

**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF  
BLACKPOOL COASTAL HOUSING LIMITED  
HELD AT COASTAL HOUSE, ABINGDON STREET, BLACKPOOL  
ON WEDNESDAY 27 JUNE 2024 AT 5.00PM**

**Present:**

Councillor N Brookes, Non-Executive Director (Chair)  
 Councillor J Hobson, Non-Executive Director  
 Councillor D Mitchell, Non-Executive Director  
 Mr A Szatkowski, Independent Non-Executive Director (Member Responsible for Complaints)  
 Mrs M Thompson, Independent Non-Executive Director  
 Ms T Johnson, Independent Non-Executive Director  
 Mr N Herring, Tenant Non-Executive Director

**In attendance:**

Mr J Donnellon, Chief Executive  
 Mrs M Cornall, Director of Operations  
 Mr S Dunstan, Director of Resources  
 Mrs V Piper, Head of Housing, Blackpool Council  
 Mr M Towers, Company Secretary  
 Mrs J Stephenson, Assistant Company Secretary

		<b>Actions</b>
<b>1.</b>	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>There were no apologies for absence on this occasion.</p>	
<b>2.</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no declarations of interest made on this occasion.</p>	
<b>3.</b>	<p><b>TENANT SATISFACTION MEASURES AND COMPLAINT CODE SUBMISSION</b></p> <p>The Board had been asked to discuss and respond to the draft Annual Complaints Performance and Service Improvement Report, including the annual self-assessment against the Complaint Handling Code and Approve the publication.</p> <p>Mr Donnellon explained that the Special meeting of the Board had been called to ensure the deadline of the 30<sup>th</sup> June 2024 would be achieved, any submission after the deadline could have resulted in a Complaint Handling Failure Order (CHFO).</p>	

	Actions
<p>Mr J Donnellon gave a brief overview of the documents that would form part of the first annual submission to the Ombudsman. He advised that the content and presentation of the documents had been prescribed by Government.</p> <p>The Board was assured that the report had been prepared with transparency and included descriptive narrative to ensure that mistakes had been documented and subsequent learnings had been taken from those experiences.</p> <p>Board Members expressed gratitude for the hard work of the team in producing the reports.</p> <p><b>The Board agreed:</b></p> <ol style="list-style-type: none"> <li>1. To approve the publication and submission of the draft Annual Complaints Performance and Service Improvement Report, including the annual self-assessment against the Complaint Handling Code.</li> <li>2. To approve the publication and submission of the Tenant Satisfaction Measures for 2023/24.</li> </ol> <p><b>4. DATE OF NEXT MEETING – 10 JULY 2024</b></p> <p><b>The Board agreed:</b> To note the date of the next meeting as 10 July 2024, 5.00pm at Coastal House.</p>	

The meeting ended at 17:18pm

**Signed by the Chair**

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**Councillor Neal Brookes**