



Halo Housing Association

Annual Report **2018-19**

halohousing.co.uk

OUR VISION

“

BE A LEADING
COLLABORATION-
BASED SUPPORTED
HOUSING PROVIDER
FOR VULNERABLE
ADULTS IN THE UK.

”

Annual Report 2018-19



Contents

An Introduction to Halo by Managing Director	4
Our Mission	5
Our Vision	5
About Halo	5
Core Values	5
Governance	5
Tenant Board Member	6
Management Team	7
Performance	8
Our year in review 2018-19	9
Our Tenants/Our Homes	10
Partners	11
Future Growth	11
Tenant Satisfaction	11
Annual Accounts	12
Our Scope, Our Services	13

Halo Housing Association Limited,
Regent House, Regent Street, Blackburn, Lancashire BB1 6BH
Tel: 01254 67 66 77 Email: info@halohousing.co.uk

www.halohousing.co.uk

An Introduction to Halo by Managing Director, **Asif Bax**

As the Managing Director of Halo Housing Association, I am immensely proud to present our Annual Report for 2018 - 19 on behalf of our residents, our staff, our Board of Management and our partners. We are an emerging and ambitious Registered Provider focusing on providing vulnerable adults with Supported Housing solutions. We are passionate about our work. We have just celebrated our best year to date and we want to do much more in the future, we have plans to move to a new office linked to our expansion and I am proud of the Teams' achievements and would like to thank our people, our partners and the Board for their continued hard work and contributions to Halo's success.



Asif Bax

The People we help

We assist vulnerable people with support needs with homes and maintenance/housing services, we don't discriminate and we tailor our approach dependent on individual needs. Our team have a shared goal of improving our tenants' lives.

The Difference we make

We don't change the people we help – we empower them to live stable, safe, independent and fulfilled lives. We give them the support and the space they need to move forward with their lives, whatever challenges they face we're with them, and we take on those challenges together.

Our Mission

Halo's mission is to provide high quality housing for adults with learning, physical disabilities, mental health needs and / or a variety of other Supported Housing needs; in order to ensure that our tenants can live in a safe and supported environment.

Our Vision

Halo Housing Association's vision is to
"Be a leading collaboration-based Supported Housing Provider for vulnerable adults in the UK."

About Halo

Halo provides a comprehensive housing management service, including maintenance and routine repairs.



We believe our size is one of our major strengths; we are small enough to keep our services responsive and personal, yet big enough to be proactive, flexible and to get things done. Our team have a wealth of experience within the housing sector and are passionate about delivering service excellence.

Our enhanced service to Tenants includes assistance with applications for funding and support towards housing costs. In partnership with independent support providers, Halo supports our Tenants to maximise their skills, confidence, independence and options; ensuring they receive a tailored service to meet their individual needs.

Core Values



Halo are driven to provide a **person-centred approach**



Halo are advocates of **collaborative working**



Halo are **Innovative Thinkers**



Halo are **totally transparent** in our choices and service delivery

Governance

Halo are governed by a Board of Management with co-regulation at its heart with a key commitment to have a Tenant Board member representative alongside other members making all strategic decisions for the organisation.

Our Board sets the strategic direction of the organisation and have the skills and experiences to lead the organisation forward.

Tenant Board Member

Rachel Turner – Tenant Board Member

Rachel joined Halo's Board as a Tenant Board Member in December 2019. Rachel has Autism and has lived in one of our properties in Blackburn for just over three years, currently receiving support from a Personal Assistant who she has employed with the support of Personalising Freedom.

This appointment to the Board, gives a valuable insight into the experiences of our Tenants when engaging in our services. Over the next few months, Rachel will be attending Property Reviews with our Supported Housing Officer and will speak to Tenants gaining their additional insight, with a view to improving our service delivery.

Rachel has volunteered for the last four years for Shared Lives Plus and has helped them raise awareness of living with Autism through speaking at conferences and assisting in the running of workshops. This experience and knowledge will be an asset to the work of Halo's Board.

Very recently Rachel has started to work with Blackburn's Autism Partnership Board. The Board was set up to give those living with autism, and/or their family an opportunity to voice their opinions and improve the services available in the Borough. As part of her work with the Partnership Board, Rachel has set up a Friendship Group that meets every two weeks. The Group is aimed at reducing isolation and giving those with autism an opportunity to socialise.

Meet our Management Team

Asif Bax – Managing Director

As lead officer, Asif sets strategic direction and provides leadership and financial control for Halo Housing Association. Working closely with the Board of Management Asif provides them with information and performance data to satisfy their scrutiny that Halo are meeting their aims and objectives. Asif's key role is to form and manage stakeholder relationships and develop future growth of the Association.

Asif is a proven Director with 10 years experience in Housing with Care, delivering services to adults with challenging needs. His passion and altruistic approach is central to his belief that everyone deserves the right to live with dignity and choice enhancing their quality of life. Asif is keen to implement change and demands the best from those around him; he has been synonymous with the success and growth of the organisation.

Ann Walton – Operations Manager

Ann joined Halo in March 2019 as Operations Manager. Ann brings a wealth of experience in Housing Management; having worked for a number of large North West based Housing Providers. In more recent years Ann has specialised in Income Management and Financial Inclusion but also held a specialist Housing Allocations role. For many years Ann was employed as a Regional Manager providing generic housing management services to a range of Social Housing Providers

including Stock Transfer Associations. Ann is a member of the Chartered Institute of Housing.

Reporting in to Asif and the Board; Ann is responsible for leading Halo's Operations Team.

As well as overseeing the day to day operations of Halo's front line service around Repairs & Maintenance, Compliance and Tenancy Management; Ann leads on Income Management for Halo.

Adil Valli – Regional Development Manager

Adil is a qualified Pharmacist who brings a very high standard of accuracy, attention to detail, excellent customer care and communication skills. Adil is employed by Halo Housing Association to help build and develop the organisation in new areas; his time is spent identifying potential sites that we can develop along with servicing and maintaining existing partnerships by working closely with local councils, the Private and Third Sector organisations.

Adam Patel – Housing Team Leader

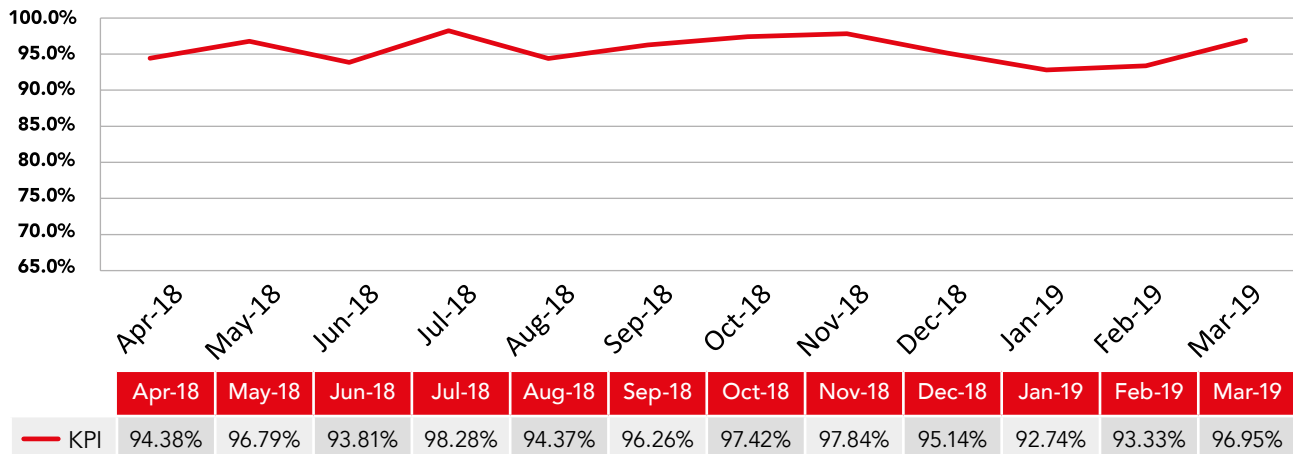
Adam has a diverse range of skills and is a highly motivated individual with a proven track record in project and data management. His background in IT and property surveying helps Halo enormously in the development of bespoke systems – optimising the performance of the Maintenance and Repairs service, ensuring that the portfolios lifecycle is managed effectively and the Repairs and Maintenance service meets Key Performance Indicators. His meticulous, organised manner serves him well with prioritising his workload and demonstrates a real empathy towards the tenants that we provide housing and support services to. He is responsible for providing a value-for-money Maintenance and Repairs service that encapsulates the needs of tenants meeting all applicable statutory requirements.

Performance

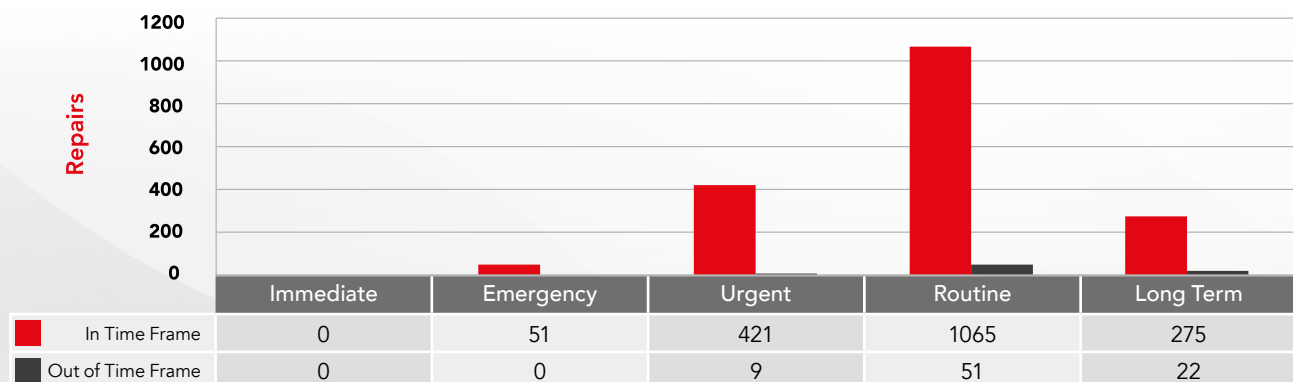
Our Tenants Safety and the Repairs service are the most important performance measures for our tenants so we have provided some comprehensive statistics on these matters.

We have reported on these as follows for 2018-19

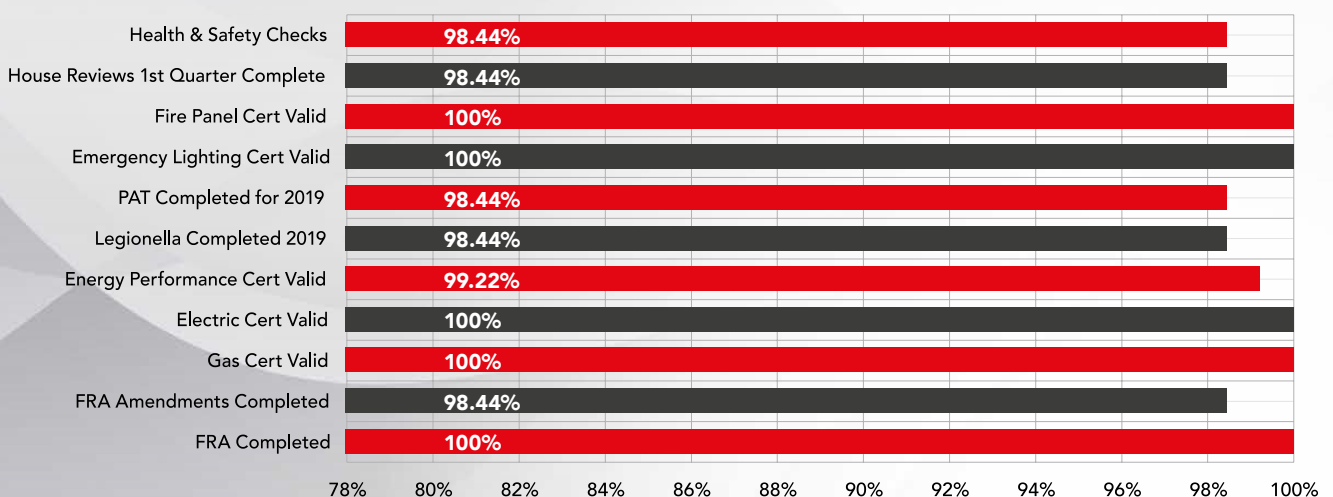
KPI 1 (90%) - Maintenance April 2018 - April 2019



Breakdown of Repairs Category 2018 - 2019



KPI 2 - Compliance Per Category - 2018-2019



Our year in review 2018-19

We have taken on new homes, in our best year for new development as follows:

Month	Location	Description
April 18	Liverpool	Individual flat scheme primarily for adults with autism and mental health needs. Staffed 24/7. Close to Liverpool City centre and local amenities.
May 2018	Southport	Very good specification individual self contained flats. Primarily autism and mental health needs. Staffed 24/7. Close to Southport town centre and Southport beach as well as good links to Liverpool City Centre by bus or train.
June 18	Chorley	High specification flats set back in the country side. Primarily autism, Learning Difficulties and mental health. Staffed 24/7. Close to Chorley centre and Preston City centre.
July 18	Liverpool	Modern renovated house in Bootle near Liverpool. Service users are moderate to severe learning difficulties. Staffed 24/7
August 18	Rochdale	Very good specification Outreach flats just off the main road. Primarily for independent service users with mental health needs and acquired brain injury. Staffed 24/7 from a remote office just off site.
September 18	Stockport	Very good specification self contained flats near Stockport Centre based off a busy main road. Good links to the centre by bus and close to the centre of Manchester. Primarily for adults with mental health and Autism needs. Scheme is staffed 24/7.
October 18	Preston	High Specification flats in Preston city centre for adults with Autism and mental health needs. Staffed 24/7.
November 18	Winsford	Very good specification flats in a lovely area of Winsford. Ex nursing home. Primarily for Learning Difficulties. Staffed 24/7.
December 18	Blackpool	Beautiful apartment scheme overlooking the beach with excellent sea views. Primarily for Autism. Scheme is staffed 24/7
January 19	Liverpool	High specification flats within a huge complex in Liverpool. Primarily Learning Difficulties, Mental health and Autism. Scheme is staffed 24/7.
February 19	Bolton	3 town houses interlinked. Very good specification and modern. Primarily ranges from mild Learning difficulties to moderate Learning Difficulties, autism and mental health. Scheme is staffed 24/7 and close to Bolton centre.
March-19	Liverpool	Very good specification modern flats in Birkenhead. Service users are Learning Difficulties, mental health and Autism. Scheme is staffed 24/7

Our Tenants, Our Homes



Partners

Halo Housing Association have set out in the 10 year business plan to be a leading collaboration based Supported Housing Association, we are proud of our partnerships, we know that our strengths lies in working alongside like minded colleagues both internally and externally.

Future Growth

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	June 20	July 20	Aug 20
Units	499	515	515	534	544	554	564	574	584	594	604
New	16	0	19	10	10	10	10	10	10	10	10

Tenant Satisfaction

Based on a 10% sample of all Tenancies, Tenant Satisfaction levels across a range of indicators are high.

	Not satisfied	Average	Satisfied	Sample	% Positive
Decoration	3		39	42	93
White goods		1	40	41	100
Repairs	2		39	41	95
Property	1	2	39	42	98
Halo Service	1		41	42	98

Annual Accounts

2018-19 Year to 31st March 2019

	General Needs Housing	Social Housing (inc Housing for older people)	Other	2019 Total
Income	£	£	£	£
Rent Receivable	-	2,495,499	360,828	2,856,326
Service Charge Income	-	357,822	-	357,822
Amortised Government Grants	-	-	-	-
Government Grants Taken to Income	-	-	-	-
Other Grants	-	-	-	-
Turnover From Social Housing lettings	-	2,853,321	360,828	3,214,148
Operating Expenditure				
Management	-	373,127	-	373,127
Rental Fees	-	2,243,529	-	2,243,529
Service Charge Costs	-	-	-	-
Routine Maintenance	-	94,598	-	94,598
Planned Maintenance	-	-	-	-
Major Repair Expenditure	-	-	-	-
Bad Debts	-	-	-	-
Depreciation of Housing Properties	-	-	-	-
Impairment of Housing Properties	-	-	-	-
Other Costs	-	115,355	-	115,355
Operating Expenditure on Social Housing Lettings	-	2,826,609	-	2,826,609
Operating Surplus / (deficit) on Social Housing Lettings	-	26,711	360,828	387,539
Void Losses	-	-	-	-

Our Scope, Our Services





Halo Housing Association Limited,
Regent House, Regent Street,
Blackburn, Lancashire BB1 6BH

Tel: 01254 67 66 77 Email: info@halohousing.co.uk

www.halohousing.co.uk