



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 30th May 2024 at 6.00pm

Refreshments from 5.30pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With Teams Available)**

Note:

This is the agenda and papers for the Full Board of Belle Isle Tenant Management Organisation (BITMO)

For each item on the agenda there is narrative describing any issues and details of any recommendations requiring Board approval, where appropriate there may be separate reports attached as an appendix

Part A of the Board meeting and related papers are open to the public

Part B is reserved for matters confidential to the Board

Board members who wish to discuss any area of the board papers that requires further information or clarification are welcome to contact Deborah Kelly (CEO) via Karen Hoole 0113 378 2182

FULL BOARD MEETING

Meeting to be held on
Thursday 30th May 2024
at BITMOs GATE at 6.00pm
(With online access available)

Sandwiches from 5.30pm

*WOULD BOARD MEMBERS PLEASE PASS ANY ITEMS FOR 'ANY OTHER BUSINESS' TO THE CHAIR
BEFORE THE START OF THE MEETING*

Part A – Public Agenda Items

- Apologies
- Questions from the public
- Issues raised by Board members for the agenda

Presentations:

- (i) Bitesize training - The GATE: Impact and Development.

Meeting items:

1. Minutes and Matters Arising from the Board meeting held 28th March 2024 (page 5 & Appendix 1, page 51)
2. Operational reports (page 6 and Appendix 2, page 67) ,
3. Annual Performance (page and Appendix 3, page 69)
4. Governance Health Check Audit (page 11 and separately enclosed)
5. Compliance with Consumer Standards (page 17)
6. Annual Review of Tenant Consultation (page 30)
7. Retirement Life Annual Report (page 26 and Appendix 4, page 83)
8. Finance Reports (page 43)
9. Board Forward Plan – meeting dates and times for the coming year (page 48)
10. Any other business (page 50)

Part B – Confidential Items (Part B papers - separately enclosed)

BITMO Board meeting 30th May 2024

Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
Presentation items	(i) Bitesize training GATE: Impact and Development	The GATE has become more outward facing with greater consultation. This is essential to comply with the Consumer Standards.	Make sure the tenant voice is heard and influences what we do	Discuss further engagement and outreach potential.
Operational report	Operational update includes: - fencing - community fund - community notice boards	Board are making decisions about BITMO activity and residents are kept informed about the activities of BITMO.	Continue to improve Board control and impact of decision making.	Note, discuss and agree where requested.
Annual Performance	2023-24 Performance	Accurate, transparent reporting of performance is vital for a TMO. Good performance equals good services	Continue to seek enhanced performance	Accept the report
Governance Health Check	External audit	To ensure governance best practice	Take on agreed recommendations as appropriate	Agree actions
Compliance with Consumer Standards	Standards from the Regulator of Social Housing	Central regulation of the social housing sector	Comply with requirements and make improvements where necessary.	Agree actions
Annual review of Engagement and Consultation	Review of tenant and resident liaison	Essential for best practice and regulatory compliance	Continue to enhance means of engagement and consultation	Accept the report
Retirement Life Annual Report	Report 2023-24	A vital area of work for vulnerable tenants	Continue to monitor	Accept the report
Finance Reports	- Revenue accounts - Capital accounts	Oversight of financial activity is essential for the organisation	Review the initial draft year end results.	Accept the report
Board Forward Plan	To agree meeting and development event dates.	Required for good governance. To ensure business is carried out correctly	Aid development of Board skills and experience.	Agree the current forward plan.

Part A – Public Agenda Items

Apologies: To be reported at the meeting.

Questions from the Public: All BITMO Board meetings are open to the public. This part of the meeting is set aside for questions to the Board from the public. Time and venue of Board meetings are advertised on the web site. Minutes from previous meetings are also available on the web site.

Issues raised by Board members: If Board members have issues that they wish to raise that are not included on the agenda these should be discussed with the Chair **before** the meeting starts.

1. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 25th January 2024 (Appendix 1)**. The table below details updates on items not dealt with elsewhere on the agenda.

Full Board 25th January 2024

Item	Update
Belle Isle Green Spaces	Belle Isle Circus lighting has been commissioned from LCC, although no further updates have been provided at present. Picnic benches have been ordered for communal garden areas.
Office carpets	Carpets laid w/c 13 th May 2024. With thanks to Alex and the Caretaking team.
NFTMO Conference	The 2024 Conference has had to be cancelled because of a fire at the venue and inability to host adequate numbers later in the year. The annual awards have also been cancelled for 2024. There will be a series of online webinars on Conference related topics in coming months.
Safeguarding Policy	Following the adoption of the revised policy in March 2024 (in liaison with LCC safeguarding staff), the BITMO monitoring officer at LCC has asked for some further information to be included with regard to contact points within LCC. This will be put to the July Board meeting.

Recommendation:

Board is asked to APPROVE the minutes and discuss any matters arising.

2. Operational Report

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Operational Report

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update to the Board on matters of relevance to the running of the organisation, not covered elsewhere on the agenda. Specifically it references the BITMO fencing policy, and the Community Fund.

Recommendations:

Board are requested to NOTE the report and APPROVE installation of additional community notice boards.

Equality Diversity and Inclusion

There are no EDI implications arising from the report.

Community Consultation

The report has not been subject to consultation. Provision of notice boards will enable information to be provided to a wider section of the community who are not digitally enabled.

Financial implications

Financial implications are within budget and have no material impact on the financial standing of the organisation

Risk implications

The report has no impact on our risk profile

Links to Regulatory Framework:			
The Safety and Quality Standard		The Tenancy Standard	
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard			

Introduction

The report draws the Boards attention to a number of matters where it would be beneficial for members to be aware of current issues.

Key issues

BITMO fencing policy.

Our fencing policy, which is consistent with that of LCC is that fencing in most circumstances is the tenants responsibility. The policy was agreed in September 2019. Since then, we have received a number of complaints about our refusal to remove hedges and fit fences, replace large sections of fence, and fence off areas of garden previously not fenced. Undoubtedly fencing is an expensive item, and tenants are understandably disappointed when they learn that we will not replace it. The reason for drawing this issue to the Boards attention is to remind them of the policy and request ongoing support when we are dealing with complaints from people who are not happy that we implement the policy as agreed. The policy is presented at Appendix 2 for information.

Community Fund

Board members will recall that there is a funding stream within the community fund that is specifically set up to provide financial assistance to vulnerable individuals who lack basic household necessities, such as cookers and beds, or who through circumstances beyond their control such as fire or flood, find that their belongings have been destroyed. This funding stream is very successful. We have started to receive repeat applications from a small number of people who have been successful in gaining funding. For example a person might have been awarded funding for a fridge 6 months ago,

and they apply for a cooker next. We are declining repeat applications unless there has been a significant change in circumstances. This funding stream is delegated to managers, and this information is provided to board members for information.

Community Notice Boards

The Board has funded the provision of four community noticeboards and agreed their locations as:

- Belle Isle Parade
- Windmill Road school side near Belle Isle Road
- Windmill shops
- Broom Place shops

The Community Development Team update the noticeboards each week with a mixture of information from BITMO and other local groups, such as The Welcome Centre at St John & St Barnabas, Cranmore & Raylands community centre and schools.

We are now suggesting three more locations for community noticeboards. These would ensure a greater cover of areas, with one at the bottom of the estate and two at the top. The areas are:

- By the shops on Town Street
- By Manorfield Hall, with Manorfield Hall also having access to display their notices
- By Woodville Square, opposite the sorting office, with Leeds Federated Housing Association (LFHA) also having access to display their notices.

Consultation

Woodville Square - LFHA tenants have asked for a noticeboard at their consultation meetings.

Manorfield Hall - The Manorfield Hall Board support the proposal to have a noticeboard near the community centre. BITMO Community Development staff have talked to residents in the Newhall Chase bungalows and Newhall Road houses, finding strong support for having a noticeboard.

Town Street - Community Development staff have spoken to two of the three shops and knocked on all doors that overlook the site, speaking to six residents. All expressed strong support for the idea with one resident offering to keep an eye on the noticeboard and to report any vandalism.

Funding

Total costs are £3,786 for three noticeboards, including delivery. Caretakers will install them.

Manorfield Hall have £250 to contribute to the costs. LFHA have contributed £600.

The Budget for 2023-24 included an amount of £3,926 for community boards and so it is proposed that the remainder of needed funding (£2,936) be expended on the above.

Conclusion

The items presented are for information and one approval of expenditure for Community Boards.

Recommendation:

Board is asked to approve :

The Board are requested to ACCEPT the report and APPROVE the installation of the Community Boards.

3. Performance 2023-24

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Year End performance

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides year end information against all KPIs. The narrative report highlights key issues and challenges, whilst the detailed performance grid in the appendix provides detailed information.

Recommendations:

Board are requested to NOTE the report

Equality Diversity and Inclusion

There are no EDI implications arising from the report

Community Consultation

There has been no consultation on the report

Financial implications

There are no significant financial implications arising from the report

Risk implications

The key risks relate to 1,3 and 10 .Deteriorating business performance (1), compliance and governance (3), and brand, loyalty and customer experience

Links to Regulatory Framework:			
The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

Introduction

The purpose of the report is to present a review of performance. It compares year end 2022/3 and 2023/24. The detailed KPI grid is provided at Appendix 3 and a summary of Tenant Satisfaction Measures is given in Appendix 4.

Background

BITMO, like other providers has faced considerable performance challenges over the last twelve months, not least in relation to repairs completions, and satisfaction. However the overall picture is of good and improving business performance.

Key issues

(i) Repairs and maintenance

Overall performance in this service continues to be challenging but is improving. The main issue which impedes performance is the absence of comprehensive performance reporting. This makes it difficult to monitor and correct performance issues in a timely way. LCC are aware of the deficiencies in Cx reporting, and this has been further highlighted as a risk in terms of evidencing compliance with the Consumer Standards. We are in LCC's hands in regard to this. We have requested that this issue be added to the quarterly review meetings that we have with LCC.

The main performance issue that this causes for BITMO is managing completion of responsive repairs within timescale, as we are unable to easily obtain reports which show which jobs are close to target time. This means first that jobs exceed target time, and secondly that we are unable to contact tenants to explain and make arrangements that will suit them. This leads to dissatisfaction, and tenants having to phone in to chase work, which is wasteful of the staffing resource that we have.

A further issue has been the speed with which void repairs have been completed, and poor communication around completion dates, which causes knock on problems include repeat work for the lettings team. Performance in all areas of repairs is improving.

Performance in relation to compliance is good. We are strengthening arrangements in gas safety by ensuring that where we are unable to gain access, colleagues from the community development, and tenancy support teams get involved. This helps us to understand if there are any issues around support needs such that, if they were addressed, access could be arranged.

Performance in planned maintenance has been very good with works being completed to a good standard, on time and with high levels of customer satisfaction.

(ii) Lettings

The average time to relet a void property has reduced from 73 days to 47 days. Whilst being a significant improvement, and above LCC performance this is still above the target of 28 days. The challenges that have prevented better performance are: 1] an increase in the number of voids in the year, 2] staff absence, and 3] contractor performance. The team did very well to achieve this level of performance given the challenges. In the year we have worked with the contractor to achieve better performance, and continued to work on the void standard operating procedure to make sure everyone involved is working effectively. We have also changed the resource level in the team. There are now three colleagues dealing with lettings rather than one, and we are confident that this will deliver quicker relet times in the next year. We have achieved our void target and will receive a performance incentive from Leeds as a result.

(iii) ASB

The number of ASB cases that the team has dealt with increased by 18% from 2022/23 to 2023/24. We continue to refer complex and serious cases to LASBT. Tenant satisfaction measures show a low level of satisfaction with the way in which ASB cases are handled (55%) is compared to 53% for LCC. We have recently asked the LCC manager with lead responsibility for ASB to carry out an audit of our caseload to identify any areas where we could improve how we manage it, and increase customer satisfaction. The audit concluded that cases are managed well, timescales are adhered to, and the level of customer contact is good.

LCC is currently undertaking a review of the ASB policy and procedure and we have requested to be involved in this to feed in our thoughts about how the service might be improved. There are opportunities to improve the standard letters that are used. Our main concern is the length of time it can take for formal action to be progressed once it is referred to LASBT and/ or legal services. We understand that this is a resource and capacity issue.

We now have three members of staff dealing with ASB, compared to two previously, this together with the enhanced caseload monitoring we aim to undertake under a future team structure will, we believe change the quality of the customers experience.

(iv) Income and tenancy management

All income collection targets are met, and exceeded, and is the best performance across all the Leeds areas. Five years ago BITMO performance was towards the bottom in the city. This improvement has been achieved through improved working practices, good management, and a clear emphasis on targets standards and performance. The team are motivated to consistently work together to support tenants. The work of income collection involves supporting tenants and also asserting the consequences of non-payment and taking enforcement action. The team have increased the financial support provided and the level of enforcement action that is taken, and this is shown in the number of court orders and evictions obtained, as well as the additional income generated for tenants in the year.

All tenancy changes are processed within time targets. We are producing a leaflet to provide information to tenants on what sort of tenancy changes are possible, what the timescales are, and who and what circumstances are eligible and not eligible.

(v) Retirement Life

All performance targets have been achieved. Last year we experienced significant staff absence which made achieving target performance very difficult. Since recruiting a new member of staff we

have been able to provide a fuller programme of activities for retirement life residents. We have recently completed a satisfaction survey of RL residents which indicates that there is scope to advertise the activities more broadly to generate higher levels of involvement. Satisfaction with the service provided is high. More detail is provided in the annual Retirement Life Report, elsewhere on this agenda.

(vi) Governance

We have recently had an external audit of governance, and the draft report is presented elsewhere on the agenda. Internal KPIs relating to governance indicate a clear need for Board members to participate more actively with the running of the organisation through attendance at Board meetings and appraisals. A training programme is being put in place to address the issues identified in the audit and the appraisals that did take place.

(vii) Community Development

The programme of consultations and community engagement carried out by the community development team has exceeded that in previous years. We have record numbers of people attending groups and activities in the GATE and the improvements we are making across the estate following consultation with residents is significant, particularly in relation to the use of green spaces and facilities for families.

(viii) Financial performance

Financial management in BITMO is very effective and robust. We anticipate a modest underspend at year end, which would be transferred to reserves. We hope to achieve an unqualified audit in the year and no issues of concern were raised by LCC.

Conclusion

BITMO's performance is good and improving year on year. We are in a strong position to deliver further service and performance improvements in the next twelve months a result of the changes we have made to roles, working practices and the delivery of staff training. As we are committed to achieving the highest possible standards and focus on continuous improvement we are putting improvement plans in place where it is possible to deliver even better outcomes.

Recommendation:

Board is requested to ACCEPT and NOTE the report

4. Governance Health Check Audit



BITMO

Board of Management Report

Meeting Date: 30th May 2024

Report Title: Governance Health Check Audit

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update on the governance health check audit commissioned by LCC and previously reported to Board.

Recommendations:

Board is requested to note and discuss the report.

Equality Diversity and Inclusion

There are no EDI issues raised by the report.

Community Consultation

N/A.

Financial implications

See Risk implications below.

Risk implications

An adverse report may affect the relationship of BITMO with LCC.

Links to Regulatory Framework:			
The Safety and Quality Standard		The Tenancy Standard	
The Neighbourhood and Community Standard		Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

Background

As previously advised to the Board, LCC has commissioned an audit of governance arrangements to ensure adherence to the new Consumer Standards from the Regulator of Social Housing, which come into force on 1st April 2024. This was undertaken by YD Consultancy and has involved a desk-based review of documents as well as interviews with key personnel. It has also included an attendance at the Board meeting on 31st March to look at how Board business is conducted.

The audit was commissioned by LCC following attendance at the Board meeting in September 2023 when guidance regarding next steps was requested in the process of salary benchmarking. The review was intended to look at governance in light of the new consumer standards introduced from 1st April 2024 by the Regulator of Social Housing. The intention is to give comfort to LCC, as BITMO's principal funder, that overall governance is fit for purpose.

Introduction

A draft report was delivered to BITMO on 16th May 2024, with an invitation to discuss the results. A meeting with the report author was then held on 22nd May 2024 to discuss the findings. A copy of the revised draft report is separately enclosed. This may be subject to further adjustment following discussion with LCC as commissioning body.

Key Issues

The draft report identifies areas of strength and gives findings and recommendations in the following areas:

A] Governance arrangements

- (i) Board membership – development plan
- (ii) Committee structure – Operations Committee
- (iii) Board meetings – need for some to prepare for meetings and engage
- (iv) Board skills and development – complete appraisals and training

B] Assurance and compliance

- (i) Consumer Standards – address any non-compliance
- (ii) Internal audit – good assurance noted
- (iii) Content of Board papers – recommendations on content and format (especially KPI's)
- (iv) Resident engagement – review policy and strategy (included in agenda above)

As previously advised, please note that Board training sessions are being organised for the following dates – meetings starting at 5.30:

- Wednesday 26th June - Regulatory Framework of Social Housing
- Wednesday 28th August – Safeguarding
- Wednesday 30th October – Health & Safety

Conclusion

The recommendations will be discussed with Board in detail at the meeting.

Recommendation:

Board is asked to NOTE the draft report and AGREE any suitable actions arising.

4. Compliance with Consumer Standards

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Compliance with Consumer Standards

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update to the Board on compliance with the Consumer Standards and identifies the areas where improvements and changes to arrangements are needed. An improvement plan is being developed. The areas of compliance are broadly aligned with LCCs areas of compliance.

Recommendations:

Board are asked to Note and comment on the report. .

Equality Diversity and Inclusion

The main areas of weaknesses in compliance with the Consumer Standards relate to the inability to evidence that service access and outcomes are equal across the tenant base. This is an area that LCC are looking into developing as part of their preparations to fully comply with the standards.

Community Consultation

The improvement plan that is currently being developed will be subject to community consultation.

Financial implications

There are no financial implications to the report at this stage.

Risk implications

The key risks relate to compliance and governance and brand loyalty and customer experience.

Links to Regulatory Framework:			
The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

Introduction

The purpose of the report is to provide the Board with an appreciation of BITMO's position and arrangements in relation to the new regulatory framework, and the improvements we are planning to those arrangements and service delivery over the coming months.

The information below is intended to help the BITMO Board, LCC and all stakeholders to understand BITMO's preparedness and degree of compliance with each of the Consumer Standards together with the plans in place to strengthen compliance, and improve service delivery.

Background

Evidencing compliance with the regulatory requirements will be a detailed, painstaking exercise that will require concrete evidence that is based on objective data, about money spent, services provided, interventions made and customer experience. Sourcing and collating the data is a considerable challenge for any provider. There are particular challenges for Leeds and consequently BITMO because data held in IT systems is difficult to access in some cases.

Key Issues

(i) Safety and quality

This standard relates to the health and safety compliance regime, property condition and services. It emphasises the importance of maintaining effective systems to ensure the safety of people's homes. It draws heavily on the Building Safety Act 2022. It requires accurate asset records that hold real time data regarding all aspects of compliance in reportable form. This is referred to as the "golden thread".

It requires providers to make sure their homes are decent and in good repair, and that property-based services to tenants achieve KPI targets and deliver a responsive service that tenants are satisfied with. It should be evidenced quantitatively, qualitatively and should cover customer experience.

Of the 12 specific expectations BITMO can evidence compliance with 8, partial compliance with 1, and non-compliance with 2. Partial compliance is in terms of ease of reporting repairs. We don't have reporting that evidences this. Non-compliance relates to stock condition data, and repairs being completed within published target timescales.

<p>Strengths: Health and Safety legal compliance requirements are met, as evidenced by KPIs. Remedial actions are carried out in a timely way. The damp and mould monitoring spreadsheet is reviewed every three months and reported via the Health and Safety forum, and to Board. It is easy to report repairs. See TSMs. [We have a clear adaptations policy and leaflet that makes clear what tenants can expect, we can evidence vfm in the delivery of services as a result of competitive pricing, and works order controls which have reduced variations, renewals and costs.</p>	<p>Weaknesses Assurance around decency Stock quality data Some Cx system reporting constraints Timescales for completion of repairs Communication with tenants around repairs.</p>
<p>Improvement Plan Asset management strategy being produced Stock condition survey programme is underway Voicescape Feedback module being implemented to increase customer engagement</p>	

We identified significant weaknesses in our stock condition data in 2019. Since then we have conducted a small number of stock condition surveys per year. Since 2024 we have increased the rate of stock condition surveying and aim to have up to 90% non-cloned data in place by 2025. We currently hold 20% accurate stock condition data.

Expenditure on homes has been driven by local knowledge, our strategic priorities (kitchens and bathroom and thermal efficiency) and customer preference to date, as it has not been possible to rely solely upon stock condition data.

76% of tenants say their home is well maintained, 80% say that it is safe, 77% are satisfied with repairs completed in the last 12 months, 73% are satisfied with the time taken to complete repairs and 79% are happy with the management of communal areas. Source – Tenant Satisfaction Measures (TSM's) Quarters 1-4, 2023-24.

Transparency influence and accountability

This standard requires housing providers to involve and empower tenants in decision making processes that affect them. It includes requirements such as providing clear and accessible information. It incorporates the importance of equality diversity and inclusion. Providers need to be able to evidence clearly concrete examples of how tenants influence decisions and hold the provider to account, and how services are delivered with regard to protected characteristics.

The standard requires providers to develop a culture of openness in which it is easy for tenants to access information, understand the quality of service that is to be provided and challenge when it falls short. The Tenant Satisfaction measures support this standard.

Of the 22 specific expectations BITMO currently complies with 8, partially complies with 3, and does not comply with 7, the others are not applicable. The main areas of non-compliance are in relation to evidencing fairness and respect through data which shows that services are accessible and that outcomes are consistent across the characteristics of diversity.

<p>Strengths Range of opportunities for engagement Feedback to tenants on the difference their engagement makes Supporting tenant led activities Growth of Right To Manage is a strategic priority We can evidence efforts to capture tenant priorities and act upon them.</p>	<p>Weaknesses Disaggregation of transactional data and analysis by demography or protected characteristics Analysis of accessibility of services e.g inbound call failure rates are not currently available but this is being addressed for the future Evidencing provision of support that meets the diverse needs of tenants.</p>
<p>Improvement Plan Improved customer service leaflets that make clear the service offer and how to access it.</p> <p>There are no actions that BITMO can take that will substantially alter the assessment of weaknesses in relation to analysis of service access by protected characteristics. The issue lies with data configuration and reporting capability within Leeds IT systems.</p>	

TSM data for the year to 31.3.24 indicates that 62% of tenants feel that BITMO listens to them and acts on what they say, 75% feel they are kept informed about the things that matter to them, 80% feel they are treated fairly and with respect, 74% feel that BITMO is easy to deal with, and 60% feel we are friendly and approachable.

We will promote our work in tenant engagement and the benefits of tenant leadership

(iii) Neighbourhood and community standard

This standard requires housing providers to promote and support thriving neighbourhoods and communities. It includes the requirement to work with other agencies to improve the local environment, support community initiatives, and address anti-social behaviour and other issues that affect quality of life in local areas. It is necessary to evidence the impact of its work in this area through quantitative and qualitative measures which capture data on ASB, crime, actions taken and tenant satisfaction with its impact.

Of the 9 specific expectations BITMO complies with 3, achieves partial compliance in 3, and 1 is not applicable.

The areas of partial compliance relate to the management of ASB and hate incidents. Resource issues, and IT issues within the Council together with an approach that does not make full use of all the tools available combine to provide a service that we believe does not provide sufficiently prompt and appropriate action to support tenants experiencing ASB. We are unable to report on engagement with the ASB service in terms of diversity.

<p>Strengths Work with 3rd party agencies such as Health for All, local Registered Social Landlord's, GroundWork and Fruit Works Cooperative to improve shared spaces. Local relationships with Police Engagement in MARAC (multi-agency risk assessment conference) and tasking group. Funds are in place to support tenant led neighbourhood improvements Tenancy support team focusing on ASB and support At risk tenancy meetings to provide cross team support.</p>	<p>Weaknesses System reporting, speed of action, decisive use of tools to rectify problems of ASB for e.g practice of needing to evidence statutory noise nuisance, and use of noise monitoring equipment to progress action in relation to noise asb.</p>
<p>Improvement Plan BITMO has requested an audit of case management and training from LCC. We have requested involvement in the service review. We will improve quality reviews of case management to identify opportunities to improve the customer experience, and improve performance reporting in this area. Produce new ASB leaflet.</p>	

TSM data 2023-24 indicates that 58% feel the neighbourhood is safe, 59% are satisfied with the appearance of their neighbourhood. 75% feel that BITMO makes a good contribution to the neighbourhood. 55% are satisfied with the approach to ASB.

(iv) Tenancy

This standard requires providers to offer tenancies that are fair, transparent, and flexible (where it is policy to do so), to provide clear information on tenancy terms and conditions, let homes in a fair and transparent way considering housing needs, demonstrating that we make the best use of available housing, are compatible with the purpose of the housing, and contribute to the local authorities strategic housing function and sustainable communities. Providers must provide a clear application and appeals process and facilitate transfer and exchange by way of internet enabled systems. It relates to tenancy sustainment, evictions, and tenancy fraud.

Of the 22 specific expectations BITMO complies with 9, 7 are not applicable, and does not comply with 6.

<p>Strengths Tenancy support team, community fund, Financial inclusion work, tenancy fraud work.</p>	<p>Weaknesses Lack of targeted approach to tackle under occupation, no clear published information on tenancy management Inadequate system reporting to evidence equality and diversity in tenancy management</p>
<p>Improvement plan Produce tenancy leaflets giving information about succession, MX, Tenancy Support, Financial Inclusion.</p>	

TSM data 2023-24 indicates that 71% are generally satisfied with the way BITMO manages the services they use.

3. Tenant Satisfaction Measures

There are 22 tenants' satisfaction measures covering 5 themes.

The five themes are:

- 1] keeping properties in good repair,
- 2] maintaining building safety
- 3] respectful and helpful engagement
- 4] effective handling of complaints and
- 5] responsible neighbourhood management

These measures are designed to assess how well social housing providers are meeting the needs and expectations of their tenants and to drive improvements in the quality of social housing services. The BITMO Board has set a target to achieve over 70% satisfaction in all area, which is challenging but usefully focuses action for improvement over time.

At the time of writing we have two forms of data: Q4 data which just compares LCC overall and BITMO (table 1), and from Q3 A comparison between BITMO, LCC overall, two local comparator areas – Middleton and Hunslet, and national comparisons; (table 2)

Table1

BITMO/LCC-COMPARED-Q1-4-2023-24


Click to view trend 	Leeds City Council	BITMO
Overall Satisfaction	66%	71%
Well Maintained Home	67%	76%
Safe Home	74%	80%
Repairs Last 12 Months	70%	77%
Time Taken Repairs	67%	73%
Communal Areas	64%	79%
Neighbourhood Contribution	60%	75%
Approach to ASB	53%	55%
Safety in neighbourhood	63%	58%
Neighbourhood Appearance	58%	59%
Listens & Acts	55%	62%
Kept Informed	67%	75%
Fairly & with Respect	74%	80%
Complaints Handling	29%	27%
Easy to Deal With	65%	74%
Friendly Approachable	62%	60%
Advice & Support	50%	56%
Good Reputation	37%	54%
Rent VFM	67%	65%

Table 1 shows that there are 8 areas that we need to focus attention on, with the greatest challenge being in resolving complaints. As we only receive approximately 50 complaints per year, the majority of which are not upheld, on the basis that we have followed the correct policy or procedure and administered it fairly it is difficult to know what scope there is to increase this satisfaction percentage significantly.

The areas of relative strength for BITMO are:

- the maintenance of homes,
- the time taken to complete repairs,
- contribution to the neighbourhood,
- the appearance of the neighbourhood,
- keeping tenants informed of issues that matter to them,
- being treated fairly and with respect, and
- being easy to deal with.

The areas where we need to improve tenant experience are in relation to:

- communal areas,
- complaints handling,
- managing ASB,
- the advice and information we provide
- being friendly and approachable,
- our reputation
- value for money of the rent charge

These issues are being discussed by BITMO colleagues and an improvement plan is being prepared.

Improvement actions currently underway.

ASB

We have arranged an audit of case management and training, and will strengthen ongoing quality reviews of case management. We have improved the information we provide, the letters we are using, and need to maintain closer contact with complainants to keep them informed of the action we are taking.

Complaints

Our approach to managing complaints has been reviewed. The process is being aligned with that of LCC. We do not anticipate that this will result in any change in customer satisfaction as a result, however.

Advice and Support

We will consult with residents to find out what kind of advice and support they need and more actively promote the advice and support service that we do provide via the Tenancy Support Team, Financial Inclusion Service, and our Community Development Team. We do not have a plan for improving our reputation, other than raising awareness of the work we do, and the extent to which tenants are able to influence how we manage the Belle Isle estate on their behalf .

There are a number of areas where self-assessment indicates that BITMO is not fully compliant with the requirements of the consumer standards. Where compliance can be influenced by BITMO we have developed an improvement plan to address the areas of weakness.

Conclusion

Self-assessment against the consumer standards indicates an organisation that is preparing to be fully compliant with the requirements of the regulatory framework, that is performing well against key metrics, and is developing clearly defined improvement plans to strengthen its arrangements and service outcomes.

Standard	sub category	Requirements	Position	Compliance
Safety and quality	Stock quality	Accurate record of all properties based on physical survey (not archetypes and cloning)	We have less than 20% accurate stock condition data. We have recruited a stock condition surveyor to bring our records up to 100% within 12 months.	No
	Decency	Evidence from across records (golden thread 360 view)	an external assurance of compliance and record holding in 2019 identified weaknesses in our arrangements. An action plan was put in place to correct the errors and omissions. We requested LCC to conduct an assurance audit in 2024 to check on the robustness of records held, this has been declined and we will source an independent audit.	Yes
	Health and Safety	Meet all legal requirements	We are confident that we meet all legal requirements	Yes
		All remedial actions are carried out in a timely way	We monitor completions and report to health and safety forum	Yes
		Safety is integral to the design and delivery of services	We can evidence this in adaptations, emergency repairs completions, compliance data and monitoring of damp and mould	Yes
	Repairs maintenance and planned improvement	It is easy to report repairs	Repairs can be reported on line, by email, face to face, by phone, letter or via facebook, but we don't have any data about how easy the process is for e.g call failure rate, numbers of people using each channel	Partial
		Timescales for completion are clear and adhered to	Timescales are clear but approximately 30% of jobs are overdue. This is monitored closely and subject to an improvement plan with the contractor.	No
		Communication with tenants is clear and timely	We are implementing Voice-scape to increase engagement with customers around the quality and timeliness of repairs	Yes
		Understanding and fulfillment of obligations regarding communal areas	A tenant consultation exercise regarding the quality of communal areas led to a change in the cleaning regime, decoration, new floor covering, CCTV and new front doors and door entry systems	Yes
		Delivery of services and improvements is informed by needs of tenants		
		Provides VFM	Maintenance contracts are let through competitive tender as per the LCC procurement strategy. Where incumbent contractors are not offering competitive pricing for planned works these are re-tendered or offered on a framework to an alternative contractor. Cf Equans kitchen programme 2023/24	Yes
	Adaptations	Clear communication re how the housing provider will help people needing adaptations	We have an adaptations policy and leaflet, that makes clear to tenants the prioritisation process for adaptations.	Yes

Standard	sub category	Requirements	Position	Compliance
Transparency, Influence and Accountability	Fairness and respect	How will we evidence that all tenants are treated with fairness and respect? Are sanctions or indicators of a lesser service, such as disrepair claims, service of NISP/ complaints or eviction analysed by protected characteristics? What does this show?	We are unable to disaggregate data at a transactional level and analyse it by demography or protected characteristics because of the limitations of the reporting capacity within LCC operated IT systems	No
	Diverse needs	Are services accessed equally e.g repairs/lettings	See above	No
		What information is held on the diversity of needs	See above	No
		How can we evidence that communication and information is clear, accessible, relevant and timely and appropriate to the diverse needs of tenants	We have a clear tenants handbook, and BITMO service offer. However most complaints relate to weaknesses in communication with the tenant around issues of repairs.	Yes
		How do we evidence that services are accessible?	See line 16 above. We are trying to improve accessibility by having our services available via the GATE two evenings a week, and increasing customer contact proactively to provide a pre-emptive customer service.	No
		tenants and prospective tenants must have the opportunity to be supported by a representative or advocate	We provide translation services where needed, and meet with advocates and support workers to help people to broker the correct service resolution for them.	Yes
	Engagement with tenants	Provide a wide range of meaningful opportunities to influence and scrutinise strategies, policies and services	We carry out consultation exercises based on locality, property type, and issue. Shareholder are invited to scrutinise our services. We provide communications to all tenants via email, text and social media to let them know what we are working on, and how they can get involved. There is an	Yes
		Assist tenants to implement tenant led activities to influence and scrutinise strategies, policies, and services	We have a community fund designed to support tenants to create groups and activities to meet local needs. We work with tenants to co-design services. We have done very little around co-design of landlord services. The focus is much more upon community development activities.	Yes
		Provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities provided	The majority of engaged tenants are White British. We are increasingly engaging with a younger cohort of families of different ethnicities around tuition, food, and community based activities. Our consultation activities with retirement life tenants is focused on those aged 55 and over.	No
		Support tenants to exercise their Right to Manage and Right to Transfer	We are a RTM organisation, and have growth as one of our strategic objectives. We communicate the benefits of tenant leadership, and tenant management across the estate and more broadly to generate interest in it as a model of community control.	Yes
		Consider ways to improve and tailor their approach to delivering landlord services including engagement	We have recently procured the Voicescape Engage module which will be the platform from which we develop a rich understanding of tenant priorities	Yes
		Consult fully on any proposed significant change in management arrangements	We consult extensively with regard to the continuation of the TMO, but not in relation to any other change in management arrangements.	Yes
	Landlord services	Provide information about landlord services, how to access them, and service standards	The Website, our notice boards, Facebook and leaflets provide information regarding services. Standards, and how to access them.	Yes
		Information on standards of safety and quality re homes and communal areas	We could do more to provide information to tenants about this	No
		Information on rents and service charges that are payable by tenants	This is provided by LCC	Yes
		Information on landlord and tenant responsibilities	Tenants handbook and enhanced service offer and website provide this information.	Yes
		Landlords must communicate with affected tenants on progress, next steps, and outcomes when delivering landlord services	We have been criticised for not keeping tenants sufficiently informed and we try to address this via Voicescape, email text and social media, as well as inviting shareholders and other tenants to board meetings. TSM evidence is that we do keep tenants informed	Yes
		Housing and neighbourhood policies should be fair, reasonable, accessible, and transparent	We operate LCC policies which are published but not necessarily accessible and transparent.	No
		Providers must make information available to tenants about the relevant roles and responsibilities of SLT including who has responsibility for compliance with the standards	We have information available on the website.	Yes
	Performance information	Meet the technical requirements in relation to the TSMs	We publish KPIs in relation to the TSMs and the service performance that underpins them.	Yes
		Collect information relating to performance against the TSMs	This is done by LCC and provided to us. We publish the information to our tenants	Yes
		Annually publish performance against the two items above	This is done in the annual report to tenants	Yes
		Submit the above to the regulator	LCC will submit their report to the regulator. BITMO's will also be available	Yes
	Complaints	Simple accessible approach to addressing complaints	We have a clear two stage complaints policy	Yes
		Publicise complaints process	We promote the complaints policy on the website and in the tenant email. We highlight lessons learnt and brief staff on this. We build this into our annual report	Yes
		Publish info complaints received and lessons learnt to support CSI	We have not done this very well to date, but have scheduled to do so at year end.	Yes
	Self Referral	Communicate with the regulator in a timely manner regarding any material issues that relate to potential or actual non compliance	N/A	N/A

Standard	sub category	Requirements	Position	Compliance
Neighbourhood and community	Maintenance of shared spaces	Work cooperatively to resolve issues affecting shared spaces for which they do not have legal responsibility	We work with LCC, Health for All and RSLs in the area to agree approaches to improve shared spaces, such as green spaces, the multi use games area and the circus. We work with Groundwork and fruitworks around the development of a community orchard, community garden and tree nursery.	Yes
	Local cooperation	Identify and communicate to how they will promote social environmental and economic wellbeing	BITMO's approach to ASB is determined by LCC. We have been critical of the approach taken as it doesn't seem neighbourhood or victim centred but also understand the resourcing limitations that the LA faces.	Yes
	Safer Neighbourhoods	Have a clear policy on how they will work with relevant organisations to deter and tackle ASB	See above	partial
		Have a clear policy on how they will work with relevant organisations to deter and tackle hate incidents	See above	partial
		Enable ASB to be reported easily and keep tenants informed about the progress of their case	See above	Yes
		Provide prompt and appropriate action to ASB using the full range of tools and legal powers available	See above	partial
		Support tenants affected by ASB including by signposting to appropriate agencies		Yes
	Domestic Abuse	Have a policy for how you respond to reports of domestic abuse	Our safeguarding policy and domestic abuse policy make clear the support we will provide to people reporting DA. Senior staff are trained in recognising and supporting people experiencing DA. We work with MARAC and tasking groups, and provide support to individuals.	Yes
		Demonstrate how you meet your duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation	See Local Authority strategy.	N/A

Standard	sub category	Requirements	Position	Compliance
Tenancy Standard	Allocations and lettings	Duty to meet identified need (the rest of the standard refers to cooperating with the LA in the discharge of their duties)	See Local Authority Lettings Policy	Yes
		Allocate homes that are designated, designed or adapted to meet specific needs in a way that is compatible with the housing.	See Local Authority Lettings Policy	Yes
		Address under occupation and overcrowding, focusing on the needs of the tenant	We have encouraged the local authority to develop a strategic approach to tackling under occupation to release larger homes. BITMO will help with moving and getting the new home ready, we have asked the LA to develop a similar scheme and to incentivise moves more proactively.	Yes
		Take action to prevent tenancy fraud	We have two colleagues trained in preventing detecting and addressing tenancy fraud. We are extending this to a further five members of staff.	Yes
		Provide fair, reasonable simple, accessible appeals process for allocations decisions	See LA Lettings policy. We have not received a complaint or appeal about an allocations decision in the last five years .	N/A
		Record all lettings on CORE	Yes	Yes
	Tenancy sustainment and evictions	Provide services that support tenants to sustain their tenancy and prevent unnecessary evictions	We have a tenancy support team, a community fund that makes grants available to people to support successful tenancies, we have financial inclusion officers who have generated £267k additional income for tenants over the last twelve months.	Yes
		Provide tenants required to move with timely advice and assistance about housing options before the tenancy or license ends	We provide clear advice to tenants regarding how a property is to be left, the rent balance, any recharges, rehousing options, we provide support with making applications and bidding.	Yes
	Tenure	Publish clear and accessible policies which outline the approach to tenancy management including interventions to sustain tenancies and setting out :	Our ASB leaflet does some of this, but more could be provided .	No
		the type of tenancies granted	Introductory and secure	N/A
		the length of fixed term tenancies	None	N/A
		the circumstances in which particular types of tenancy will be granted	N/A	N/A
		the appeal arrangements	N/A	N/A
		How they take into account the needs of vulnerable household members	N/A	N/A
		Advice and assistance to be given to help people find a follow on tenancy	N/A	N/A
		Information on succession rights, taking into account the needs of vulnerable people	We provide clear and consistent advice on succession rights, and enforce termination of use and occupation where appropriate given the circumstances needs and vulnerability of the household.	Yes
		what information and evidence is available regarding introductory tenancies? How many are terminated, and for what reasons? How many appeals are there, and how many are upheld ?	This information is not available	No
		how will we evidence continuity of security for social housing tenants?	This information is not available	No
	Mutual Exchange	Evidence easy access to a MX service	We conduct a lot of MX per year. The number is growing as tenants find it increasingly difficult to access transfers.	No
		Publicise the MX service	We don't advertise it.	No
		Provide support for accessing MX	No evidence	No
		Provide information about the implications for tenure, rent and service charges	We do provide this information and could evidence through archived correspondence	Yes

Recommendation:

Board is asked to NOTE and comment on the report.

6. Annual Review of Tenant Consultation

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Annual Review of Engagement and Consultation

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides information about consultation, tenant engagement and complaints over the last twelve months. It advises that we will review our engagement strategy, and will consult with the community on it before referring it to the Board for a decision.

Recommendations:

Board are requested to NOTE the report.

Equality Diversity and Inclusion

We have not captured information on protected characteristics in our consultation activity, so it is not possible to report on implications for EDI. We will explore ways to build this into future work.

Community Consultation:

The report will be fed back to tenants via the annual report to tenants and the website. It is proposed that a future review of the engagement and communication strategy will, itself be subject to community consultation.

Financial implications

There are no financial implications arising from the report.

Risk implications

The contents of the report relate to key risks 3, and 10: corporate compliance and governance (3) and brand loyalty and customer experience (10)

Links to Regulatory Framework:			
The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

Introduction

The purpose of the report is to provide an overview of engagement and consultation over the previous twelve months.

Background

As a tenant led, customer driven organisation, we adopt an “outreach approach” to work with tenants across all service points and social media to amplify the tenant voice and use it to improve what we do, so that we are advocating on behalf of our community and providing the best services possible.

Key issues

Planned maintenance work

When planned maintenance work is scheduled we involve tenants in the design and planning of that work. We are clear about the options they have within the work being done and we will support them during the work so that they are able to have access to bathroom and kitchen facilities whilst the work is ongoing.

The table below shows that we are achieving very high levels of satisfaction with our investment work.

Table 3 Customer satisfaction with planned maintenance

Satisfaction with kitchen and bathroom programme 2023/24	% people completely satisfied
Overall satisfaction	100%
Colour choices	84%
Time taken to complete	84%
Quality of work	85%
Courtesy of tradesperson	100%
Satisfaction with roofing programme 2023/24	% people completely satisfied
Overall satisfaction	92%
Time taken to complete	85%
Quality of workmanship	92%
Courtesy of tradesperson	92%

Responsive repairs

We have begun using the Voicescape platform to increase customer contact where a repair has recently been completed. We will use the platform to check that the experience was a positive one and that there are no outstanding issues. This will demonstrate our commitment to high quality customer service and allow us to identify any problems and resolve them. Current information indicates 84% satisfaction with the responsive repairs service¹

Shareholder Meetings

We host 3 shareholder meetings each year. The purpose of the meetings is to encourage active participation by shareholders, to listen to their thoughts on the services we provide and to adapt what we do in the light of their comments. We plan to use these opportunities more effectively to make strengthen the link between shareholders and Board Members, and to make sure we capture the ideas, and comments that are generated.

Retirement Life Meetings

We meet with Retirement Life residents monthly to discuss our support offering, the services available to them and the social activities that we arrange. Newsletters are produced following these meetings and sent to all Retirement Life residents.

A survey of Retirement Life residents was carried out in Spring 2024.
97 surveys were sent out and 41 were returned – overall response is 42%

Overall, the warden service is well received amongst residents, and they feel supported. The employment of a new permanent warden has increased satisfaction amongst residents. The activities within the communal areas have increased and are now more diverse.
We will consider ways to improve the service provided when the regular wardens are off, and speak to residents about what they want from the communal activities. We will also seek to increase participation by promoting these activities to older members of the wider community.

Social Media

We use social media channels, predominantly FaceBook to run engagement campaigns throughout the year, asking tenants to comment or complete short surveys. This has very limited success. For example we consulted with tenants around the issue of ASB in ginnels on the estate. We only received one response, saying they had not experienced any ASB.

We are changing the approach this year to use Voicescape to carry out more targeted engagement. The engagements we have planned in for the next twelve months include:

- May - Digital adoption consultation
- June - Advice and Information consultation
- July - Ballot
- September - Ballot
- November - 5 year plan

Face to Face Consultation

We have carried out a range of face to face consultations in the GATE and via outreach. The issues raised and actions taken are presented below. This information has been shared with the people who attended, the people living in the accommodation concerned, and with all tenants via the website. This

¹ The data is from both the Mears survey and the BITMO survey. Both methodologies provide 84% satisfaction (Q3)

provides evidence of tenant led decision making by management and the Board, and improved services for tenants.

People are concerned about the appearance of the estate and in particular the condition of people's gardens and our enforcement team pick up this issue. **We have developed a garden tool library to help people who don't have access to gardening tools, and we can provide skips to help people if needed. We have developed a Local Pride project which will see teams of BITMO staff carrying out estate inspections every week.**

People have told us that the standard of cleaning in the three storey blocks is not high enough. **We have** increased the frequency of cleaning. **They also told us** that the gutters and drains need of the three storey blocks needs unblocking – **We arranged for all the gutters to be cleared.**

Residents told us that they are concerned about ASB around the BITMO office outside office hours that impacts on people living nearby. **We have improved the CCTV and lighting and have told the police about these concerns.**

Retirement Life residents told us that the facilities provided are not very good. In consultation with residents **we have: Repurposed** the bowling green as a community orchard and **redecorated**, carpeted and furnished the communal room, and **improved** access to the laundry, and provided garden tables and chairs.

As part of the Health Needs Assessment residents **told us that a lack of usable green space** is a problem in terms of recreation and health and wellbeing . We are working with groups of volunteers on the community orchard, community garden, and tree planting across the estate. We have fenced off Belle Isle Circus, and providing lighting so it is a safer place. We are refurbishing the multi-use games area, and establishing a play programme at Low Granges.

Complaints 2023/24

From 1st April 2023 to 31st March 2024, 45 complaints were received. This is 25 per 1k units. The majority of complaints involved repair issues (35) with the remainder being about managing tenancies (10). Most complaints were resolved at Stage 1 of the complaints process. 12 were escalated to stage 2. 39 out of 45 complaints were responded to within target timescales. 6 complaints (13.33%) failed to meet the deadline. This was due to lack of information available to complete a response. Holding letters/email messages/telephone calls were sent to inform the complainants of the delay. Of the 45 complaints received 9 (20%) were upheld in the complainants favour, 4 were partially upheld (8.9%) and 32 (71.1%) were not upheld. During this period 4 compliments were received. These were all responded to within the specified timescales and passed on and congratulations given to the relevant department/service and staff members involved.

Three complaints were referred to the Ombudsman, one was not upheld, one was upheld and maladministration found (we have requested a review of this decision), we are still awaiting the outcome of the third.

The key areas of dissatisfaction regarding repairs are time taken to complete a repair, the number of attempts to resolve a defect, without the root cause being identified (particularly in the case of roofing repairs² and mould and condensation³), and BITMO not carrying out work to the satisfaction of the

² Correct diagnosis of roof repairs is often difficult and can be a case of trial and error

³ The majority of complaints of mould and condensation are caused by excessive humidity

tenant. This latter category is particularly in relation to kitchen and fencing replacements, where in relation to the former, it is considered that the kitchen has not exceeded its lifespan and is still in reasonable condition, and regarding fencing, where we decline to carry out fencing works that are the tenants responsibility.

The second category of complaints, tenancy management, fall into two main areas, ASB, and tenancy changes. Complaints about ASB tend to be that BITMO is not acting sufficiently quickly or effectively to eradicate the ASB complained of and requests to succeed to tenancies are not granted. In terms of ASB, we have recognised that our information to tenants about ASB could be clearer in setting out 1] what constitutes ASB, 2] the level of information we need to begin action, 3] the level of evidence needed to progress a case and 4] the tools we are able to use in different circumstances and the factors that influence decision making.

From complaint to service improvement

In terms of learning from complaints and improving the service, we have revised and enhanced our repairs offer to include matching kitchen units and worktops to extend the life of the kitchen, and increased planned maintenance expenditure on roofs. We provide specific advice regarding mould and condensation, carry out repeated anti-fungal washes and provide de-humidifiers to help tenants to manage humidity. We have also targeted our winter warmth campaign to those tenants most affected.

We have improved our ASB leaflet, and this information will be published on the website, and have improved the letters we use to close cases to set out the action we have taken and why the case is being closed. As mentioned above we have requested an audit of ASB cases from LCC as well as training for officers. We are strengthening our case management quality review arrangements.

Regarding successions we are producing a leaflet to explain to people who is eligible to succeed a tenancy, and the action we will take to help them secure suitable alternative accommodation where appropriate.

The table below shows that the number of complaints received has been maintained at a level of 25 to 30 per 1,000 units in management over the last 9 years. Repairs has always been the main area of complaint as is typical across the sector as this is the aspect of the service that most people engage with regularly.

Table 4 Complaints trends 2015- 2024

	Previous Years						
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Compliments
April 2015 - March 2016	27	Repairs	25 out of 27	7 out of 27	8 out of 27	12 out of 27	5
April 2016 - March 2017	26	Repairs	26 out of 26	12 out of 26	1 out of 26	13 out of 26	7
April 2017 - March 2018	54	Repairs	53 out of 54	20 out of 54	11 out of 54	23 out of 54	11
April 2018 - March 2019	32	Repairs	32 out of 32	5 out of 32	5 out of 32	22 out of 32	20
April 2019 - March 2020	43	Repairs	43 out of 43	14 out of 43	12 out of 43	17 out of 43	2
April 2020 - March 2021	27	Repairs	22 out of 27	15 out of 27	4 out of 27	8 out of 27	2
April 2021 - March 2022	32	Repairs	20 out of 32	22 out of 32	7 out of 32	3 out of 32	11
April 2022 - March 2023	40	Repairs	29 out of 40	5 out of 40	14 out of 40	21 out of 40	6
April 2023 - March 2024	45	Repairs	39 out of 45	9 out of 45	4 out of 45	32 out of 45	4

Conclusion

The information provided captures the key consultation and engagement events over the last twelve months. We have identified that there is a need to revise the way we report on these issues to Board, and all future Board papers will include a section on customer voice. We will also review our engagement strategy to ensure that it drives consultation around consumer standards, service standards, and strategy. The revised strategy will be subject itself to community consultation, and following this will be presented to the Board for approval.

Recommendation:

Board is asked to ACCEPT the report.

7. Retirement Life Annual Report

BITMO

Board of Management Report



Meeting Date: 30th May 2024

Report Title: Retirement Life Annual Report

Author(s): Lesley Fothergill

For Information/ Decision/ Discussion

Executive Summary:

The annual report covers the Retirement Life service offered to elderly and vulnerable tenants.

Recommendations:

Board is requested to discuss the report and indicate any areas of query.

Equality Diversity and Inclusion

The service is aimed at older and vulnerable persons.

Community Consultation

See point 9 – Residents Involvement.

Financial implications

N/A.

Risk Implications

Health & Safety risks are reported upon. There would be reputational risks for any lapse in service.

Links to Regulatory Framework:			
The Safety and Quality Standard	✓	The Tenancy Standard	
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard			

BACKGROUND

This report compiled by The Tenancy Support Manager covers BITMO's Retirement Life Schemes and aims to

- Provide an ongoing update on the service.
- Review working practices and policies.
- Provide an ongoing action plan for service development and improvement.

KEY ISSUES

This report contains the following sections.

1. Information about the service (Web based and printed)
2. Lettings and allocations (Processes and numbers)
3. Key policies
4. Risk assessments (How and why these are done)
5. Support planning (Review of this process)
6. Home visits (Process, targets and achieved)
7. Communal facilities (Current programme)
8. Positive outcomes (Service or Personal Stories – anonymised)
9. Resident involvement (Schedule of meetings – key issues)
10. Feedback

1. Information about the Service

Information about the Retirement Life service can be found on the BITMO website.

2. Lettings and Allocations

Lettings Figures for Retirement Life services - April 2022 to March 2023

Type	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	March 2024
1 Bed Flats	1	1	0	0	0	0	1	0	1	0	0	0
1 Bed Bungalows	2	1	1	2	1	1	0	1	0	0	0	1
Total	3	2	1	2	1	1	1	1	1	0	0	1

Tenancy Terminations & Reasons for Termination for April 2022 – March 2022

Termination Reasons	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	March 2024
Death of Tenant	2	1	1	2	0	1	0	1	1	0	0	0
Admitted to Care Home	0	1	0	0	0	0	1	0	0	0	0	1
Internal Transfer	0	0	0	0	1	0	0	0	0	0	0	0
Transfer to Other area	0	0	0	0	0	0	0	0	0	0	0	0
Live with family or friends	1	0	0	0	0	0	0	0	0	0	0	0
Rehoused by Housing Association	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	2	1	2	1	1	1	1	1	0	0	1

3. Key Policies

No Policies have been reviewed during the last 12-month period. The relevant policies and forms for Retirement Life are listed below:

- Professional Boundaries
- Service Standards & Working Practices
- Lone Worker Policy
- Assessing Needs & Risk Assessment
- Needs & Risk Assessment Form
- Communal Room/Laundry Room Policy
- Policy for Key Holders & Booking of Communal Rooms – No change except these are now accessed by a fob
- Registered Fob Holder Form
- Non-Sheltered Housing Residents Registration Form
- Support File Policy & Procedures
- Safeguarding

The key policies will be reviewed as required.

4. Risk Assessments

A Needs and Risk Assessment should be undertaken with an applicant prior to an offer of sheltered accommodation. The reason for this is to help identify that sheltered housing is the most appropriate type of housing for the applicant and if so will help to determine what care packages need to be put in place for example whether there are any mental health issues, substance and/or alcohol abuse issues. The warden conducts the Needs and Risk Assessment usually at the applicants' home. Applicants are contacted by phone in the first instance or by letter if required.

5. Support File

The support file is divided into four sections:

- Resident Core Information
- Support File Summary
- Support File Updates
- Incidents – Observations - Actions

Section 1 - Resident Core Information – Personal Information

This section contains all the residents' personal details and must be completed within one week of a new tenant moving into a sheltered property.

The resident information sheet needs to be reviewed on a six-monthly basis to ensure that all the information is up to date or prior if you know or the tenant advises that there has been a change in any of the information.

Section 2 - Support File Summary

There are six headings in the Summary Section, and all must be completed over the first 56 days of the resident moving into a property, this should include the recording of any actions taken in relation to the information gathered and a risk rating of low/medium or high given.

Section 3 – Support File Updates

This section is used to log notes, issues, events, concerns relating to the tenant and should be completed at anytime that is needed.

Section 4 – Incident – Observations - Actions

This form is completed when there are any requests for change, or an incident or Safeguarding concern takes place.

Support File Six Monthly Reviews

During the 12-month period April 2023 – March 2024 **98.09%** of residents support plans were reviewed which is an increase on last year. However, we have some residents who are difficult to engage with and it can often take several attempts and many staff hours to gain access and conduct their reviews. All residents know that they can request a review at any time in between if they feel they need additional support. The wardens will always report any concerns to the Tenancy Support Manager if they notice any changes or hear of any concerns from other residents, BITMO staff or family members.

Independent Outcome Stars

In April 2022 we implemented a new type of support review called an Outcome Star, these were conducted by members of the Tenancy Support Team and not the Wardens as in the case for the normal six-monthly review.

The purpose of this alternative type of contact by other staff members was to look at residents from a different viewpoint and to measure and plot any changes in their needs through using the Independent Outcome Star.

Due to staffing issues these only took place up to June 2023, but the intention is to resume these again shortly.

6. Home Visits

From 1st June 2009 a choice of contact was introduced to all Retirement Life customers living in LCC Category 2 Sheltered accommodation. The service allows for a variety of types of contact i.e. daily visits, occasional contact, phone call, text, email, or the customer can choose to decline contact. Extra contact can be made in the event of a sheltered customer being ill or particularly vulnerable. The choice is the customers own, to suit their lifestyle.

The warden has a checklist with details of the customer and what type of visit is required and will record each contact when it takes place on a spreadsheet.

On average we carry out 119 welfare checks per week which equates to approximately 6000 per year.

7. Communal Facilities

There are three Retirement Life Communal Rooms on Belle Isle Circus and one at Broom Nook. These facilities are provided for the use and enjoyment of all Retirement Life customers including their invited guests.

Retirement Life staff actively encourage social activities within the communal rooms. The number and diversity of activities available to residents has increased in the past 12 months in part due to the recruitment of a new permanent warden and a change in residents who actively want to get involved and have driven this forward. Wherever possible assistance is offered to those Retirement Life customers who wish to attend but require help to participate.

Where possible these activities are opened out to other older people living in the wider community and they are welcomed to join in any activities taking place.

Current Programme of Events

This time last year there were 7 activities taking place in the communal rooms and I am pleased to say that this has now increased to 14 of which some are tenant, and some are Support Assistant Led/Overseen.

Appendix 5 (1) – Program of events.

We actively encourage residents to use the communal facilities whether to attend an organised session or to just meet up with friends for a coffee.

Private Use

The private use of a communal room by a Retirement Life resident is acceptable for special occasions. Common requests include birthday parties and funeral services. If all Retirement Life residents are invited this is not regarded as private use.

Appendix 5 (2) – Current Charges

Laundry Facilities

There are laundry facilities located in all communal rooms. The washer and driers are provided for Retirement Life customers use only but may be used on their behalf by relatives or carers.

8. Positive Outcomes

Apart from one resident, we have completed all our Support Plan Reviews this year and actioned all additional support needs which were identified.

Newsletters were sent out to all residents including those who we do not have regular contact with, this ensures that all residents are kept up to date with any changes and what has been discussed at the Quarterly Residents meetings.

June 2023, we hosted a Summer Tea Party in the GATE – this was paid for by BITMO and included afternoon tea and entertainment. This was enjoyed by all.

December 2023, we hosted a Christmas party – there was a charge to residents towards the cost of food and entertainment. Feedback from our residents was that they had a great time, and the food was lovely.

The fencing installed at Belle Isle Circus has dramatically reduced the amount of ASB taking place as quad bikes are no longer able to access this area. Some residents are actively involved with the GATE to look at making the Circus a more interesting and safer space.

The orchard to the rear of 58 Belle Isle Circus is coming on well and some residents are involved in the maintenance of this area.

We recruited a new permanent warden for Belle Isle Circus, who has been warmly received and is doing a great job.

9. Resident Involvement

Residents' meetings are held on a quarterly basis, last year they took place on the following dates.

DATE	BROOM NOOK	BELLE ISLE CIRCUS
19 th April 2023	10:00 – 11:00	11:30 – 12:30
19 th July 2023	10:00 – 11:00	11:30 – 12:30
18 th October 2023	10:00 – 11:00	11:30 – 12:30
17 th January 2024	10:00 – 11:00	11:30 – 12:30

Attendance is historically low, and we are always trying to find incentives to encourage residents to attend, this is an area I will be working on in the coming months.

The key areas for discussion focus on tenant involvement, Safeguarding, Health & Safety and future events these meetings give residents an opportunity to put their ideas and concerns forward.

In addition to the face-to-face meeting a newsletter is sent out to all Retirement Life Residents.

Appendix 5 (3) – Quarterly Newsletters.

10. Residents Feedback

In March this year we carried out the first Retirement Life Survey.

This survey allowed residents to remain anonymous and to provide comments regarding the service they receive.

CONCLUSION

(i) Findings

- Overall, the warden service is well received amongst residents, and they feel supported.
- The recruitment of a new permanent warden has increased satisfaction amongst residents.
- The activities within the communal areas have increased and are now more diverse.

(ii) Recommendations for further action within the service

- To look at how we can improve the service provided when the regular wardens are off.
- To speak to residents about what they want from the communal activities.
- To look to increase the use of these activities through inviting older members of the wider community.
- To actively encourage dispersed residents to attend scheduled activities and to look to address any barriers that may be stopping them from joining in.
- To carry out a review of what is required within the communal areas to enable residents to fully enjoy the facilities.

Appendix 5 (4) – Full Report

Recommendation:

Board is asked to ACCEPT the report.

8. Finance Reports

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Finance Reports

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

Preliminary management accounts are presented for review but are subject to alteration prior to audit.

Recommendations:

Board is requested to NOTE and ACCEPT the reports

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Community Consultation

Financial results for the year will be relayed to tenants via the website and newsletter.

Financial Implications

Draft management account results will be used for regulatory and tenant reporting.

Risk implications

Incorrect financial reporting can impact upon operational capability and organisational reputation.

Regulatory Framework:			
The Safety and Quality Standard		The Tenancy Standard	
The Neighbourhood and Community Standard		Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard			

8.1 Draft Revenue Accounts 2023-24

Background

Revenue accounts reflect the income and spend associated with the management fee from LCC and other BITMO income by way of grants and miscellaneous items.

Introduction

Management fees from LCC for 2023-24 were set in February 2023 and were used by the Finance Committee and Board to set the budget for the year.

Since the onset of the pandemic the cost of day to day repairs has not been at the level that would be expected based on historic spend. There has been some pick up but the accounts through the year have indicated that there would be an overall underspend in this, the largest individual area of BITMO spend.

Issues

The preliminary results for the year indicate that the underspend on responsive repairs has continued. This has meant that the overall result for the year is close to breakeven, even with the £200k injection into the capital scheme and the continuation of the community fund programme.

Management Accounts for the period ending 31st March 2024

Expenditure	Budget £	Year to Date Budget £	Actual Spend £	Variance	Notes
RESPONSIVE MAINTENANCE	1,485,174	1,478,926	1,198,595	280,330	1
CYCLICAL MAINTENANCE	631,200	626,212	641,478	(15,266)	2
TOTAL MAINTENANCE`	2,116,375	2,105,137	1,840,073	265,064	
GATE	247,447	239,587	244,723	(5,137)	
INCOME AND TENANCY	289,025	289,025	290,449	(1,423)	
TENANCY SUPPORT	209,338	242,246	241,063	1,184	
RETIREMENT LIFE	104,038	104,038	89,464	14,574	
CORPORATE RUNNING COST	162,547	158,186	186,912	(28,725)	3
CORPORATE STAFFING COST	419,793	419,793	348,919	70,874	4
SERVICE LEVEL AGREEMENTS	60,582	60,582	60,582	0	
DEPRECIATION					
TOTAL EXPENDITURE`	3,609,146	3,618,596	3,302,185	316,411	
Income					
Management Fee and Other Income	3,557,592	3,516,392	3,625,114	108,722	5
OPERATING SURPLUS/(DEFICIT)	- 51,554.00	(102,204)	322,929	425,133	
Thermal Efficiency	(200,000)	(200,000)	(200,000)	0	6
Community Fund Costs	(70,000)	(70,000)	(49,750)	20,250	7
Surplus/(Deficit)	(321,554)	(372,204)	73,179	445,383	

NOTES

1. Responsive repairs budget includes increases in last 6 months for inflation
2. Unbudgeted carbon monoxide costs.
3. Cost of GATE kitchen redevelopment (net 28k).
4. Underspend due to unfilled post and pension savings
5. Additional income re bank interest and grant income.
6. Thermal efficiency work now complete.
7. Community Fund agreed on an annual basis.

Conclusion

It should be noted that the figures given above are preliminary and are subject to change as they are prepared for final audit.

Recommendation:

Board is asked to ACCEPT the report.

8.2 Draft Capital Accounts 2023-24

Background

BITMO manages the LCC investment on the estate.

Introduction

The programme has been mainly funded by the annual contribution from LCC, which has been frozen at the level of £1.7m for many years – meaning a drop in spending power after accounting for inflation. A contribution of £200k was also made by BITMO for 2023-24 (and has again been agreed for 2024-25).

Issues

Draft accounts:

Scheme	Original Budget	Actual Spend 2023-24	Variance to original budget	Comments
Kitchens and Bathrooms	230,000	208,760	21,240	23 kitchens 5 bathrooms
Mansard Roofs	185,148	152,500	32,648	Savings achieved
Fire Remedial Works	30,000	5,920	24,080	Less than required after legislation changes
Boiler Upgrades	150,000	146,600	3,400	Successful programme
Thermal Efficiency	637,352	336,230	301,122	Savings previously reported
Chimneys/ Canopies	20,000	730	19,270	Ad hoc
Fencing	30,000	(61,080)	91,080	Accrual b/f
Footpaths	15,000	53,600	(38,600)	Increased to clear backlog
Electrical Remedial	30,000	6,600	23,400	5 year periodic testing - ad hoc works following tests e.g. rewires. Previous works reserve.
Windows and doors	20,000	(1,170)	21,170	Brought forward accrual
Roofing	15,000	15,840	(840)	On target
Adaptations	200,000	232,400	(32,400)	Increase in referrals
Asbestos	30,000	23,300	6,700	Ad hoc
Structural Works	30,000		30,000	Not required
Decency Failures	15,000	(7,000)	22,000	Not required
Unadopted Roads	15,000		15,000	Included in footpaths
Damp Works	25,000	3,360	21,640	Envirovent programme delayed
Capital voids	150,000	155,900	(5,900)	Ad hoc
Legionella	2,500		2,500	No works required
Repointing	0	38,890	(38,890)	Introduced due to savings
Ad hoc capital work	70,000	276,710	(206,710)	Inc Aberfield Close
3 storey blocks	0	209,980	(209,980)	Brought forward from 2024-25
Total	1,900,000	1,798,070	101,930	

94.64%

Conclusion

The draft figures indicate an overall underspend on the total budget. There was considerable overlap at the year-end in terms of when the spend was achieved. This, combined with a complex situation at the beginning of the year, has resulted in the underspend. Some 95% of original budget was achieved, despite several delays to the programme and a major element of spend at the end of the financial year.

It is not anticipated that such a situation will occur in 2024-25 as the spend programme is already well underway.

Recommendation:

Board is asked to ACCEPT the report.

9. Board forward plan

BITMO



Board of Management Report

Meeting Date: 30th May 2024

Report Title: Board Forward Plan

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The report provides a summary of the agreed plan with suggested changes.

Recommendations:

Board are asked to Accept the report. .

Equality Diversity and Inclusion

Equality, diversity and inclusion has been considered in the programmes below.

The Plan will allow flexible and accessible methods of working

Community Consultation

The Plan is drawn from available community consultation where possible.

Financial implications

There are no financial implications.

Risk implications

The key risk is that the plan does not cover the breadth and level of work needed. Governance arrangements should establish and maintain clear roles, responsibilities and accountabilities for the board

Links to Regulatory Framework:			
The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

(i) Meetings schedule

The following schedule sets draft proposals for Board meetings for the year to the AGM.

In addition to this the Board would be able to establish ad hoc sub committees should this be required.

The following schedule sets draft proposals for Board meetings for the coming year.

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 12 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections
November 30 th		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour – deferred
December		No Meeting	N/A
January 25 th 2024		Work of the Joseph Aspdin Trust	Budget preparation Repairs KPI's Finance Committee
March 28 th		Police matters Financial Inclusion - postponed	Budgets Safeguarding KPI's (to May)
May 30 th		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Retirement Life
July 25 th		To be set by Board	HR Report Statutory Accounts Key Performance Indicators Health & Safety report Safeguarding Anti-Social Behaviour Complaints Finance Committee
August		No meeting	N/A

September 5 th		To be set by Board	AGM Repairs GATE programme
September 26 th			2024 Annual General Meeting (AGM)

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2023	(i) Being a Board Member Skills training and responsibilities. (ii) Policy Reviews Priorities and focus
Nov 2023	Handling Complaints How the process works and what a complaints panel will examine
Jan 2024	Social Housing Act 2023 Responsibilities of social housing providers
March 2024	Community Development opportunities Partner discussion
May 2024	The GATE: Development and Impact Implementation of the new outreach strategy.
July 2024	Options (i) Repairs & Maintenance (ii) Lettings Responsive and Planned works / How we let properties
Sept 2024	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.

Recommendation for Approval

Board members are asked to discuss and approve the above forward plan.

9. Any Other Business

None reported.

Date of Next Meeting: Thursday 25th July 2024 at 6.00pm

APPENDIX 1

BELLE ISLE TMO FULL BOARD Minutes of a Meeting Meeting held on Thursday 28TH March 2024

Present: Jean Burton
Leon Kirkham
Margaret Brown
Kim Asquith
Harry Austin
Tracey Morris
Ashley Knowles
Paul Truswell
Rose Hodgkinson
Julie Rhodes
John Oddy
Sharafath Ghafiri
Emma Walkley
Cllr Wayne Dixon

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Alex Orange (Head of Repairs, Maintenance and Investment)
Peter Sutton (Community Development Manager)
Karen Hoole (Governance & Admin Support Officer)
Mick Warner (YD Consultancy)
Ben Hutchinson (Hunslet & Belle Isle Community Project)

PART A – Public Agenda Items

Apologies

Apologies were received from: Cllr Sharon Burke

Questions from the Public

There were no members of the public present.

Issues raised by Board Members for the Agenda

There were no issues raised.

West Yorkshire Police Attendance

The Police attended the meeting to discuss anti-social behaviour and ginnel security.

Presentation – Hunslet and Belle Isle Community Project

Mr Ben Hutchinson of the Hunslet and Belle Isle Community Project attended the meeting to talk about the work of the organisation and the proposed project to provide community activities for children and young people.

Board members asked the following questions:-

Q. If we are commissioning an agent to work with young people, which is a good thing, should we be seen to be doing checks on due diligence.

A. *The Chair assured Board members that due diligence will be undertaken and discussed in future discussions.*

Q. What are the core aims of the organisation

A. *To give support to communities, seeing potential in everyone and giving them experiences.*

The Chief Executive Officer introduced Mick Warner from YD Consultancy who have been commissioned by Leeds City Council to carry out a review of Belle Isle TMO's governance arrangements. It is anticipated that a report will be available for the next Board meeting in May.

1. Minutes and Matters Arising

The minutes of the meeting held on 25th January 2024 were approved.

Matters Arising from the Board meeting held on 25th January 2024 were as follows:

Item	Update
Joseph Aspdin Skills Trust	Follow on from the presentation at the last meeting, follow up discussions regarding green construction industry training will be held with the Trust and with partner bodies
Health & Safety Forum	A meeting of the Forum was held on 14 th February. Office inspections conducted and action list complied. Review of grit bins on the estate to take place.
Belle Isle Green Spaces	Recent discussions have focussed on Belle Isle Circus
Foodbank	This has been operating successfully at the GATE each Friday. Discussions continue about other potential days.

Recommendation for Approval

The Board were asked to approve the minutes and Matters Arising not covered elsewhere on the agenda

Approved

2 Operational Reports

The Chief Executive Officer presented the Operational Reports and highlighted the following:-

Safeguarding

A safeguarding policy was presented to Board in May 2023. At that time, it was advised that there may need to be a number of amendments, and it was agreed that consideration of the policy should be deferred until a later date. Discussion are still ongoing and the Board were asked to approve the Policy, with further amendments to be incorporated in the near future.

Board members asked the following questions:-

Q. is the Safeguarding Policy based on any other model e.g. Leeds City Council's policy?

A. *It is based upon our previous Safeguarding Policy that has been in place for several years it does not exactly mirror LCC's policy but they have the same content and has been run past the relevant officers in LCC and they are happy with it.*

The GATE

An update on the GATE programme was given. The Gate activities are thriving. The change in focus to outreach work, community engagement, and a focus on families and children, which was implemented over a year ago is proving very successful.

Tuition

Board have approved funding to provide tuition in maths and English for primary school children, to support educational attainment in Belle Isle which is below Leeds average and national average levels.

BITMO has the capacity to support 18 students and work is ongoing to promote the project. Students already taking part are making good progress.

Board members asked the following questions:-

Q. How are children referred?

A. *Through the 4 local schools and word of mouth and include details in all tenant emails and Facebook.*

Q. Would it be possible to get some feedback from schools on how the tuition is going?

A. Yes

The role of Board members as BITMO champions

The Chief Executive Officer advised that there have been a number of recent examples of posts that have been damaging and it was highlighted that there have been defamatory posts about individual members of staff.

It is anticipated that there is an opportunity for Board members to play an active part in addressing negative social media posts that impact on BITMO's reputation and Board members were asked to use social media as a platform to promote a positive image of the organisation.

Board members were asked to consider a more active role in the organisation, for instance, being a keyholder, helping to staff the GATE counter and committing to estate walkabouts on a regular basis.

It is expected that this would raise the profile of Board members, support local accountability, and encourage others to become involved.

This item will be discussed further at forthcoming Board member appraisals.

BITMO Office

Quotes have been obtained for new office carpets, as those that are in place in the office are very stained and no longer possible to clean.

The quotes were submitted and discussed at the recent Finance Committee meeting on 13th March. The most favourable quote received was £14,900 plus VAT. The Finance Committee is asked to recommend this proposal to the March Board.

Board members asked the following questions:-

Q. Did we obtain quotes from any local companies?

A. *Quotes were sent to 11 companies including local companies in Hunslet and Middleton and 5 returned. We did not receive replies from the local companies.*

Recommendation for Approval

The Board were asked to Approve:-

1. The Safeguarding Policy – with further amendments to be incorporated in the future

Approved

2. Continuation of the tutoring scheme

Approved

3. Purchase of carpets for the office at a cost of £14,900 plus VAT

Approved

3. Board Training

Training has been discussed by Board on numerous occasions which includes: meeting skills, knowledge and awareness of landlord responsibilities, finance, equality and diversity, safeguarding, health and safety and dealing with complaints.

Specific training has been arranged in the past and further training will be focused on the needs of Board members following the upcoming round of Board member appraisals.

The Chief Executive Officer advised that an annual skills audit needs to be undertaken and this will be part of the board member appraisals taking place over the 26th and 27th March.

A Board training budget is included in the draft Revenue Budget for 2024-25 but will be reviewed with any amendments made following the board appraisals.

The current budget for training is £6,379. This is comprised of £2,739 for conferences and £3,640 for training.

There are difficulties with people being unable to attend and we want to make it as easy as possible for Board members to take part. The Board were asked to consider how we can engage them to participate and their training priorities.

Q. Skills Audit – would it be worth providing certificates to those board members who already have training in specific areas. Could we also have as much notice as possible so that people can manage work commitments?

A. *Yes – we already offer to pay for child care so that Board members can attend meetings so that is not a problem.*

Q. Will training be local?

A. *if that is a priority for the Board we will try as hard as we can for it to be local but that may not be possible.*

A suggestion was made to outline what training everyone needs to undertake become a competent Board member and training can be made available in different formats – video or alternative format e.g. online so that everyone can do them at any time.

It was agreed that a mandatory training list be developed to be approved by the Board at a future meeting and then look at how we can deliver the training with as much flexibility as we can.

A Board member suggested looking at the ACAS website as they have training available.

Recommendation for Approval

The Board were asked to Accept the report and discuss training options.

Accepted and discussed

4. Funding Requests

4.1 Ginnel Gate Request

A request for funding to install a ginnel gate was presented to the Board on 30th November 2023. The Board requested further information about the scale of the ASB in ginnels on the estate to gain a broader understanding of the issue.

A consultation exercise was undertaken, and Police were asked for information – this has not been provided to date. The consultation exercise did not reveal much information on ASB in the ginnel.

The price that was given for a ginnel gate when the Board considered the initial request on 30th November 2023 was £6,000. The request was declined.

This was fed back to the applicants who remain unhappy that some areas of the estate have been provided with gates, and they have been refused.

The houses in the area that this request relates to are a mix of tenanted and owner occupied properties and this formed part of the original decision to decline the request.

The applicant for the gate has requested that the Board reconsider their decision.

In view of this a lower specification, and therefore cheaper gate has been identified and is considered suitable. The cost would be £1,500.

A Board member suggested contacting Inspector Wood of the NPT regarding the ginnel between Middleton Road and Belle Isle Road to open up negotiations and to promote a future relationship.

4.2 Community Fund request

In the last tenant email, tenants were asked to apply for a “Belle Isle Makeover”.

A resident in Windmill Road provided pictures of a muddy area that was originally grassed. Children kick balls against her wall regularly which have broken branches of her apple tree (supplied by BITMO) and hit her car. She has asked for bushes to be planted along the wall.

The Arium have quoted £176 to supply and deliver sixteen laurel bushes, which will fill the 520cm length of the wall. They are currently about 107cm high. The wall is 135cm high.

BITMO caretakers will plant the bushes. The once grassed area will be re-seeded. A temporary barrier will be put in place while the grass grows. Community Development Team staff will talk to parents and children in the area about where and how they play and ask their ideas for any other improvements.

The Board are asked to approve £176 from the BITMO Community Fund.

Recommendation for Approval

The Board were asked to Approve:-

1. The supply of a wooden ginnel gate at a cost of £1,500

Approved

2. The Community Fund application for £176.00

Approved

5. Estate Physical Environment - Priorities

The estate is maintained by Continental, and our in-house caretaker team. There are a number of planters on the estate that have been quite neglected for a number of years. Continental maintain these but this just involves an annual weed kill and pruning. Continental have been approached about changing the maintenance routine but they have advised that this is not possible.

The Chief Executive Officer advised that consultation exercises carried out linked to the health agenda have identified quality green spaces as a priority for local residents. The physical environment of the estate requires investment and improvement as follows:-

Planters - here are over 20 brick/concrete planters on the estate that require attention. They are large and to be re-stocked would be expensive. The bulk are in the East Grange Garth and Square, Windmill Road and Winrose Drive areas. Board members were invited to visit the area to better understand the issues.

Grassed area – Winrose Garth – this is frequently used for bonfires. Residents will be asked if providing a skip would be helpful and propose to ask residents if they have further ideas to enhance the area.

Grass Verges - there are a number of verges, including those outside Kasa that people use for parking. They no longer have grass on them and are churned mud when wet. It was suggested that a plan could be put in place to address some of the planting and removal of eroded grass verges, to increase parking capacity and install large natural bollards to prevent damage at a cost of £50k.

The MUGA – the surface is worn and needs repair. Mears are asking their sub-contractors to fund this work as part of their corporate social responsibility commitments.

The Circus - has benefited from the planting of additional trees and the installation of the perimeter fence, which has ended the practice of riding quad bikes across it. It is felt to be a considerable asset on the estate. It has the potential to be used much more for a range of leisure activities. A fun trail has been provided and two more are being planned. Parks and Countryside have submitted a HAP application to fund lighting for the circus.

Middleton Way - Housing Leeds are using the Community Payback scheme to tidy the play equipment at Middleton Way. During the May half term we are organising a fun day clean up and consultation event.

Low Grange View - the Ward Councillors Community Committee have ring fenced £30k for play equipment for Belle Isle. Also, six oak trees and 12 fruit trees are being planted.. Board members were asked to consider a HAP bid to provide organised sport activities once a week for six months.

Once the Board have determined priorities, and if funding of up to £50k is approved to support the work, consultation with residents living near to the various sites will be undertaken. The Board were invited to have a look at the areas in the report and then look at a plan of action for each of the areas involved.

A board member suggested getting local kids involved in planting etc.

Recommendation for Approval

The Board were requested to discuss the issues and decide what priority they wish to give to improving the physical appearance of the estate so that a plan can be drawn up for local consultation.

The Board were asked to approve up to £50k funding to support the plan, to be incorporated into the capital and revenue budgets as opportunities arise.

Approved – subject to a review and bringing back to the Board at a future meeting.

6. Five Year Ballot Plan

A ballot of all tenants and leaseholders takes place every five years to vote in favour of, or against BITMO continuing to exist to provide landlord services on behalf of Leeds City Council, under the terms of the Modular Management Agreement.

Promotional activities have been undertaken in the past to support the ballot. This will be repeated for the 2024 Ballot to include some additional activities in celebration of BITMO's 20th Anniversary of operation.

A Ballot plan was outlined and key activities to be delivered were highlighted. A budget of £12k was requested to pay for promotional materials as detailed at the meeting. This was presented to the Finance Committee on 13th March 2024.

A basic budget of £11,420 has been set aside for the promotional activities for the Ballot.

The Chair reported that he had attended a recent Staff Team meeting and one of the questions from staff was how the Board would be involved in the Ballot preparation/activities. Board members were asked to give consideration to how they can be involved. A plan of action to be developed on how the Board can be involved.

Board members asked the following questions:-

Q. Can we use the gala to promote the Ballot?

A. *That is one of the opportunities where we could get the Board involved.*

Q. Can we consider doing an online vote?

A. *There is an online option .*

A Board member suggested providing seed packets as promotional items rather than pencils.

Recommendations for Approval

The Board were requested to consider and comment on the proposed ballot plan and Approve any variation to the overall ballot budget provided.

Approved

7. Finance Committee Reports

7.1 Revenue & Capital Accounts 2023-24

7.1.1 Revenue accounts 2023-24

The Head of Governance and Finance advised that the Finance Committee had reviewed the Revenue Accounts for the nine months to 31st December 2023.

A query had been raised at the Finance Committee meeting on whether more up to date accounts were available. It was explained that the January accounts were now complete and that more up to date figures would be presented to this meeting.

The February figures were still not available at the time of distribution of the Board meeting papers and so January figures were presented at the meeting.

It was highlighted that the underspend in repair costs continues, but some variation is expected at the year end with some additional costs from Leeds Building Services and some refunds due on the main contract.

Recommendation for Approval

Board members were asked to Accept the report.

Accepted

7.1.2 Capital accounts 2023-24

The Head of Governance and Finance presented the forecast results for the Capital Accounts 2023-24. He explained that a large amount of cost is currently going through the system, including the thermal efficiency costs.

Recommendation for Approval

Board members were asked to Accept the report.

Accepted

7.2 Revenue & Capital Budgets 2024-25

7.2.1 Revenue Budgets 2024-25

Revenue budgets were discussed by the Finance Committee and examined in detail.

Notification has been received from Leeds City Council that the provisional budget allocation for the next financial year was agreed by full Council on 21 February 2024.

The Head of Governance and Finance presented the draft budgets for signing off. He explained that budgeted result for 2024-25 achieves a near break-even position, with a small deficit of some £15k (0.4% of income).

The Board had previously agreed an injection of up to £200k from the revenue budget to aid Capital Scheme costs in 2024-25.

A provisional budget of £60k has been allocated to the Community Fund for 2024-25. This is based upon the revised budgets presented to Board at the last meeting, along with a potential £15k spend on other areas of need.

The Capital Scheme funding and Community Fund budget spend for 2024-25 would potentially reduce the available free reserves to some £265k going forward. This is after allowing for a minimum reserves retention of £945k, equivalent to 3 months normal spend.

Recommendation for Approval

The Finance Committee had recommended that the Board Accepts the report and Approve the draft Revenue budget for 2024-25.

Accepted and Approved

7.2.2 Capital Budgets 2024-25

The Capital Budget for 2024-25 was reviewed and agreed by Board at the meeting in January 2024. A capital injection of up to £200k was agreed and is reflected in the Revenue budgets presented at the meeting.

The Head of Governance and Finance explained that the majority of spend on capital works for 2024-25 will take place over the summer months and so will be completed before the tenant ballot.

Recommendation for Approval

The Board were asked to Accept the report.

Accepted

7.3 Ballot Tenders

The Head of Governance and Finance reported that 3 recommended companies were approached to tender for the ballot process for the 2024 Belle Isle TMO Tenant Ballot. The tender documentation had previously been reported to the Board.

The lowest effective proposal was submitted by Civica (formerly Electoral Reform Services). This company provided services to BITMO for the 2019 Tenant Ballot.

A summary of costs for the 3 recommended companies was provided. The cost of Civica to provide the service is as follows:-

Project Specification:

2,300 individuals on mailing list
 2,300 postal items
 Number of distribution sections: 2

Number of constituencies: 2
 Up to 2 resolutions
 Response channel(s): Online, Post and Telephone

Up to 920 responses
 Voting System: Yes/No Question/Resolution

Summary:

Project	Price
Fees	£ 1,250
Printed Items	£ 730
Postage and Mail Processing	£ 2,015
Total	£ 3,995

A detailed breakdown of the prices listed above is provided in the subsequent pages

Enhanced Service Options	Price
3 x On-site Sealed Ballot Box (including delivery to Leeds and return to London)	£ 1,000
Targeted Reminder Mailing (includes all fees, print and postage for postal voting packs)	£ 1.50 per pack

ALL PRICES EXCLUSIVE OF VALUE ADDED TAX

Recommendation for Approval

The Finance Committee asked the Board to Approve the appointment of Civica for the 5-year ballot.

Approved

7.4 Housing Advisory Panel Applications

The Housing Advisory Panel Grant scheme will be discontinued from 1st April 2024.

There are some unspent funds of £17k available for suitable projects and the following schemes were presented for discussion and approval.

7.4.1 Belle Isle Circus lighting

The Climate, Energy and Green Spaces team at Leeds City Council has applied for £12,647.54 plus VAT, for the installation of two lighting columns to provide light to Belle Isle Circus, making it a safer space.

It has been confirmed that lights will be shone downwards, with minimal spillage beyond the Circus roundabout and no more than existing streetlighting. It was also noted that liaison with the Police would be advisable. This was conditionally recommended by Finance Committee.

7.4.2 Sports activities on Low Grange View Park

An application has been received from the Hunslet & Belle Isle Community Project, who run the current Multi Use Games Area sport sessions.

They are proposing to run sports sessions on Low Grange View for 6 months from 3.30-4.30pm, before their sessions on the MUGA 4.45-5.45pm.

They would have two paid staff and volunteers. BITMO would arrange publicity, including promoting to Windmill and Hunslet Carr schools.

Their cost is £1,760 and has been recommended by the Finance Committee.

The Chair asked for assurances in writing that due diligence and Living Wage checks have been carried out on the project.

7.4.3 Estate picnic benches

Three picnic tables and benches are being sought by residents at 26 Belle Isle Circus, 3 Winrose Grove and the Orchard behind 58 Belle Isle Circus.

The cost per table would be up to £400 (£1,200 in total).

The Finance Committee asked if the public could potentially use them. This was confirmed although the benches will be at the rear of the properties. This was conditionally recommended by Finance Committee.

It was agreed that three benches be purchased and utilise two of them. The third to be stored until demand is assessed.

7.4.4 Manorfield Hall Foodbank

A request is made for up to an amount estimated to be $\frac{3}{4}$ of the annual food subscription ie £1,125.

The Finance Committee noted that this would need to fit in with ongoing discussions with management..

7.4.5 Notice Boards

A contribution of £250 is requested by Manorfield Hall towards an estate notice board. Further funds for this purpose are included in the budget.

Concerns were raised about the proposed location of the notice board. It was agreed to purchase the notice Board and decide where it will be placed at a future date.

Recommendation for Approval

The Board were asked to discuss the HAP applications and AGREE as to whether they may be granted. If all are granted this would amount to £16,983.

Agreed and Approved

7.5 Governance Health Check Audit

The Chief Executive Officer reminded Board members that LCC has commissioned an audit of governance arrangements to ensure adherence to the new Consumer Standards from the Regulator of Social Housing, which come into force on 1st April 2024.

The Audit is being undertaken by YD Consultancy involves a desk-based review of documents as well as interviews with key personnel. Mick Warner from YD Consultancy was present at the meeting to get an overview of how business is conducted.

The audit proposal from YD Consultancy was presented to the Finance Committee on 13th March 2024.

As part of the audit a review is being conducted of BITMO's Financial Procedures. An updated draft Financial Procedures document was provided for review and discussion.

Recommendation for Approval

The Board were asked to Accept the report.

Accepted

7.6 Treasury Deposit Account

The previous Treasury Deposit account of £600k matured on 13th March.

Current dealing rates at that time were: 3 months (4.04%); 4 months (3.96%); 6 months (4.11%); 12 months (4.32%).

It is recommended to the Finance Committee that a new Treasury Deposit is taken up for 3 months and this was Approved

Recommendation for Approval

The Board were asked to Verify the decision of the Finance Committee.

Verified and Approved

8. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for the forthcoming year 2023/24 was presented at the meeting.

(ii) Board Member Bitesize Learning Sessions

Board members were asked to note the Bitesize Learning Sessions

Recommendation for Approval

Board members were asked to discuss and approve the Board Forward Plan.

Approved

9. Any Other Business

9.1 Dishwasher for the Gate

The volunteers in the Gate have reported that they are having difficulty washing up on time during busy times in the Gate and have requested that the purchase of a dishwasher is considered. The dishwasher was left out of the original design for the community kitchen due to the costs involved.

A Board member stated that we owe it to our volunteers to provide the dishwasher to aid them in their hard work for the organisation.

The Chair suggested that the dishwasher could be purchased from reserves.

Recommendation for Approval

Board members were asked to Approve the purchase of a dishwasher for the Community Kitchen.

Approved

9.2 Board Member – Lisa Caley

Board member Lisa Caley has stood down from the BITMO Board due to work other commitments.

The Board gave a vote of thanks and best wishes to Lisa for her service on the Board.

Date of Next Meeting: Thursday 30th May 2024 at 6.00pm

APPENDIX 2

BITMO FENCING POLICY

BITMO Fencing Policy

Belle Isle is a garden estate. It was designed to maximise open space and greenery. In keeping with this, enclosure of open plan communal spaces is not permitted, and removal of hedging to be replaced by fencing is not permitted.

Wherever possible we will replace damaged fencing that is our responsibility with hedging,

When a new tenant moves into their home we will make sure that any fencing and garden gates to the property are secure and in a reasonable state of repair.

Maintaining wooden boundary fencing between properties is the responsibility of the tenant

We will carry out future repairs to fencing or gates if they meet the criteria below.

The fence or gate is:

1. to a front boundary, and
2. on a busy road or bus route, and
3. where there are children under the age of 7
4. If there is a difference in levels in your garden or on the boundary of your garden that poses a risk to Health and Safety.
5. on the recommendation of Social Services or a Health or Social Care Professional

We will also maintain side and/or rear fencing where they meet points 2, 3 and 4 or 5 of the above criteria and provide the main barrier for children to other hazards

e.g. railway lines or steep banking.

We will not replace fencing or gates in the following circumstances :

If there is already a boundary in place.

We do not remove hedges, trees or bushes to install fencing and we will not install a fence or gates if you have removed hedges, trees or bushes.

We will not provide dividing fences (a fence between your garden and your neighbour's garden) unless the request satisfies the above Health and Safety criteria.

Rear garden fencing is the Customers own responsibility — except if the Health and safety criteria above applies.

If you obtain permission to create a drive in your garden, you are responsible for altering the fencing, providing gates and arranging for a dropped kerb to be installed, including getting permission.

To prevent pets (usually dogs) from entering or leaving your garden. Pets are the responsibility of their owner and they need to make sure that they are kept suitably under control.

If you have a side gate (often called a 'dog gate') that is broken we will repair it if we can do so. We do not install or replace dog gates. If a broken dog gate cannot be repaired we will remove it completely and make good any disturbed surfaces, but we will not close the gap that is left..

We do not provide or permit fencing to be erected in areas which are designated open plan. There may be exceptions where planning regulations allow and there are compelling reasons why it is appropriate to do so.

If you report a broken gate or fence to us that meets the criteria set out in this document we will raise an order to our estate Caretakers or Contractor so that they can carry out a repair.

Planned fencing work may be undertaken, when budgets allow, on the following basis:

- 1 It meets the Health and Safety Criteria above.
2. It is to maintain existing boundary fencing, giving priority to the front boundary.
3. It is fencing adjacent to public walkways e.g. ginnels.
4. Fencing around sheltered schemes.

As a general rule, we follow local Planning Guidance rules with regard to the height of new fencing:

1.00 metres high to Front (sometimes 1.20 metres depending on existing height)

1.50 metres high to Side

1.80 metres high to Rear

Special Cases

There will be exceptions to the rule. This may apply to tenants who are vulnerable or where special and exceptional circumstances dictate a different response to one that we would normally allow. The Head of Repairs and Maintenance will be responsible for determining individual cases where a different approach is required.

Tenant Choice

We will instal fencing for tenants to a suitable specification at their cost. This is payable in full in advance of any work being carried out.

APPENDIX 3

KEY PERFORMANCE INDICATORS AND TENANT SATISFACTION MEASURES 2023-24

			Aim: Provide High Quality Services		2022-23 Q1-4	2023-24 Q1-4		
Aims	Goals	Ownership	Indicators of progress	Curr target			RAG	New Comments
Provide High Quality Services	A quick and reliable repairs and maintenance service that gets the job done right first time	Repairs and Maintenance	(RR1) Repairs done right first time	95%	Not available	Not available	N/A	Continued issues with BI Power reporting. Manual figures for last quarter only.
			(RR2) Repairs completed within target timescale	95%	Not available	69.72%	R	2,753 completed from 3,949. Quarter 3 & 4 figures considered more reliable.
			(RR3) Repairs appointments made and kept	95%	Not available	Not available	N/A	Continued issues with BI Power reporting
			(Mears) Repairs - Post Inspections	10%	Not undertaken	12%	G	All jobs are checked via desktop inspections to post completion photos.
			(BITMO) Repairs - Number of post inspections	10%	2%	16%	G	Started 17.2.23
			(Mears Only) Repairs - Customer satisfaction surveys	90%	No data	89.00%	A	Average of 38 responses per month
			Satisfaction with repairs - most recent (internal survey)	90%	98.14%	86.52%	A	Contact by phone.
			Satisfaction with repairs - last 12 months (TSM survey)	90%	76.00%	77.00%	R	TSM survey via consultancy. 237 tenants Q1-3. LCC average 70%.
			Percentage of estate issues completed from 1/4ly estate walkabout	100%	N/A	89%	A	28 issues identified, 25 actioned.
	Quality and targeted investment that maintains decent homes	Repairs and Maintenance	Homes that do not meet the Decent Homes Standard	0	0	1	G	Surveys re-started
			Percentage of communal areas meeting the required standard	100%	100%	100%	G	Inspections completed weekly
			Properties with a stock condition survey completed in the last 5 years	1843	c.200	544	R	Staff post being advertised.
			Capital Investment programme completed (100% for the year)	100%	100%	95%	A	Commitments will ensure that spend will equal budget by the year-end.
	Maximise rent collected with timely intervention and support	Income & Tenancy	Percentage of rent collected	96%	95.99%	96.22%	G	Ahead of city - in upper quartile - City 94.87%
			Percentage of rent owed	3%	3.58%	2.85%	G	Ahead of city 4.38% / Ranked 1st in City
			Amount of rent owed	£250k	£268,069	£226,299	G	£268,069 at end Mar 2023 / Hunslet £390k, Middleton £330k, Beeston £354k
			% of arrears cases owing 7 weeks rent plus	7.7% (LCC end Mar 23)	5.70%	3.91%	G	At end Mar 2023 City was 7.70%.
			Number of Household Supported with Financial Hardship	TBC	160	179	N/A	Target to be set based on resource
			Income generated	TBC	£107,170	£386,352	N/A	2 FI Officers
			Number of notices served	N/A	98 (11.38%)	133 (14.86%)	N/A	Hunslet 108 (11.25%) Middleton 50 (4.81%) Beeston 88 (8.94%)
			Number of cases entered to court	N/A	9	14	N/A	1 April, 1 May, 1 June, 1 July, 1 Aug, 1 Sep, 1 Oct, 2 Nov, 2 Dec, 1 Jan, 2 Feb
				N/A	8	13	N/A	63% increase

			Number of evictions	N/A	3	7	N/A	1 April, 1 May, 3 June, 0 July, 0 Aug, 0 Sep, 0 Oct, 0 Nov, 0 Dec, 1 Jan, 1 Feb	
			% of Financial Hardship cases closed with a positive	N/A	N/A	N/A	N/A		
	Local and responsive Tenant and Customer Contact	Tenancy Support		Quick and reliable telephone service - number of	Not Available	Not Available	Not Available	N/A	Phone statistics being developed.
				Tenancy Amendments completed within target time	10 working days	100%	100%	G	100% within target - 3 April, 2 May, 1 June, 2 July, 4 Aug, 2 Sep, 3 Oct, 2 Nov, 1 Dec, 3 Jan, 4 Feb, 4 Mar (31)
				Mutual Exchanges completed within target time	42 days	26	26	G	100% within target - 1 April, 2 May, 4 June, 5 July, 3 Aug, 2 Sep, 0 Oct, 1 Nov, 1 Dec, 1 Jan, 2 Feb, 3 Mar
	Effective reletting of properties to minimise time properties are empty	Tenancy Support		Time taken to relet empty properties - Gross Relet	28 days	72.96 days	46.86	R	Above target but improvement over the year as new systems adopted.
				Number of tenancy terminations	N/A	85	102	N/A	Opening of new housing our of area.
				Number of commencements	N/A	101	111	N/A	Affected by higher terminations
				Number of voids at period end	18	9	11	G	New procedures introduced.
				Percentage of properties untenanted	1.00%	0.40%	0.60%	G	11 of 1832
	Support for those older tenants who need it	Tenancy Support		Retirement Life Residents with a Support Plan	N/A	108	101	G	Service review to follow.
				Support Plan reviewed within target time	95%	97.22%	98.09%	G	Exceeding target
				RL Residents receiving Warden Service	N/A	63	65	N/A	Service review to follow.
				Number of residents signed up for floating support	N/A	3	5	N/A	Partially countering the overall decline in numbers.
				Yearly RL service review report	May annually	May-22	Due July 24	G	Due July 2024

BITMO Aim: Build a Stronger, Safer, Greener Community								
Aims	Goals	Owner	Indicators of progress	Curr target annual	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments
Build a Stronger and Safer Community	Make homes and the environment as safe and secure as possible	Repairs and Maintenance						
			All homes have a current gas safety certificate (Gas safety checks)	100%	98.75%	98.97%	A	19 of 1836
			Percentage of homes with a Gas safety certificate overdue for 0-4 weeks	0%	0.85%	0.80%	A	11 of 1836
			Percentage of properties with a Gas safety certificate overdue for 1-3 months	0%	0.80%	0.44%	A	8 of 1832
			Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.00%	0.00%	G	0 properties
			All homes have a current electric periodic inspection certificate (Electrical safety checks)	100%	77.56%	89.52%	A	LBS contracted to bring to 100%. 192 o/s.
			Fire Safety inspections to communal areas (Fire safety checks)	100%	100%	100%	G	157 areas checked
			Asbestos safety checks where periodic inspections due	100%	TBA	100.00%	G	All re-inspections complete. Overall 1280 completed of 1836. 86 Communal areas
			Water safety checks - new	100%	100%	100%	G	Saves done 14.9.23 (5 items). Due annually.
			Annual green spaces and footpath inspection (100% per year)	100%	100%	100%	G	Annual inspections complete.
	Expect tenants to abide by their tenancy agreements and hold them to their responsibilities	Repairs / Tenancy Support / Comm Dev	Respond to tenant permission requests within 10 days (See Permissions log)	100%	100%	100%	G	81 received and responded to within 10 days.
			Annual Tenancy Contacts - Combined	100%	89.1%	N/A	N/A	Now split between General, Priority & RL
			Annual Tenancy Contacts - General	33%	N/A	33.88%	G	489 of 1,452 visited (33% target)
			Annual Tenancy Contacts - Priority	100%	N/A	88.89%	A	240 of 270 visited = 88.89%
			Percentage of new tenant visits completed within 28 day target	75%	TBC	81.4%	G	92 out 113 for year = 81.4% Q1 8 of 17 – 47.1% / Q2 28 of 33 – 84.8% / Q3 21 of 27 – 77.8% / Q4 35 of 36 – 97.2%
	Tackle anti-social behaviour quickly and effectively	Tenancy Support	ASB - number of cases opened	N/A	79	93	N/A	18% increase
			ASB - number of cases closed	N/A	82	85	N/A	4% increase
			ASB cases relative to the size of the landlord	N/A	4.30%	5.08%	N/A	Low in comparison to LCC ASB figures.
			Support - opened and closed	N/A	23/29	37/31	N/A	
			LASBT Number of cases closed - situation improved	88.67%	Not available	85.71%	A	35 closed / 23 improved.
LASBT Number of cases opened			N/A	Not available	26	N/A	26 cases opened / 35 closed	

BITMO Aim: Be a Well Run, Tenant Led Organisation								
Aims	Goals	Owner	Indicators of progress	Target current	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments
Be a Well-run organisation	Maintain an organisation that is tenant led	Governance and Finance	Full Tenant Board membership	100%	85%	83%	A	10 places filled - 2 recently resigned.
			Increase in Number of shareholders	10%	0%	2.2%	R	Forthcoming raffle in next newsletter to attract new shareholders.
			Complaints relative to the size of the landlord - Stage 1 (number for each 1,000 homes)	LCC c56/1000	30.41	17.43	A	Q1 10/ Q2 10/ Q3 6/ Q4 6 (32) complaints / 1836 homes.
			Complaints relative to the size of the landlord - Stage 2 (number for each 1,000 homes)	N/A	8.29	6.54	A	Q1 3/Q2 2/Q3 5/Q4 2 (12) complaints / 1832 homes.
			Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	69.69%	90.63%	A	Q1 9/Q2 9/Q3 5/Q4 6 (of 10/10/6/6) responded to within 10 w days (29/32). LCC 80% Q1.
			Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	66.66%	75.00%	G	Q1 3/Q2 2/Q3 3/Q4 1 (9) of 3 & 2 & 5 & 2 (12) responded to within 15 w
			Number of complaints referred to the Ombudsman in period	0	2	3	N/A	One case of maladministration subject to appeal.
			A Five Year Business Plan that will be reviewed annually. This will include a review of Governance and Finance arrangements as well as establish and review BITMO's Mission, Aims, Goals and Values.	100%	100%	100%	G	End of 5 year plan (2019-24). New strategy planning initiated.
			An online Annual Report produced by BITMO for all tenants	100%	100%	100%	G	2023/24 report online www.belleislelmo.co.uk
	Support and develop skills within the organisation	Governance and Finance	% of Board members attending all Full Board meetings	100%	72.17%	77.14%	A	14/15 (28.3.24), 10/17 (25.1.24), 10/17 (30.11.23), 15/17 (12.10.23), 8/13 (7.9.23), 12/13 (27.7.23), 12/13 (25.5.23).
			Board appraisal - number who complete this within the year	100%	86%	21%	R	7 Board appraisals in April 2024 (47%).
			Board training - all Board members to attend at least two formal training sessions in the year	100%	85.7%	94%	A	Includes Equalities training and internal training.
			Staff attendance - Number of days lost through absence (average per employee)	10	19.4	11.0	A	43% improvement on prior year. Some long term sickness (LTS) during 23-24 which has impacted the figures. Breakdown 23-24 LTS 8 days, STS 3 days.
			Staff appraisal - number who complete within the year	100%	97%	81%	A	One team in particular did not have appraisals during the year. This is being rectified asap.
	Manage Money and Resources	Governance and Finance	Budget surplus/(deficit) target and projection	(£354k)	£74,000	£35k Jan 24	.	Year end accounts in preparation.
			Unqualified annual audit by independent organisation	Unqualified	Unqualified 2021-22	Unqualified 2022/23	G	Annual

Tenant Satisfaction Measures (TSM's) Update May 2024

Tenant Satisfaction Measures are required to be reported by the Regulator of Social Housing from 1.4.24.

There are 12 tenant perception measures.

Tenant Satisfaction Measures

TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

There are also 10 Management Information Measures required to be reported to the Regulator (via LCC). These are incorporated with the BITMO Key Performance Indicators and are not therefore dealt with in detail here.

Management Information Measures

- CH01: Complaints relative to the size of the landlord
- CH02: Complaints responded to within Complaint Handling Code timescales
- NM01: Anti-social behaviour (ASB) cases relative to the size of the landlord
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks

Tenant Satisfaction Measures

A rolling system of gathering sample data on behalf of LCC and BITMO tenants is undertaken by the firm Acuity.

Acuity have been asked to provide further data on some topics which are in addition to the TSM's.

TSM's Quarters 1-4 2023-24						
	TSM	BITMO	Leeds City Council	Variance	National Average	Variance
Overall Satisfaction	TP01	71%	66%	5%	71%	0%
Well Maintained Home	TP04	76%	67%	9%	71%	5%
Safe Home	TP05	80%	74%	6%	77%	3%
Repairs Last 12 Months	TP02	77%	70%	7%	73%	4%
Time Taken Repairs	TP03	73%	67%	6%	70%	3%
Communal Areas	TP10	79%	64%	15%	67%	12%
Neighbourhood Contribution	TP11	75%	60%	15%	67%	8%
Approach to ASB	TP12	55%	53%	2%	62%	-7%
Safety in neighbourhood		58%	63%	-5%	N/A	N/A
Neighbourhood Appearance		59%	58%	1%	N/A	N/A
Listens & Acts	TP06	62%	55%	7%	62%	0%
Kept Informed	TP07	75%	67%	8%	76%	-1%
Fairly & with Respect	TP08	80%	74%	6%	75%	5%
Complaints Handling	TP09	27%	29%	-2%	34%	-7%
Easy to Deal With		74%	65%	9%	72%	2%
Friendly Approachable		60%	62%	-2%	N/A	N/A
Advice & Support		56%	50%	6%	N/A	N/A
Good Reputation		54%	37%	17%	N/A	N/A
Rent VFM		65%	67%	-2%	83%	-18%
	TSM's					
	Non TSM questions					

Comparison to Leeds:

Overall results are favourable compared to Leeds as a whole.

Comparison to national comparator data (Quarters 1-3 2023-24) :

BITMO is below national comparators re:

- Approach to ASB
- Complaints Handling
- Rent value for money

Context

The margin of error is calculated to be +/- 5% due to the sample sizes used. An increased proportion of BITMO tenants are sampled, compared to the rest of LCC housing stock, so as to make the results statistically valid for BITMO.

Acuity reported in Feb 2024 s that in general across the UK and Ireland, satisfaction levels continued to increase until 2019-20, but that:

Over the last three years, satisfaction has remained suppressed and shows no sign of returning to the higher levels the sector has benefited from in the past, remaining on average at least 8% lower. In Q4 22/23, we were able to report a slight uplift in satisfaction, which was potentially signalling a sign of more positive scores to come in the future. However, Q2 23/24 Acuity figures show that satisfaction is potentially on the rise from the all-time low seen in the previous quarter. However only time will tell if satisfaction is finally on the up.

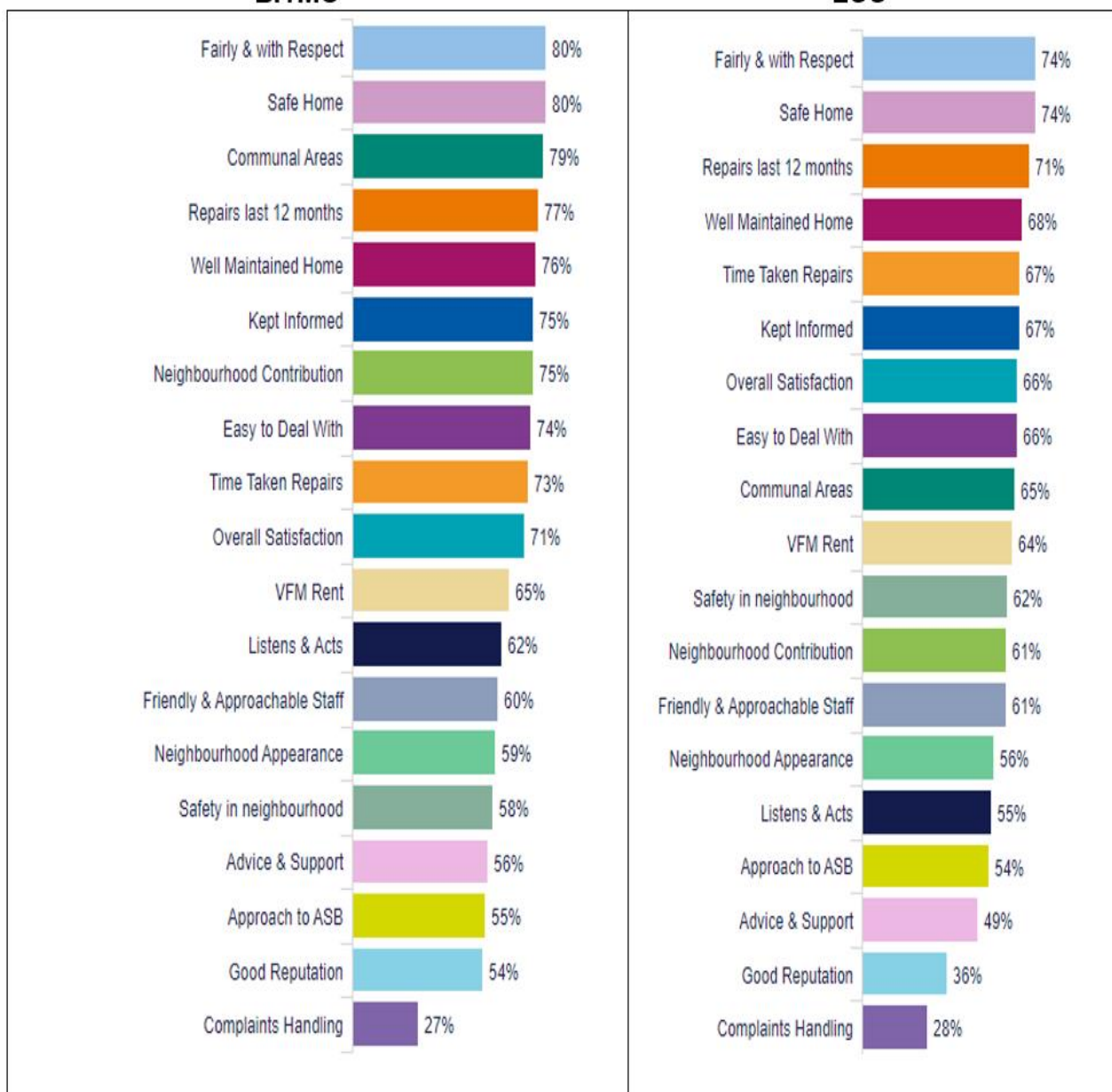
(Acuity Briefing February 2024)

Question	Measurement	Period					Trend
		Q1	Q2	Q3	Q4	Q1	
		2023/24	2023/24	2023/24	2023/24	2024/25	
		%	%	%	%	%	
Overall Satisfaction	Satisfied	67.1	73.6	73.2	72.2	75.3	
Well Maintained Home	Satisfied	70.4	77.2	80.5	75.0	69.7	
Safe Home	Satisfied	76.5	81.0	84.2	77.3	83.3	
Repairs last 12 months	Satisfied	75.0	80.7	73.6	77.0	89.5	
Repairs in last 12 months?	Yes	64.2	71.3	66.3	79.5	74.4	
Time Taken Repairs	Satisfied	60.8	86.0	75.0	70.5	82.5	
Communal Areas	Satisfied	70.6	80.0	76.0	88.0	61.5	
Neighbourhood Contribution	Satisfied	71.9	78.0	76.7	71.7	70.0	
Approach to ASB	Satisfied	48.3	56.1	62.7	54.2	53.8	
Neighbourhood Appearance	Satisfied	50.0	54.5	87.5	38.5	46.7	
Safety in Neighbourhood	Safe	44.0	67.0	69.0	54.0	60.0	
Listens & Acts	Satisfied	56.8	67.2	68.9	56.1	62.9	
Fairly & with Respect	Agrees	75.0	80.0	84.1	81.8	78.9	
Kept Informed	Satisfied	73.8	73.6	82.2	69.0	76.6	
Easy to Deal With	Satisfied	73.2	73.8	78.9	72.0	72.0	
Friendly & Approachable Staff	Agrees	55.6	66.7	64.7	53.8	50.0	
Advice & Support	Agrees	50.0	58.3	58.8	58.3	50.0	
Good Reputation	Agrees	57.9	72.7	41.2	50.0	43.8	
Complaints Handling	Satisfied	22.2	27.3	33.3	26.3	33.3	
VFM Rent	Satisfied	50.0	75.0	76.5	61.5	56.3	

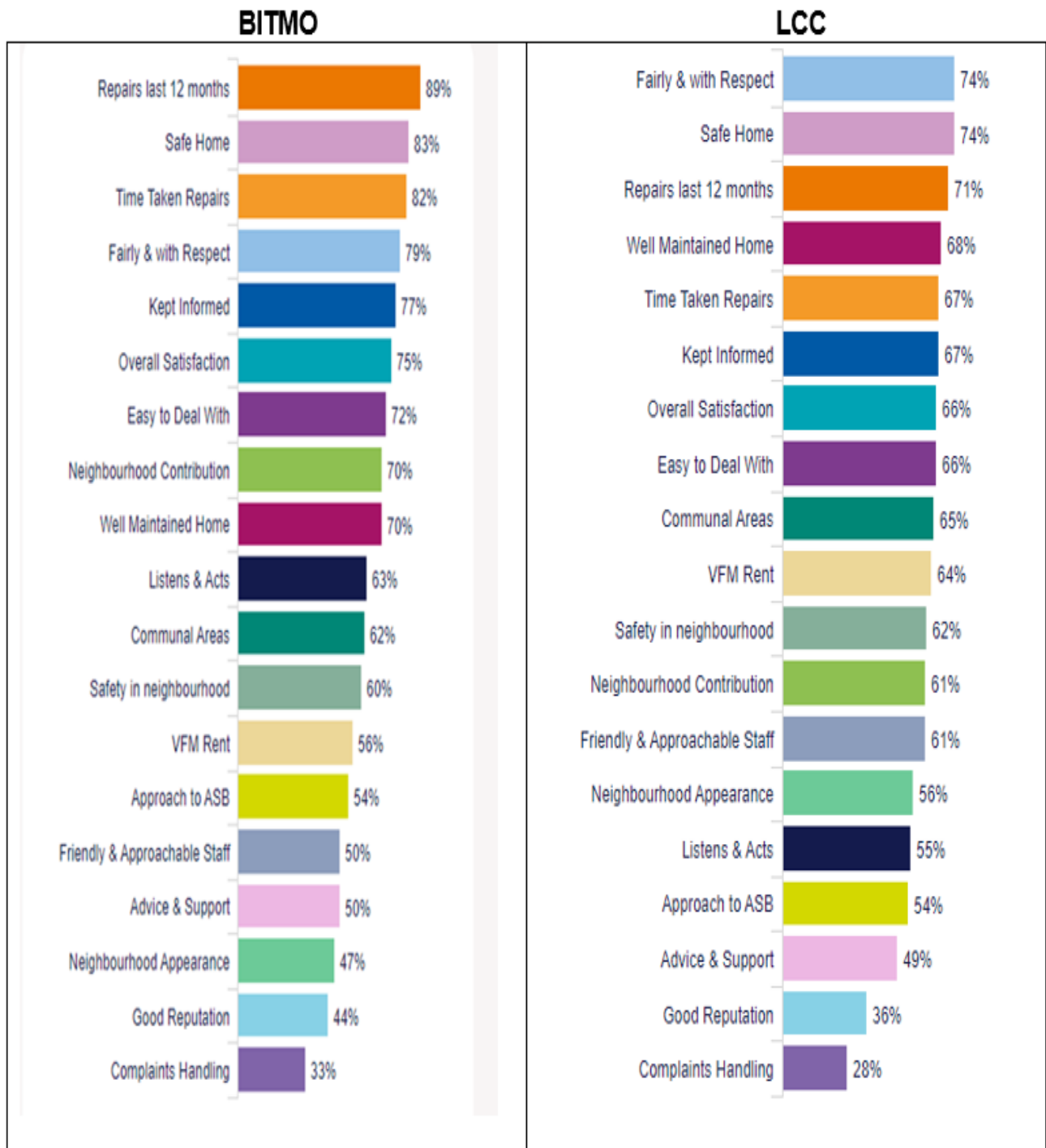
Strengths and weaknesses (satisfaction levels) Q1-4 2023-24

BITMO

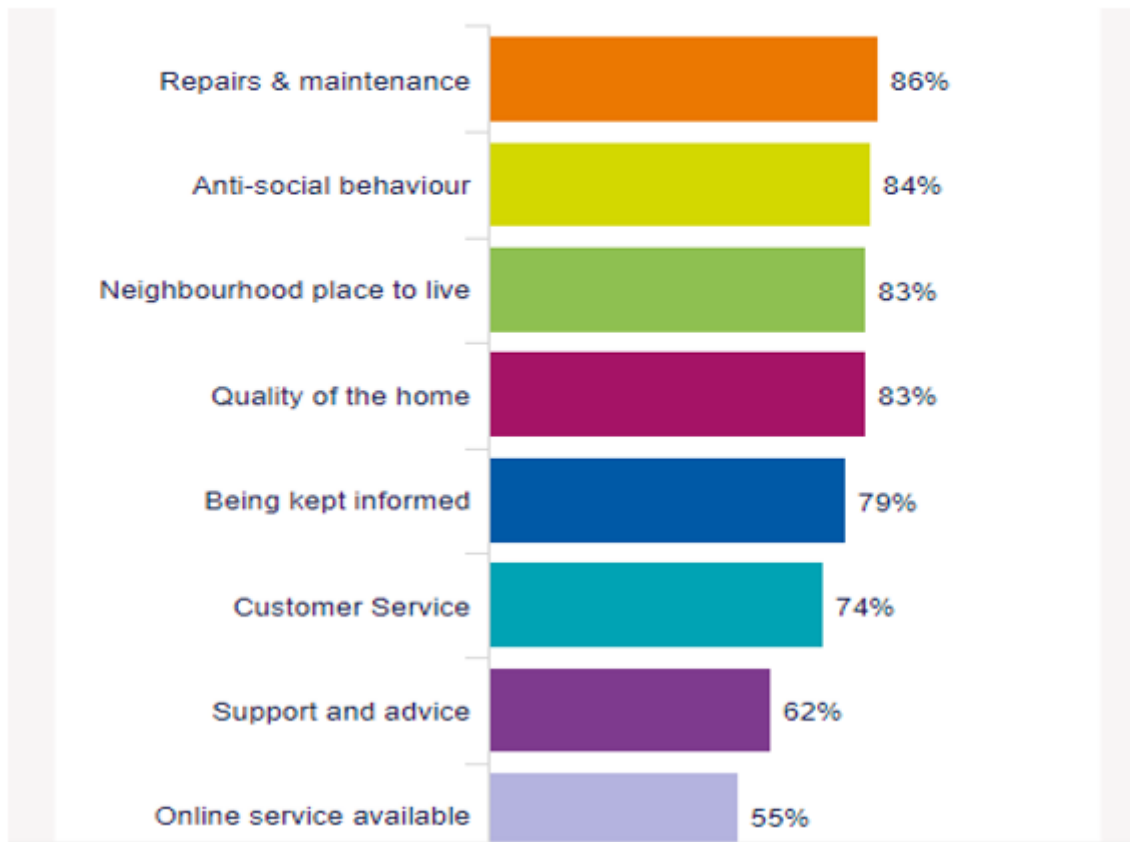
LCC



Strengths and weaknesses (satisfaction levels) Q1 2024-25



BITMO Residents Top Priorities 2023-24



The year 2023-24 is the first year when TSM's have to be submitted to the Regulator of Social Housing. Statistics for BITMO will be submitted as part of the overall LCC results.

The figures obtained are of much use in reflecting on performance and challenges.

There are many areas of good and growing performance, whilst there are also some highlighted areas which need increased focus going forward.

APPENDIX 4

Retirement Life

1. Programme of events



RETIREMENT LIFE UPDATED COMMUNAL ROOM ACTIVITIES 2024

BROOM NOOK COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
BINGO	BROOM NOOK	Monday from 13:00
ARTS & CRAFTS	BROOM NOOK	Wednesday 14:00 – 16:00
COFFEE & CHAT (drop in)	BROOM NOOK	Thursday from 14:00 – 16:00

26 BELLE ISLE CIRCUS COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
ARTS & CRAFTS	26 BELLE ISLE CIRCUS	MONDAY 14:00 – 16:00
NEW - BREAKFAST CLUB STARTING 10th APRIL 2024	26 BELLE ISLE CIRCUS	WEDNESDAY 08:00 – 11:00 INDIVIDUAL PRICES – TAKEAWAYS AVAILABLE
NEW - BINGO	26 BELLE ISLE CIRCUS	WEDNESDAY 11:30 – 13:30
KNIT & NATTER	26 BELLE ISLE CIRCUS	WEDNESDAY 14:00 – 16:00
COFFEE MORNING & if you want to stay on after LUNCH	26 BELLE ISLE CIRCUS	THURSDAYS from 10:00. There is a charge for the meal and there may be a waiting list – pop along and have a chat with the organisers
CHAIR BASED EXERCISE	26 BELLE ISLE CIRCUS	THURSDAYS 14:00 – 16:00
NEW - SATURDAY SOCIAL STARTING 6th APRIL	26 BELLE ISLE CIRCUS	ALTERNATE SATURDAYS
NEW - SUNDAY LUNCH STARTING 14th APRIL 2024	26 BELLE ISLE CIRCUS	BOOKING IN ADVANCE REQUIRED – TAKEAWAYS MAY BE AVAILABLE. PLEASE CONTACT CHERIE ON 07835210503 TO BOOK YOUR PLACE £5.00 CHARGE

58 BELLE ISLE CIRCUS COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
BINGO	58 BELLE ISLE CIRCUS	TUESDAY from 09:00
BINGO	58 BELLE ISLE CIRCUS	THURSDAY from 09:00
BINGO	58 BELLE ISLE CIRCUS	FRIDAY from 17:00
BINGO	58 BELLE ISLE CIRCUS	SUNDAY from 17:00

These activities are for Retirement Life Residents and tenants aged 60+ who live on the Belle Isle estate. Retirement Life residents take precedence over other attendees.

2. Charges



Charges for hire of Retirement LIFE Communal Rooms 2024-2025:

Who	Organised by (examples)	Hourly rate 2024/25	Examples
Retirement Life tenants only	Support Officers Tenants	No charge	<ul style="list-style-type: none"> Bingo Craft session Breakfast club
Retirement Life tenants and older residents (over 60) in the community	Neighbourhood Network Tenants and Residents Association	No charge	<ul style="list-style-type: none"> Lunch clubs Activity sessions
Family and friends of a Retirement Life tenant	An individual tenant or family member	£16.67 per hour (subsidised rate) for sole use of the room or £20.00 if VAT applicable	<ul style="list-style-type: none"> Birthday party Funeral wake or remembrance events
Tenants and Residents Association <i>Committee meeting only</i>	Tenants and Residents Association Committee	No charge	<ul style="list-style-type: none"> Committee meetings AGM
Tenants and Residents Association <i>for an event</i>	Tenants and Residents Association Committee	No charge	<ul style="list-style-type: none"> Community fundraising events i.e., Christmas Fayre or afternoon tea
Leeds City Council meetings	Local Ward Councillors Retirement LIFE Team meetings Housing Advisory Panels	No charge	
Members of the public	Parish Council Local community groups or charities i.e., Guides / Scouts or Historical Society	£16.67 per hour (subsidised rate) for sole use of the room or £20.00 if VAT applicable	<ul style="list-style-type: none"> All Meetings i.e., Committee / AGM / weekly Fundraising event
Members of the Public	Commercial and profit-making organisations i.e., Slimming World	£25.42 per hour (standard rate) or £30.50 if VAT applicable	

For any queries, please contact BITMO.

3. Quarterly Newsletters

April 2023

I hope that you are well and looking forward to warmer days ahead.

Our April quarterly residents meeting was attended by members of the BITMO team, Repairs & Maintenance, the GATE, and a the PCSO's. These take place every three months at Broom Nook and 58 Belle Isle Circus, the purpose of these meetings is to answer any questions/concerns you have around housing and for us to let you know what BITMO and the GATE are getting up to.

Fobs & Laundries – following some initial teething problems everyone who attended seemed happy with the fob access to the communal facilities. This now means they can be used between 08:00 to 18:00 Monday to Friday including bank holidays, these are your spaces, and we would like to see residents using them more frequently.

Please remember the washers and dryers are for Retirement Life residents only and should not be used to wash friends and family's clothes. Additionally, can you please ensure that you check before leaving that you have removed all your washing and that the machines have been left clean for the next user. Do not allow anyone access to use the laundries if they do not have a fob.

Consultation – our GATE colleagues have over the past few months carried out a consultation with residents on Belle Isle Circus regarding using the old bowling green to the rear of 58 Belle Isle Circus as a fruit orchard. Following these consultations Groundworks and children from Windmill Primary School planted several trees and bushes which over the coming years should bear fruit that can be used by all residents. I can feel a jam master class coming on!

Belle Isle Circus Fencing – Residents on Belle Isle Circus will have seen the progress of the fencing that is being installed, this is not yet finished but should be soon. We know that this will not fully deter or prevent all bikes that may go on to the Circus but will hopefully stop some of the larger vehicles and not be as an attractive area for quads to congregate.

The PCSO's did ask that if anyone see's any anti-social behaviour taking place on the Circus or if anyone has any intel regarding where the quads and bikes are being stored this can be reported anonymously on 999 or through Crime Stoppers. Please do not try to intervene or put yourself at risk when witnessing or reporting any crimes.

Burglaries – The PCSO's also advised that burglaries are on the increase and that residents should ensure that when they leave their properties that they have shut all windows and their doors are locked. There has also been a spate of mobility scooters being stolen from sheds and outside properties, please ensure that if you have a scooter that it is locked up as securely as possible.

Tea Party – BITMO are hosting a Retirement Life Tea Party on Wednesday 21st June 2023 there will be a small charge of £4 towards the cost of food and entertainment. The wardens will be delivering your invite soon. Once we establish the number of residents wishing to attend, we may be able to open it up to other residents/carers.

Films at the GATE – Tracey from the GATE is looking to start a film afternoon at the GATE for Retirement Life residents and any carers, if anyone has any suggestions on what the first film should be then let Tracey know, there will be popcorn!

Support Plans and Annual Tenancy Contacts – your warden and members of the Tenancy Support Team will be in contact with you over the coming months to review your support plans and carry out your Annual Tenancy

Contacts. This is an opportunity for you to have a one to one meeting with the team to discuss the things that matter to you and so that we can provide the right level of support based on your needs, and to also ensure we have all your correct contact information.

As always if you would like to speak to us my number is at the top and the wardens are in your areas most days.

Yours sincerely

October 2023

RETIREMENT LIFE NEWSLETTER – OCTOBER 2023

Firstly, I would like to thank those residents who attended the Residents Meetings on 18th October 2023, the meetings are always more interesting when we have a broad selection of residents with differing views and who can bring forward ideas on how we can provide a better service.

At the meeting we covered the following topics:

Repairs and Maintenance – Gina our new surveyor was in attendance no repair or maintenance concerns were raised. Gina gave an update regarding the ginnel to the rear of Broom Nook; this is due to be worked on before the end of this year.

The lighting to the rear of Belle Isle Circus – Mel is doing her best to try and rectify this – it has been an ongoing problem for a few years. Leeds City Council are responsible for these lights and Mel will continue to chase them up.

Update on Digital and Gate Activities – Tracey from the GATE gave a talk on Digital Inclusion and what benefits getting online can make. Tracey runs a group at the Gate on Tuesdays 13:00 – 15:00 this is a drop-in session, and everyone is welcome to attend.

Being online is not just about the boring stuff like paying bills and ordering medication, Tracey can also show you how to access apps on any digital device for things like games, quizzes, colouring in, jigsaw and tons more.

Tracey is also going to restart the Guest Speaker events – these will hopefully commence in February 2024 and details will be sent out nearer to the time – if anyone has any requests for speakers, please let us know.

A suggestion was made that someone coming to speak about Mental Health and how we can keep our minds healthy would be interesting, Tracey is sourcing someone to talk about this.

We are also proud to again be supporting the - Leeds Winter Coat Appeal - donations of clean, undamaged winter coats, fleeces, or children's coats or snowsuits can be left at either 58 Belle Isle Circus or Broom Nook communal lounges and will be collected by the wardens. Please do not leave items that are dirty or have broken zips or missing buttons etc.

Communal Room Activities – as the colder weather and shorter days are drawing in, we hope that residents will make more use of the communal lounges. The heating is always on, and you can access them from 08:00 – 18:00 Monday to Friday.

There are several regular activity sessions which take place, and all residents are welcome to attend, these are not private events however due to the maximum occupancy in the communal lounges or the type of activity, places may sometimes be restricted. If you would like to attend any of the sessions, please speak to your warden and if there is a waiting list or is demand to run extra sessions we will try to accommodate.

A reminder that when using these facilities that these are safe spaces, no one under any circumstances should feel uncomfortable or not welcome – any reports that are investigated and found to be upheld could result in individuals being barred or the cessation of the activities.

Please also note that anyone who is not a Retirement Life resident is a guest and as such the resident who invited them is responsible for their behaviour. Fobs should not be given to or lent out to anyone who is not a resident. If we find the rooms are being accessed by non-residents using a fob the fob will be rescinded.

ACTIVITY	PLACE	DAY & TIME
BINGO	BROOM NOOK	MONDAY From 13:00
ARTS & CRAFTS	26 BELLE ISLE CIRCUS	MONDAY From 14:00 – 16:00
BINGO	58 BELLE ISLE CIRCUS	TUESDAY From 09:00
DIGITAL SESSION	BROOM NOOK	TUESDAY 13:00 –

		14:00
ARTS & CRAFTS	BROOM NOOK	WEDNESDAY 14:00 – 16:00
KNIT & NATTER	26 BELLE ISLE CIRCUS	WEDNESDAY From 14:00 – 16:00
BINGO	58 BELLE ISLE CIRCUS	THURSDAY From 09:00
CHAIR BASED EXERCISES	26 BELLE ISLE CIRCUS	THURSDAY From 14:00 – 16:00
COFFEE & CHAT	BROOM NOOK	THURSDAY 14:00 – 16:00

PCSO's - the PCSO's were also in attendance, the issues raised other were around the use of quads and bikes on the pavements around Belle Isle Circus.

They explained that it is difficult to act against these people as they usually have their faces covered so it is hard to identify them. They have asked that if anyone has any information about where these quads and bikes are stored that this is reported to the police on 101 or anonymously online at Crime Stoppers.

There were also concerns raised about flashlights being shone in the bedroom windows on Belle Isle Circus and people walking through the Broom Nook complex on a night.

If you see anyone loitering call the police, do not approach them, or put yourself in any danger.

Now that the darker nights are closing in and residents are putting on their lights be aware that if your curtains or blinds are open that it is quite easy for people passing by to see in. Make sure that any valuables are kept out of sight, that doors are locked, and windows are closed even if you just nip to the laundry. Make use of your chain or intercom when answering the door.

We have also been made aware of what we believe is a scam where people are knocking on doors posing as surveyors who can assess any damp or condensation issues. If you have any concerns around damp or condensation in your property, please ring BITMO, we will arrange an appointment for someone from this office to attend who will have a BITMO or Mears ID, please do not allow anyone in who you are not expecting.

And finally

BITMO Retirement Life Christmas Party – this will be held on December 7th from 12:30 at the GATE.

The wardens will be delivering your invite week commencing 6th November 2023, tickets are £4.00 per person and initially will only be available to Retirement Life residents. Places are limited and will be on a first come first served basis. There will be a buffet, live music, bingo, and a raffle. We hope to see you there.



Regards

The Retirement Life Team

January 2024

Retirement Life Newsletter – January 2024

Firstly, I would like to thank those residents who turned out on a very cold and slippery morning to the Residents Meetings on Wednesday 17th January 2024.

The residents' meetings are an opportunity for you to meet your neighbours and friends in a welcoming environment, to hear updates from our teams at BITMO and to ask any questions you might have regarding anything to do with Housing, Repairs, Retirement Life, Support, Environmental etc.

The success of these meetings relies on residents attending and participating. Turnout historically is low and therefore we only get a very narrow view of how people feel about the service BITMO is delivering.

The next meetings are on 17th April 2024, and we will be reminding residents closer to the time, we hope more people will attend and share their views.

Starting this year, we will be conducting an annual resident's survey, your Tenancy Support Officer will be delivering these to you soon and can either collect them from you or returned in the pre-paid envelope. Your feedback would really be appreciated.

The areas for discussion at the last meeting where:

REPAIRS AND MAINTAINENCE

A couple of individual repairs were raised, and these have been passed to the repairs team for actioning.

PCSO's

The PCSOs were in attendance Jonny and Donna at Broom Nook and Sasha at Belle Isle Circus.

Crime figures in the Belle Isle area have dropped although quads and bikes continue to be a problem. Once again, the police have asked that all crime is reported, and this can be done anonymously if needed online at Crimestoppers or by calling 101 for nonurgent reporting or 999 in cases where crime is happening there and then and/or there is a threat to life.

Sasha explained that if crime is under reported it can result in resources being deployed to other areas.

Remember to keep your windows closed and doors locked especially at night and if you go out.

Another top tip is to leave a light on if you are not in – it is less likely that someone will break in if they think there is someone at home.

GATE

Tracey gave an update on the GATE activities; the GATE has been closed since the beginning of January for work to be carried out on the kitchen. From the 30th of January the Gate will reopen with a fully compliant catering style kitchen ensuring that we are able to provide a great food offering going forward.

FRIDAY BREAKFAST, pay what you feel will recommence on Friday 2nd February 2024.

Tracey has also arranged some guest speakers to attend, the first one will be on Wednesday 14th February, and it is Green Doctors - Groundwork's Green Doctors help UK residents stay warm, stay well, and save money on household bills. So, come along have a cuppa and find out how you can save money on your energy bills and stay warm this winter. Posters and reminders will go out closer to the date. If you have any friends or family who would also like to attend they are very welcome to come.

Tracey was also looking for volunteers to form a group to look at how we can develop the Circus and make a nice useable space for children, Tracey is hoping that you can come together and design a painted walkway like the one on the main path across the Circus and come up with ideas on themes.

Initial suggestions were woodland or seaside.

Tracey will be sending out a GATE program for February soon.

3 Winrose Grove

For those of you that do not know, we have a small communal lounge attached to the laundry at 3 Winrose Grove. This is an underused space, and we are looking to make this in to a games room with a pool table, dart board, cards etc. We will let you all know when this is set up and hope this might encourage some of you to come down between 8:00 and 18:00 Monday to Friday and have a bit of fun.

Just a reminder of current activities in the communal lounges.

ACTIVITY	PLACE	DAY & TIME
BINGO	BROOM NOOK	MONDAY From 13:00
ARTS & CRAFTS	26 BELLE ISLE CIRCUS	MONDAY From 14:00 – 16:00
BINGO	58 BELLE ISLE CIRCUS	TUESDAY From 09:00
ARTS & CRAFTS	BROOM NOOK	WEDNESDAY 14:00 – 16:00

KNIT & NATTER	26 BELLE ISLE CIRCUS	WEDNESDAY From 14:00 – 16:00
BINGO	58 BELLE ISLE CIRCUS	THURSDAY From 09:00
COFFEE MORNING & (if you want to stay) LUNCH	26 BELLE ISLE CIRCUS	THURSDAYS from 10:00. There is a charge for the meal and there may be a waiting list – pop along and speak to the organisers.
CHAIR BASED EXERCISES	26 BELLE ISLE CIRCUS	THURSDAY From 14:00 – 16:00
COFFEE & CHAT	BROOM NOOK	THURSDAY 14:00 – 16:00
BINGO	58 BELLE ISLE CIRCUS	FRIDAY from 17:00
BINGO	58 BELLE ISLE CIRCUS	SUNDAY from 17:00

And finally, as it was the first meeting of the year all attendees were entered into a free raffle for a £20 shopping voucher – the winning ticket belongs to one of our residents at Belle Isle Circus and will be delivered to them soon.

That's all for now take care and stay safe.

Regards

The Retirement Life Team

5. Full Survey Report

RETIREMENT LIFE RESIDENTS SURVEY – MARCH 2024

Introduction

The purpose of the survey was to give residents an opportunity to have their say in an anonymous way that gave us an insight to the quality of service we are providing and to highlight any areas for improvement.

Methodology

Two types of survey form were sent out one for residents in the Retirement Life complexes with access to communal facilities such as laundries and lounges and another to dispersed resident.

The questions for the residents in dispersed properties were similar, but also focused on their awareness of what they knew about the activities available and how up to date they were kept.

To three of the questions residents were asked to mark their responses as either V Unhappy, Unhappy, Mixed Feelings, Happy or Very Happy.

To a further two they were asked to respond either Yes or No.

In all case there was space to provide comments and feedback to support their choices.

The survey forms were numbered:

- 1 Broom Nook
- 2 Belle Isle Circus
- 3 Dispersed

The reason they were numbered in this way was to allow us to identify the warden and the communal facilities they may use, other than this the responses were anonymous.

Responses

97 surveys were sent out and 41 were returned – overall response is 42%.

The split is as follows:

- Broom Nook 28 sent and 13 returned 45%
- Belle Isle Circus 52 Sent and 20 Returned 38%
- Dispersed 17 sent and 8 returned 47%

Some forms were completed fully, others only partial.

Survey Results

Residents with access to communal facilities – 1 & 2

1. How satisfied are you with the warden service?

Very Happy	Happy	Mixed Feelings	No comment
73%	9%	12%	6%

2. Do all arranged contacts take place on time?

Yes	No	No comment (may not have a regular visit)
85%	6%	9%

3. Does the support you receive from the warden meet your needs?

Yes	No	No comment (may not have a regular visit)
85%	3%	12%

4. How satisfied are you with the communal facilities?

Very Happy	Happy	Mixed	Unhappy	No comment
42%	22%	18%	3%	15%

5. How satisfied are you with the activities that take place in the communal rooms?

Very Happy	Happy	Mixed Feelings	No comment
52%	18%	12%	18%

6. Areas for improvement. What else would you like us to be doing?

Comments:

No point making suggestions only certain people get heard.

Footpaths need work in and around Broom Nook.

To have more residents and other older people nearby attend our activities.

General meeting of all complexes.

I am happy with the service I receive.

Need 2 more tables at Broom Nook.

Everything OK.

Trees on Circus should be trimmed.

Fix the lights and clear the paths of leaves around 26 BIC. Gate also needs mending, and we need an outside tap.

For communal rooms to be open early evenings.

I enjoy what we do.

That all the wardens are as caring as mine with a smile that greets you – I hope she will be here for a long time.

Some hanging baskets and seating to the rear of 26.

For laundries to be open on a weekend and a kettle and microwave in 3 Winrose Grove.

None that I can think of.

Survey Results

Dispersed Residents - 3

1. How satisfied are you with the warden service?

Very Happy	Happy	Very Unhappy
63%	25%	12%

2. Do all arranged contacts take place on time?

Yes	No
87.5%	12.5%

3. Does the support you receive from the warden meet your needs?

Yes	No
87.5%	12.5%

4. Do you attend any of the activities at the communal rooms?

Yes	No	No comment
12%	75%	12.5%

5. Are you aware of the activities that take place in the communal rooms?

Yes	No	No comment
75%	12.5%	12.5%

6. Areas for improvement. What else would you like us to be doing?

I am happy with the service I receive from my warden.

Be a lot more informative.

I have no needs at the moment.

Start doing both grates front and back. The gutters need clearing. Branches need cutting back.

Findings

- Overall, the warden service is well received amongst residents, and they feel supported.
- The employment of a new permanent warden has increased satisfaction amongst residents.
- The activities within the communal areas have increased and are now more diverse.

Recommendations

- To look at how we can improve the service provided when the regular wardens are off.
- To speak to residents about what they want from the communal activities.
- To look to increase the use of these activities through inviting older members of the wider community.
- To actively encourage dispersed residents to attend scheduled activities and to look to address any barriers that may be stopping them from joining in.
- To carry out a review of what is required within the communal areas to enable residents to fully enjoy the facilities.

