

<b>Report to:</b>	<b>SHAREHOLDER COMMITTEE</b>
<b>Relevant Company Representative:</b>	John Donnellon, Chief Executive, Blackpool Coastal Housing Limited
<b>Relevant Cabinet Member:</b>	Cllr Ivan Taylor, Deputy Leader of the Council and Cabinet Member for Partnerships and Performance
<b>Date of Meeting:</b>	26 November 2021

## **BLACKPOOL COASTAL HOUSING LIMITED KEY PERFORMANCE INDICATORS**

### **1.0 Purpose of the report:**

1.1 To provide information regarding performance against Key Performance Indicators (KPIs) for Blackpool Coastal Housing Limited.

### **2.0 Recommendation(s):**

2.1 To consider and receive the report and to provide any feedback/ comments, as appropriate.

### **3.0 Reasons for recommendation(s):**

3.1 To ensure the Shareholder Committee is fully aware of the performance of the Company.

### **4.0 Other alternative options to be considered:**

4.1 N/A

### **5.0 Council priority:**

5.1 The relevant Council priorities are:

- The economy: Maximising growth and opportunity across Blackpool.
- Communities: Creating stronger communities and increasing resilience.

### **6.0 Background information**

6.1 Attached at Appendix 4(a) is the Key Performance Indicator (KPI) dashboard along with a draft copy of the annual report for 2020/2021 (Appendix 4(b)) which details in numbers the work undertaken by Blackpool Coastal Housing Limited (BCH) in the last year. Performance has held up remarkably well given the operating conditions as you will see from the attached

documents.

6.2 Rent collection has been sustained at better than pre COVID levels largely as a result of switching resources to helping tenants maximise income. Looking forward the Company will continue to closely monitor income given the uncertainty that exists around economic recovery. The other key focus will be around void costs and re-let times where we are seeking to balance the cost effective refurbishment works required by an aging stock and increasing levels of compliance as a result of post Grenfell changes with the need to get properties back into a lettable position as soon as we can to reduce income loss.

6.3 The Housing White Paper is the subject of a separate report on this agenda but an increased focus on complaint handling, property condition and customer satisfaction is expected. Blackpool remains in a strong position with regard to the condition of the stock, how we handle complaints and engage with customers but we need to ensure we do not become complacent as we face a much more aggressive scrutiny and regulatory regime.

6.4 Does the information submitted include any exempt information? Yes

Appendix 4(b) attached to this report contains commercially sensitive information which is exempt from publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

## **7.0 List of Appendices:**

7.1 Appendix 4(a): Key Performance Indicator Dashboard  
Appendix 4(b): Draft BCH Annual Report (exempt from publication)

## **8.0 Financial considerations:**

8.1 None as a result of this report.

## **9.0 Legal considerations:**

9.1 None as a result of this report.

## **10.0 Risk management considerations:**

10.1 None as a result of this report.

## **11.0 Equalities considerations:**

11.1 None as a result of this report.

**12.0 Sustainability, climate change and environmental considerations:**

12.1 None as a result of this report.

**13.0 Internal/external consultation undertaken:**

13.1 None as a result of this report.

**14.0 Background papers:**

14.1 N/A

**15.0 Key decision information:**

15.1 Is this a key decision? No

15.2 If so, Forward Plan reference number:

15.3 If a key decision, is the decision required in less than five days? No

15.4 If **yes**, please describe the reason for urgency:

N/A

**16.0 Call-in information:**

16.1 Are there any grounds for urgency, which would cause this decision to be exempt from the call-in process? No

16.2 If **yes**, please give reason:

N/A