong improvement and controls across all compliance areas.

Board approved the Development Performance Report and a new Sales Performance Report.

Board approved the Financial Performance Report for the period to 31st December 2020. All funder covenants have been achieved. Board approved the Investment Report for the period to 31st December 2020. Board noted the top-rated risks.

Social Value Strategy

Board approved the Social Value Strategy. The Strategy aims to improve the conditions of life for the residents of the areas in which we own or manage housing stock by tackling inequalities arising from homelessness, health, income, fuel and food poverty, digital exclusion, and employment opportunities.

Social Housing White Paper

Board noted the self-assessment that had been completed against the Social Housing White Paper and approved the adoption of the Together with Tenants Charter.