



**BLACKPOOL  
COASTAL  
HOUSING  
ANNUAL REPORT**

24

25

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# A message from our Chief Operating Officer & Chair of the Board

Welcome to the Blackpool Coastal Housing Annual Report for 2024/25.

I joined BCH as Chief Operating Officer in 2025, having previously held the position of Head of Housing at Blackpool Council where I had responsibility for supported housing, homelessness, housing development and the implementation and monitoring of the Council's housing strategies.

I've worked in housing and homeless for over 20 years, with roles in both the Local Authority and with registered providers. Most recently I've been working closely with central government and Homes England in order to help secure significant investment for housing regeneration.

I'm passionate about the place I live and the people who live there. I am driven by the opportunity to improve people's lives and life chances through the provision of good quality, affordable, and well managed homes.

These are currently interesting times for providers of council and social housing, with an ever-changing policy and budget landscape, which has picked up pace since the general election in July last year.

In 2025/26 it will be important for us to ensure we continue operating from a strong foundation so that we are able to respond to both the challenges and opportunities these changes bring.

You will see from a review of our performance that we have continued to perform well when compared to similar businesses but there is always room for improvement. It is important to BCH, and the Council, to make sure our tenants live in safe, warm, affordable, good quality homes, and we want to continue investing in our existing stock, whilst also creating more good quality homes for local residents. This means making sure we are as efficient as possible, so that we can continue to invest where it is needed.

Meanwhile on a local front, we will be supporting the Council and our sister housing company (Blackpool Housing Company), in delivering an ambitious housing regeneration programme within some of the most deprived areas of Blackpool, which will start to make the significant and long term change to people's living standards, which is so desperately needed.

*Vikki Piper*

Chief Operating Officer



I am proud to be Chair of the Board at Blackpool Coastal Housing, and to present to you the BCH Annual Report for 2024/25. I also Chair BCH's sister company the Blackpool Housing Company (BHC), and the staff of both share my passion for providing good quality, stable and affordable housing to the residents of the town.

As new communities have formed following the redevelopment at Queenstown, Troutbeck Crescent on Mereside and within Grange Park we have taken further steps to improve the service to our residents during the year. A full programme of stock condition surveys is well underway to inform future capital investment decisions. A tenants profiling exercise is also nearing completion which will enable us to better serve vulnerable customers.

Following successful bids to the Social Housing Decarbonisation Fund we have been able to invest in further projects to increase the energy efficiency of our stock. There is now very little of our stock that has not reached Energy Performance Certificate (EPC) Level C.

Funding full decarbonisation is a challenge nationally but our recent new build programme and work with other providers through a Zero Carbon Club enable us to move forward from a position of some strength.

This is all underpinned by a focus on getting the essentials of housing management right. Rent collection performance in 2024/25 was again outstanding despite cost of living issues for much of the tenant base. Repairs performance was reflected in outstanding Tenant Satisfaction Measure results (TSMs). Numbers of complaints began to drop and the determinations from the Ombudsman were fewer. From this strong standpoint the company will move forward supporting the Council in delivering its ambitious but achievable housing ambition.

*Cllr Neal Brookes*

Chair of the Board



# Repairs

Our Repairs and Maintenance Department have developed a Damp Treatment Guide, in partnership with RTC, damp proof specialists. This guide is issued to customers where damp works have been identified.



Scan the QR code to view our Damp and Mould advice.



We reviewed the BCH Damp and Mould Policy to ensure we meet the new regulations as a result of Awaabs Law.

Our Customer Service Advisors now attend estate walkabouts with our Neighbourhoods Team.

This gives them a better understanding of issues within communal and surrounding areas.

The works we've completed this year...

Percentage of emergency repairs completed within 24hrs

99.57%

Number of emergency repairs completed

1,585

Number of repair inspections carried out

673

Number of repairs carried out by appointment

4,800

## Looking forward...

In 2025-26, our Repairs and Maintenance service will be focusing on:

- ✓ Appointing an additional Repairs Inspector to reduce inspection times.
- ✓ Continue to work positively and collaboratively across all areas of the organisation to improved performance within voids and repairs.
- ✓ Continue preparations for the introduction of Awaabs Law.

## Cost savings

The Planned & Asset Management Team has a number of qualified surveyors able to carry out a variety of in-house surveys.

The ability to conduct these surveys enables a continuous saving over having to appoint surveyors from the private sector that attract large fees.

This year the team completed 191 Energy Performance Certificates (EPC's) saving in the region of **£10,000**

61 Right to Buy surveys were completed, saving in the region of

**£17,000**



Upgrade works have continued at Dunsop Court, with the refresh work to all flats now complete. Internal communal areas have also been upgraded with new flooring, new ceilings and plastered and painted walls. Externally we've installed a scooter shed, along with new fencing, pathways and low level planters.



The Planned & Asset Management Team engages with residents prior to major programmes with information leaflets prepared by the Involvement and Communications Team.



Part of our programme of improvement works took place at Edmonton place, where we replaced the fascia's, soffits and gutters, along with upgrade works to the porches.



## Looking forward...

In 2025-26, our Planned & Asset Management service will be focusing on:

Delivering new external fascia's, soffits and gutters to the blocks of flats and redecoration works to deck access walkways.

Carrying out an environmental improvement programme in the Bisham area.

Deliver wave 3 of Social Housing Decarbonisation Fund to improve the EPC ratings of 96 homes.

Conduct a further 1,000 stock condition surveys.

# Adapting to your needs

What we've achieved  
this year...

**336**  
Major  
Adaptations  
completed

**683**  
Occupational  
Therapy assessments  
carried out

**14,013**  
pieces of equipment  
provided to  
**5,970** customers

**423**  
Minor  
Adaptations  
completed

**2,331**  
pieces of  
equipment  
recycled

**£163,619**  
efficiency savings  
made by recycling  
equipment

The Warm & Healthy Homes  
Project won at the Cadent  
Congratulates Awards in the  
'Easier  
warmth'  
category!



## Warm & Healthy Homes

The Warm & Healthy Homes Project, through its established partnerships with various organisations, continues to offer varying support services to help those in need.



Sharon our Care & Repair Service Manager, receiving the award from Gary Baron, Cadent's Chief Financial Officer.

The Cadent Warm & Healthy Homes Project has also enabled us to provide support to vulnerable households through the year, including:

Registering **267** households on the Priority Services Register

Servicing **59** boilers

Repairing and/or replacing **104** boilers

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





We carried out a consultation event with customers to review the proposed changes made to our Adaptations Policy and information guide. This feedback has helped us to ensure the information we provide is relevant and easy to understand.



## Looking forward...

In 2025-26, our Care and Repair Team will be focusing on:

-  Delivering the Home Repair Assistance service for Blackpool homeowners.
-  Aiming to reduce waiting times for major adaptations.
-  Continuing to increase the volume of recycled equipment to improve efficiency savings and reduce unnecessary waste.

# New Developments



This year we were pleased to let all the properties on the new Grange Park development, which transformed the estate with the provision of 131 new homes - a mix of family houses, flats, bungalows and sheltered housing properties.



We've been working with other partners to support the residents in the Revoe area who are being affected by the Regeneration project, which has received £90m funding from Homes England for a first phase. We've been involved in all the engagement activity and the on-going focus groups that have been planned to ensure all the residents have the most up to date information.



# Your Tenancy

Our two new services to the Lettings Team, Furnished Tenancies and a Tenancy Termination service, have continued to be a success throughout the year.

The Furnished Tenancy service reached its initial target of furnishing 30 1 bedroom properties. Based on its success we're looking to expand the service to furnish family homes.

The Tenancy Termination service has been welcomed by bereaved families who needed that extra support in ending a loved ones tenancy during a difficult time in their lives.

## Housing Services performance in numbers

	Target	Year End
The % of rent collected excluding arrears brought forward (current tenant payments only)	99.30%	100%
Rent collected as a percentage of rent owed (including arrears brought forward)	97.50%	98.89%
The number of working days it takes us to make contact with customers whose accounts have gone into arrears	5	3.63



Working with TOWER Scrutiny has enabled us to introduce new initiatives, including adding the Turn2us Benefits Calculator on our website. This allows customers to check their benefit entitlement using a free calculator to find out what benefits they are entitled to claim.



We introduced further improvements to the lettings processes ensuring that support is in place for a successful tenancy. This includes:

- Affordability checks for potential tenants.
- Rent Officers and/or Financial Support Officers attending sign-up where appropriate.



The Rent service has continued to manage the migration of Housing Benefit to Universal Credit. The service ran several campaigns using Esendex – a messaging service which runs text messaging campaigns directly to our customers.



Our Financial Support Officer service opened **195** cases this year. The Officers successfully sourced food/fuel vouchers, household items, and extra benefit income and were able to get debts written off.

During the year we took the Rents service into the community by holding a Rents 'Drop In' @the Grange in the heart of one of our largest estates.



The session is held on the first Friday of the month and coincides with a Universal Credit Outreach Worker also being available to give advice.

We continue to provide extended access to our Rents Team, who're available by phone and email up to 6.30pm every Wednesday, making the service accessible for those tenants who work or who're not available during office hours.



## Looking forward...

In 2025-26, our Housing Services Team will be focusing on:

-  Expanding the Furnished Tenancy service to include family homes.
-  Focusing on the collection of former tenant arrears and rechargeable repairs and continuing to support tenants to ensure they can pay their rent.

# Compliance/Buildings

As part of the refurbishment work at Dunsop Court, we've installed intelligent lighting for both communal Landlord Lighting and Emergency Lighting. The lighting is remotely monitored which will allow for early fault identification.

Early indications are showing a **40%** reduction in running costs and BCH are looking at other locations where it may be possible to install similar equipment.



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

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

**136**  
Fire Alarm system  
inspections

**179**  
Carbon Monoxide  
alarms installed

**104**  
Gas  
audits

**1,565**  
Electrical Safety  
Checks

**17,937**  
Smoke alarms  
tested

**124**  
Fire Risk  
Assessments

**4,593**  
Gas Safety  
Checks

**198**  
Asbestos reassurance  
surveys

**1,386**  
Emergency lights  
inspections

**91**  
Mechanical &  
Electrical audits

**456**  
Boiler replacements &  
heating upgrades

**74**  
Passenger lift services  
& inspections

**1,160**  
Water safety inspections  
(Legionella control)

We continue to manage and maintain the defibrillators across our community so they're ready when called upon in a medical emergency.



Following a complaint, we've reviewed our electrical fault reporting process. This will help us to more effectively identify future equipment failure, allowing us to plan early replacement where possible.



## Looking forward...

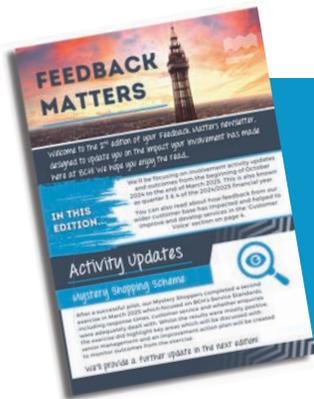
In 2025-26, our Compliance Team will be focusing on:

Redeveloping the delivery of Fire Risk Assessments in blocks of flats and non-domestic properties and introducing an identification and recording system for Fire Doors installed in blocks of flats and non-domestic properties.

Implementing the new 'Electrical Safety in Social Rented Homes requirements' in BCH properties.

Implementing Awaab's Law for the management of Damp & Mould.

# Tenant Voice



We've implemented a 'Feedback Matters' newsletter to ensure that customers are kept up to date with feedback outcomes, such as 'you said, we did'. The newsletter is sent to all involved customers and published on our website.

We also provide regular updates in our 'Your BCH' newsletter that's provided to all our customers.



Throughout this report you'll see this stamp where we've used feedback from our customers to improve or develop services!

We further developed the BCH website by creating a dedicated section for customer involvement and webpages for key policies to support access to information and transparency.



We have developed a customer Neighbourhood Panel to help us review the Neighbourhood service, look at improvements and monitor performance.



Mystery Shoppers help us to monitor the ease of access and quality of our frontline services. This scheme was relaunched in 2024 and the pilot exercise focused on knowledge of the complaints process across BCH.

This identified areas for improvement to provide a consistent approach, and the following was completed as a result:

A staff guidance document was created to provide information to all staff on the complaints process.

The Involvement & Communications Team attended all Team Meetings to discuss the complaints process with staff, helping to ensure consistency throughout the organisation and that complaints are handled in line with the policy.

This year we posted a customer profiling questionnaire to all tenants with a range of questions that will help us understand their needs and enable us to support and engage with them more effectively.

It will also help us to adapt and plan the services we deliver based on the needs of our customers.

Confirming customer's communication preferences has enabled us to send more newsletters via email which has had a cost benefit for printing & posting.



## Green and Clean Warden Schemes

Our Green and Clean Warden volunteers help us to monitor the Grounds Maintenance and cleaning contracts. They assess how well we maintain our green spaces and communal spaces in our 3 storey blocks.

147 surveys were returned and the following changes were made as a result of feedback:

19 communal noticeboards were replaced.

Enhanced litter picking carried out prior to grass cutting

## Reading Panel

Our Reading Panel helps to ensure that our publications and communications with customers are clear and relevant to BCH residents.

6 documents were reviewed and the following changes were made as a result of feedback:

Information on Green Waste Collections was added into the Garden Maintenance leaflet

The format of some of the information in the September BCH Newsletter was changed to make it clear and easier to read

## TOWER scrutiny

The TOWER Scrutiny Panel acts as a positive critical friend to assess and challenge BCH services.

3 in-depth scrutiny exercises have been carried out over the past 2 years, which included:

An average of 23 hours per scrutiny

69 meetings

23 staff interviews

19 housing providers benchmarked against

102 customer survey returns reviewed

The following changes were made as a result of the scrutiny exercises:

- Damp and Mould Information Guide and video created to provide information to customers
- Reminder messages are now sent to customers before repair appointments where possible
- The BCH website has been updated to provide more resources and information on Rent and relevant support services
- All frontline staff now carry visitor cards so customers know who visited them and how to contact them



Scan the QR code to find out more about how we use feedback to improve and develop our services for the benefit of all customers.

Our Involvement and Communications Team continues to work with all services within BCH to support with campaigns and projects.

This joined up approach ensures customers are kept informed of any works taking place in their area.



## Looking forward...

In 2025-26, we will be focusing on:

- ✓ Continuing to co-ordinate the Customer Profiling Project to allow us to fully understand the needs of our tenants and ensure our services are accessible, especially to those with protected characteristics (e.g. tenant profiling, reception access).
- ✓ Reviewing and updating the Engagement Strategy in consultation with customers.
- ✓ Increasing our customer involvement base including hard to reach groups.
- ✓ Further development of the BCH website with support from our TOWER Scrutiny Panel to review current content and ensure this remains relevant, fit-for-purpose and is as accessible as possible.

# Neighbourhoods

This year the ASB and Neighbourhoods Team was restructured and became the Neighbourhoods Team.

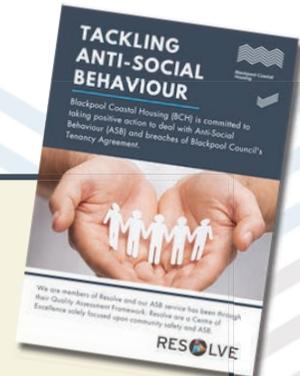
Delivering the service in this way increases the resilience of the service and provides our customers with one point of contact for any issues they may have.



The recently formed Neighbourhood Panel have been working closely with our Neighbourhoods Team. The panel is made up of involved customers, some of whom have experienced anti-social behaviour themselves. Panel members have also undertaken training on Anti-Social Behaviour (ASB).



The Neighbourhood Panel have recently reviewed the ASB Policy and as a result this has been updated along with our customer information leaflet.



## Our year in numbers....

633

ASB cases opened

162.63

Days to close an ASB case

511

Neighbourhood cases opened

291.18

Days to close a Neighbourhood case

134

Enforcement actions taken

28,655

Preventative actions taken

RESOLVE

18 - 24 NOVEMBER 2024

## ASB AWARENESS WEEK MAKING COMMUNITIES SAFER

We continue to support the annual ASB Awareness week. Members of our Neighbourhoods Team held a series of drop-in sessions at our community centres, which enabled customers to meet the team and receive advice and support with any matters concerning them.

The Neighbourhoods Team have been working closely with colleagues in Community Safety and Police to effectively deal with ongoing Anti-Social Behaviour. This has resulted in several partial closure orders being obtained.

Following feedback from customers, we have implemented the following:

- ▶ A new Walkabout procedure that focuses on recording outcomes and feeding back to customers.
- ▶ Updated Information on our website relating to CCTV and a CCTV Policy is under consideration to provide clarity for both staff and customers.
- ▶ Staff training courses relating to neurodiversity and related areas. These courses were developed with input from neuro-diverse customers.

## Looking forward...

In 2025-26, we will be focusing on:



Continue to review and improve our approach to tackling ASB at an early stage through our new "Neighbourhoods" approach.



Monitoring the impact of our new Walkabout process.



Continuing to develop the Neighbourhood Panel.



Ensuring all Neighbourhood Officers complete the BTEC level 3 - Advanced Award in Community Safety, Crime and Nuisance Management for Practitioners.

# Improving our environments

BCH's Environmental Fund provides funding to internally managed projects which benefit BCH's residents and local communities by improving communal areas, for instance by refurbishing drying areas, creating communal gardens and developing waste provisions in line with national requirements. A vital part of this process is to first gain customer feedback, to ensure any planned improvement works will be beneficial to residents and to increase satisfaction in areas which affect them.

Automatic door closers and suited locks have been fitted at one of the bin stores at Kipling Court following an increase in fly tipping and issues with vermin. This has helped to keep the area safe and secure.



Claremont Court has benefitted from refurbishment to the small drying area. Improvement plans for the larger area are being considered and residents will be kept informed.



← Before

The drying areas at Edmonton Place were refurbished with fencing replacement and tarmacking to improve the look and safety of these areas.

After →



## Looking forward...

In 2025-26, we will be focusing on:



Continuing to develop our relationship with our partners to improve how we maintain the shared spaces BCH operates within, including the management of our green spaces, waste collection and recycling.



Consulting with residents where improvements have been identified



Installing automatic door closers and suited locks to bin stores across our housing stock.

# 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 2024-25 accounts.

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



## Income

£22,430,000 Rents (95%)

£4,299,000 Service Charges (18%)

£1,475,000 Capital Grants & Other Income (6%)

£180,000 Investment Income (1%)

**£28,384,000 Total Income**

Reserves brought forward 1.4.24  
**£1,534,000**

Reserves carried forward 1.4.25  
**£1,840,000**

## How we spend your money

£11,907,000  
Capital &  
Depreciation costs

**£28,078,000**  
Total expenditure



£459,000  
Unrecoverable rents and  
service charges

£4,601,000  
Repairs & maintenance

£11,111,000  
Managing your home

The cost of managing and maintaining each home was £3,173.46 per property, this includes repairs and maintenance, neighbourhoods, support and other services. In addition there was a total of £11.29m of HRA capital expenditure, including major repairs, kitchen and bathroom upgrades, building new homes etc.

Remuneration payable to the highest paid Director	£15.95
Aggregate amount of Remuneration paid to all Directors	£73.85
Management cost per property (inc. service charges, repairs etc.)	£3,173.46

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



# Housing Plus Services

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

## Our year in numbers....

- 34** Young People housed
- 9** Young People were supported to move in with family/friends
- 6** Young People moved into their own flats with Positive Transitions
- 7** Young People moved to other supported accommodation

Through regular feedback from our Young People, we've been continually improving the facilities our Young People have access to, including:



- ▶ Planning the development of a communal space at WLH.
- ▶ New patio and garden furniture at Argosy House.
- ▶ Full fibre broadband now available at Argosy House and Bispham House.
- ▶ Sports equipment supplied, including a basketball net and badminton set.
- ▶ Remodelled the communal kitchen at WLH.





We introduced a personalisation budget of £80 for each new Young Person moving into one of our houses. This allows them to choose their own bedding, lamp, pictures and throws for their rooms.

Both Argosy House and Bispham House have been awarded the Charter Mark, with Bispham House obtaining a 'Gold' award and Argosy House obtaining a 'Silver' Award

During the settling in period we also provide financial support for groceries for 4 weeks. We then provide each Young Person with bespoke sessions including researching recipes, cooking skills and managing a budget, in preparation for independence and moving on.

## Looking forward...

In 2025-26, our Young People's Resettlement Team will be focusing on:



Working towards gaining the Gold Charter Mark for Argosy House.



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



All staff to be trained in the PACE model (Playfulness, Acceptance, Curiosity, Empathy).



Upgrading the kitchen at Bispham House.

## Positive Transitions (PT)

### Our year in numbers....

10

Young People  
housed

£ 13,406

Total charitable  
funding awarded

The Four Million Homes programme extended an invite to our Young People to come along and discuss the difficulties they face around moving on into their own homes, what their experiences were and how they engage with us.

Customer  
Voice



PT continues to be the preferred pathway for our looked after Young People.



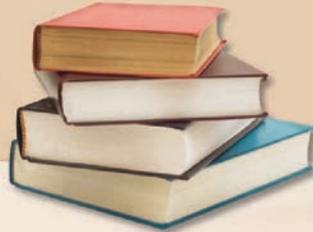
“

...I was so impressed with the confidence and strength of the group... Real testament to the work you are doing and the empowerment work going on. Really blown away by that conversation.... looking forward to keeping the connections built'.

”

Paul Kelly - Four Million Homes Trainer

We now provide in-house Tenancy Training sessions to our Young People, delivered by our PT Officers. We will also be inviting Young People previously housed by us to share their experiences.



Sessions will now include awareness information on staying safe.



We've reviewed and updated our information leaflets for both Young People and professionals.

The leaflets provide an overview of the offer for the PT pathway.

## Looking forward...

In 2025-26, our Positive Transitions Team will be focusing on:



Meeting the requirements of the new Supported Housing regulations.



Continuing to support our Young People into Education/Employment.



Continuing to support our Young People managing the condition of their properties.



Continuing to support our Young People to manage winter fuel costs.

# Supporting those in need



## Case Study

A mother and her 2 children moved into our family hostel following a relationship breakdown.

Our staff, through partnership working, were able to support this family by providing the following:

- ▶ School uniforms and bus passes.
- ▶ Assistance with finding a new home and sourcing furniture and other household items.
- ▶ Help with applying for financial support.
- ▶ Sourcing food vouchers and cooking equipment.

Our year in numbers...

**£61,877**

grants received

**99**

single/couple  
placements supported

**116**

family placements supported

“  
| You have changed our lives. |  
Mother —”

## Looking forward...

In 2025-26, we will be focusing on:

Implementing an exit satisfaction survey to help continually improve and develop our service.

Working to offer enhanced transitional support to residents moving onto new properties to better safeguard their new tenancies.

Reviewing our portfolio of temporary accommodation to ensure that it is fit for the future.

# Sheltered Housing

We refer tenants to the fire service for advice and support to help keep them safe.



We also work closely with Adult Social Care, Community Mental Health and other agencies to provide wrap around support for our tenants.

**72.07%** of support plans were reviewed within 15 days of a tenancy commencing



We provided Christmas hampers for every one of our 750 Sheltered Housing tenants.

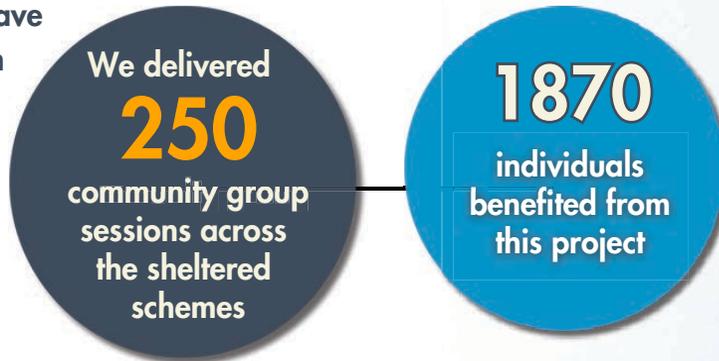


# Community Hubs

We continued to facilitate BCH's Community Hubs throughout the year with 'Step into Spring', 'Spring into Summer' and 'Activities in Autumn' as well as Warm Welcome Hubs throughout the winter. The activities on offer ranged from gardening groups, knitting sessions, film clubs, breakfast groups and more. The project was to support local communities impacted by the cost of living.

The sessions provided a warm space, hot food & beverages and invited partner agencies and professionals who could offer support to individuals to access benefit advice, other social groups, health and wellbeing needs and physical activities.

Many of the groups established have continued to run, the support from BCH has enabled community members to establish their own groups, build their confidence and establish their own groups within the local communities.



We upgraded the warden call system to a Digital service at Spencer Court. We now have plans to carry out further digital upgrade works to the warden call systems at our Sheltered sites at KinCraig, Kilmory and Lowmoor throughout the next financial year.



SPARKS networking group is attended by the majority of agencies within Blackpool both from statutory and voluntary services, such as Adult Social Care, NHS, Community Care, Leisure services, Groundworks, Blackpool Volunteers, Empowerment, Blackpool Foodbank etc. Membership continues to grow with over 60 people on the mailing list who attend Sparks meetings on a regular basis.



## Looking forward...

In 2025-26, our Sheltered Housing Service will be focusing on:



Increase the percentage of support plans reviewed annually.



Continuing to support the refurbishment of Dunsop Court.

# 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 supported through the service.

Our year in numbers...

**1569**

People engaged with the MPT project

**469**

People found employment

**150**

People enrolled with training

## Looking forward...

In 2025-26, we will be focusing on:



Continuing to support the Council's regeneration work



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

# Complaints

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

Between April 2024 and March 2025, the Involvement and Communications Team handled **159** formal complaints and supported service managers with responses. This is a decrease of **75%** from the previous year. We acknowledged **100%** of complaints in time and **98.51%** of responses were in timescale, which exceeds the **95%** target. There were **24** complaints that escalated to stage 2. This is a decrease of **53%** from the previous year. **1** Housing Ombudsman determination was made within the ASB service. **82%** of complaints were resolved at Stage 1. **84%** of customers said they were happy with how their complaint was handled.



Percentage of Freedom of Information Requests (FOI) completed within 20 working days	<b>100%</b>
Percentage of Subject Access Requests (SARs) completed within a calendar month	<b>90.90%</b>

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



## Outcomes from complaints:

**We have reviewed our processes in ASB & Neighbourhoods and made changes relation to case management and how long cases should be open.**

**IT solution developed and implemented regarding the Self-Service Portal.**

**We have developed a procedure for managing scaffolding and a register of erected scaffolding is now kept and checked on a regular basis.**

**Several contract management arrangements reviewed and monitored.**

**We have brought in a new walkabout procedure that focuses on recording outcomes and feeding back to customers.**

**A customer information leaflet has been developed to explain the damp works process and timescales.**

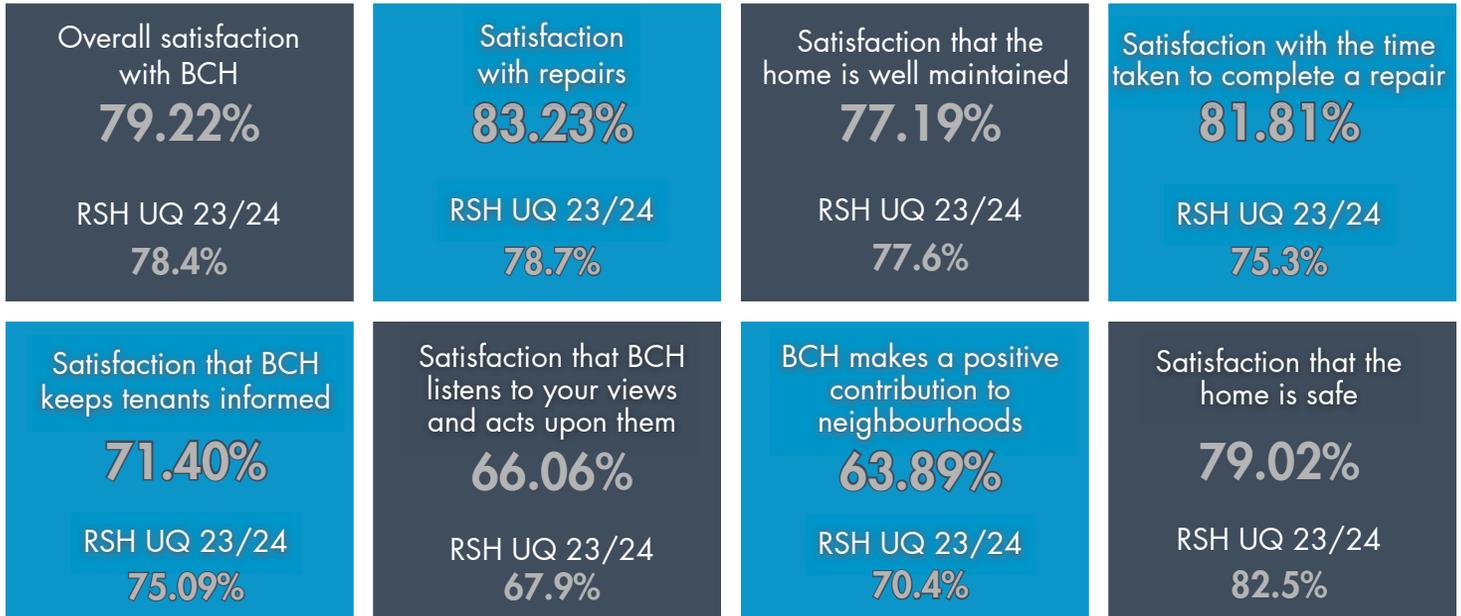
**Communication improvements have been made regarding informing the wider community when planned works are scheduled.**

**We have reviewed and updated our Mutual Exchange process.**

# Tenant Satisfaction Measures

The UK government have produced a list of Tenant Satisfaction Measures (TSM's) to help the Regulator of Social Housing (RSH) 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.

Below is an overall summary and percentage of customers satisfied.



Satisfaction with  
BCH's approach to  
handling complaints

**51.4%**

RSH UQ 23/24  
**41.1%**

Satisfaction that BCH  
keeps communal areas  
clean and well maintained

**62.24%**

RSH UQ 23/24  
**71.4%**

Agreement that BCH  
treats tenants fairly and  
with respect

**75.94%**

RSH UQ 23/24  
**82.8%**

Satisfaction with BCH's  
approach to handling  
ASB

**59.09%**

RSH UQ 23/24  
**64.8%**

These figures were from the Regulator of Social Housing's (RSH) Headline Report 2023/24 – which compared the TSM results of all large landlords (those with a 1000+ properties).

Results in the upper quartile (UQ) means we are performing in top 25% of large social housing landlords.

The areas the Tenant Satisfaction survey covered were:

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

A total of 1149 surveys were completed,  
representing a 24.8% response rate

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



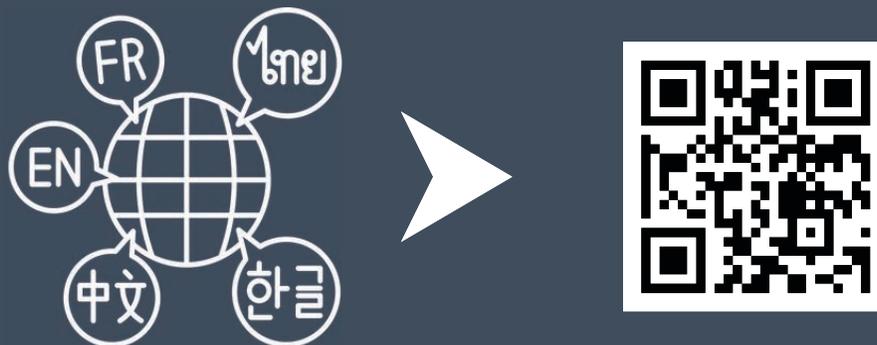
## Management Indicators

Description	2024-2025 Result	2023-2024 Result	Change Between Years	RSH Upper Quartile 2023-2024
Homes that do not meet the Decent Homes Standard	0.04%	0.04%	0%	3.43%
Non-Emergency	92.26%	89.08%	3.19%	89.2%
Emergency	99.57%	98.29%	1.28%	98.7%
Gas Safety Checks	99.84%	99.94%	-0.10%	100%
Fire Safety Checks	100%	99.57%	0.47%	100%
Asbestos Safety Checks	100%	100%	0%	100%
Water Safety Checks	100%	100%	0%	100%

<b>Lift Safety Checks</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>
<b>Stage 1 Complaints relative to the size of the landlord (per 1000 properties)</b>	<b>33.15</b>	<b>44.08</b>	<b>-10.93</b>	<b>24.4 (LQ)</b>
<b>Stage 2 Complaints relative to the size of the landlord (per 1000 properties)</b>	<b>7.5</b>	<b>9.4</b>	<b>-1.9</b>	<b>3.2 (LQ)</b>
<b>Complaints responded to within Complaint Handling Code timescales - Stage 1</b>	<b>98.79%</b>	<b>97.00%</b>	<b>1.79%</b>	<b>82.3%</b>
<b>Complaints responded to within Complaint Handling Code timescales - Stage 2</b>	<b>100%</b>	<b>93.35%</b>	<b>3.65%</b>	<b>83.6%</b>
<b>Anti-social behaviour cases relative to the size of the landlord</b>	<b>140.85</b>	<b>161.9</b>	<b>-21.04</b>	<b>20.7</b>
<b>Hate Related Cases relative to the size of the landlord</b>	<b>0.63</b>	<b>1.46</b>	<b>-0.83</b>	<b>0.2%</b>



To ensure our services are accessible, information can be made available in other formats and languages if required. For more information please get in touch. Alternatively, scan the QR code below.



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