

Featuring:

- 6 year regeneration scheme comes to an end
- Halton Housing named Number 1 Digital Housing provider
- Relunched digital platforms
- New Neighbourhoods Teams
- Destination Ditton Project
- Apprenticeships and our '5% Club' ambitions

...and more!

DEVELOPMENTS

Completion of 6 year, £29m Regeneration Scheme

January saw the final handover completed on one of our most popular developments at Tan House Lane in Widnes, marking the end of our single largest regeneration of one area in our history. We began the transformation of the former industrial area around Warrington Road and Tan House Lane in Summer 2014. The first phase of its development programme saw 21 mid-terraced and semi-detached houses, and 18 apartments built on Vineyard Way, Page Lane.

Since then, along with OSUK (our commercial subsidiary), we have delivered over 300 additional new build homes. The £29m investment, supported by Homes England, has completely transformed a previously derelict section of land into a thriving and bustling community.

The ambitious programme of work was part of our ongoing commitment to providing much-needed high quality and affordable homes to address local housing demand.

10 years of building new homes

This year we celebrate 10 years of building new homes in Halton; and more recently, further afield in the Northwest.

In that time, we have built or acquired more than 1,400 homes including a hostel for the homeless, two large mixed-tenure Independent Living Schemes, a large regeneration project and two ground-breaking schemes using Modern Methods of Construction (MMC).

1,000+ Homes built and acquired since 2010

£115m total spend on new homes | 538 Homes in current pipeline



Number 1 Digital Housing Provider

We were delighted to have beaten off strong competition in the sector to be judged the number one digital housing provider in Housing Digital's Top 30 in February!

The award aimed to identify the 30 top digitally-enabled social housing providers (of all sizes) who could demonstrate they are at the forefront of digital initiatives and transformation in the sector; being able to clearly demonstrate how technology has been used to help protect the organisation and ensure its longevity.

Our submission covered areas such as virtual business continuity, Project Management Office, remote delivery of leadership programmes, colleague engagement, and remote working, as well as the great work the innovation team has done with partners ...and of course an improved digital offer including a new website, app and portal.



Improved Digital Offer for Customers

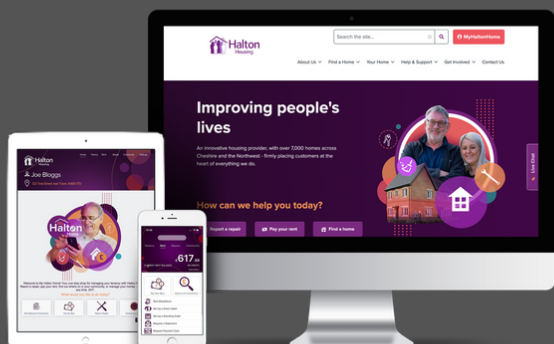
There's never
been a better
time to
Go digital
with us

At the start of the year we launched our new digital offer for customers including a new customer portal - 'MyHaltonHome', a refreshed app, and a new website.

The new platforms are easier to navigate, contain a lot more information and allow customers to interact with us digitally across a range of areas such as booking repairs, paying rent, reporting anti-social behaviour and keeping up to date with what's going on in their community.

Our refreshed and updated platforms allow customers to manage their tenancy online and as such, we involved customers at every stage in the design and build process - to make sure we met their needs and incorporated their feedback.

Check out our new website, including a dedicated partnerships section, at www.haltonhousing.co.uk. Or, download our refreshed app from the Google Play or App stores.



Transformation in Turbulent Times

Debbie Trust-Dickinson
Chief Operating and Transformation Officer

When we launched our transformation programme last March, we could not have imagined how the year ahead would unfold.



With the first of what would be several lockdowns from March, we needed to swiftly switch all our office-based colleagues to work from home full time and establish new working protocols for our maintenance technicians - to keep them and our customers safe in what was shaping up to be a very uncertain time for everyone.

We began with the formation of a new programme management office (PMO) and the development of a sound project methodology that would take us through to delivery. Many months of collaboration, fantastic team working, and good programme governance followed resulting in the successful delivery of the full change programme - all against a backdrop of immense uncertainty for everyone, new ways of project working and the absence of face-to-face peer support.

In response to feedback from our customers we delivered a brand-new suite of digital services and a new service delivery model. We also brought in a new team of dedicated neighbourhood officers and piloted a new way of diagnosing repairs with our customers virtually.

For our colleagues we implemented a new IT service management desk, retired Citrix in favour of a new Windows Virtual Desktop (VWD), migrated all of our core applications to the cloud, delivered a new internal website and created and delivered a brand-new leadership development programme.

We have built a solid foundation for the future and I'm looking forward to what we can do together in year 2 to further improve the services we offer to both our customers and our colleagues.

Placeshaping to improve people's lives

In March we launched our first neighbourhood project, 'Destination Ditton'. The project aims to create lasting improvements, bringing communities together, and create opportunities for customers.

Project themes and focus:

By working with our customers and residents of Ditton we have identified four key themes and focus which the project will focus on.



Green and Open Spaces

We are looking at the design and layout of the estate to see if we can improve the green spaces and environment.



Employment

We're supporting and developing individuals with our partners to deliver and establish training programmes and create employment opportunities for residents.



Education and Training

We're helping improve employment and training opportunities for residents, so they can succeed in education and training and gain the skills they need to secure an apprenticeship or employment.



Health and Wellbeing

We'll be supporting and funding projects to support health and wellbeing services to improve the lives of local residents.

Projects underway so far include:

- Supporting high school children with online learning by providing 50 laptops. We're also providing school uniforms for customers who are in financial hardship.
- We have partnered with several volunteering groups to help tackle food poverty and are supporting the launch of a mobile community supermarket, which will provide low-cost quality food to all areas of Widnes and Runcorn.
- Providing interview experience to young learners at Power in Partnership (PiP), in support of their 'work ready' programme.
- DJ lessons and bicycle repairs and maintenance workshops for young people in Ditton.

“The Destination Ditton programme is designed to help tackle not only some of the unique challenges which have surfaced in these challenging times, but also demonstrate how there can be health, employment and training and environmental benefits to many residents within the community.

“It's an excellent example of how our partners can work collaboratively to achieve real investment and benefits for the community. I am confident that there will be something for everybody within this programme and I am sure it will be warmly welcomed by our communities.”

Cheryl McCabe - Social Impact Officer



PLACESHAPING



Pauline Jones
Director of Neighbourhoods

NEIGHBOURHOODS

Improving people's lives

We have now established a new Neighbourhoods Team in response to customer feedback, comprising both neighbourhood officers, and neighbourhood safety officers. We're working hard to build trust so that we can provide much needed help and advice to customers.

The team will provide a visible presence in communities, building relationships with customers and partner organisations and will be a single point of contact for customers on issues like tenancy management, and signposting to support services.

Our new neighbourhood safety officers will work with customers to ensure they take positive action to address anti-social behaviour and improve the overall quality of life for customers.

Each member of the team now has their own introduction card with contact details to give to customers on their patch. These cards help put a face to a name and encourage customers to make contact - something which we know customers have expressly asked for.



With the recent lifting of some Coronavirus restrictions, we are shortly resuming our estate walkabouts in the borough. Working with valuable partners like Halton Borough Council and the Police, it's another example of a visible presence whilst actively addressing issues of concern to our customers.

To find out who the Neighbourhood Officers are in each area of the borough, visit our website for all names and contact details.

INVEST IN YOUR FUTURE

APPLY NOW ➔



5% Club Ambitions!

We have a proud track record at Halton Housing of supporting young people into employment and one of the ways we do this is through apprenticeships. Working closely with valued partner Riverside College, this year alone we have recruited 8 apprentices across the organisation.

From manual roles such as joiners and electricians to office-based roles like digital marketing and finance, our apprentices are settling in well and making a significant contribution within their respective teams whilst learning some invaluable on the job experience.

Our long term ambition is to achieve our target of joining the '5% Club' where 5% of our workforce are in earn and learn positions - including our apprentices.

SOCIAL IMPACT



We have signed up to the National Housing Federation's 'Together with Tenants' charter, which demonstrates a commitment to providing more than just a the bricks and mortar of a home for tenants; but services and neighbourhoods that meet their expectations.

The Charter covers our commitment in six core areas:

- **Relationships**
- **Communication**
- **Voice and Influence**
- **Accountability**
- **Quality**
- **When things go wrong**

The Charter complements our existing work around Neighbourhoods and driving an improved customer experience.

Giving back to our Communities



We have all felt the impacts of COVID-19 during the past year in some way. At Halton Housing we have continued to demonstrate our commitment to improving the lives of customers and wider residents of Halton. In partnership with local contractors, charities and social enterprises, we have played an active part in the local community impacting the social fabric of the borough.

Using HACT to calculate our social impact, in 2020/21 we spent **£158,000** on social value activities and initiatives including food provision, training, rental costs for profit businesses, open space improvements, mental health support, financial advice and crime prevention.



WE DID IT!!

INVESTORS IN PEOPLE
We invest in people Gold

It's GOLD for Halton Housing

We are delighted to have been awarded a 'We invest in people, Gold accreditation' by Investors in People following a recent rigorous assessment. This Gold accreditation demonstrates not only that we have policies to give our people the rightful place they deserve in the organisation; but more than that, it means everyone – from Chief Executive to Apprentice takes ownership for making them come to life.

Only 17% of accredited organisations achieve Gold so we are proud to be in such fine company.

As one of the largest employers in the borough it's vitally important we provide employment in the local area and really look after our colleagues who work for us.

