



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION
BOARD MEETING**

AGENDA AND PAPERS

Thursday 1st August ~~25th July~~ 2024 at 6.00pm

Refreshments from 5.30pm

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

Notes:

1. A site visit of Board members will take place at the back of Belle Isle Parade at 5pm (LS10 3AH) before the meeting, to review use of the land behind the shops (meet at the Post Office). Gini from Fruitworks will then be available for discussion at the meeting
2. Relevant confidentiality
 - 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 1st August ~~25th July~~ 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) Esther Bissell and Fiona Chapel of Leeds Lifelong Learning will attend with Gemma Haynes from Adult Community Learning. (Note: postponed to later meeting)
- (ii) Long Service Awards to staff.

Meeting items:

1. Minutes and Matters Arising from the Board meeting held 30th May 2024 (page 5 & Appendix 1, page 45)
2. Operational reports (page 6)
3. Performance Report (page 12)
4. Policy update – Safeguarding (page 20)
5. Finance Committee reports and recommendations (page 22)
 - Draft Reports & Financial Statements 2023-24 (page 23 and already circulated)
 - Revenue management accounts 2023-24 (page 23)
 - Capital accounts 2023-24 (page 24)
 - Capital future needs (page 24)
6. Other scheduled reports (page 27)
 - Health & Safety Annual Report (page 28)
 - Anti-Social Behaviour Annual Report (page 37 and Appendix 2 page 51)
7. Board Forward Plan – meeting dates and times for the coming year (page 42)
8. Any other business (page 44)

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

BITMO Board meeting 25th July 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) Leeds Lifelong Learning – partnership opportunities	Presentation requested by Board following the GATE report in May.	Maximise partnership working potential.	Discuss further engagement and outreach potential.
Operational report	Operational update - - -	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.
Performance	Tenancy Satisfaction Measures and other Key Performance Indicators	TSM reporting is a statutory obligation and a vital element in measuring performance.	Seek ways to continuously improve key performance areas.	Note, discuss and suggest means of improvement.
Policy update	Safeguarding	LCC requested further detail about cross organisational working.	Ensure all staff and volunteers know the policy and procedures – recent workshop	Agree the additional wording to the Policy.
Finance Committee	1. Initial draft financial statements and management accounts 2023-24 2. Capital accounts and projections.	1. Fin Stats are required to be prepared and audited each year. 2. Projected capital spend going forward will face issues of prioritisation and funding.	1. Enhance the messaging in the draft reports. 2. Plan for future capital spend.	Note, discuss and relay capital priorities.
Other Scheduled Reports	1. Health & Safety Report 2. Anti-Social Behaviour report	Annual update reports on vital areas of operation.	Review and continue to enhance services	Board is asked to review the reports and raise queries.
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 30th May 2024 (Appendix 1)**. The table below details updates on items not dealt with elsewhere on the agenda.

Full Board 30th May 2024

Item	Update
Belle Isle Green Spaces	Belle Isle Circus lighting has been commissioned by LCC, and payment has been made. Two picnic benches have been installed in communal garden areas.
Estate notice board	The three additional notice boards approved by the Board have been ordered.
Repairs performance	Repairs performance still varies. Void performance has declined recently but the void numbers are within target.
Lift Off charity	Charity registered, number 1208725. Trustee meeting on 26 th July 2024.

Recommendation:

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

2. Operational report

BITMO



Board of Management Report

Meeting Date: 25th July 2024

Report Title: CEO Report

Author(s): Deborah Kelly

For Information/~~Decision~~/ Discussion

Executive Summary:

The Report provides an update on matters not covered elsewhere on the agenda. It includes the action log from the last meeting, provides information on the results of the Local Pride initiative. It includes the Board member skills assessment following the Board member appraisals carried out earlier in the year.

Recommendations:

Board are requested to note and accept the report.

Equality Diversity and Inclusion

The implications arising from the report relate to the diversity of Board members and the skills mix available to lead the organisation.

Community Consultation

The Local Pride initiative has led to local consultation with the residents of Nesfield view, and the ginnel between Middleton Road and Belle Isle Road, as a result of which the decision to install chicanes to deter use by bikes, motorbikes, and quad bikes has been taken.

Financial implications

There are no financial implications arising from the report.

Risk implications

Having excessive workloads and insufficient focus on service delivery presents risks in terms of risks 1, 2, 9 and 10 of the current BITMO Risk Register. Deteriorating business performance (1), Inefficient business processes that create error, duplication and re-work (2) Talent, culture and capability (9) 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 paper presents a round-up of issues that are being addressed operationally that are not covered in other parts of the agenda.

Board Action Log.			
Meeting Date	Action Agreed	Progress	Lead
30.5.24	Invite Leeds Lifelong learning to July Board meeting	Invited by email – asked for a call to discuss. Attendance agreed.	PS
	Tutoring scheme – measurement of progress, positive stories from parents		PS
	Governance audit – group to oversee implementation (Leon, Harry, Jean, Paul, Ashley)	1 st Meeting arranged	PO
	Consumer Standards – review committee (Leon, Jean, Harry, Paul, John)	1 st Meeting arranged	DK
	Capital – detail of thermal efficiency works to Board	Provided in finance committee papers.	PO
	Capital detail esp Ad Hoc works to Board	Submitted to Finance Committee	PO
	Manorfield Hall – letter to MH Board detailing concerns and what actions we need or else BITMO will withdraw from governance arrangements. Mention letter to LCC.	Covered in part B	DK
	Contact Penny re office mosaics	Message sent to Penny 31.5.24. Mosaics now in place.	PO
	Treasury deposit – renew for 4 months from 14.6.24	Done	PO
	Lift Off – message to CC re application.	Done and registered 19.6.24	PO
	Volunteer long service rewards research	No progress to date	PO
	3 Notice Boards approved	Invoice requested from Earth Anchors	PS
	GATE dishwasher – chase order	Assessment completed by supplier on 18.7.24. Awaiting final cost.	AO

Board Member skills matrix

Annual appraisals are carried out. Take up of the appraisals is less than 100%. The skills matrix is based on observations of Board Members at meetings, and the dialogue with board members in the appraisals. Where Board members have not attended appraisals it has been difficult to assess skills.

The assessment carried out indicates that the key areas where development is needed are in building partnerships with other community based organisations, contributions in board meetings, preparation for board meetings, leadership in terms of ideas to improve the estate and support the community, and participation in appraisals, training, and estate walkabouts.

Board member skills matrix 2024

Understands and supports BITMOs aims	Green			
Understands the financial position and budgets needed to achieve our aims	Green			
Builds partnerships with other community-based organisations	Red	Red		Red
Understands the complexity of BITMOs challenges	Green			
Understands our GATE offering	Green			
Understands the difference between governance and management	Green			
Contributes as a team member in Board meetings	Red	Red		Red
Confidently puts own point across in meetings	Green			
Confidently contributes to debate	Red	Red		Red
Asks questions	Red	Red		Red
Contributes ideas to improve the estate and service, and support the community	Red	Red		Red
Participates in estate walkabouts and consultations	Red	Red		Red
Attends training and appraisals	Red	Red		Red
Is personally motivated by what is best for the organisation and community	Green	Green	Yellow	Green
Prepares for board meetings by reading the papers and asking questions in advance of the meeting	Red	Red		Red

Board are requested to discuss what action should be taken to improve demonstration of strengths in these areas.

Local Pride

BITMO staff have begun an initiative whereby weekly inspections of the estate are carried out and recommendations for improvement are made. To date the issues that have been identified include a large number of messy gardens, some ginnels that are overgrown, poor liaison with the cleaner neighbourhoods team and highways, and the very poor state of the planters across the estate.

As a result we are writing to tenants whose gardens are a concern, making them aware that we have a garden tool library, and offering help with removal of bulky waste. We have seen an improvement in some gardens. At this stage we are encouraging people to take action to improve their gardens, and offering to help where we can. After the ballot, tenants whose gardens are not improved will be prioritised within the formal messy gardens policy and procedure.

Whilst carrying out inspections we spoke with the residents of Nesfield View and the ginnel that connects Middleton Road and Belle Isle Road asking them about the problems that bikes cause them. Tenants were unanimously in favour of installing barriers to prevent through traffic. This has been arranged.

We are establishing a schedule of cutting and clearance for the caretakers that will maintain the estate at a higher standard. We are using the money allocated by the Board to improve the appearance of the estate by improving the planters, cutting them back, planting bulbs, and sowing wild flower seeds. The Caretakers will maintain the planters from now on.

We are trying to establish a closer dialogue with the cleaner neighbourhoods team to make sure that problems are addressed properly once identified. This is proving difficult.

Pedestrian Access to Belle Isle Circus

Highways have visited Belle Isle Circus with BITMO staff and will report back later this year on the feasibility of installing one or more pedestrian crossings. Highways make decisions based on how many people are currently crossing roads. Our problem is that the Circus is underused because crossing is difficult, which may mean that Highways may not agree to install a crossing without persuasion by councillors and the public.

Possible Use of Space Behind Belle Isle Circus

The Community Development Team have been working with Fruit Works Co-operative, which is a social enterprise helping communities in Bradford and Leeds to plant and maintain fruit trees. They planted the orchard on the old bowling green along with children from Windmill Primary and they planted fruit and standard trees on three sites this year. Fruit Works are looking for a new site on which they would:

- Grow trees to support their business
- Grow trees for BITMO to plant
- Run classes on fruit tree growing
- Explore the idea of running "forest school" sessions during school holidays.

Consultation will need to be carried out with residents and shopkeepers. There is no water supply to the site, which is essential for the project. Yorkshire Water have been approached about providing a connection at no cost to support the project but have refused this. The charge for a single connection for agricultural purposes is £237 + VAT and the Board are asked to agree this from the Community Fund.

Belle Isle Gala 2025

The Belle Isle Gala was a great success, and the Board are asked to agree to support holding another Belle Isle Gala on Saturday 5 July 2025. Windmill School have stated that with early knowledge of the date the school will have a greater level of involvement. For example, their music groups will begin working towards performances at the Gala. The Community Development Team will immediately start making bookings of essential services like the St John's Ambulance and public services like the police, fire brigade and library bus. The Gala Steering Group will continue to meet at 3pm during the repair café each month and we will work towards wider community involvement.

Partnerships

We have begun meeting with Opera North who are keen to develop their community engagement in Belle Isle. They have a long history of involvement with Windmill and Clapgate primary schools, and see the potential to run sessions in our retirement life schemes, and in the GATE.

Recommendation:

Board is asked to:

- Advise what action they would like to be taken in respect of board development
- Approve installation of a water supply behind Belle Isle Circus at a cost of £237 + VAT

3. Performance

BITMO



Board of Management Report

Meeting Date: 26th July 2024

Report Title: Performance

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides an edited view of performance indicators together with the tenant satisfaction measures. One of the recommendations from the recent review of governance arrangements was to significantly reduce the number of KPIs presented to the Board to enable fuller discussion and challenge to take place. It was recommended that a fuller set of KPIs be presented to a subcommittee of the Board. This recommendation is subject to discussion within the governance working group.

The KPIs and TSMs show an organisation that is progressing well in many areas but with a need for further focus in others.

Recommendations:

Board is requested to NOTE the report.

Equality Diversity and Inclusion

We do not have data to evidence that services are accessed equally and that outcomes are equitable across demographic and protected characteristics.

Community Consultation

The TSMs are derived from community consultation. We have not consulted on KPIs, but the information presented will be uploaded to the website with a promoted Facebook post guiding tenants to it.

Financial implications

The financial implications arising from the KPIs relate to repairs financial performance and the performance related incentive from Leeds linked to the number of voids at year end.

Risk implications

The relevant risks associated with business performance are: Deteriorating business performance (1), Inefficient business processes that create error, duplication and re-work (2) Talent, culture and capability (9) and Brand, loyalty and customer experience (10). The KPIs and TSMs evidence that risks are well managed.

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 at the end of Q1. Performance is presented in fewer KPIs than previously to allow the Board to focus on the key issues.

Background

Over the last five years performance in BITMO has improved steadily. The overall picture is of good and improving business performance, but we continue to face significant challenges in terms of repairs performance. Further detail is provided below.

	<i>Aim: Provide High Quality Services</i>		2022-23 Q1-4	2023-24 Q1-4	2024-25 Q1		
<i>Ownership</i>	<i>Indicators of progress</i>	<i>Curr target</i>				<i>RAG</i>	<i>New Comments</i>
Repairs and Maintenance	(RR2) Repairs completed within target timescale	95%	Not available	69.72%	68.72	R	Figures becoming consistent
	Satisfaction with repairs - last 12 months (TSM survey)	90%	76.00%	77.00%	89.5	A	TSM -big improvement in Q1
Repairs and Maintenance	Homes that do not meet the Decent Homes Standard	0	0	1	5	A	0.3% of stock although data is questionable
	Capital Investment programme completed (100% for the year)	100%	100%	95%	N/A	A	Large projects underway
Income & Tenancy	Percentage of rent collected	96%	95.99%	96.22%	97.82	G	Consistent excellent performance
	Percentage of rent owed	3%	3.58%	2.85%	2.28	G	Consistent excellent performance
Tenancy Support	Time taken to relet empty properties - Gross Relet	28 days	72.96 days	46.86 days	38.08 days	R	Further reductions achieved
	Number of voids at period end	18	9	11	9	G	Well within target

Repairs

We continue to have a large number of repair jobs outstanding and overdue. This has been raised with Mears on numerous occasions. Improvements are made from time to time, but not sustained.

Satisfaction with repairs is not at the level it needs to be. Issues are around completion on time, reliability in terms of attending when expected, and communication. We are doing a lot of work to improve this, but without commitment from Mears to increase resource on the contract we are not going to see any significant change in performance.

Board is aware that our stock condition data is poor and steps are being taken to improve it. Until we have closer to 100% accurate data, we cannot rely on the Decent Homes figure presented in the table above. The five properties currently identified as not meeting the decent homes standard fail because kitchens need replacement. All of these are included in the current programme.

Elsewhere on the agenda we discuss increasing the number of minor repairs carried out by caretakers. This would assist with completion times and tenant satisfaction.

Income Collection

The five year trend in income collection continues to show incremental improvement. The June figure is 97.82%, this represents a 3% increase in five years, which given the challenges of Covid, and the hardship experienced by our community is significant.

BITMO - 4 year history and current year							City
Mth end	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2024-25
Apr	94.06	92.7	95.07	93.44	96.29	99.34	98.97
May	93.11	92.8	95.31	93.48	96.53	97.49	96.18
June	94.04	94.36	96	95.43	95.24		
July	94.76	96.28	95.91	95.54	96.36		
Aug	95.3	96.6	96.07	95.53	96.13		
Sep	95.57	96.85	96.08	95.46	96.64		
Oct	95.77	96.63	95.46	95.71	96.39		
Nov	95.5	96.79	95.6	95.7	96.4		
Dec	95.45	96.06	95.2	95.48	96.11		
Jan	95.41	96.37	95.42	95.75	96.19		
Feb	95.19	96.65	95.84	96.19	96.42		
Mar	95.66	96.51	96.11	95.99	96.22		

Our ranking in the city is high. We are currently in the top three for income collected, and in first position for the level of debt.

Area	66a %	Rank
Kippax	97.83%	1
Richmond Hill & Lincoln Green	97.64%	2
Belle Isle - TMO	97.49%	3
Beeston & Holbeck	97.44%	4
Morley	97.41%	5
Pudsey	97.26%	6
Horsforth	97.14%	7
Burmantofts & Ebor Gardens	97.12%	8
Wetherby	96.92%	9
Weetwood	96.62%	10
Bramley	96.57%	11
Gipton	96.35%	12
Swarcliffe	96.35%	13
Hunslet & Riverside	96.17%	14
Rothwell	96.09%	15
Middleton	95.98%	16
Seacroft North	95.87%	17
Little London	95.52%	18
Armley	95.26%	19
Halton Moor & Osmondthorpe	95.06%	20
Kirkstall	95.03%	21
Wortley	94.38%	22
Meanwood	93.91%	23
Seacroft South	93.65%	24

Area	HMA1	Rank
Belle Isle - TMO	2.34%	1
Kippax	2.85%	2
Beeston & Holbeck	2.90%	3
Middleton	2.94%	4
Wetherby	3.07%	5
Pudsey	3.07%	6
Horsforth	3.12%	7
Richmond Hill & Lincoln Green	3.15%	8
Rothwell	3.17%	9
Weetwood	3.20%	10
Morley	3.21%	11
Gipton	3.35%	12
Little London	3.63%	13
Burmantofts & Ebor Gardens	3.66%	14
Bramley	3.83%	15
Hunslet & Riverside	3.88%	16
Kirkstall	4.16%	17
Armley	4.29%	18
Swarcliffe	4.30%	19
Seacroft North	4.57%	20
Halton Moor & Osmondthorpe	4.90%	21
Wortley	5.33%	22
Meanwood	5.46%	23
Seacroft South	5.92%	24

The approach to income collection is balanced between effective process escalation and high levels of individual support to tenants who are in financial difficulty. The table below shows the number of households who have been supported in the first quarter by our Financial Inclusion Officers, and the income that has been generated.

No of households helped	33
£ generated	£79,343
Average impact	£2,404 per household

Void Relet times

Void relet times are a key indicator because they evidence the efficiency of the way in which we work. The shorter the relet time, the higher the income generated for the city, and the less time households are waiting to move into a home that they need. We have made significant improvements in the way that we work, that have led to improvements in performance. The changes to the team structure last year have shaved a further eight days off the average relet time.

Issues with Mears performance continues to put pressure on this indicator. The target for the number of properties void at period end is based upon the performance incentive that Leeds provides. Other factors which put pressure on this target are the number of one bed flats within our stock. This property type is suitable for single people, and Leeds allocations policy gives priority to single people with complex support needs. This means that a considerable amount of time is spent obtaining information about housing circumstances, support needs and support plans before offers can be made.

Compliance

Building a Stronger, Safer, Greener Community

<i>Indicators of progress</i>	<i>Curr target annual</i>	<i>Q1-4 2022-23</i>	<i>Q1-4 2023-24</i>	<i>Q1 2024-25</i>	<i>New RAG</i>	<i>New Comments</i>
All homes have a current gas safety certificate (Gas safety checks)	100%	98.75%	98.97%	98.47	A	All procedures followed to gain access
All homes have a current electric periodic inspection certificate (Electrical safety checks)	100%	77.56%	89.52%	91.96%	A	Large improvement in last two years
Fire Safety inspections to communal areas (Fire safety checks)	100%	100%	100%	100%	G	All areas checked
Asbestos safety checks where periodic inspections due	100%	TBA	100.00%	100%	G	All re-inspections complete. Overall 1280 completed of 1836. 86 Communal areas identified for Re-inspections and done in Sept.
Water safety checks - new	100%	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%	100%	G	Annual inspections complete.
Satisfaction that the home is well maintained and safe to live in	100%	N/A	75%	69.70%	A	TSM data

The safety and quality consumer standard draws heavily on the compliance arrangements operated by housing providers. As the table above demonstrates, our arrangements in this area are robust. The arrangements for periodic electrical inspections have been strengthened over the last year.

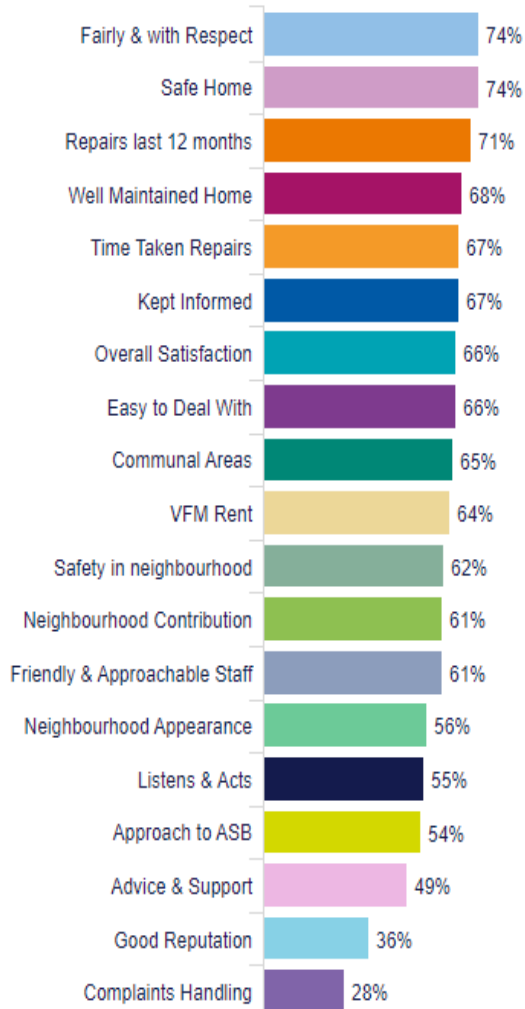
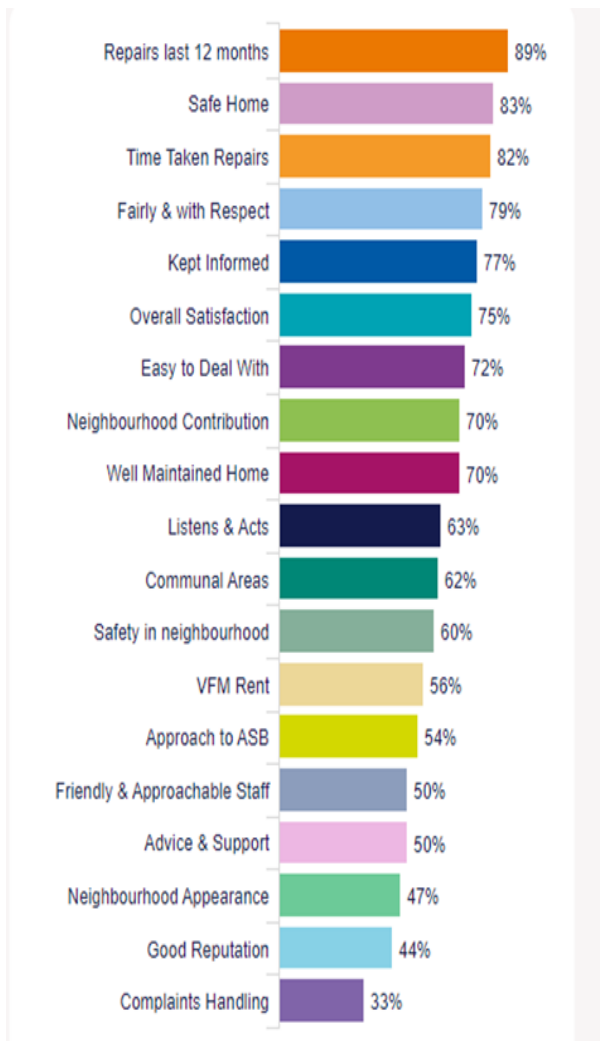
Tenant Satisfaction Measures

The tenant satisfaction measures show areas where we can aim to improve tenant experience of BITMO. The appearance of communal areas is an area of concern. The measure relates to outdoor shared spaces, e.g., the circus, and the MUGA the estate. Work is ongoing to enhance these areas. Neighbourhood appearance also scores low. We are doing a lot of work to improve the physical appearance of the estate, and board have made money available to fund this.

Although the score on complaints handling has improved, it is still low. This may require a re-think in how we tackle complaints. We have been operating on the basis that we provide a consistent service, and everyone is treated the same. Changing the approach would have significant financial implications. Satisfaction with the value for money that rent presents has reduced. This may be a response to recent rent increases.

Of particular concern is the score achieved for reputation. Less than 50% of those asked felt that BITMO had a positive reputation.

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	



The tables above show the TSM results for BITMO and LCC. Our results are more positive, with BITMO scoring a lot higher for “listens and acts”, “overall satisfaction”, and “kept informed”.

Conclusion

The paper has presented the key performance indicators that represent the keys risks to the organisation and have greatest resonance with tenants. The KPIs and TSMs show an organisation that is strong and improving, and providing good quality services that are valued by tenants. Where opportunities to improve services and customer experience are identified, these are addressed via the report on staffing structure in Part B.

Recommendation:

Board is requested to ACCEPT the report.

4. Safeguarding Policy - revision

BITMO



Board of Management Report

Meeting Date: 25th July 2024

Report Title: Safeguarding Policy - revision

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

LCC requested the insertion of a note relating to cross organisational working in the Safeguarding Policy.

Recommendations:

Board are requested to AGREE the revision

Equality Diversity and Inclusion

Vulnerable people are challenged in terms of achieving equitable outcomes in service delivery. We aim to use the policy and our approach to enhance equality for these groups of people.

Community Consultation

There has been no required consultation on the report

Financial implications

There are no significant financial implications arising from the report

Risk implications

There are no key risks relating to the recommendation.

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			

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 additional information is given below:

‘Working with Leeds City Council

BITMO is a managing agent for Leeds City Council (LCC) in providing council homes and estate services for Belle Isle in South Leeds. It therefore has a vital role in providing safeguarding services and supporting individuals in need of help and protection. It works closely with both the Leeds Safeguarding Adult Board and Leeds Safeguarding Childrens Panel, to ensure there are safe arrangements in place. This is achieved by ensuring there is connectivity to their priorities and that city-wide learning and guidance are shared. BITMO works closely with its partners to develop a common understanding of issues and effective safeguarding responses to support citizens in Leeds.’

The above addition to the Policy has been approved by the Leeds CC Safeguarding Team.

Recommendation:

Board is requested to ACCEPT the Policy revision.

5. Finance Committee reports

BITMO



Board of Management Report

Meeting Date: 25th July 2024

Report Title: Finance Committee reports

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The BITMO Finance Committee will meet on Friday 19th July 2024. Recommendations of the Committee will be reported to the Board.

Recommendations:

Board are asked to ACCEPT the reports and AGREE any recommendations.

Equality Diversity and Inclusion

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

Community Consultation

Annual accounts will be conveyed to tenants for comment and feedback. Consultation will be reviewed regarding the capital programme projections.

Financial implications

Board is asked to review projected capital spending to decide on priorities.

Risk implications

The key risks relate to financial viability.

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	✓		

5.1 Draft Financial Statements - update

Initial Draft Reports and Financial Statements for the Year Ended 31st March 2024 are given as per already circulated, but are subject to current audit work and potential adjustments. In particular investigations are underway with regard to the amounts owed to Leeds Building Services.

The Committee is therefore asked to review the paper but to bear in mind that the result for the year may change. In particular the Committee is asked to comment on the Board narrative report and make any suggestions that might improve clarity and conciseness.

Recommendation:
Board is asked to ACCEPT the report.

5.2 Revenue Management Accounts 2023-24

Draft Year End Management Accounts for 2023-24 were presented to the Committee as a summary below with explanatory notes which explain variances from the previous year.

The result for the year may be affected by ongoing work as mentioned above.

Recommendation:
Board is asked to ACCEPT the report.

5.3 Capital accounts 2023-24

Further detail of the capital spend for 2023-24 has been presented to the Finance Committee as requested at the last Board meeting .

In particular the large variance of £161k on Ad-hoc spending was further explained by the following: (i) Decency failures (£30k for West Grange Green in disrepair), (ii) large structural repairs (Nesfield £35k, Aberfield Close £30k) and (iii) other smaller structural jobs

Work on three storey blocks was brought forward in the programme because of savings achieved elsewhere. Works comprised the replacement of 16 entrance doors, surrounds and systems.

At the last Board meeting some further detail was also requested regarding the breakdown of costs in the Thermal Efficiency programme. These have been presented to the Finance Committee. They were 25 properties on Winrose Road which had been identified with heat loss problems during the thermal imaging project in prior years. Works comprised a selection of: roofs (6), pointing (24), canopies (24), windows & doors (16), loft insulation (24), guttering (6), ventilation (5), heating systems (6) and one footpath adjustment. No wall insulation was carried out.

Recommendation:

Board is asked to NOTE and comment on the report.

5.4 Capital Works - Projections

The Finance Committee has been asked to consider the forward programme for capital works for the period 2025 to 2030.

The programme is comprised of internal and external component replacements. It also includes ad hoc fencing work, remedial electrical work, fire remedial work, disabled adaptations, asbestos removals, damp remediation, and ad hoc works that come to light in year as a result of void inspections.

In the last year these works accounted for £818k, and this figure is quite consistent year on year.

The stock condition data that we hold indicates a required annual spend of £1.1m per year. Assuming that historical spend remains constant, and that the stock condition data is sufficiently accurate, we need to spend in the region of £1.95m per year to maintain our stock.

In deriving the above figures, note has been taken of stock condition as it is known at present. It should be noted that around 40% of stock has a condition survey. Other requirements are picked up as repair works are conducted around the estate.

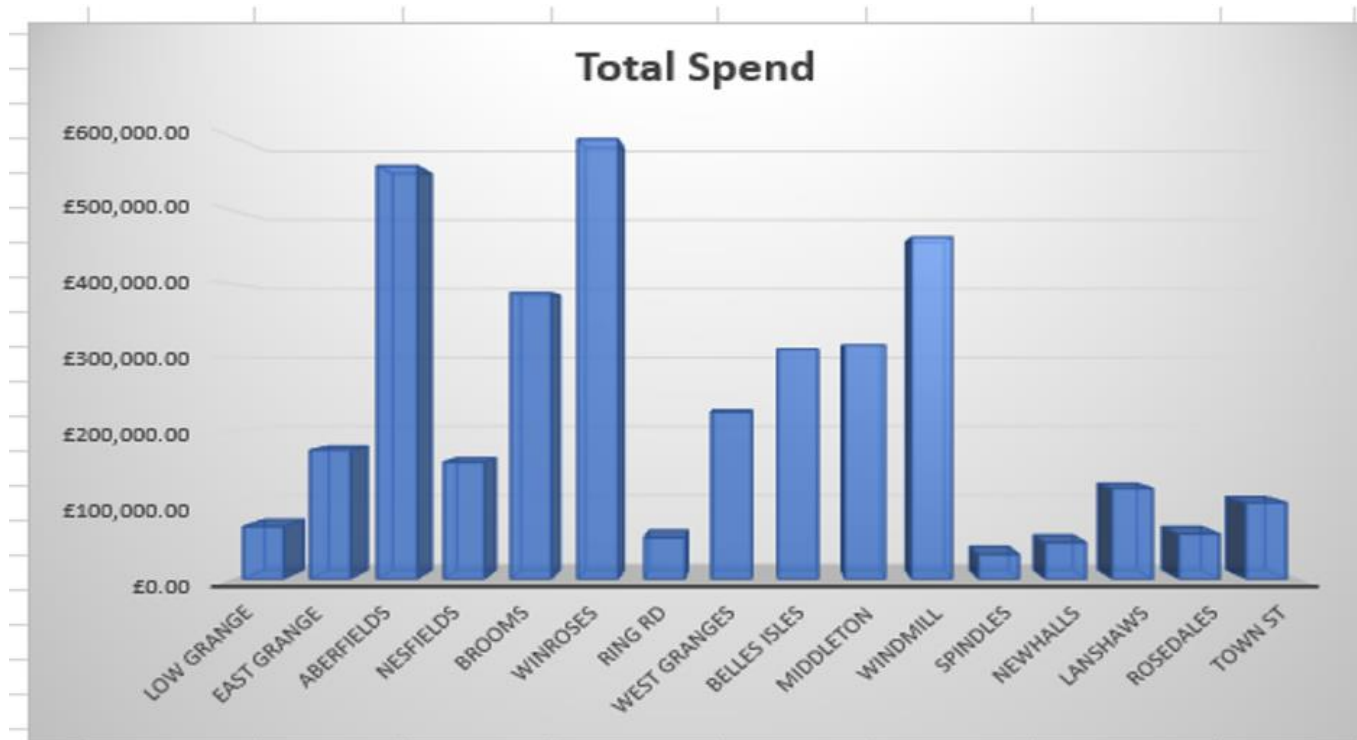
This figure exceeds available funding and therefore the Board needs to prioritise spending ,and establish some rules around component replacement, for example:



Two options were given in terms of suggested spread of capital costs which may be actioned over coming years.

- (i) An assumption a lower spend in early years
- (ii) An allocates of cost spread which is more front loaded to early years.

In formulating the forward plan, note should also be taken of past spend around the estate. The Committee has been presented with figures of spend per geographic area over the last three years. We will carry out further analysis of the stock condition data by geography to present a clearer picture of where on the estate future spend need to be.



5.5 LCC Management Fees 2025-26

It has previously been reported to the Committee and Board that there is likely to be a reduction in fees payable to BITMO under the management agreement. This is because the fees paid to BITMO follow a formula whereby social housing costs of the landlord are mirrored pro-rata in proportion to spend on the stock of the entire stock of the landlord.

Initial indications from LCC are that there may be a resulting reduction in the annual management fee of some £200k overall. This would equate to some 6% of management fee income.

Discussions are ongoing about the calculations and LCC have been asked to produce detailed working of how the figures are derived and how they follow the statutory formula guidance. Further detail will be given in due course, but in the meantime thought is being given as to how such a reduction may be encompassed. Emphasis will of course be on the need to maintain front line services and the ways in which BITMO seeks to exceed expectations in terms of service delivery.

Recommendation:

Board is asked to ACCEPT the above report.

5.6 Staff Salary Pay Dates

Leeds City Council has proposed to change employee pay dates from on or around the 16th of the month, to on or around 26th of the month and these proposals also impacts BITMO employee's terms and conditions. The unions are in negotiations with LCC and consulting with staff (including BITMO employees).

BITMO was formally notified of the proposals and given two options: 1. Remain with LCC's BSC Services. 2. Move to a new payroll provider. It is not considered possible to change payroll provider for various reasons, including cost and associated services such as pension arrangements.

It was therefore decided to remain with LCC's BSC services, and whatever decision is made by LCC regarding the proposals to change the pay date, will also effect BITMO staff.

BITMO is consulting with staff (as the Unions are) and the opinions of BITMO staff will be included in the overall consultation. All the information that has been provided to LCC staff has been relayed to BITMO colleagues and an identical survey to that sent to LCC staff has been circulated to BITMO staff. Staff have been advised to raise any feedback, questions, or concerns to managers directly or Union representatives.

Recommendation:

Board is asked to ACCEPT the above report.

6. Other Scheduled Reports

BITMO



Board of Management Report

Meeting Date: 25th July 2024

Report Title: Other Scheduled Reports

Author(s): Various managers

For Information/ Decision/Discussion

Executive Summary:

Scheduled reports re the annual Health & Safety and Anti-Social Behaviour are due to be reviewed, discussed and accepted.

Recommendations:

Board are requested to discuss and ACCEPT the reports and AUTHORISE the Chair to sign off the Health & Safety checklist.

Equality Diversity and Inclusion

EDI considerations are relevant to both reports.

Community Consultation:

Consultation is relevant to ASB work and reflected in TSM data.

Financial implications

No additional financial requirements identified to date.

Risk implications

There are major potential risk implications for both areas of work (Health & Safety: legislative, financial and reputational; ASB: operational and reputational), but the reports indicate that risks are managed.

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	✓		

6.1 Health & Safety Annual Report

1. Introduction and Summary

This report is the Annual Health and Safety Report to the Board and provides key Health and Safety Information as follows.

- The Health and Safety Policy
- The Enforcing Authorities
- Health and Safety Consultants
- Monitoring
- Accidents/Incidents at Work
- Fire Risk Assessments
- Risk Assessments
- Health and Safety Plan

2. The Health and Safety Policy

The Health and Safety Policy was reviewed by Consultants Moorepay in July 2023. Minor amendments were made to reflect current health and safety law. The annual review is due in August 2024.

3. The Enforcing Authorities

The enforcing authorities comprise:

- Leeds City Council – Environmental Health
- West Yorkshire Fire Service
- The Health and Safety Executive

West Yorkshire Fire Service attended twice; once on 24th July 2023 and once on 30th July, both visits were due to false fire alarm activations over the weekend when the office was closed. Mayfair checked the alarms and identified a fault which was rectified.

We are expecting a visit from Environmental health at some point in the near future to inspect our community (GATE) kitchen. All relevant guidelines are in place and kitchen volunteers all complete their Health, Safety and Hygiene Qualification.

4. Health and Safety Consultants

Moorepay provides 24/7 telephone advice and support for Health and Safety issues, as well as support with policy reviews, audits, and customised health and safety documentation.

The Health and Safety Policy was last revised in July 2023 and an onsite health and safety audit was completed in July 2024.

5. Monitoring Checklists

There are several Monitoring Checklists within the Health and Safety Policy.

5.1 Office Checklist for Line Managers

Managers undertake daily office checks as part of their duty manager responsibilities and the caretaking team check the external areas of Aberfield Gate. Full checks are completed quarterly, all staff remain vigilant to hazard reporting and risks are dealt with immediately. Over the last year, staff have completed regular checks in the office, on the estate and in communal areas, any concerns raised have been resolved.

5.2 Checklist for Chief Executive/HR Manager

The Chief Executive and HR Manager complete the following checklist:

	<i>Item</i>	<i>Yes/No</i>	<i>Evidence</i>
1	Review the Health and Safety Policy Annually	Reviewed July 2023	This report/revised policy.
2	Are insurances adequate?	Yes	Certificates available.
3	Are sufficient funds available for Health and Safety purposes?	Yes	All areas of operation have budget for Personal Protective Equipment (PPE), First Aid, Training and equipment.
4	Have you submitted an annual report on Health and Safety to the Board?	Yes	July 23 and this report for 2023/24.
5	Has each team completed risk assessments of all activities?	Ongoing	Teams undertake Risk Assessment's (RA's) as part of their daily duties & for any specific tasks or events. RA's amended if significant changes made to duties. All new starters complete RA's as part of induction plans. RA's for office based staff reviewed and re-issued in 2023.
6	Have all accidents and incidents been reported?	Yes	Logged & records kept by HR Manager
7	Have all incidents covered by RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) been reported?	No	No incidents required reporting.

8	Have all statutory inspections been carried out at the specified intervals?	Yes	Reports & certificates for Gas, Electric checks, and Fire Inspections available.
9	Is a copy of the Employee Liability Insurance Certificate on display?	Yes	Reception, the Gate & notice boards.
10	Is the Health and Safety Law poster on display?	Yes	Reception, the Gate & notice boards.
Fire			
1	Has a fire risk assessment been completed for the Office/GATE ?	Yes	Completed 30/12/23, due December 2024.
2	Are there any alterations anticipated that may require approval by the Fire Authority?	No	N/A
3	Are there any changes or alterations anticipated that may require modifications to fire alarm/procedures or equipment?	No	N/A
4	Is all firefighting equipment maintained and serviced by a competent person?	Yes – Churches Limited	Managed by Repairs & Maintenance team.

The Chief Executive will ensure that all observations are met through ongoing assurance monitoring

5.1 Checklist for Board Members

Board Members are required to complete the following checklist as part of the Annual Report

	Item	Yes/No
1	Has the Health and Safety Policy Been Reviewed in the last 12 months?	
2	Is the Board satisfied with the Health and Safety Performance of the organisation?	
3	Has an annual report on Health and Safety been provided?	
4	Have the enforcing authorities visited in the last 12 months?	
5	If yes to 4, have all the requirements made by them been complied with?	
6	Is monitoring being carried out as required ?	
7	Have all recommendations made by the organisation's safety consultants and other authorities been complied with?	
8	Are there any changes to the organisations activities that will require amendments to the Health and Safety Policy?	
9	Have all Health and Safety Issues raised by employees been appropriately addressed?	

To assist Board Members in completing this monitoring checklist, the HR Manager can confirm the following:

- The Health & Safety Policy was reviewed and re-issued in July 2023; a review is scheduled for August 2023.
- West Yorkshire Fire Service attended on two occasions due to a false alarm activation, contractor rectified issue with alarm.
- Staff continue to monitor health and safety and regular checks are undertaken.
- Recommendations made by Health and Safety Consultants other authorities are complied with.
- All health and safety issues raised were addressed, concerns can be raised to Managers, by the colleague forum and at the health and safety forum.

Following completion, a hardcopy of the checklist to be signed by the Chair for inclusion in the General Policy File

6. Accidents and Incidents at work

6.1 Accidents reported April 2023 to March 2024

There were **11 accidents** reported in 2023/24 (vs 7 in 202/23).

Quarter	Location & status	Type of accident	Outcome & Actions taken
Q1 (4 accidents)	GATE 2 x visitors	Two minor accidents (bumps) involving children at externally organised play events.	All minor accidents. Assessed by first aiders, no further action.
	1 x volunteer	One volunteer burnt their finger when cooking.	
	Estate 1 x visitor	A support worker accompanying a viewing, was scratched by a dog who jumped up at her in a communal area.	Minor accident. Assessed by first aider. Tenant contacted regarding keeping pets under control in communal areas.
Q2 (3 accidents)	GATE 2 x volunteers	Two minor accidents (small cut and burn) when cooking.	Minor accidents. Assessed by first aiders, no further action required.
	Estate 1 x employee	Bump on the head caused by loft hatch.	Assessed by first aider. Ensure hatches are safe and securely in the open position before entering.
Q3 (1 accident)	GATE 1 x visitor	Visitor tripped on the steps into the GATE.	Assessed by first aider. No hazards, visitor distracted and didn't see the step.
Q4 (3 accidents)	Estate 1 x employee	Ladders fell and hit employee on the head (minor graze to head/eye)	Assessed by first aider and advised to visit St Georges if signs of concussion. Ensure ladders are safely and securely stored when not in use.
	GATE 1 x volunteer	Minor cut to volunteers finger when using the kitchen.	Assessed by first aider, no further action.
	1 x visitor	Small child was hit & knocked over by another child at event.	

Thirteen employees are qualified First Aiders and there are four additional qualified mental health first aiders. As part of the accident investigation process, preventative actions are discussed and identified where necessary.

6.2 Incidents, Hazards & Near Miss Reporting

A report is completed for any occurrence which has: the potential to cause injury, an incident which occurred, and action is needed to resolve and prevent recurrence, or an accident waiting to happen. The incident is dealt with immediately including any actions taken to prevent re-occurrence.

3 incidents were recorded in 2023/24 (vs 10 in 2022/23) a summary is provided below.

Quarter	Location/Site	Type of Hazard	Actions completed
Q2 (3 reports)	Office/GATE (2)	Two occurrences of fire alarm activations during weekends. Attended by WYFS.	Both were false alarms, keyholder information confirmed to WYFS and alarms checked and rectified by Mayfair.
	GATE/Estate	Tenant was overheard on the telephone to a utility company threatening to set fire to his meter.	Tenants support worker was contacted.

All incidents are dealt with immediately and actions identified where necessary. Reports are logged and retained by the HR Manager and available for viewing by the Board. Incidents are reported annually and quarterly to the Board.

6.3 Violent/Aggressive Incident Reporting

There is a process for staff and contractors to report all incidents of aggression, abuse or violence suffered. Actions are identified and taken against perpetrators.

There were **9 incidents reported** in 2023/24 (vs 12 during 2022/23), a summary is provided below:

Location	Type of Incident	Outcome & Actions
Telephone (2 incidents)	Aggressive behaviour from tenants partner towards staff (via telephone and then in the office). Tenant verbally abusive.	Advised tenant that staff will not deal with their partner, nor allow them in the office, letter sent. Warning letter sent.
Estate (4 incidents)	Aggressive and out of control dog in property. Employee had to lock themselves in both property and vehicle for safety. Dog unknown at the property & not on system. Tenant verbally abusive towards employee. Tenants friend verbally abusive towards contractor. Tenants son was aggressive towards employee.	Procedure for X bully breeds followed. Tenant contacted and warning letter sent. Letter sent to tenant. Letter sent to tenant. Letter sent to tenant.
Office/ GATE/ carpark (3 incidents)	Tenant threw a hot cup of tea at employee in the GATE. Tenant (same as above) grabbed employee outside the office 3 days after first incident. Tenant became aggressive and 'squared up' to employee.	Tenant banned from premises, warning letter sent, and police contacted. Reported to police, letter sent, and staff made aware. Letter sent to tenant.

Training is available for staff to deal with violent, aggressive, and confrontational incidents and behaviours. There is a formal process for reporting violent incidents, a clear no-tolerance message, and a consistent approach to dealing with perpetrators. Managers are available to deal with incidents and all staff subject to this kind of behaviour are supported.

Following a trial of lone worker alarm fobs with relevant teams, it was decided to roll out the system to all staff who may be lone working on the estate. This has been implemented and relevant training supplied.

7. Risk Assessments

Teams undertake risk assessments as part of their daily duties and for any irregular specific tasks or events. Risk assessment documentation is revised if significant changes are made to duties, processes, roles, or new risks identified. New starters complete risk assessments as part of their induction plan and they are included in the Ask Me Once documentation. We revised and reissued the general office-based risk assessment for all staff in November 2023.

Regular supervision and health and safety monitoring is in place to highlight any issues on an ongoing basis.

8. Fire Risk Assessments

Responsibility lies within the Repairs, Maintenance & Investment team who monitor Fire Risk Assessments for the following buildings:

- Aberfield Gate Office/GATE.
- Communal Rooms at 26 and 58 Belle Isle Circus Sheltered Housing.
- Communal Room at 3 Winrose Grove Sheltered Housing.
- Communal Room Broom Nook Sheltered Housing.
- Residential Flats.

Firntec were appointed in 2022 to carry out and prepare Fire Risk Assessments and surveys for all properties. Reviews are undertaken on an annual basis.

The annual fire risk assessment for the Aberfield Gate Office and the GATE were completed in December 2023. The Sheltered Housing communal areas were completed in December 2023 and the annual assessments for communal areas in flats were completed during November 2023.

9. Health and Safety Actions

This table brings together the observations and recommendations from ongoing monitoring, reviews, audits, and appraisals. Actions are completed with guidance and recommendations from the external Health and Safety Adviser (Moorepay) and enforcing authorities where appropriate.

Item	Action required	Target Date	Date Completed	
1	Health and Safety Policy & Audit (Moorepay)	Review & re-issue H&S policy annually. Annual Audit.	2023 2023	Completed July 2023. July 2024
2	Fire Risk Assessments	All Fire Risk Assessments to be reviewed annually	October 2023	28/12/23
		<ul style="list-style-type: none"> • Broom Nook Sheltered Housing Communal Room • 26 Belle Isle Circus Sheltered Housing Communal Room 	October 2023	28/12/23

Item	Action required	Target Date	Date Completed	
	<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	December 2023	29/12/23	
	<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	October 2023	29/12/23	
	<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	November 2023	30/12/23	
	<ul style="list-style-type: none"> Residential Flats (Aberfield Drive, Aberfield Rise, Town Street, Winroses) Aberfield Crest) 	October – December 2023	November 2023	
3	Fire Equipment	Ensure checks for all fire safety equipment completed	Weekly	Weekly fire alarm checks, daily system checks.
		<ul style="list-style-type: none"> Weekly Fire Alarm Tests 	Monthly	Completed monthly by contractor (Mayfair)
		<ul style="list-style-type: none"> Monthly Alarm Checks by Competent Person 	2 annually	Completed November 2023 and May 2024
		<ul style="list-style-type: none"> Fire Drills (2 per year) 	Monthly/ Quarterly	Completed by Property Maintenance Services (LCC) & Mayfair.
		Fire Extinguisher inspection/testing via external contractor (Churches) annually.		
		<ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	October 2023	October 2023
		<ul style="list-style-type: none"> 26 Belle Isle Circus 	June 2023	June 2023 & May 2024
		<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	October 2023	October 2023
		<ul style="list-style-type: none"> 58 – 64 Belle Isle Circus 	October 2023	October 2023
		<ul style="list-style-type: none"> Aberfield Gate 	October 2023	November 2023
	<ul style="list-style-type: none"> Means of escape (checks undertaken by Duty Manager) 	Daily	Daily	
4	First Aid Assessment	Maintain sufficient number of trained First Aiders.	Annually / Ongoing	<p>We currently have 13 qualified first aiders</p> <p>6 x annual refreshers were due in 2023/24 and 5 were completed (refreshers recommended but not compulsory).</p> <p>2 x new first aid and 1 x new mental health first</p>

Item	Action required	Target Date	Date Completed	
			aid qualifications were completed in 2023/4.	
5	Statutory Examinations and Workplace Inspections: Electrical hardwiring inspection to be completed by competent person every 5 years	• Broom Nook Sheltered Housing Communal Room	July 2027	Completed July 2022 (LBS), due July 2027.
		• 26 Belle Isle Circus Sheltered Housing Communal Room	Sept 2025.	Completed September 2020, due September 2025.
		• 3 Winrose Grove Sheltered Housing Communal Room	August 2027	Completed August 2022 (LBS), due August 2027.
		• 58 Belle Isle Circus Sheltered Housing Communal Room	Nov 2025	Completed November 2020, due Nov 2025.
		• Aberfield Gate (Including the GATE)	Sept 2024.	September 2019, due Sept 2024 (scheduled with LBS).
		Electrical Portable Appliance Testing to be undertaken by a competent person annually for all 4 Sheltered Housing Communal rooms and Aberfield Gate.	Oct 2023	Completed Sept 2023, due Sept 2024
Gas Safety Service inspection by GasSafe accredited competent person annually.	• Broom Nook Sheltered Housing Communal Room	December 2023	December 2023	
	• 26 Belle Isle Circus Sheltered Housing Communal Room	Sept 2023	September 2023	
	• 3 Winrose Grove Sheltered Housing Communal Room	June 2023	June 2023 & May 2024	
	• 58 Belle Isle Circus Sheltered Housing Communal Room	August 2023	July 2023 & June 2024	
	• Aberfield Gate (Including the GATE)	December 2023	Oct - November 2023	
6	Asbestos Management	Asbestos Management is undertaken as part of the Construction Design and Management (CDM) Regulations with any remedial actions closed out as necessary.	In place & ongoing.	Asbestos property surveys & remedial works are logged & managed by the Repairs Team. All communal blocks are complete and annual checks met. 60% of properties have a full R&D Survey.

Item	Action required	Target Date	Date Completed	
7	Monitoring	Maintain regular monitoring in accordance with the Health and Safety Policy:	Annually	Completed 2023. Ongoing.
		<ul style="list-style-type: none"> Annual Monitoring undertaken by Chief Executive 		
		<ul style="list-style-type: none"> Annual Monitoring undertaken by Board 	Annually	Completed 2023 (previous report), due July 24 (this report).
		<ul style="list-style-type: none"> Regular Monitoring undertaken by managers and all staff 	Regular	Daily checks ongoing by all staff and duty manager. All hazards raised are dealt with. Regular checks ongoing.
	Estate checks by Repairs team.	Ongoing	Regular estate checks are ongoing by all staff & repairs team.	
8	Health & Safety Forum	Regular meetings.	Annually	Completed Feb 2024.

Recommendation:

Board is asked to ACCEPT the report.

6.2 Anti-Social Behaviour Annual Report

Introduction

The purpose of this report is to provide an update on the types and number of Anti-Social Behaviour (ASB) cases managed since April 2023.

We have split the data into two sections BITMO and Leeds Anti-Social Behaviour Team (LASBT).

The number of reported ASB incidents dealt with at BITMO has continued to increase in the last 12 months with many being multifaceted involving several service areas. The types of incidents now being reported are often of a more complex and serious nature and as a result these are escalated to our partners at LASBT.

Apart from a small number of ASB incidents which are immediately forwarded to LASBT the Lettings & Tenancy Support team will triage all incoming complaints. This can involve speaking to the victim and if appropriate the alleged perpetrator, completing vulnerability matrixes and identifying any support needs, making initial investigations, and conducting interviews as well as obtaining any supporting evidence such as nuisance diaries, recordings, or photographic evidence.

Depending on the outcome the case will be either managed in house, referred to Legal Services or escalated to LASBT if it meets the threshold.

Weekly meetings take place with the Lettings & Tenancy Support team to discuss current cases and share best practise.

BITMO 2023/24

Type	Number
New	93
Closed	85

TYPE OF ASB COMPLAINT

New - Type	Yr. 21-22	Yr. 22-23	Yr.23-24
Noise Nuisance	17	45	42
Misuse of Public Space*	16	5	9
Nuisance Vehicles	5	2	1
Verbal Abuse	4	6	3
Animal	2	9	17
Litter	2	2	0
Drug	1	1	7
Rowdy Behaviour	1	6	5
Vandalism/Damage to property	1	1	6
Alcohol	0	1	1
Sexual Acts	0	1	0
Threats/Actual Violence	0	0	2

* Examples – neighbour disputes, fencing/boundary issues, and ball games.

CLOSED - OUTCOMES

OUTCOME	NUMBER
Situation Improved	53
Insufficient Evidence	27
Legal	1
Withdrawn	1
Perp Moved	3

Trends

Noise Nuisance reports continue to remain high; this is a mixture of extreme noise nuisance where we have requested noise monitoring equipment to be installed and lower level, which can still have impact on how individuals function day to day.

Flats tend to have the highest reports of noise nuisance and is exacerbated by poor noise insulation in the buildings, meaning that even normal everyday noise travels.

Noise can be difficult to deal with as if it is classed as normal everyday living noise or is because of a disability then little action can be taken.

Reports of anti-social behaviour because of animals has also continued to climb and is up 47% on the previous year but is still relatively low given the number of pets on the estate.

This is around dogs being kept in properties where they are not allowed or due to noise and dog fouling.

Additionally In January 2024 it became illegal to own an XL Bully type dog unless it was registered with DEFRA as it is now a banned breed in the UK.

We were aware that several dogs meeting the criteria were on the Belle Isle estate and all owners were required to re-register their pet permission. Owners also had to provide proof that the dog/s were registered with DEFRA, that they had third party Insurance cover and by June this year these dogs if not already done needed to be neutered.

Reports of drug use has also increased 85% on last year but again reporting is quite low, in most cases this is a smell of drugs as opposed to dealing or growing. Drug use is a breach of tenancy but is also a criminal matter and complainants are encouraged to report any drug use to the police either through ringing 111 or doing it online. In addition, we also update the Police Intelligence Portal (PIP) with any reports of drug use or criminality as this builds a picture of what is happening on the estate and helps the police to provide better resource in areas that are identified.

Finally, vandalism and damage to property has seen an increase, these are normally quite complex cases and getting to the root cause which could involve criminality or poor mental health can sometimes be difficult.

Quad Bikes

Issues with quad bikes have declined since the introduction of a fence around Belle Isle Circus and other modifications have been made to deter people on bikes from that area.

However, there is still a problem with these across the wider estate, and we encourage tenants to report any sightings including storage of quads and other motorised bikes directly to the police.

There have been seven seizures of bikes and quads including some from a lock-up conducted by the police in the Middleton Park ward area.

Leeds Anti-Social Behaviour Team (LASBT) 2023/24

Type	Number
New	26
Closed	35

TYPE OF ASB COMPLAINT

New - Type	Yr. 21/22	Yr. 22/23	Yr. 23/24
Noise	7	7	5
Verbal Abuse	5	2	2
Misuse of Public Spaces	4	3	0
Threat/Actual Violence	3	7	14
Rowdy Behaviour	2	1	1
Hate Crime	1	6	2
Drugs	0	1	1
Criminality	0	3	1
Animal	0	1	0

CLOSED - OUTCOMES

OUTCOME	NUMBER
Situation Improved	20
Insufficient Evidence	6
Perp in prison	1
No Corroboration	3
Complainant moved	1
No Powers to Act	2
Perp moved	1
Complainant withdrew	1

Monthly meetings take place with LASBT to receive updates on cases and ensure they are moving forward as well as to share any relevant information. This also gives us an opportunity to discuss any potential cases that we are dealing with that might be escalating, to obtain advice and to give them a heads up.

Trends

The number of cases escalated to LASBT remains stable, the main increase is around Threats/Actual Violence which has seen a 50% increase on last year.

Some of our cases with LASBT are awaiting legal sign off and during the last 12 months we have had two partial closures and two injunctions served on tenants.

A number of ASBI warnings have also been served.

Partial Closure – where the Magistrate courts issue a notice stating who can be at a property. The aim of these prevents the occurrence or recurrence of anti-social behaviour. These are initially awarded for a 3-month period but if the issues continue can be extended for a further 3 months.

Injunctions – is a court order designed to encourage action, discourage action or to protect a victim. Breach of an injunction is a serious matter. It is contempt of Court and could result in imprisonment.

ASBI - An ABC is a written agreement between a person who has been involved in antisocial behaviour and one or more local agencies whose role it is to prevent such behaviour. The contract specifies a list of anti-social acts in which the person has been involved and which they agree not to continue.

ACTIONS

The BITMO Tenancy Support Manager continues to attend the six weekly Tasking Meetings with South Leeds Police, Local Cllrs, and other interested parties. The purpose of these is to discuss issues across the wider Middleton Park ward as well as local issues.

The Manager is now also attending the Leeds South Serious Youth Violence Meeting. This takes place every 6 weeks and is attended by Police, Childrens Social Services, Health for All, LASBT, Schools and other support services. The purpose of these meetings is to discuss young individuals who engage in serious crime and to look at what interventions can be put in place to support them and their families. These meetings are currently in the initial stages, and the manager has attended two where the young person has been a child of a BITMO tenant.

Police Intelligence Portal reporting – we are actively ramping up our reporting of any criminal activity reported to us through the portal.

Interim changes to how we manage anti-social behaviour came in to force in April 2024 – [Appendix 2], this has been displayed on the BITMO website. A further review and the findings are due to be released soon.

CONCLUSION

Although reports of ASB have not dramatically increased they have changed in type.

We have many tenants with complex needs and challenging behaviours, and these do need to be taken in to account when considering the right course of action.

We continue to support our tenants through the process whilst managing expectations as most incidents will not lead to an eviction and in some case may not ever be fully resolved.

Recommendation:

Board is asked to ACCEPT the report.

7. Board forward plan

BITMO



Board of Management Report

Meeting Date: 25th July 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 – verbal update Anti-Social Behaviour Complaints - postponed Finance Committee
August		No meeting	N/A

September 5 th		To be set by Board	AGM Complaints Safeguarding 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 (postponed)
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 5th September 2024 at 6.00pm

APPENDIX 1

BELLE ISLE TMO FULL BOARD Minutes of a Meeting Meeting held on Thursday 30th May 2024

Present: Jean Burton
Leon Kirkham
Margaret Brown
Harry Austin
Ashley Knowles
Paul Truswell
John Oddy
Sharafath Ghafiri
Emma Walkley

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Peter Sutton (Community Development Manager)

PART A – Public Agenda Items

Apologies

Apologies were received from:

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.

Presentation – GATE programme

Peter Sutton presented information about the 66 community projects being supported by GATE staff. The work programme is focused on developing attainment and independence through the tutoring, tool library and gardening projects, improving opportunities and facilities for families and young people and supporting social interaction as well as addressing issues of health, digital exclusion and financial hardship. The presentation identified new projects that we will focus on after the ballot.

Board members asked the following questions:-

Q. Can we get some information from the schools the children attend to see if their participation is having an impact on attainment as measured in school?

1. Minutes and Matters Arising

The minutes of the meeting held on 28th March 2024 were approved.

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

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 meeting.

Recommendation for Approval

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

Approved

2 Operational Report

The Chief Executive Officer presented the Operational Report and highlighted the following items for information :-

Fencing policy

Board were reminded of the policy and the advised of the problems this causes in terms of tenant dissatisfaction and complaints. Board were asked to provide ongoing support when we are dealing with this issue.

Community Fund

Board were advised that we are beginning to receive repeat applications for funding under the tenancy sustainability strand of the community fund, and that these are being declined except in very exceptional circumstances.

Community Notice Boards

Approval was sought for the purchase and installation of 3 additional community notice boards on Town St, by Manorfield Hall, and by Woodville Square.

Recommendation for Approval

The Board were asked to Approve:-

1. Purchase and installation of 3 additional notice at sites identified.

Approved

3. Year end performance

The Chief Executive presented a review of performance which is good overall and improving. She noted that the organisation is in a strong position to deliver stronger performance in the coming financial year.

The Chairman expressed thanks to staff for their hard work in achieving this level of performance. A Board member raised a question concerning the number of enforcement actions that have been taken during the year and requested reassurance that the organisation is not being overzealous in collecting debts and placing tenants in additional hardship unnecessarily. The Chief Executive responded that the approach to debt collection is very supportive and compassionate, and the role of the financial inclusion team, our winter warmth programme, and the support that we provide through the community fund all contribute to the ability of tenants to pay their rent.

Recommendation for Approval

The Board were asked to ACCEPT and NOTE.

Accepted and Noted.

4. Governance Health Check

The Chief Executive introduced the report which makes a number of recommendations around how BITMO can strengthen its governance. The recommendations cover preparation for and engagement in board meetings, the skills and development of skills of board members, board membership, and the committee structure. It also makes recommendations around addressing areas of non-compliance in relation to the consumer standards, reviewing the resident engagement strategy, and strengthening board papers to make sure that the influence of tenants is clearly set out in decision making.

The paper also reminds board members that essential training sessions are diarised for 26th June, 28th August, and 30th October.

A short discussion took place. A board member supported the recommendation that a working group of board member and SMT be formed to review the recommendations and develop an action plan to address them

Recommendation for Approval

The Board were asked to NOTE the draft report and AGREE suitable actions arising:-

1. Noted.
2. Establishment of a governance review working group was Agreed.

Approved

5. Compliance with Consumer Standards

The Consumer Standards are a compulsory part of a new regulatory framework for social housing. All providers have to self-assess against the standards and submit the assessment to the regulator.

The Chief Executive presented a report which explains the areas of compliance and non-compliance, together with improvements that need to be made to increase compliance. The report provided information on the tenant satisfaction measures.

A board member reinforced that this is a critical area for the board to have a thorough understanding of, and suggested that a working group be established to scrutinise the detail.

Recommendation for Approval

The Board were asked to NOTE and COMMENT on the report.

Noted –A working group to be set up.

6. Annual Review of Tenant Consultation

The report provided an overview of consultation and tenant engagement that had taken place over the financial year to date and advised board that a revised engagement strategy will be developed, which will be subject to tenant consultation prior to being presented to the board for approval.

Recommendations for Approval

The Board was requested ACCEPT the report

Accepted.

7. Retirement Life Annual Report

The purpose of the report is to provide assurance to the board around the operation of the retirement life service. It provided information on the number of retirement life properties allocated to new tenants in the year, and provided an overview of the policies in place, the risk assessments that are carried out, support files in place, and the frequency with which these are carried out. It provided the results of a satisfaction survey carried out in the year and areas that will be taken forward for service improvement.

There were no questions or comments on the report.

Recommendation for Approval

Board was asked to ACCEPT the report

Accepted.

8. Finance Reports

The Head of Governance and Finance advised that the Finance Committee had not been held as the accounts were not available. This is commonly the situation in March, as year-end reconciliations are being carried out. The accounts presented were provisional, prior to the audit which was due to commence at the time of the meeting.

The revenue and capital accounts were presented and discussed. The Head of Governance and Finance advised board that we anticipate producing a modest surplus at the close of the financial year.

A board member requested additional explanation in future reports where there are significant variations from budget. This will be provided in future reports.

A board member reminded the Chief Executive that they had previously requested a detailed breakdown of the expenditure on thermal efficiency works and information regarding planned future expenditure in this area. This will be provided in the July papers.

Recommendation for Approval

Board members were asked to Accept the report.

Accepted

9. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for the forthcoming year up to the AGM 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

(i) Treasury deposit.

The Head of Governance & Finance reported that the current fixed term Treasury deposit was due for maturity on 14th June. He asked if Board would confirm a new deposit for 4 months at 3.93%. This would be manageable given current cash flows.

Recommendation for Approval

Board members were asked to approve a new 4 month Treasury Deposit from 15th June.

Approved

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

APPENDIX 2

Leeds City Council

Anti-Social Behaviour & Noise Nuisance Interim Service Offer 2024

Safer Leeds

Working in partnership to keep communities safe

Housing Leeds and **Leeds Anti-Social Behaviour Team (LASBT)** have a responsibility alongside our partners, for tackling antisocial behaviour (ASB). We work to legislation including the Crime and Disorder Act 1998, ASB Crime & Policing Act 2014, the Housing Act 1985, and the Environmental Protection Act 1990. We cannot deal with every complaint that is reported to us. The teams are not an active 24-hour response service as we are only available during office hours.

We cannot deal with a complaint and associated risks, where the complainant is anonymous or where the information or evidence provided is inadequate. We need to be able to contact the complainant, and to do this we need a phone number, email address, or home address.

The complainants' details will only be used for the purposes of assessing a complaint and will not be disclosed to any third party unless there are safeguarding concerns. To read more on how we process and manage personal details, please see how we deal with your information at the end of this service offer.

What we can do:

ASB and crime can cause considerable distress to people. It is damaging to individuals, families, and communities.

The Team's focus and priorities are to:

- ❖ Deal with behaviors and circumstances that cause the greatest threat, harm, and risk to individuals and communities.
- ❖ Protect and support the most vulnerable victims of anti-social behaviour.
- ❖ Identify and respond to repeat victims of ASB.

Our main responsibilities are to:

- ❖ Prevent acts of ASB and criminal behaviour
- ❖ Intervene early to reduce the risk of escalation of offending/reoffending and divert people away from causing ASB
- ❖ Reassure the communities that we serve
- ❖ Use available and appropriate sanctions against those who are responsible for ASB within households or the wider community
- ❖ Collaborate with local communities before anti-social behaviour escalates, Legal action is usually a last resort for resolving anti-social behaviour
- ❖ Tackle Domestic Noise Nuisance. We discharge our statutory responsibility for noise nuisance by empowering residents and communities to resolve this issues themselves before reporting to the authority

ASB cannot be prevented and tackled by just one agency. We work in partnership with the Community Safety Partnership and provide a bespoke service to the residents of Leeds and continuously improve our current core service.

After an initial assessment we will decide if the report constitutes ASB and whether we have a power to act. Reports of ASB can be received from residents, businesses, visitors, and referrals from elected members and partners.

Sometimes anti-social or nuisance behaviour can be resolved through mediation where the victim and the other party/parties discuss the issues that affect them. This takes place under the guidance of our Mediation team.

