



ANNUAL REPORT 2023-24



halohousing.co.uk

OUR VISION

“

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

”

www.halohousing.co.uk



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Introduction

by Asif Bax (Managing Director)



I am delighted to report another successful year for Halo, despite the ongoing challenges faced by the economy. We have all been impacted by the increased costs in energy prices, goods and services. Halo however are in a robust financial position, and this has allowed us to continue to deliver high quality services to our Tenants and Partners.

Last year I reported that due to a successful three-year growth plan, we planned to focus our attentions on ensuring that we are well-governed and fully compliant with the requirements of both current legislation and the Regulator of Social Housing. To assist us in our endeavours we have employed a new Governance Officer, Hollie Pearson. Hollie joins us from a Care Provider background and her insight, when developing and improving service delivery to our Tenants has already proved invaluable.



The world of Housing Regulation is ever-changing and never more so than currently. We are still waiting for the Housing Regulation Bill to receive Royal Assent; however, we have already started to ensure that all our Managers have the relevant skills and qualifications required. Earlier in 2024 we published our Audit against the revised Housing Ombudsman Code. Included later in this report are the results of our Tenant Satisfaction Measures survey. The Operations Team will be analysing the results and putting together an Action Plan to ensure that we provide continuous improvement in our service delivery.

We spent time last year ensuring that our Board was robust and had the correct skills and knowledge to lead Halo Housing Association now and in the future. We will update this skills audit annually. Later in this report, we introduce our Board Members.

The Operations Team have taken a new approach to encourage participation within our Tenant Forum, this includes the introduction of activities such as Origami shape making and creating DIY bird feeders. This change has facilitated open discussions between Tenants and Halo Housing, enabling the customisation of our Landlord services. We plan to establish this as a regular structure in our service delivery.

We have invested further in our IT infrastructure, to ensure that we are able to both store and access key data and information efficiently and effectively. We have adopted a phased approach and will be introducing further enhancements in 2024/25.

I am proud of the continued development of Halo Housing; it is very much a Team effort and I would like to offer my sincere thanks to our Board of Management and to our Team Members for their commitment and hard work to ensure that we continue to provide a customer focused service to all of our Tenants.

Asif Bax



New Board Member

Antony McConville



Antony McConville is our newest Board Member. Antony is an experienced originator of several well established CQC Regulated Care Providers. Creating specialist support services for over 28 years for Adults and Young People with complex learning and mental health needs, Autism Spectrum Conditions, Forensic and/or abusive background.

With a comprehensive background in Supported Housing, Antony has developed a substantial understanding of compliance, particularly in relation to the Care Quality Commission (CQC) Standards and Social Housing Regulator requirements. His experience of overseeing Supported Housing operations ensures that he is well-versed in the regulatory frameworks that govern the sector, making him highly qualified to contribute to the strategic direction of Halo Housing as a Board member.

Antony has worked with behaviours that challenge all aspects of individuals lives through Psychological and Physical trauma.

Providing in Partnership, Housing, Complex Clinical Care/Risk Management, Safeguarding, Recovery, Outreach and Domiciliary Community Services, acquiring to date over 200 million pounds in contracts from Procurement and Social Services departments across the North West of England.

Antony has gained Local Authority purchasing Framework status across 15 North West region authorities and engaged in over 30,000 hours of practice.



Halo's Board Members

Chair – Martin Robinson

Martin is a highly experienced private and public company Director with over 30 years' experience in financial services. He has previously served on the board of a number of the subsidiary companies of AIM quoted Brooks Macdonald Group plc, an integrated wealth management group. He was the Senior Independent Director of K3 Capital Group plc, an AIM quoted multi-disciplined group providing specialist business advisory services to SMEs until its takeover. He is also chairman of a private hospital group which cares for adults with mental health issues. He is experienced in property management, having been chairman of a residential management company with a portfolio of over 16,000 properties. He has a common sense approach to business, backed by a wealth of experience. Martin is a Fellow of the Institute of Chartered Accountants in England and Wales.

Company Secretary – Salma Mahmed

As a dedicated volunteer with The Children's & Adults Society, I bring a wealth of experience in both social care and community service. I have been equipped with valuable insights and skills, which I apply in my role as Secretary on the Board. My background in volunteering in the Care sector enables me to contribute meaningfully to the strategic and operational discussions of the board.

Vice Chair – Abdul Khan

Abdul's career portfolio equips him with a diverse range of skills for his role on Halo's Board. His extensive experience collaborating with stakeholders across various sectors provides a well-rounded perspective. Abdul offers valuable insights through his current role as a COO of a Supported Living Service.

Legal – Zainul Patel

With nearly 20 years of experience as a solicitor specialising in conveyancing, Zainul brings a wealth of knowledge to the Halo Housing Board. His legal background instils confidence in the Board that Halo's mission and operations adhere to relevant legislation.



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

TENANT - WOODVIEW COURT

About Halo

Halo Housing provides bespoke accommodation for individuals with complex needs tailored to their specific requirements.

Based in the North West, we currently work in around 40 local authority areas. Halo has full registration as a Registered Provider regulated by The Regulator of Social Housing (4661).

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.

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 skills and promote their autonomy.

Providing Housing Options

We will support you to move into more independent living when 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 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

Driven to provide a person-centred approach

We are innovative thinkers

Advocates of collaborative working

Totally transparent in our choices and service delivery

OUR VALUES

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 from Mental Health and Learning Disabilities along with their families

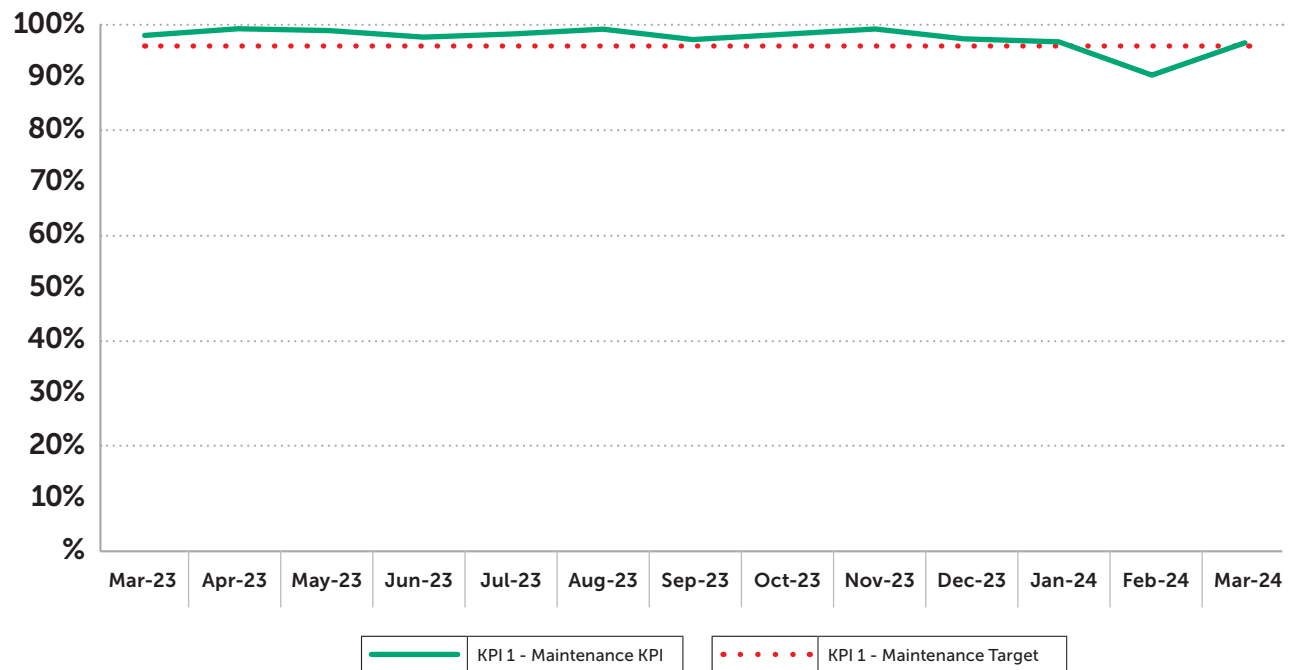
The provision of good quality, fit for purpose homes that are sustainable with the evolvement of lifestyles that create sustainable tenancies

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

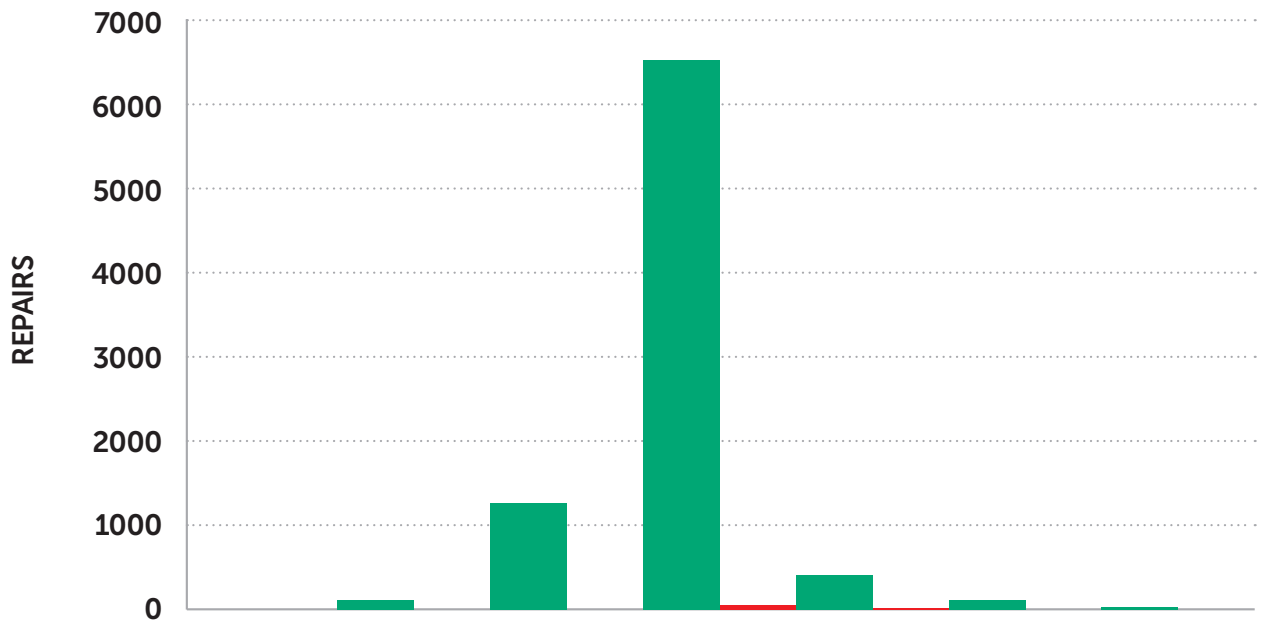
SELECT SUPPORT
PARTNERSHIPS

Performance

KPI 1 (96%) - Maintenance Financial YTD 2023-2024



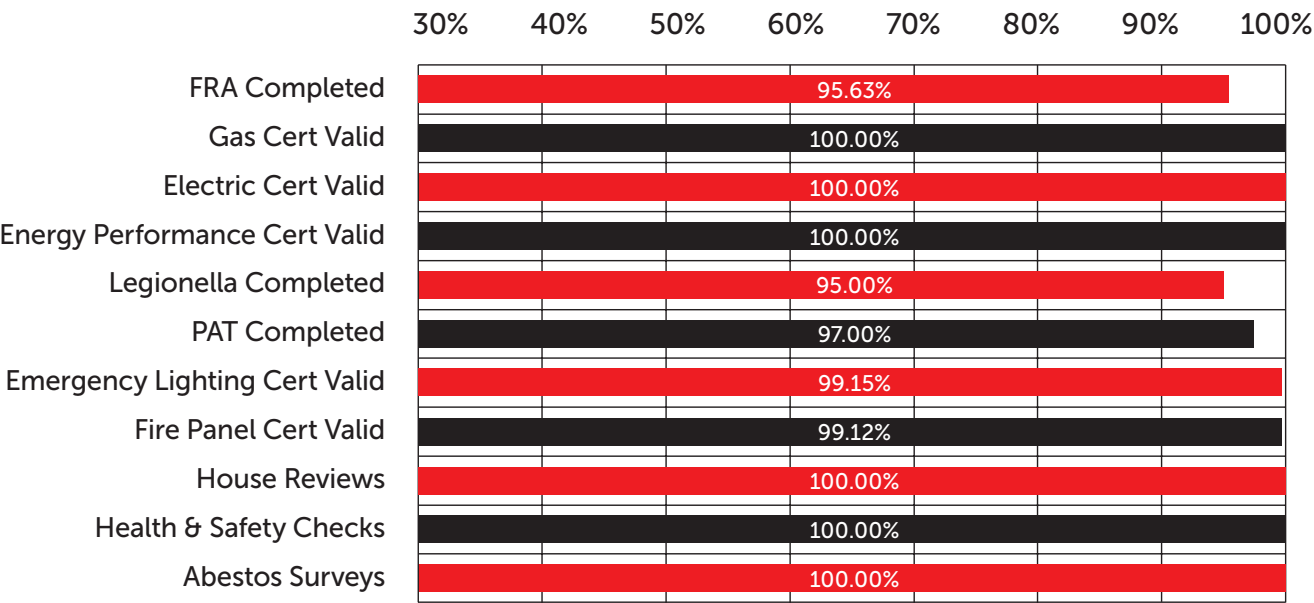
Breakdown of Repairs by Category Financial YTD 2023-2024



		Immediate	Emergency	Urgent	Routine	Planned Works	Damp & Mould	FRA
In Time Frame		0	115	1251	6543	461	186	25
Out Of Time Frame		0	0	0	17	1	0	0

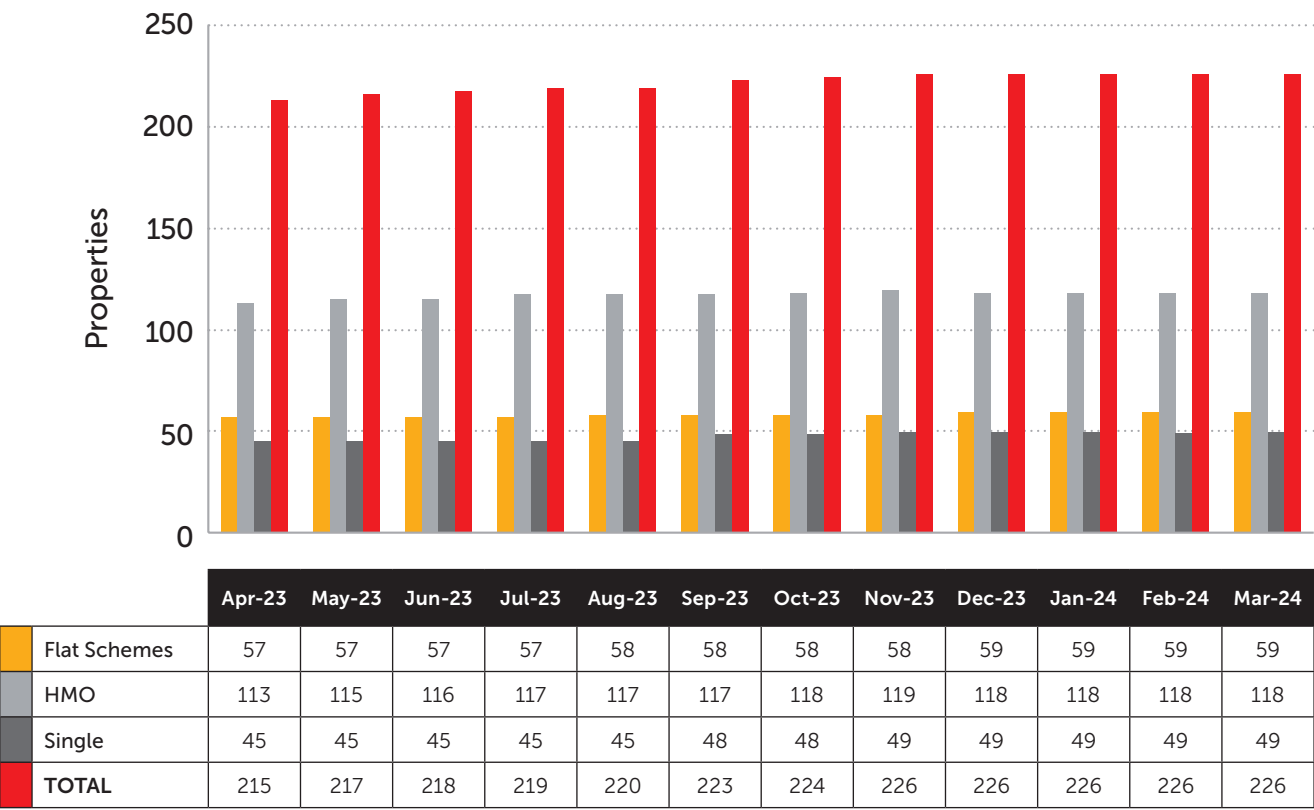
Performance

KPI 2 - Compliance Per Category Financial YTD



Overall Stock Numbers

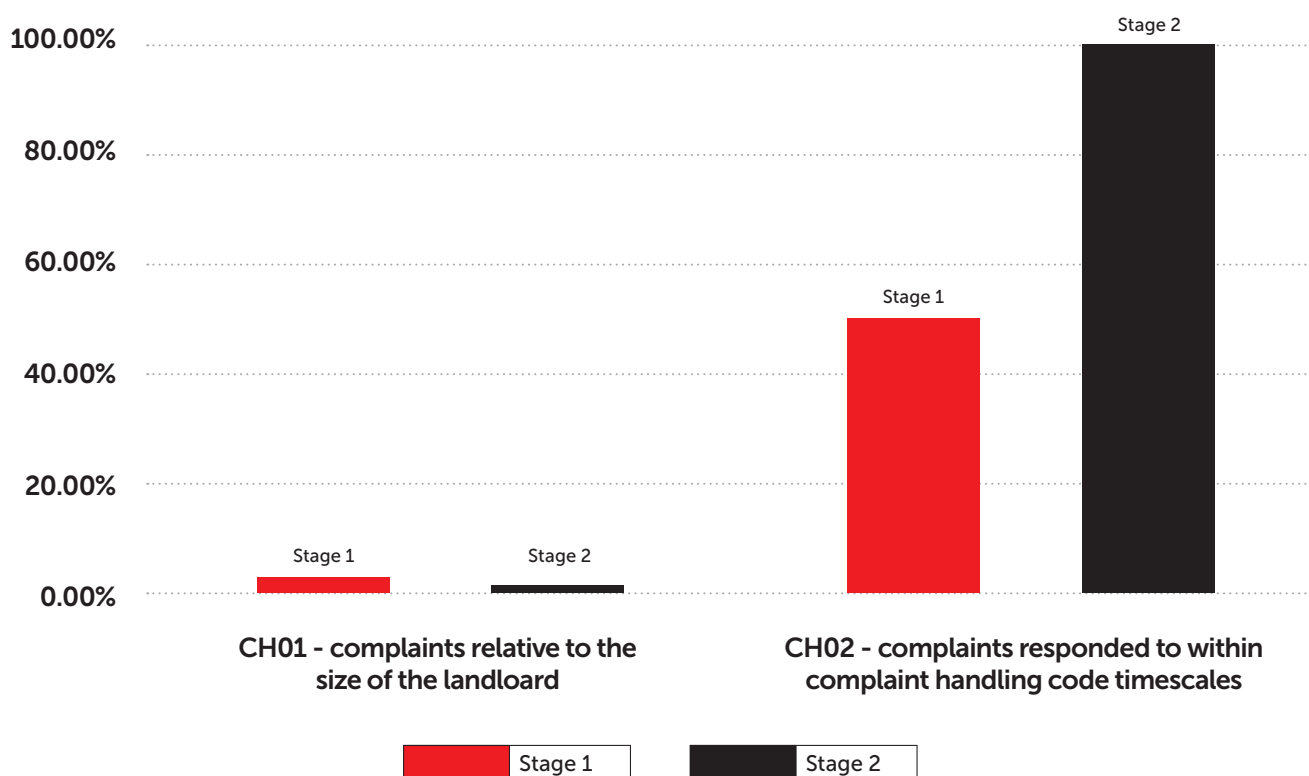
Overall Stock (Financial YTD 2023-2024)



Complaints Report

We have published the first Annual Complaints and Performance Report on our website, alongside a self-assessment under the new requirements of the Complaints Handling Code.

Our complaints performance has also been subject to analysis through the completion of our Tenant Satisfaction Measure results:



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

SAFE SANCTUARY

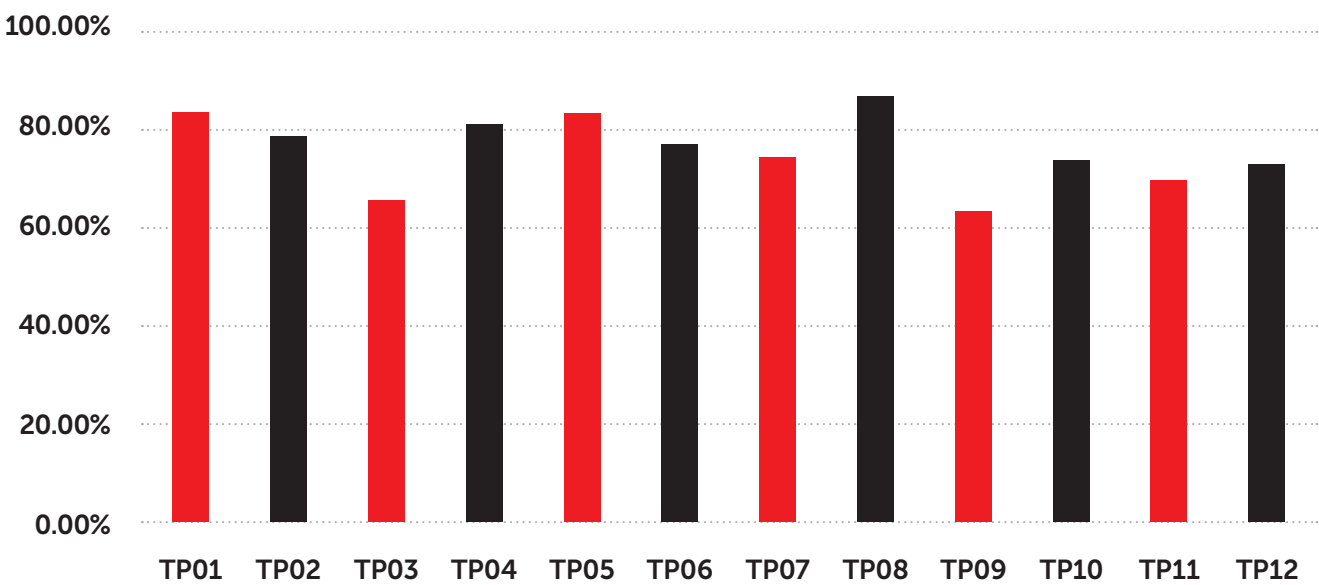
Tenant Satisfaction Surveys

Tenant Satisfaction Measures

Halo Housing Association has recently published the results of its Tenant Satisfaction Survey for the first time, following the introduction of The Regulator of Social Housing’s Tenant Satisfaction Measures. These measures were implemented as part of the new Transparency, Influence, and Accountability Standard, which aims to evaluate how housing providers are performing in delivering landlord services and providing quality homes.

The Regulator’s requirement ensures that landlords like Halo track and report their performance, providing tenants with clear insights into the quality of services they are receiving. To calculate these results, Halo follows the methodology prescribed by The Regulator, which can be found on their [Tenant Satisfaction Measures](#) page for further details.

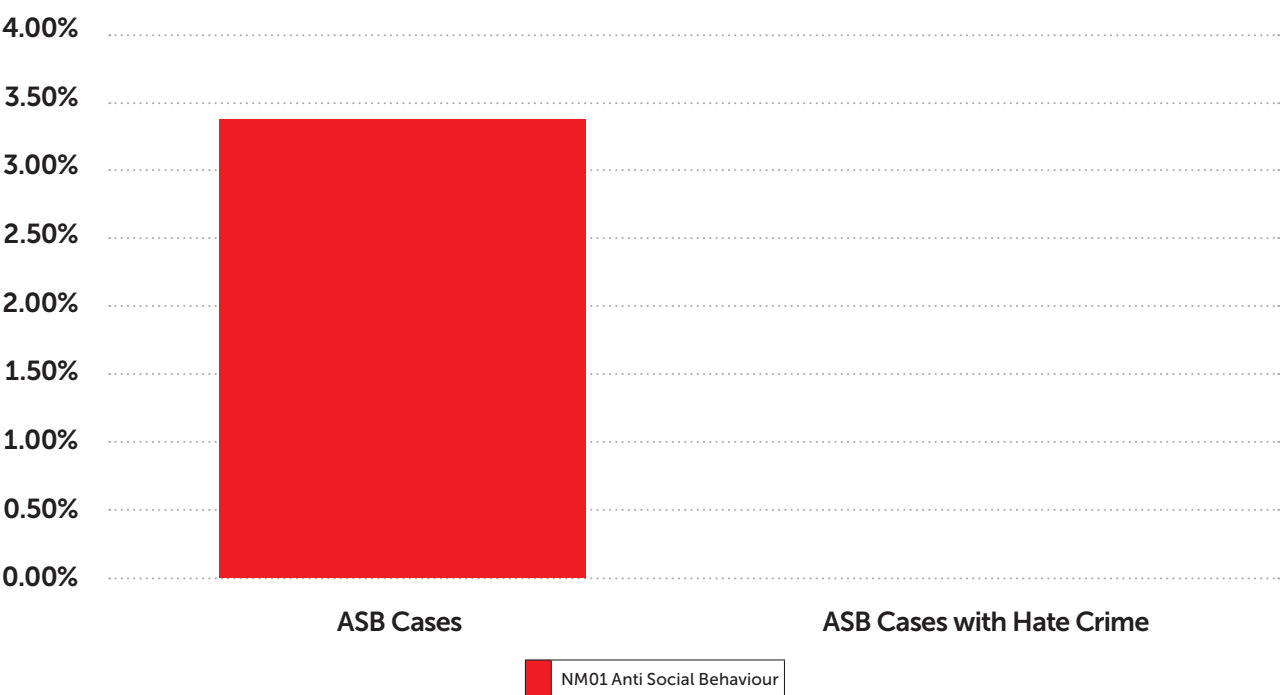
For this first survey, Halo used a random sampling approach to distribute the surveys to tenants. The data collected through these surveys is invaluable for Halo’s ongoing efforts to improve service delivery and ensure compliance with regulatory standards. This feedback plays a key role in supporting the association’s commitment to continuous improvement in providing high-quality homes and services.



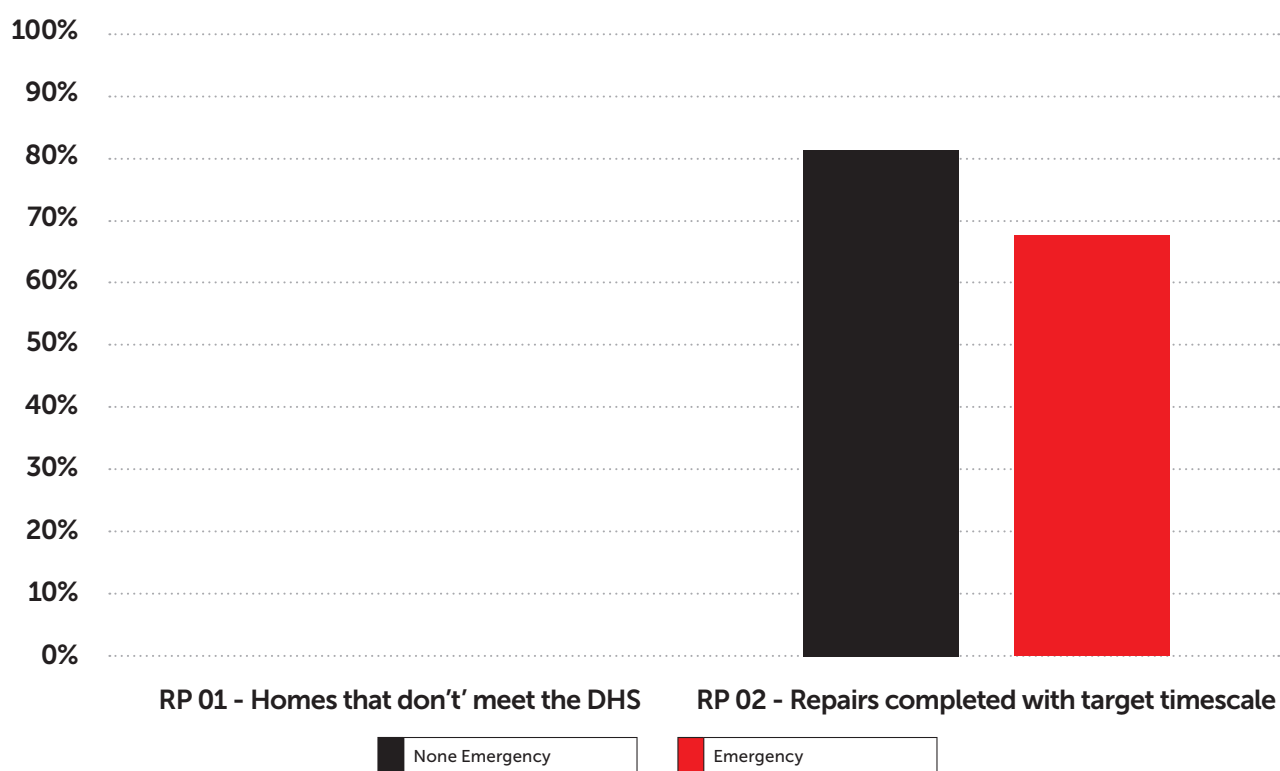
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord’s approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord’s approach to handling anti-social behaviour

Tenant Satisfaction Surveys

Anti Social Behaviour



Decent Home Standard



Our Year in review

Breakdown of developments

Initial Take-on Date	Local Authority	Scheme	Total Units
April	Leicester	Single	1
May	Liverpool	Flat	9
June	Tandridge	HMO	2
July	Lancaster	Flat	13
	Preston	Flat	5
	Wigan	Flat	3
	Bolton	Single	1
August	Barnsley	Single	1
September	Sefton	Single	1
November	Barnsley	Single	1
	Lancaster	HMO	7
TOTAL			44



Our Tenants, Our Homes



A spotlight on Successful Tenant Placements

Liam's Story

Liam has been a Tenant of Halo Housing Association for seven years, the property he originally lived in didn't meet his needs, so Halo swiftly supported Liam to move into a new home in another local area where he has resided since late 2017.

During his time here Halo have made improvements to his home; the yard has been re-flagged so that he has somewhere to sit in the sunshine and his living room has been painted a lighter colour, which has improved his mood.

Liam's independence has grown since he moved into this property. He started working as a kitchen porter at a nearby wedding venue, a job he truly loves. Liam says he enjoys the social part of working with other people and that his job gives him a purpose.

The fact that Liam can walk from his house to work allows him to maintain his employment. He has recently been promoted to the role of Pastry Chef where he is responsible for the most important course – dessert!



Building Friendship

Tenants Robert, Gary, Andrew and David have occupied a bungalow together managed by Halo Housing since November 2023.

The gentlemen have formed a close bond since living together, sharing the same interests and enjoying trips out. They have become the best of companions, Gary and Andrew have even discovered that they attended the same primary school.

In July the group took a trip to Edinburgh to see Robert's Sister, they travelled up on the train and enjoyed the ever-changing views of the journey. They visited Pizza Express for lunch where they had pizza, pasta and dessert, they then walked it all off looking round Edinburgh Castle. The lads really enjoyed their visit, listening to the Scottish bagpipes, dancing and singing.



Recently, the team enjoyed a trip to Blackpool Zoo to see the monkeys and lions and can't wait to go back. They have other outings planned - watching Hairspray the musical for David's birthday and they have booked to see Sister Act in theatre.

Each Sunday the team try a new eatery for their roast dinner, in the attempt to find a winner for their Christmas lunch outing.

Leo's Story

Leo has recently settled into his new place in one of HHA's supported living schemes and is already feeling at home. Leo is enjoying life in his new flat and is really happy with his living space.



Locations

Local Authority	No. of Units
Barnsley	2
Birmingham	11
Blaby	5
Blackburn with Darwen	14
Blackpool	38
Bolton	18
Bradford	5
Bromsgrove	1
Burnley	4
Bury	6
Charnwood	8
Cheshire East	14
Cheshire West and Chester	25
Chesterfield	15
Chorley	46
Darlington	4
Hyndburn	13
Kingston Upon Hull	2
Kirklees	11

Local Authority	No. of Units
Knowsley	51
Lancaster	35
Leeds	6
Leicester	2
Liverpool	81
London Borough Of Croydon	3
Manchester	17
Newcastle-Under-Lyme	1
North Tyneside	1
Northumberland	16
Nottingham	1
Oldham	7
Preston	38
Redditch	2
Rochdale	19
Rossendale	6
Sefton	67
Sheffield	11

Local Authority	No. of Units
South Ribble	6
South Tyneside	1
Stafford	1
Staffordshire Moorlands	4
Stockport	29
Tameside	33
Tandridge	15
Telford and Wrekin	27
Tendring	7
Thanet	1
Uttlesford	3
Walsall	3
Warrington	9
West Lancashire	9
Wigan	16
Wirral	34
Wolverhampton	4
Wyre	6
TOTAL	814



Annual Accounts

2023-24 Year to 31st March 2024

	General Needs Housing	Social Housing (inc Housing for older people)	Other	2024 Total
Income	£	£	£	£
Rent Receivable	-	9,731,780	573,879	10,305,659
Service Charge Income	-	846,242	-	846,242
Amortised Government Grants	-	-	-	-
Government Grants Taken to Income	-	-	-	-
Other Grants	-	-	-	-
Turnover From Social Housing Lettings	-	10,578,022	573,879	11,151,901
Operating Expenditure	£	£	£	£
Management	-	769,452	-	769,452
Rental Fees	-	7,148,699	-	7,148,699
Service Charge Costs	-	-	-	-
Routine Maintenance	-	1,714,921	-	1,714,921
Planned Maintenance	-	-	-	-
Major Repair Expenditure	-	-	-	-
Bad Debts	-	-	-	-
Depreciation of Housing Properties	-	-	-	-
Impairment of Housing Properties	-	-	-	-
Other Costs	-	673,491	-	673,491
Operating Expenditure on Social Housing Lettings	-	10,306,562	0	10,306,562
Operating Surplus / (deficit) on Social Housing Lettings	-	271,459	573,879	845,339
Void Losses	-	-	-	-

NOTE: The above table excludes taxation



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