

Annual Report 23/24

# BLACKPOOL COASTAL HOUSING





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# A message from our Chief Executive

Welcome to the Blackpool Coastal Housing Annual Report for 2023/24. The report reflects on a busy year locally and nationally for social housing as we all strive to provide better services to our customers.

You will see in the report the variety, scale and volume of work we do that supports our ambition to provide good quality social housing, but also a range of support services designed to let people thrive in that accommodation. We have had a real focus on improving our existing stock to meet the ever increasing challenge of rising customer expectations and the need to become carbon neutral by 2030. The modernisation of our sheltered housing at Dunsop Court is nearing completion and has been achieved without the need to uproot vulnerable tenants by moving them away from their homes. Elsewhere across the stock we have continued to upgrade kitchens, bathrooms and boiler systems whilst also introducing furnished tenancies for the first time. We have also seen a large amount of work to successfully provide aids and adaptations to allow people to remain in their homes. This work is carried out on behalf of the Council across the borough. You will see from the numbers of repairs, adaptations and investments in the stock that there is a substantial commitment to quality and improvement.

The volume of work undertaken to keep our houses and flats in good condition with matching high standards of safety is important in giving our tenants confidence and satisfaction in their properties and neighbourhoods.

We continue to help young people moving from care into independent living and are setting the standard for cost effective and good quality accommodation.

You will see in the report that we have renewed and maintained accreditations, including Tenant Engagement. We will continue to expose our key services to external expert review to ensure we are delivering to the highest standards. We are also grateful to our customers who get involved in a variety of ways from the formal Scrutiny Panel, TOWER, who independently review key service areas and report to the BCH Board, through to members of our Reading Panel and Green and Clean Wardens, who provide valuable guidance and feedback on how we manage day to day services and communications.

In 2023/24, we piloted the Tenant Satisfaction Measures that all social housing providers will be judged on and were pleased that we had a solid set of results albeit with work to do, it was particularly pleasing to see overall tenant satisfaction close to 81%.

We know we face an increasing demand for both high quality property and services in a challenging environment where cost of living remains a pressure for most if not all households. In addition to our core services, you will see how we have been able to develop a number of “Warm Hubs” to give people a hot meal, the chance to meet neighbours and reduce heating bills. This responsive approach will continue to be a feature of how Blackpool Coastal Housing operates to meet the needs of our customers.

We are aware of the increasing demands but I believe the Annual Report shows how we have been able to respond and build a firm base from which to face future challenges.

*John Donnellon*



# Building on strong foundations

Our Repairs and Maintenance Department have redeveloped the Repairs handbook, which is now provided to all new customers as part of the new home welcome pack they receive.

We have introduced call recording on the Repairs Hotline. This will assist in monitoring the quality of calls and support with ongoing training for Customer Service Advisors (CSA's). It will also help to ensure CSA's provide the best possible customer experience and diagnose repairs correctly.



Scan the QR code to view the handbook.



Working with TOWER Scrutiny has enabled us to introduce new initiatives and processes to improve Service Standards, such as:



- ➔ Provide regular training to staff on damp and mould management
- ➔ Contractors to take before and after photos of all repairs jobs
- ➔ Schedule three-month post-inspections on all damp corrective works to assess the situation and carry out necessary maintenance

The works we've completed this year...

Percentage of emergency repairs completed within 24hrs **99.32%**

Number of emergency repairs completed **1320**

Number of repair inspections carried out **1140**

Number of repairs carried out by appointment **3028**



## Looking forward...

In 2024-25, our Repairs and Maintenance service will be focusing on:

- ✓ Continuing to monitor and reduce sub-contractor spend
- ✓ Reducing disrepair claims
- ✓ Continuing to address damp and mould issues
- ✓ Investing in modern ventilation systems to reduce condensation

## Cost savings

The Planned & Asset Management Team has a number of qualified surveyors able to carry out a variety of surveys to enable Blackpool Coastal Housing to conduct its business with regards to the letting, sale and buy-back of properties.

The ability to conduct in-house surveys realises a continuous saving over having to appoint surveyors from the private sector that attract large fees.



This year the team completed 170 Energy Performance Certificates (EPC's) saving in the region of **£8,736**

21 Right to Buy Surveys were completed, saving in the region of **£5,985**

Our Capital Works Team continue to upgrade the communal areas at Dunsop Court. We've been holding regular resident surgeries on site to help keep residents informed of the improvement works.



Before



After

# The works our Planned & Asset Management Team have completed this year...

**446** boilers upgraded

**59** properties received new doors

**44** kitchens fitted

**6** units upgraded at Dunsop Court

**12** wet rooms installed

**35** properties received re-pointing work

**20** bathrooms fitted

**15** properties received new windows

## Looking forward...

In 2024-25, our Planned & Asset Management service will be focusing on:

 completing all high priority Fire Risk Assessment remedial actions

 delivering the communal works at Dunsop Court within this financial year

 Drying Area improvement works at Edmonton Place

 continuing with the external refurbishment programme including rainwater goods, fascias and soffits at Edmonton Place and Tarnside

# Adapting to your needs

What we've achieved  
this year...

**373**

Major  
Adaptations  
completed

**500+**

Occupational  
Therapy assessments  
carried out

**£191,449**

efficiency savings made  
by recycling equipment

**362**

Minor  
Adaptations  
completed

**3587**

pieces of equipment  
fitted for **1096**  
customers

## Warm & Healthy Homes

The Warm & Healthy Homes Project has, through its established partnerships with organisations such as Empowerment, Blackpool Council Household Support and Deprivation Team, SPARKS Members, Social Services, The Job Centre, the NHS and The Volunteers Centre, continued to offer varying support services to help those in need.

Cadent and Cadent Foundation have been working in partnership with Blackpool Coastal Housing to provide the Warm and Healthy Homes project.



The Cadent Winter Support Fund has also enabled us to provide 423 items to vulnerable households through the winter period including, fuel and food vouchers, household items such as slow cookers, airfryers, heated blankets.

## What we've achieved this year...

400

Families supported

53

Boilers serviced

92

Heating repairs or replacements completed

In 2023-24, The Warm & Healthy Homes Project, delivered in partnership with Cadent, has delivered

**£370,341**

worth of social value

**£150,000+**

of charity funding was secured to support 713 customers

We have implemented a new IT system for Major Adaptations to improve the efficiency of service delivery to customers.

The Adaptations Team were shortlisted in the Foundations National Healthy Housing Awards 2023 for Disabled Facilities Grant (DFG) Adaptations Team of the Year.



## Looking forward...

In 2024-25, our Care and Repair Team will be focusing on:

- ✓ Securing funding to continue the Warm & Healthy Homes project
- ✓ Reviewing and publishing the BCH Adaptations Policy
- ✓ Reviewing and improving customer information
- ✓ Bringing paediatric assessments for major adaptations in-house to improve efficiencies
- ✓ Continuing to increase the volume of recycled equipment to improve efficiency savings and reduce unnecessary waste

# There's no place like home

Our Housing Services Team have secured funding for a permanent full time Financial Support Officer (FSO) which will enable us to continue to support those who have been struggling financially.

The FSO and a Rent Officer attended the SPARKS meetings, which met in our Community Centres across Blackpool giving advice to residents who were struggling due to the cost of living.

Following our TOWER Scrutiny audit we will be introducing new processes to improve Service Standards, such as:



- ➔ Adding recharges sooner and putting more emphasis on chasing these charges
- ➔ Issue rent refunds quicker, where possible, through increased monitoring of the monthly overpayment report

This year we saw the introduction of two new services to the Lettings Team - Furnished Tenancies and a Tenancy Termination Service.

The Furnished Tenancy Service provides new tenants with properties that are either fully or partly furnished and is designed to help them bond with their property and prevent them getting into debt.

This year we provided **29** furnished tenancies.

The Tenancy Termination Service provides tenants leaving their tenancies with advice and support such as how to remove unwanted items and carrying out property inspections.

## Housing Services performance in numbers

|  | Target        | Year End      |
|--|---------------|---------------|
| The % of rent collected excluding arrears brought forward (current tenant payments only) | <b>99.30%</b> | <b>99.67%</b> |
| Rent collected as a percentage of rent owed (including arrears brought forward)          | <b>97.50%</b> | <b>98.10%</b> |
| The percentage of tenants with more than 7 weeks gross rent arrears                      | <b>4%</b>     | <b>3.7%</b>   |

# Looking forward...

In 2024-25, our Housing Services Team will be focusing on:

- ✓ Continuing supporting tenants to ensure they can pay their rent
- ✓ Continuing to provide financial advice and guidance to tenants due to the 53 week rent year
- ✓ Support customers adversely affected with the Universal Credit migration
- ✓ Further develop our Financial Support Service to help those tenants maximise their benefits
- ✓ Continuing to develop both the Furnished Tenancy and Tenancy Termination Services further

# Community matters

Following on from the successful launch of our Warm Welcome Community Hubs, we've continued to provide weekly community sessions to support local residents to stay warm, stay well and stay connected.

We opened our doors across Blackpool to as many local residents as possible, welcoming them with a warm cooked meal, unlimited brews and refreshments, whilst providing a comfortable environment to play games or just sit and chat.



In the  
past 12 months  
we've had 2,359  
residents attend  
the Community  
Hubs!

Our Community Activities Officer has provided support to various independent community groups running activities in our community centres, such as;

**B I N G O AT  
STRONSAY**

APHASIA  
SELF HELP  
GROUP



HEALING THROUGH **A**RT GROUP

*Chit Chat  
& Coffee*

UNLEASH YOUR CREATIVITY  
**BISPHAM  
ART GROUP**



# Supporting our Young People

**William Lyons House (WLH), Clare Street,  
Argosy House and Bispham House**

Both Argosy House and Bispham House now come under Ofsted Supported Accommodation regulations



3 members of the team have completed their Level 3 qualification in supporting Young People with 3 more coming to the end of their training. This will mean all Young Persons Resettlement Officers will be qualified to a Level 3 standard

One Young Person has become a Young Inspector.

This role involves assisting the Council in a number of ways such as:

- ➔ Reviewing literature to make sure it is Young Person friendly
- ➔ Attend meetings with leaders in the council
- ➔ Charter Mark visits

2 members of the team are Young People Mental Health First Aiders

Many of our Young People volunteered at our BCH Community Warm Hubs, helping to support vulnerable residents.



Our Young People are involved in all the recruitment of new team members.



## Our year in numbers....

**47** Young People housed

**8** Young People were supported to move in with family/friends

**13** Young People moved into their own flats with Positive Transitions

**12** Young People moved to other supported accommodation

We've been continually improving the facilities at our Young People's accommodation, including;

- ➔ New Wi-Fi being fitted at Argosy House
- ➔ Installation of a large shed at Argosy to house bikes etc
- ➔ Larger TV's are being purchased when TV's need replacing
- ➔ All bedrooms now have a desk and chair
- ➔ Enhanced independent shopping to assist Young People's moving on skills
- ➔ The Bispham House Snug has been revamped into a nice relaxing area in the home



We've created a video to help Young People gain a better understanding of the offer at William Lyons House. These have been shared with partners so prospective Young People can view them before visiting.



Scan the QR code to watch the video!



Many of our Young People were award winners at Blackpool Council's 'You Rock' Awards.



Our Community Kitchen project, funded by the Communication Workers Union, continues to be delivered fortnightly where meals prepared by the Young People are donated to Streetlife and Gorton Street.

**1776** meals donated to local homeless provisions.

**jobcentreplus**

Our continued partnership with the Job Centre has been invaluable in providing support to our Young People by assisting with benefit queries, helping to resolve issues, supports with phones or supplies to access work.

Our in-house IT department donated 25 smartphones for our Young People.

All Young People were involved in a safety talk by Lancashire Fire and Rescue Service.

ADASH (Adolescents: Drug, Alcohol and Sexual Health) gave a group talk to our Young People to educate on drug and alcohol harm.

## Looking forward...

In 2024-25, our Young People's Resettlement Team will be focusing on:



Improving our communal room and new communal kitchen facilities at WLH



Securing funding to create a mural in the rear yard at WLH



Reviewing policies, procedures and practices as per supported accommodation guidance in preparation for OFSTED inspection



Continuing to provide life experience and volunteering opportunities to our Young People



Upgrading the back garden at Argosy House to provide a relaxing and inclusive environment for all residents



Building further relationships with local landlords and letting agents to improve the move on prospects for our Young People who are ready to be resettled

## Positive Transitions

Annual Christmas donations from the Rotary Club, Christmas Tree Appeal and the Salvation Army meant each Young Person was provided with Christmas gifts.



Wickes provided us with a supply of Crown paint to help us redecorate properties for our Young People.



The Rotary Club also provided funding for a project focused on the benefits of plants/gardens. Sessions were delivered in collaboration with Grow Blackpool at The Grange where each Young Person was provided with a peace lily and plant pot.

Energy saving items and funding towards energy costs were accessed through the Groundworks Green Doctor scheme.

Our Positive Transitions service was reviewed by Blackpool Council's Commissioning Team with overwhelmingly excellent feedback.



## Our year in numbers....

**27** Young People housed

**£16,971.48** total charitable funding awarded



My Positive Transitions Officer has helped with loads of different things, and also encouraged and supported me to apply for an internship. I got the job, which has made a massive difference to my finances. I have been able to pass a training course and get a small motorbike. They really helped my transition to adulthood and made living alone a lot less overwhelming.

*Positive Transitions resident*

## Looking forward...

In 2024-25, our Positive Transitions Team will be focusing on:



Developing a tenancy training session for our Young People



Creating an exit survey for residents leaving the Positive Transitions Service



Partnership working with My Blackpool Home and Lumen

# Supporting those in need

Our year in numbers...

**£40,288**

grants received

**156**

children supported

**£3,000**

worth of school uniforms donated

**90**

families supported

**104**

single people and couples supported

Our latest emergency accommodation opened in November 23 with six flats refurbished for families.

## Looking forward...

In 2024-25, we will be focusing on:

- Relocating one of our Hostels
- Increasing daytime occupation for residents
- Increasing the number of dispersed housing from 11 to 16

Further three years funding agreed at £8,000 per year has been provided by Communication Workers Union Humanitarian Aid.

We received funding to provide Mindfulness sessions for residents.

The residents revamped the gardens at the front and back of one of our Hostels.



# A helping hand

## Sheltered Housing

We're looking with the Council at the feasibility of developing a new sheltered scheme

We've installed a new CCTV system at Dunsop Court to provide residents with enhanced security.



We welcomed tenants into our new Sheltered scheme at Harvest Court.



## Looking forward...

In 2024-25, our Sheltered Housing Service will be focusing on:



The planning of the new sheltered housing scheme



Continuing working with the new tenants at the Grange scheme, Harvest Court



Continuing to support the refurbishment of Dunsop Court and ensure all the tenants are aware of the changes and keep disruption to a minimum

## More Positive Together (MPT)

The Resilience Housing Service, working with Blackpool Council's Housing Options Team, continues to support homeless tenants to secure properties, the intense support provided ensures the tenant is able to maintain their tenancy

27 people were housed through the service.

The team are also providing customer engagement support to the Council's pilot scheme looking at the private rented sector, ensuring homes are of a decent standard. The team also support any residents who may be at risk of homelessness or need support with maintaining their current property.

The Engage for Change initiative is focusing on reaching out to 18-25 year olds in the Bloomfield area who may not be in education or work, to provide practical advice and support. This work is lead by Streetlife and supported by local partners and is focused on engaging young people in different interventions and activities.



## Looking forward...

In 2024-25, we will be focusing on:

 Continuing to support the Council's regeneration work



Continuing to support people who have barriers to work or education and at risk of homelessness

# Keeping you safe

Our Health and Safety Advisor now regularly accompanies our Repair Operatives to customers properties during repairs to observe and monitor the works carried out is in line with Health and Safety Legislation to ensure that BCH are compliant.

The Sandcastle Waterpark have helped us to keep the defibrillators maintained and emergency ready.



A significant focus in the last 12 months has been on Fire Safety arrangements. Considerable effort has been given to improving lighting and emergency lighting for shared areas within blocks. This work will continue until all blocks have upgraded lighting schemes to ensure safe access and exit in the event of an emergency occurring.

The Compliance Team continue to work with the Association of Safety and Compliance Professionals (ASCP) and hold corporate membership to ensure we are delivering industry best practices solutions that are providing BCH customers safe homes.



The works our  
Compliance Team has  
completed this year...

**141**  
Fire Alarm system  
inspections

**916**  
CO Alarms installed

**86**  
Gas  
audits

**1410**  
Electrical Safety  
Checks

**14,754**  
Smoke Alarms  
tested

**223**  
Fire Risk  
Assessments

**5463**  
Gas Safety  
Checks

**221**  
Asbestos reassurance  
surveys

**1386**  
Emergency Lights  
inspections

**145**  
Mechanical &  
Electrical audits

**446**  
Boiler replacements &  
heating upgrades

**70**  
Passenger Lift services  
& inspections

**148**  
Water Safety inspections  
(Legionella control)

The Compliance Team continually review customer satisfaction by sending out surveys where work is completed by the team and our contractors.

In 2023-24 we sent **4362** Gas Servicing surveys and **1000** Electrical Safety Check surveys.



National Social Housing  
Safety & Compliance Week  
6-10 November 2023



This year our Compliance Team supported The National Social Housing Safety and Compliance Week and National Gas Safety Week.



## Looking forward...

In 2024-25, our Compliance Team will be focusing on:



Improving access to properties to complete Gas Safety Checks, Electrical Safety Checks and Smoke & Carbon Monoxide inspections



Supporting the consumer standards provision of transparent safety information to customers



Managing the completion of actions arising from Fire Risk Assessments

# Involving you

The Green and Clean Warden activities have continued to thrive and we now have 84 customer volunteers who provide monthly feedback to help us monitor the maintenance of our green spaces and communal block cleaning.



The Reading Panel have reviewed documents such as the Annual Report, newsletters, the Good Neighbour Booklet, the Noise Nuisance Guide, the TOWER Scrutiny Handbook and the Involvement Handbook, to ensure that the documents are clear and easy to understand.



We piloted our Mystery Shopping by conducting an email shop on complaints and service standards. The outcome of this activity led to us producing a Staff Guidance document to support customers with complaints and putting things right.



**We obtained TPAS re-accreditation in November 2023, which is in place until November 2026. Areas of good practice were identified with the demonstration of a clear role for customer scrutiny across BCH and the involvement from customers in procurement exercises.**



**We continued to develop and enhance the BCH website with regular content, including updated information on home safety and compliance, domestic abuse, performance and complaint information, complementing our Social Media presence.**

**We welcomed 2 new members to the TOWER Scrutiny Panel.**

**The panel has a membership of 8 customers, who have all undergone TPAS training and members regularly engage in TPAS workshops and webinars, conferences and the Four Million Homes campaign.**



**Our Performance Officer attended training and became a GDPR practitioner. This is one of the highest qualifications for GDPR.**

# Supporting our communities

|                                  |                                 |                |
|----------------------------------|---------------------------------|----------------|
| BCH Resettlement Service         | Young Person's therapy sessions | <b>£9,870</b>  |
| Counselling in the Community     | Children in the Community       | <b>£9,000</b>  |
| BCH Supported Housing            | Befriending Service             | <b>£9,230</b>  |
| Volunteer's Centre               | Borrow It Blackpool             | <b>£10,000</b> |
| Roots and Shoots Aysgarth Garden | Community garden development    | <b>£500</b>    |
| Skool of Street                  | How to Skate 'n' Play           | <b>£3,900</b>  |
| Last Legs                        | A Question of Art               | <b>£4,150</b>  |
| BCH Supported Housing            | Wednesday Wellbeing             | <b>£480</b>    |
| Jobs, Friends & Houses           | JFH in bloom                    | <b>£720</b>    |

This year we provided funding to 9 projects through the Tenant's Project Fund (TPF), benefitting 347 people.

We have assessed the TPF and focussed the fund on smaller, grass roots projects that have demonstrated better outcomes and impact for our customers at a local level.

# Looking forward...

In 2024-25, we will be focusing on:

## Involvement:

- ✓ The further roll out of the *Mystery Shopping* involvement activity
- ✓ Implementing impact assessments for involvement activities and to complete an annual survey of involved customers to feed into the assessments
- ✓ Continuing to develop mechanisms for reporting involvement outcomes, e.g. 'You said, we did'
- ✓ Continuing to develop mechanisms to encourage and enable residents to share their voice and become involved in how BCH's services are shaped and delivered

## Communication:

- ✓ Further developing BCH website content, including the introduction of new pages for Involvement, Grounds Maintenance, Climate Change and policies to support access to information and transparency



**Supporting with customer profiling information and ensure that customer data, vulnerabilities and communication preferences/needs are recorded and maintained**



**Continuing to provide a physical newsletter that is sent at least every 6 months to customers who are non-digital**

### **Complaints:**



**Completing the Housing Ombudsman Complaint Handling code self-assessment, submitting this to the Housing Ombudsman and publishing to customers**



**Monitoring the complaint process and ensure that it remains compliant with the Housing Ombudsman Complaint Handling Code**



**Further embedding complaint feedback and lessons learned within BCH and publicise improvements to customers**



**Seeking further feedback from customers on the complaints process and see where any improvements can be identified**

# Keeping your neighbourhoods safe

Our Anti-Social Behaviour Service underwent a Quality Assessment Framework in November 2023. The assessment was completed by independent organisation, Resolve.



The Grounds Maintenance contract was re-tendered in September 2023. Fylde Council was the successful contractor and their new contract was awarded on 10 January 2024. An involved customer was also involved in this process.



We published locations of walkabouts to give customers the opportunity to participate and feedback on the way we manage our neighbourhoods.

We provide quarterly feedback to our Clean and Green Wardens who help us to monitor contractor performance

We carried out **20** walkabouts this year.

## Our year in numbers....

**558** ASB cases opened

**182.09** Days to close an ASB case

**684** Neighbourhood cases opened

**211.92** Days to close a Neighbourhood case

**108** Enforcement actions taken

**28,477** Preventative actions taken

We have changed the wording of our ASB Acknowledgement letters to help customers understand the difference between an ASB report, which is a service request, and a complaint.

We've also amended the wording of our First Contact ASB letters we send when we receive an ASB report, so that there is a distinction between a warning letter and an advisory letter.



We have been working with LeftCoast to develop a People's Panty, a community garden space at Bostonway. Residents help grow produce in the garden that is then used to put in recipes.

Our Cleaning Contractor, 5AM, moved furniture for our Positive Transitions service from empty properties to storage and then delivered back to properties free of charge.

They also provided waste clearance from our community centres and hostels at no charge.

Working in partnership with 5AM, we helped 15 customers clear long standing waste issues, making improvements to their gardens and the local communities.

Fylde, our Grounds Maintenance Contractor, undertook additional Grounds Maintenance work across sites during the year that was outside the scope of their contract. These works were completed at no cost to BCH.

## Looking forward...

In 2024-25, we will be focusing on:

 Reviewing our early warning process to ensure we have a consistent approach to reports of customers struggling to maintain their home

 Creating opportunities for customers to become involved in the way we deliver the ASB and Neighbourhoods service by developing a customer panel

 Updating the website to provide further information to our customers on grounds maintenance and communal cleaning services

# Your money counts and Regulation

## Income and Expenditure explained...

Like other local housing authorities, Blackpool Council manages the income and expenditure for its stock of rented and leasehold homes through the Housing Revenue Account (HRA).

Income items, like rent and service charges for homes and garages, are accounted for directly in the HRA.

Expenditure items include the cost of depreciation in the overall value of the housing stock and other capital costs, such as the development at Grange Park. Previous borrowing is mainly funded from loans with the annual interest payments on them charged to the HRA. A small amount of spending covers bad debt provision for rent and other charges that cannot be recovered.

The other two major items of expenditure in the HRA are the day to day costs of repairing, maintaining and managing your home. These two items include the cost of the management fee paid to BCH by Blackpool Council. Scan the QR code to view our audited 2023-24 accounts.

The Housing Revenue Account reserves have been built up to fund future property improvements, new services and major capital projects.

We have saved approximately £15,000 by co-ordinating the Tenant Satisfaction Measures survey project in-house.



## Income

£20,258,000 Rents (85%)

£2,682,000 Service Charges (11%)

£591,000 Capital Grants & Other Income (2%)

£195,000 Investment Income (1%)

**£23,726,000 Total Income**

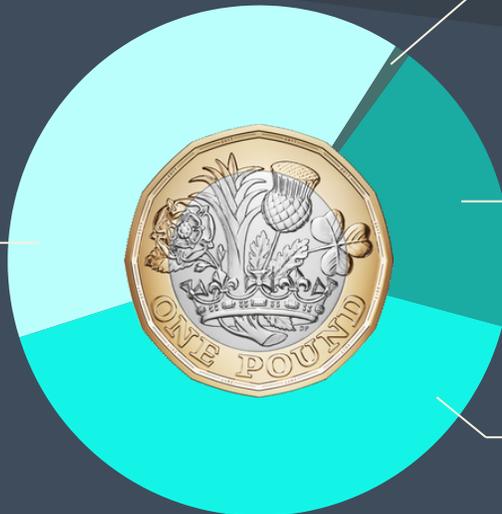
Reserves brought forward 1.4.23  
£1,721,000

Reserves carried forward 1.4.24  
£1,534,000

## How we spend your money

£9,234,000  
Capital & Depreciation Costs

**£23,913,000  
Total Expenditure**



£389,000

Unrecoverable rents and service charges

£4,527,000

Repairs & maintenance

£9,763,000

Managing your home

The cost of managing and maintaining each home was £2,906 per property, this includes repairs and maintenance, neighbourhoods, support and other services. In addition there was a total of £19.65m of HRA capital expenditure, including major repairs, Kitchen and Bathroom upgrades, building new homes etc.

|   |        |
|---|--------|
| Remuneration payable to the highest paid Director                 | £19.22 |
| Aggregate amount of Remuneration paid to all Directors            | £72.19 |
| Management cost per property (inc. service charges, repairs etc.) | £2,906 |

We are governed by the Regulator of Social Housing (RSH). There are four new Consumer Standards to adhere to. These are;

- The Transparency, Influence and Accountability Standard requires landlords to be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold their landlord to account.
- The Safety and Quality Standard requires landlords to provide safe and good-quality homes for their tenants, along with good-quality landlord services.
- The Tenancy Standard sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed by landlords.
- The Neighbourhood and Community Standard requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes.

For further information please scan the QR code below



# Tenant Satisfaction Measures

Overall satisfaction with BCH

**80.96%** Last year 77.56% 

Satisfaction with repairs

**81.74%** Last year 82.09% 

Satisfaction with the time taken to complete repair

Satisfaction that BCH keeps communal areas clean and well maintained

**66.78%** Last year 65.82% 

Satisfaction that the home is well maintained

**77.92%** Last year 82.10% 

Satisfaction that BCH keeps tenants informed

**73.10%** Last year 67.32% 

Agreement that BCH treats tenants fairly and with respect

**80.96%** Last year 81.66% 

Satisfaction that the home is safe

Satisfaction with BCH's approach to handling complaints

**54.85%** Last year 46.91% 

BCH makes a positive contribution to neighbourhoods

**68.52%** Last year 69.30% 

The UK government have produced a list of Tenant Satisfaction Measures (TSM's) to help the Regulator of Social Housing monitor how well a Social Landlord is performing. As part of these measures Social Housing Landlords have to provide a survey for its customers to complete.

**78.34%**

Last year  
76.61% 

Satisfaction that  
BCH listens to  
your views and  
acts upon them

**67.89%**

Last year  
58.77% 

**79.91%**

Last year  
82.58% 

Satisfaction with  
BCH's approach  
to handling ASB

**60.29%**

Last year  
59.93% 

The areas the survey covered were:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

For further information on Tenant Satisfaction Measures and to view the full report, please contact us on [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk) or call 01253 477900 (Select option 4, then 3) or scan the QR code here.



# Making things right

Between April 2023 and March 2024 the Involvement and Communications team handled **211** formal complaints and supported service managers with responses. This is an increase of **154%** from the previous year. We acknowledged **100%** of complaints in time and **96.71%** of responses were in timescale, which exceeds the **95%** target. There were **45** complaints that proceeded to appeal which involved a trained customer complaint representative. This is an increase of **66%** from the previous year. There were **4** complaints that were investigated by the Housing Ombudsman. This is an increase of **50%** from the previous year. **120** staff compliments were recorded.

For further information on our complaints performance please scan the QR code



For further information on our Complaints Report for the Housing Ombudsman please scan the QR code



## Outcomes from complaints:

|  |   |
|--|---|
|  | <p>Additional resource has been provided by contractors for plumbing repairs.</p>   |
| <p>All staff have attended 'Right First Time' Customer Care training.</p>  | <p>Our ASB and Neighbourhoods staff will be undergoing neurodiversity training.</p>   |
| <p>Complainant Action plans continue to be completed with all customers who report an ASB issue.</p>                   | <p>Telephony recording has been implemented onto the Repairs Hotline.</p>   |
| <p>We have changed the wording of our ASB letters to help provide further clarity to customers.</p>                    | <p>We have provided additional guidance to Neighbourhood Officers on the expectation of the role and what would be deemed as a breach of tenancy.</p> |
| <p>We have adopted a project management approach where several or larger scale repairs are required to a property.</p> | <p>We've provided additional training to the Repairs Hotline around diagnosed repairs. Ongoing training and guidance is also being provided.</p>      |
| <p>We have developed and implemented an Authority to Act and Advocacy policy.</p>                                      | <p>We will be carrying out a consultation exercise with customers around the cleaning of communal areas in 2 storey blocks.</p>                       |

# Reading this annual report



Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages. For more information about these services please telephone 01253 477900 or email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



Spółdzielnia Mieszkaniowa Blackpool Coastal Housing uznaje, iż świadczone przez nią usługi powinny być ogólnodostępne, zatem informacje na ich temat udostępniane są w różnych formatach i wersjach językowych.

W celu uzyskania szczegółowych informacji na temat świadczonych usług, proszę zadzwonić pod numer 01253 477900 lub wysłać e-mail na adres [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk).



En Blackpool Coastal Housing creemos que la información debe estar al alcance de todos. Para asegurar que los servicios de Blackpool Coastal Housing son accesibles podemos ofrecer información en diversos formatos e idiomas.

Para saber más sobre estos servicios, póngase en contacto con nosotros en el teléfono 01253 477900 o por email [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



Blackpool Coastal Housing 公司相信每個人都有存取的權利。為確保您能使用 Blackpool Coastal Housing 公司的服務，資訊會以多種格式和語言提供。

有關這些服務的詳情資訊，請致電01253 477900，或傳送電子郵件至 [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)



We like it

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