



ANNUAL REPORT 2022-23



halohousing.co.uk

OUR VISION

“

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

”

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Introduction

by Asif Bax (Managing Director)



Halo Housing Association (Halo) is a Supported Housing Provider based in Blackburn. We provide specialised supported housing to over 700 Tenants across England, predominantly for people with Mental Health, Learning Disabilities and Autism.

I am delighted to report another successful year for Halo, despite the ongoing challenges faced by the economy – increasing costs have impacted on us all in the last twelve months. Halo are in a robust financial position, and this has allowed us to continue to deliver high quality services to our Tenants and Partners.



Due to a successful three-year growth plan, we have invested in additional team Members who are introduced later in this report. The world of Housing Regulation is ever-changing and never more so than currently. We will be ensuring that we adhere to any new requirements that the Housing Regulation Bill brings with it, along with the revised Consumer Standards and the new Housing Ombudsman Code.

To help us in our journey, we have spent time investing in our Board and developing their knowledge and skills, I am delighted to welcome Anthony McConville as a Board Member.

As always, I close my remarks by offering heartfelt thanks to our Board of Management and to our Team Members for their dedication and hard work. Our growth is a Team effort and without the contribution of all we would not be thriving.

Asif Bax



About Us

Halo Housing Association, providing accommodation for individuals with learning disabilities, mental illness, physical disabilities and autism.

We provide 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.

Halo contracts with independent support providers to ensure that our clients have maximum independence and choice.

The People we help

We provide a fully-fledged service, which includes the provisions of maintenance and repairs. Our team consists of the requisite professionals who come with in-depth experience of working in the sector, enabling us to give our tenants, the tailored and streamlined approach that they need. We can make the necessary enquiries and assist with making the relevant applications for any funding that the tenants may be eligible to receive.

Halo contracts with independent support providers to ensure that our clients have independence choice.

**“I REALLY LIKE MY HOUSING OFFICER
AND STAFF AT HALO; THEY MAKE
ME FEEL HAPPY AND SAFE”.**

TENANT - WOODVIEW COURT

SERVICES INCLUDE

Financial Support

We will help you with claims for welfare benefits, you may be entitled to; and assist you to set up your bills and carry out budgeting plans.

Personal Development

We will signpost you to access training and volunteering opportunities which may interest you and support a pathway into employment.

Household Skills

We will support you with identifying and reporting repairs. Along with preventative measures to mitigate the need for a repair.

Life Skills

Empower clients with the tools to improve their life skill and promote their autonomy.

Providing Housing Options

We will support you to move into ore independent living when it is discussed the time is right for you. The support will include finding the right home through good quality housing options.

Communication with your support network

Halo Housing will help you in maintaining access with Social Workers, Mental Health Teams, and family members.

Health and Wellbeing

Assistance with attending appointments and with GP's and registering with new GP's that are easier to access especially if you have been rehoused into another area or town.

Core Values

OUR MISSION	OUR VALUES
Driven to provide a person-centred approach	To create an environment in which choice and good housing options run parallel with one another
We are innovative thinkers	To build happy minds and enrichment of lives
Advocates of collaborative working	To promote the hopes and aspirations of those who suffer from Mental Health and Learning Disabilities along with their families
Totally transparent in our choices and service delivery	The provision of good quality, fit for purpose homes that are sustainable with the evolvement of lifestyles that create sustainable tenancies

To create an environment in which choice and good housing options run parallel with one another.

To build happy minds and enrichment of lives.

To promote the hopes and aspirations of those who suffer with Mental Health and Learning Disabilities along with their families.

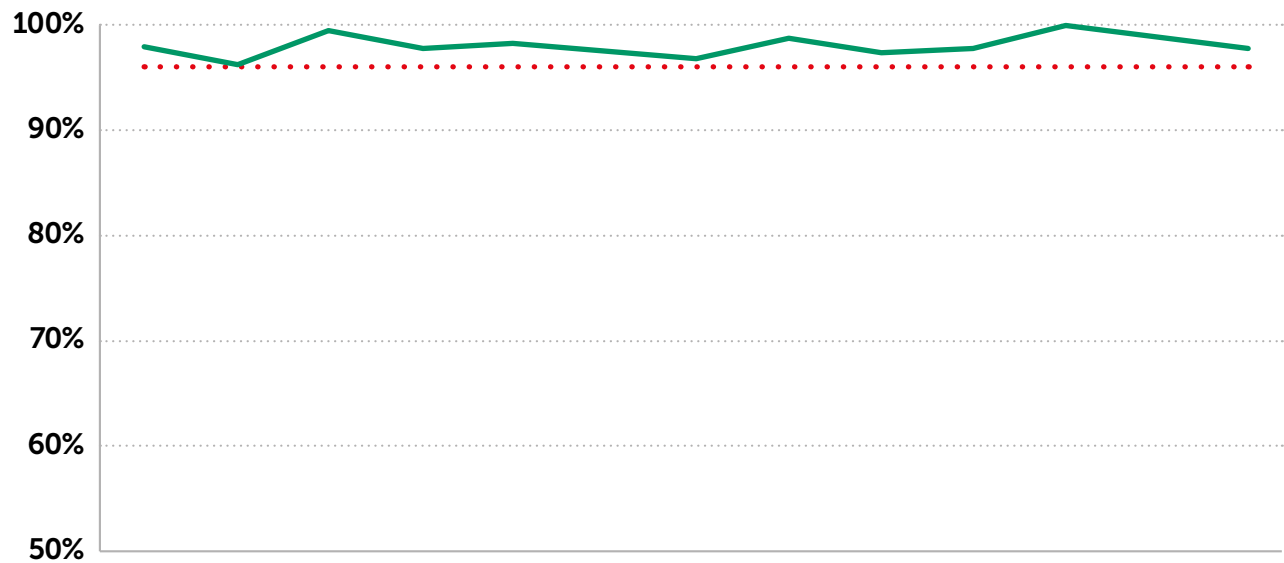
**“AMY ALWAYS MAKES
THE SERVICE USERS **FEEL SO
COMFORTABLE AND
LESS ANXIOUS”****

SELECT SUPPORT
PARTNERSHIPS

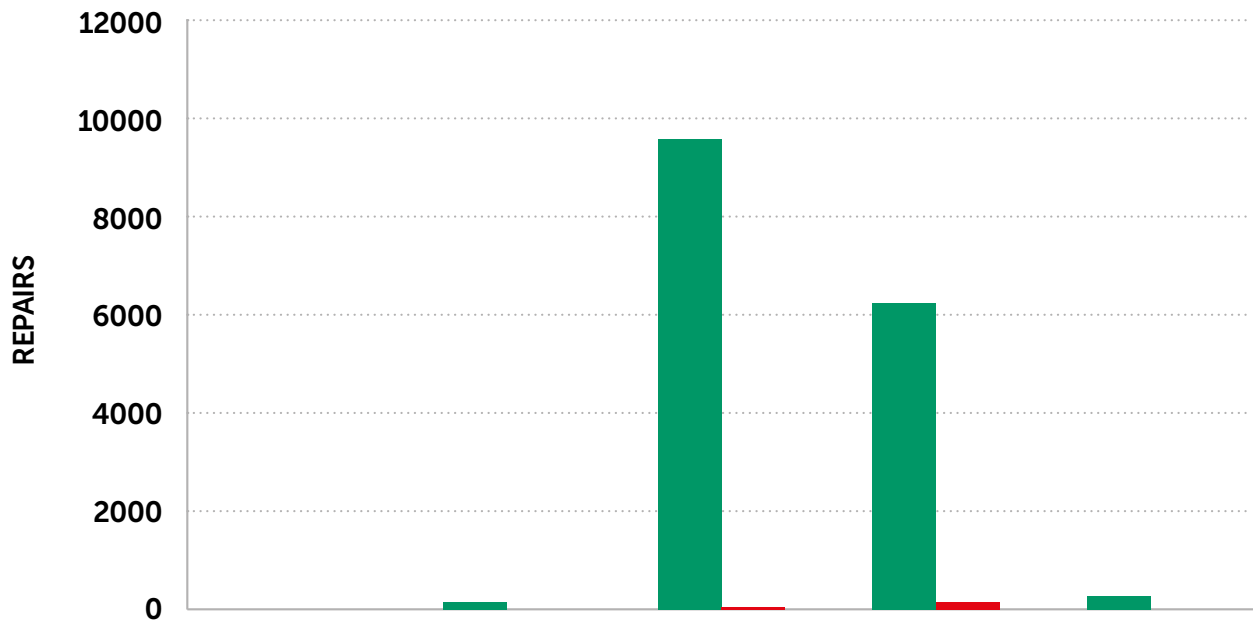


Performance

KPI 1 (96%) - Maintenance Financial YTD 2022-2023



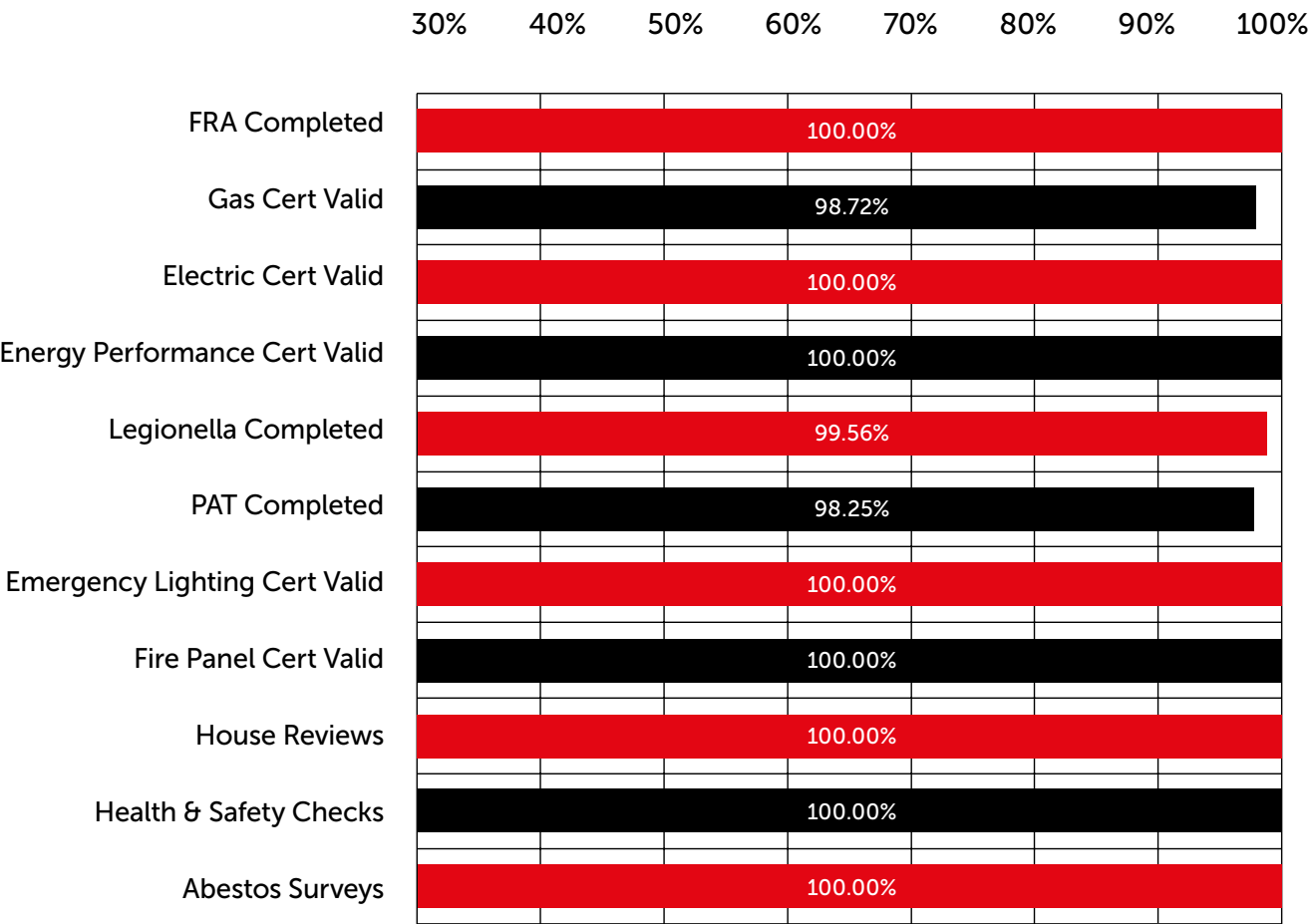
Breakdown of Repairs by Category Financial YTD 2022-2023



		Immediate	Emergency	Urgent	Routine	Planned Works
In Time Frame		0	131	9583	6231	253
Out Of Time Frame		0	0	1	148	0

Performance

KPI 2 - Compliance Per Category Financial YTD



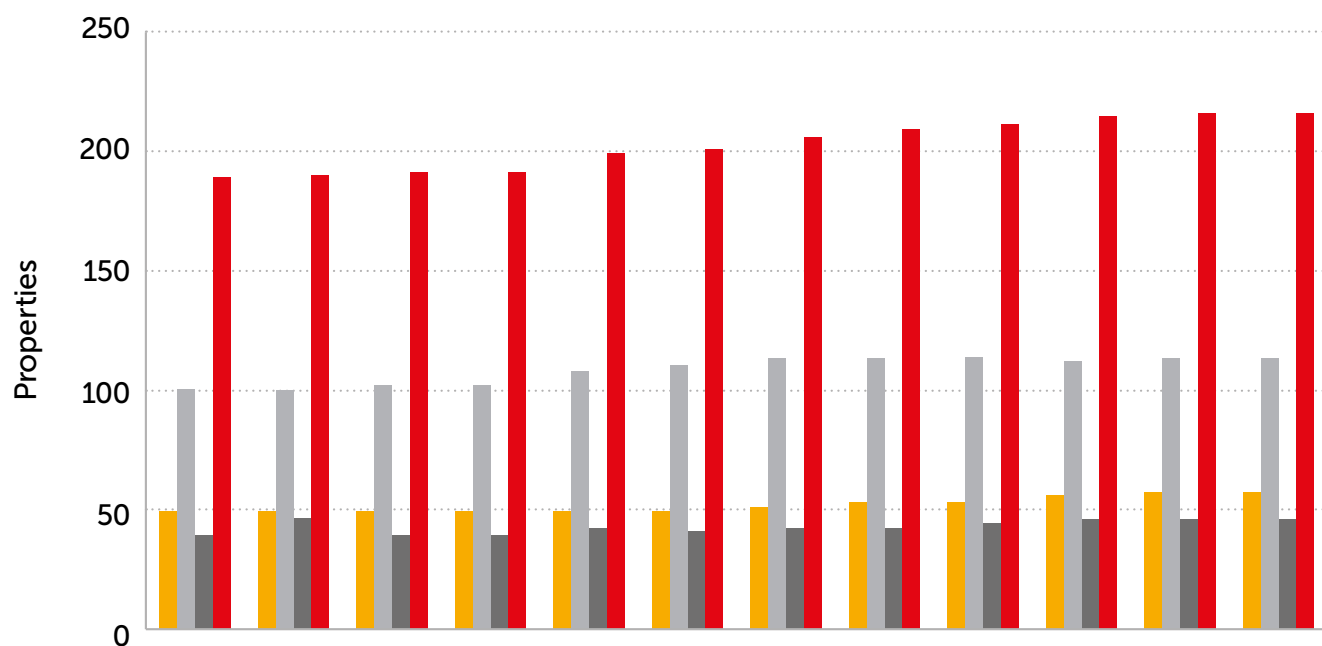
**“RESPONSIVE, AND FIX ALL REPAIRS,
HAPPY WITH ALL SERVICES”**

SARAH ORTON, REGISTERED MANAGER, SAFE SANCTUARY



Overall Stock Numbers

Overall Stock (Financial YTD 2022-2023)



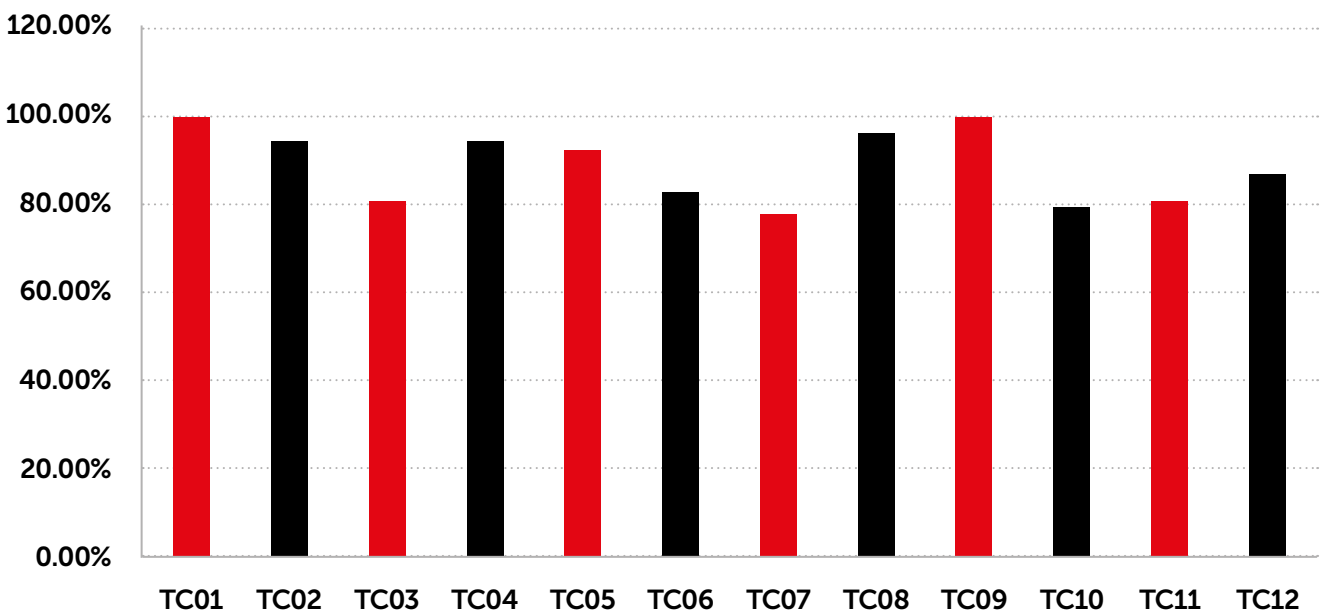
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-22	Feb-22	Mar-22
Flat Schemes	49	50	50	50	50	50	51	53	53	57	57	57
HMO	101	101	102	102	108	111	113	114	114	112	113	114
Single	39	39	40	40	42	41	42	42	44	46	46	46
TOTAL	182	190	192	192	200	202	206	209	211	215	216	217



Tenant Satisfaction Surveys

Halo Housing has recently revised its' Tenant Satisfaction Survey to meet the requirements of the new Tenant Satisfaction Measures introduced by our Regulators. The process is vigorous, compliant and gives our Board a full breakdown of the information, and allows us to perform trend analysis on the data.

Tenant Satisfaction Measures



A spotlight on our Operations Team

The Halo Operations Team delivers frontline services to our Tenants and Partners. This includes Property and Compliance, Housing Services and Income/Revenue Services. Service delivery is led by - Adam Patel (Property & Compliance Manager), Ijaz Khan (Housing Services Manager) and Ben Almond (Income Team Leader).

Adam Patel's team consists of Abdul Aziz, Nadia Rashid, Shoaib Ahmed, Sabina Ghous and Anthony Bamber. The Team have two functions, in terms of compliance they ensure that all compliance regulations are met across our stock portfolio with appropriate and up to date certification in place, they are also responsible for all aspects of maintenance and repairs works and ensuring that repairs are completed to timescales, ensuring our Tenants have a safe space to call home.

Ben Almond's Team oversees Tenants rent accounts, including rent arrears and when require, assisting our Tenants with their Housing Benefit/Council Tax applications. The Team work closely with Care Providers and Adult Social Care regarding both starting and ending Tenancies. The Team also work closely with the Housing Services Team regarding Tenancy related issues. The Team includes Luke Grady who specialises on rent accounting and Debt/arrears chasing, and Ilisha Collier who specialises on new Tenants and assisting with claiming Housing Benefit and Council Tax support/exemptions. Together the team plays a pivotal role in bringing in the vital funds for the day to day running and growth of the organisation."

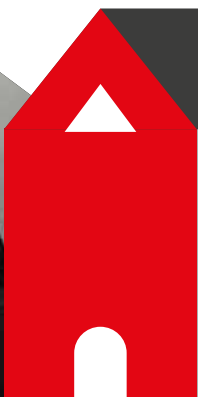
Ijaz Khan's Housing Services Team is made up of Supported Living Officers (SLO's) - they provide a proactive Tenancy Management service, Compliance Checks, processing of Nominations for Tenancies and Resident Involvement. Through collaborative and multi-agency working Tenants are empowered to manage their Tenancy to the best of their ability.

The role of SLO is essential in delivering effective services and supporting our Tenants. They provide an effective and tailored housing management service to meet the individual needs of the vulnerable people we support and the properties they live in.

This includes Tenancy sign ups with Tenants or their Appointees, ensuring that the Tenant is aware of what is expected of them and what they can expect from Halo Housing. Our SLO's are constantly out and about visiting our properties, working in partnership with care provider, Local authorities, Mental health services, and other relevant services to tackle a whole range of housing management issues, including Anti-Social Behaviour.

Each quarter we complete Property Reviews, to identify any health and safety concerns and ensure that any repairs are rectified. This includes identifying any cases of mould or damp and fire safety issues. The visit also gives us an opportunity to engage with tenants and ensure that they are safe and well.

Whilst visiting our schemes and Tenants the SLO might identify safeguarding issues and would take action in an appropriate and proactive manner. This could involve raising a safeguarding referral to the relevant local authority.



Our Year in review

(Breakdown of developments)

Initial Take-on Date	Local Authority	Number of Units	Total Units
April	Chesterfield	Flats - 15 units	32
	Wyre	HMO - 3 units	
	Telford and Wrekin	HMO - 2 units	
	Warrington	HMO - 4 units	
	Warrington	HMO - 4 units	
	Doncaster	HMO - 4 units	
May	Blaby	Flats - 3 units	3
June	Staffordshire Moorlands	Flats - 8 units	13
	Wyre	Single - 1 Unit	
	Burnley	HMO - 4 units	
July	Liverpool	HMO - 3 units	25
	Liverpool	Flats - 10 units	
	Sefton	HMO - 4 units	
	Tendring	Flats - 8 units	
August	Cheshire East	Single - 1 Unit	8
	Manchester	Single - 1 Unit	
	Chorley	HMO - 4 units	
	Charnwood	Single - 1 Unit	
	Leicester	Single - 1 Unit	
September	Tandridge	HMO - 4 units	9
	Cheshire East	HMO - 2 units	
	Uttlesford	HMO - 3 units	
October	Blaby	HMO - 2 units	22
	Sefton	Single - 1 Unit	
	Hull	Flats - 6 units	
	Bromsgrove	Flats - 10 units	
	Tandridge	HMO - 3 units	
November	Sefton	HMO - 2 units	8
	Sefton	Flats - 6 units	
February	Lancaster	HMO - 7 units	7
March	Sefton	HMO - 6 units	6



Some of our Homes and Locations



Locations

Local Authority	No. of Units
Birmingham	11
Blaby	5
Blackburn with Darwen	14
Blackpool	35
Bradford	5
Bromsgrove	1
Burnley	4
Bury	6
Charnwood	8
Bolton	17
Cheshire East	20
Cheshire West and Chester	24
Chesterfield	15
Chorley	49
Darlington	4
Hyndburn	13
Kirklees	11
Knowsley	46

Local Authority	No. of Units
Lancaster	6
Leeds	6
Leicester	2
Liverpool	74
Croydon	8
Manchester	14
Newcastle under Lyme	1
North Tyneside	1
Northumberland	16
Nottingham	1
Oldham	7
Preston	33
Redditch	2
Rochdale	19
Rossendale	6
Sefton	60
Sheffield	11
South Ribble	3

Local Authority	No. of Units
South Tyneside	1
Stafford	1
Staffordshire Moorlands	5
Stockport	32
Tameside	35
Tandridge	15
Telford and Wrekin	26
Tendring	7
Uttlesford	3
Walsall	3
Warrington	9
West Lancashire	10
Wigan	12
Wirral	34
Wolverhampton	4
Wyre	4
Kingston upon Hull	4
TOTAL	763



Annual Accounts

2022-23 Year to 31st March 2023

	General Needs Housing	Social Housing (inc Housing for older people)	Other	2023 Total
Income	£	£	£	£
Rent Receivable	-	7,893,566	517,219	8,410,785
Service Charge Income	-	679,345	-	679,345
Amortised Government Grants	-	-	-	-
Government Grants Taken to Income	-	1,220	21,815	23,035
Other Grants	-	-	-	-
Turnover From Social Housing Lettings	-	8,574,131	539,034	9,113,165
Operating Expenditure	£	£	£	£
Management	-	768,820	-	768,820
Rental Fees	-	6,069,368	-	6,069,368
Service Charge Costs	-	-	-	-
Routine Maintenance	-	1,249,396	-	1,249,396
Planned Maintenance	-	-	-	-
Major Repair Expenditure	-	-	-	-
Bad Debts	-	-	-	-
Depreciation of Housing Properties	-	-	-	-
Impairment of Housing Properties	-	-	-	-
Other Costs	-	636,425	-	636,425
Operating Expenditure on Social Housing Lettings	-	8,724,009	-	8,724,009
Operating Surplus / (deficit) on Social Housing Lettings	-	149,878	539,034	389,156
Void Losses	-	-	-	-

NOTE: The above table excludes taxation



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