

**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF
BLACKPOOL COASTAL HOUSING LIMITED
HELD AT COASTAL HOUSE, ABINGDON STREET, BLACKPOOL
ON WEDNESDAY 10 JULY 2024 AT 3.30PM**

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 (Via Teams)
Mrs M Thompson, Independent Non-Executive Director (Via Teams)
Ms T Johnson, Independent Non-Executive Director (Via Teams)
Mr N Herring, Tenant Non-Executive Director (Via Teams)

In attendance:

Mr J Donnellon, Chief Executive
Mrs M Cornall, Director of Operations
Mr S Dunstan, Director of Resources (Via Teams)
Mr A Walker, Head of Housing
Mr M Towers, Company Secretary
Mrs J Stephenson, Assistant Company Secretary

Ms L Jamieson, LeftCoast (Item 1 only)
Ms H Jones, LeftCoast (Item 1 only)

		Actions
1.	<p>LEFTCOAST BLACKPOOL</p> <p>The Chair agreed the presentation by LeftCoast would take place at the start of the meeting.</p> <p>Ms L Jamieson and Ms H Jones, LeftCoast provided a presentation on the current projects and detailed the achievements from the past ten years.</p> <p>Ms Jones explained that LeftCoast was funded mainly through; the Arts Council England, the National lottery, Blackpool Coastal Housing (BCH) and Blackpool Council, with smaller pots of money received from; Public health, Environmental, and Covid grants. He advised that the LeftCoast team consisted of four members of staff.</p>	

		Actions
	<p>The presentation detailed a number of successful projects which had been created over the past ten years.</p> <p>She explained that LeftCoast focused on five areas within Blackpool with the projects to provide social benefit, social engagement and include artistic integrity.</p> <p>Ms Jamieson advised that in November 2023, Blackpool Coastal Housing and LeftCoast won a National Affordable Housing Award and the award was based on the innovative partnership working between LeftCoast and BCH.</p> <p>Elected Members requested that they be included in future consultation and projects, to provide support and promote in their wards.</p> <p>Board Members thanked LeftCoast for an insightful and inspiring presentation.</p> <p>[Ms L Jamieson and Ms H Jones left the meeting on conclusion of the item]</p>	
2.	<p>APOLOGIES FOR ABSENCE</p> <p>There were no apologies for absence received.</p>	
3.	<p>DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest made at the meeting.</p>	
4.	<p>MINUTES OF THE BOARD MEETINGS HELD ON 30 APRIL 2024 AND THE SPECIAL MEETING ON 26 JUNE 2024</p> <p>The Board agreed:</p> <ol style="list-style-type: none"> 1. To approve the minutes of the Board meeting held on 30 April 2024, as a true and correct record. 2. To approve the minutes of the Special Board meeting held on 26 June 2024, as a true and correct record. 	
5.	<p>MATTERS ARISING</p> <p>The Board noted that matters arising had either been complete or covered elsewhere on the agenda.</p>	
6.	<p>AUDIT COMMITTEE MINUTES OF MEETING 12 JUNE 2024</p> <p>Mr A Szatkowski, Independent Non-Executive Director and Chair of the BCH Audit Committee gave a brief overview of the meeting held on 12 June 2024.</p>	

		Actions
7.	<p>COMMITTEE MEMBERSHIP</p> <p>The Board discussed the appointment of additional members to the Audit Committee and the membership of the Employment Committee</p> <p>The Committee Agreed:</p> <ol style="list-style-type: none"> 1. To appoint Councillor D Mitchell, Non-Executive Director and Mrs M Thompson, Independent Non-Executive Director onto the BCH Audit Committee membership. 2. That the Committee membership for the Employment Committee remained the same. 	
8.	<p>ACCOUNTS FOR YEAR ENDED 31 MARCH 2024</p> <p>The Board was presented with the financial accounts for the year ended 31 March 2024, noting that the Audit Committee had considered them in full and recommended them for approval at its meeting on 10 June 2024, which had been attended by Mr M Cousins from the company's external auditors Xeinadin Audit Limited.</p> <p>The Board agreed:</p> <ol style="list-style-type: none"> 1. With the judgement of the auditors, Xeinadin audit limited and senior management that the Company should continue as a going concern. 2. To approve that the accounts gave a true and fair view of the Company's assets, liabilities, financial position and profit and loss,. 3. To approve the statutory accounts made up to 31 march 2024 as submitted and duly authorised the Chair to sign the balance sheet and Directors' Report on behalf of the Company. 4. That the accounts, once signed, be filed with the Registrar of Companies. 5. The Letter of Representation as submitted and authorised the Chair to sign the letter on behalf of the Board. 	
9.	<p>TENANT SATISFACTION MEASURES AND COMPLAINT CODE SUBMISSION</p> <p>The Board received the Tenant Satisfaction Measures (TSM) submission required by the Housing regulator and the complaints code self-assessment along with the Annual Complaints Report required by the Housing Ombudsman.</p> <p>Mr J Donnellon advised that the TSM figures would be included in the performance figures going forward.</p> <p>Members raised concern with regards to the content of the Complaints report</p>	

		Actions
<p>10.</p>	<p>as part of the annual assessment, in terms of personal details and partner companies being named. Mr Donnellon advised that the Ombudsman reports were published on the website to provide transparency so the information would already be in the public domain. Members recommended that in future partner agencies and individuals be made aware if they had been identified within a public report.</p> <p>PERFORMANCE REPORT</p> <p>Mr J Donnellon, Chief Executive, updated the Board on the current performance across several key performance areas.</p> <p>Mr Donnellon advised that BCH was still receiving a high volume of damp and mould reports, but the resolution of more recent cases had been minimal which evidenced that procedures used to resolve damp and mould cases were working successfully.</p> <p>He advised that repairs had fallen short of the target and would be accounted for through staff shortages and sickness, with work undertaken to balance out the use of subcontractors.</p> <p>Members expressed some confusion regarding the presentation of data and requested a revised format for future meetings, along with an action plan to provide narrative on improvements to be made to the service.</p> <p>Due to the timing of the next Board meeting, Mr Donnellon agreed to circulate the next set of performance data outside of the meeting.</p> <p>The Board noted that Consumer Standards would be included on the agenda for the Board meeting in October.</p> <p>The Board agreed: To note the Information contained within the performance Report.</p>	
<p>11.</p>	<p>COMPLAINTS</p> <p>Mr J Donnellon, Chief Executive, presented the current position with regard-to complaints. He noted the increase in volume related to the impact of the Housing Act and outlined the actions taken to manage the process.</p> <p>He explained that whilst the complaints remained high, the established process of dealing with the complaints had resulted in more complaints being resolved at stage 1 and 2 and prevented input from the Ombudsman.</p>	

		Actions
12.	<p>The Board was advised that the Right First Time training had been completed across the Company.</p> <p>The Board agreed: To note the contents of the report;</p> <p>STRATEGIC RISK REGISTER</p> <p>Mr S Dunstan, Director of Resources provided the current Strategic Risk Register (SRR) and advised that a comprehensive review of the SRR would take place at the next Strategy Day, to allow potential changes to be embedded following the shared services work across the housing companies.</p> <p>With regards to business continuity, Mr Dunstan advised that an exercise had been carried out in June.</p>	
13.	<p>ANTI-SOCIAL BEHAVIOUR AND NEIGHBOURHOODS UPDATE</p> <p>Mr A Walker, Head of Housing, presented a report on Anti Social Behaviour (ASB) in neighbourhoods. He advised that staff turnover had slowed down which allowed a more consistent approach to dealing with ASB cases.</p> <p>He advised that officers were more visible in neighbourhoods and invited Members of the Board to undertake a walk-a-bout to see first-hand the improvements that had been made. He added the team had been working closely with partner agencies, using various methods to resolve ongoing and new issues, such as Acceptable Behaviour Contracts, Partial Closure Orders, Civil Injunctions and Mediation.</p> <p>In addition he advised that the team had adopted a more proactive approach, with community engagement as well as working closely with youth services, LeftCoast, and other similar organisations.</p> <p>The Board requested an action plan to measure successes and enable adequate monitoring.</p> <p>The Board agreed: To receive an update on ASB and an action plan at the next Board meeting in October.</p>	
14.	<p>CHIEF EXECUTIVE'S REPORT</p> <p>Mr J Donnellon, Chief Executive updated the Board on the significant developments that had arisen since the last Board meeting.</p>	

		Actions
11.	<p>With regards to Levelling-Up, Mr Donnellon advised that the Levelling-Up funding agreement had been signed off, with work to commence to deliver the program.</p> <p>Members discussed the Labour manifesto with regards to housing and discussed green belt, grey belt and brown field land for building new properties. Members acknowledged that Blackpool had no or very limited available land to build, with the cost to demolish and rebuild an expensive option.</p> <p>The Board agreed: To note the report.</p> <p>DIRECTOR OF RESOURCES' REPORT</p> <p>Mr S Dunstan, Director of Resources, presented an update on the staffing issues that had affected the company.</p> <p>He highlighted that an exercise to increase knowledge of customers and their vulnerabilities. had been launched.</p> <p>Members discussed performance and acknowledged the pressures on the team.</p> <p>With regards to the Accredit: Lettings – annual assessment report 2024, Members discussed the need for the five recommendations to be included into the Audit Action Tracker.</p> <p>The Board agreed:</p> <ol style="list-style-type: none"> 1. To note the report, 2. The Board requested details of whether workload had impacted on staff stress levels and their mental health, 3. To include the 5 recommendations from the Accredit: Lettings – annual assessment report 2024 in the Audit Action Tracker. 	
12.	<p>DIRECTOR OF OPERATIONS' REPORT</p> <p>Mrs M Cornall, Director of Operations, provided an update on the significant developments since the last Board meeting.</p> <p>He advised that the Responsive Repairs service would be subject to a HQN assessment in the forthcoming weeks.</p> <p>He reported that BCH had entered a legal dispute with the company</p>	

		Actions
	<p>responsible for installing antennas on the roofs of the properties, who had done so without permission. He added that the company had been asked by BCH to stop installing antennas on BCH properties and to remove those already fitted. It was noted the company would require access to the roofs which could potentially dislodge other roofing materials.</p> <p>The Board discussed the forthcoming Ofsted Inspection and acknowledged that BCH had been assigned an assessor, with the required documentation to be finalised before submission.</p> <p>In addition, it was noted that BCH had requested a colleague from another provider with Ofsted responsibility to provide coaching and support to BCH through the initial stages of the process.</p> <p>Mr N Herring volunteered to provide support in relation to Ofsted Inspection work in the future.</p> <p>The Board agreed: To note the report.</p>	
13.	<p>MEMBER RELATIONS</p> <p>No Member Relations raised the meeting.</p>	
14.	<p>WORK PROGRAMME</p> <p>The Board agreed: To note its rolling work programme for 2024/25.</p>	
15.	<p>ANY OTHER BUSINESS</p> <p>There were no other business received at this meeting.</p>	
16.	<p>DATE OF NEXT MEETING – 16 OCTOBER 2024</p> <p>The Board agreed: To note the date of the next meeting as 16 October 2024, 5.00pm at Coastal House.</p>	

The meeting ended at 18:57pm

Signed by the Chair

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Councillor Neal Brookes