



**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF
BLACKPOOL COASTAL HOUSING LIMITED
HELD AT COASTAL HOUSE, ABINGDON STREET, BLACKPOOL
ON WEDNESDAY 6 DECEMBER 2023 AT 2.30PM**

Present:

Councillor N Brookes, Non-Executive Director (Chair)
 Councillor J Hobson, Non-Executive Director
 Mr A Szatkowski, Independent Non-Executive Director
 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
 Mr A Lockley, Assistant Chief Executive/ Director of Strategy Shareholder Lead Officer,
 Blackpool Council
 Ms V Piper, Head of Housing, Blackpool Council
 Mrs J Stephenson, Assistant Company Secretary
 Mrs S Chadwick, Assistant Company Secretary

		Actions
1.	<p>APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Councillor Sloman, Independent Non-Executive Director.</p>	
2.	<p>2 DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest made at this meeting.</p>	
3.	<p>MINUTES OF THE LAST MEETING HELD ON 18 OCTOBER 2023</p> <p>The Board agreed: To approve the minutes of the Board meeting held on 18 October 2023, as a true and correct record.</p>	
4.	<p>MATTERS ARISING</p> <p>All matters arising from the previous minutes had been completed or were covered elsewhere on the agenda.</p>	

		Actions
5.	<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> <p>Considerable work had continued to progress regarding the towns “Levelling Up” ambitions, but he explained that the process had progressed much slower than anticipated. The Council held an optimistic view point and were hoping for positive news early January.</p> <p>Complaints data had been distributed outside of the meeting for the Board to examine. Mr Donnellon advised that a meeting had been scheduled with Mr Szatkowski, the Complaints Champion to discuss the most appropriate information to be provided to the Board at future meetings.</p>	JD
6.	<p>DIRECTOR OF RESOURCES' REPORT</p> <p>Mr S Dunstan, Director of Resources, presented to the Board his report and provided an update of the staffing issues affecting the company.</p> <p>The Board congratulated BCH on the recent success of winning the ‘Partnership of the year – delivering for communities’ at the Affordable Housing Awards. Mr Dunstan explained the award had been presented for the work they had done in the communities with LeftCoast, ‘Wash Your Words’ library and launderette facility at Mereside.</p> <p>Mr Dunstan advised that the financial update would be provided as part of the strategy event that afternoon and that he would distribute the full financial update report outside of the meeting.</p> <p>The ASB and Neighbourhoods service had continued to work towards obtaining external accreditation, an interim report had been provided and Mr Dunstan would forward to the Board outside of the meeting.</p> <p>He advised that the Neighbourhood staffing levels had been an ongoing concern, however the team was now fully staffed.</p> <p>Mr Dunstan advised that work would continue towards understanding and apprising the workforce with regards to the revised consumer standards and Code of Practice due to come into force 1st April 2024.</p> <p>The Board agreed: To receive the Financial Report and the Interim Accreditation Report outside of the meeting.</p>	SD SD

		Actions
7.	<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>Mrs Cornall distributed a Void Management Performance Report at the meeting. She reported that void management service had continued to improve with the October void loss decreased to 2.84%. Void rent loss figures for 2023 were on track to be significantly lower than that of 2022.</p> <p>The responsive repairs performance figures had been low and the team had done an analysis on what could be the cause, Ms Cornall provided a brief overview of the mitigating factors and potential solutions to reduce the low performance figures.</p> <ul style="list-style-type: none"> • The wrong classification of responsive repairs had been logged within the ICT System, the issue had been resolved and historical jobs had been re-categorised. • Various long term staffing issues, work to resolve these had been ongoing however, the Board recognised that there was no quick solution. • Mrs Cornall advised that a trial had commenced to add additional appointments in the Operative's diary, to allow some down time during the day and make the team more productive, if the trial failed to have an impact, the Operative's diary would revert back to the original working pattern. <p>Members raised concerns regarding the More Positive Together (MPT) funding streams, Mrs Cornall advised that there would be sufficient funding for the MPT Team until the end of the financial year, various other fund streams and projects had been successful and others were at the application stage, the company was confident that they would be able to maintain the same staffing levels moving forward.</p> <p>A number of the MPT team continued to operate as part of the Council's Private Sector Housing Enforcement Pilot and work within the potential Levelling Up area.</p> <p>Mrs Cornall advised that the full cost of providing the MPT service was in the region of £600,000 per year.</p> <p>Mrs Cornall informed the Board that two researchers from the Health Innovation Centre at Lancaster University had shown an interest in two areas</p>	

		Actions
	<p>of the work that BCH were undertaking:</p> <ul style="list-style-type: none"> • The wider benefits of the work of the MPT service in relation to improving health and wellbeing and reduce pressures on health and other services; • Explore place based approaches to improving coastal resilience including environmental, health and economic resilience. Specifically this could involve evaluating housing initiatives. <p>Mrs Cornall felt that the research would be valuable to both projects and would provide accurate measures of the services provided.</p> <p>With regards to the Stock Condition Surveys, Mrs Cornall advised that the project would be a rolling programme and would include all stock over a period of approximately 3 years. She reported that the properties that had already been surveyed had produced fewer than expected issues in comparison with other social housing providers, which could be owing to the level of more extensive void works and the effectiveness of the capital programme.</p> <p>The Board Agreed: To receive details of the income expected to be received following the Levelling-Up announcement and identify any gaps in funding to support a request for funding from the HRA at the next Board meeting.</p>	JD
8.	<p>MEMBER RELATIONS</p> <p>There were no member relation items to consider at this time.</p>	
9.	<p>9 ANY OTHER BUSINESS</p> <p>The Board noted that Blackpool Council had re-appointed Xeinadin Audit Limited to provide statutory financial audit services to the company.</p>	
10.	<p>DATE OF NEXT MEETING - 6 MARCH 2024</p> <p>The Board agreed: To note the date of the next meeting as Wednesday 6 March 2024, 5.00pm at Coastal House.</p> <p>[Mr S Dunstan and Mrs M Cornall left the meeting on conclusion of this item.]</p>	
11.	<p>CONFIDENTIAL MINUTES - OMBUDSMAN COMPLAINT - 6 NOVEMBER 2023 (CHIEF EXECUTIVE AND BOARD MEMBERS ONLY)</p> <p>Due to the confidential nature of this item the minutes have been circulated under separate cover to Board Members and the Chief Executive only.</p>	

		Actions
12.	<p>CONFIDENTIAL ITEM - OMBUDSMAN COMPLAINT UPDATE (CHIEF EXECUTIVE AND BOARD MEMBERS ONLY)</p> <p>Due to the confidential nature of this item the minutes have been circulated under separate cover to Board Members and the Chief Executive only.</p>	

The meeting ended at 15:00pm

Signed by the Chairman

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Councillor Neal Brookes