



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 10th October 2024 at 6.00pm

Refreshments from 5.30pm

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

Notes:

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 10th October 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) Leeds Lifelong Learning
- (ii) Bitesize training – Being a Board Member

Meeting items:

1. Minutes and Matters Arising from the Board meeting held 5th September 2024 (page 5 & Appendix 1, page 27)
2. Election of Board members at the Annual General Meeting held on 26th September 2024 (page 7)
3. Appointment of Co-optees to the Board (page 9)
4. Election of Board Officers and areas of special interest for Board Members (page 11)
5. Task Group reports (page 14)
 - Governance
 - Consumer Standards
6. Board Forward Plan – meeting details (page 18)
7. An overview of the organisation (page 21 & Appendices 2 & 3, pages 37 & 42):
 - BITMOs Mission, Aims and Goals – what are we trying to achieve?
 - Code of Conduct for Board members – a standard for positive behaviour
 - Information learning and development
8. Any other business (page 23)
 - Christmas opening times (page 23)
 - Local Town Council matter (page 24 and Appendix 4, page 49)
 - Audit management letter (separately enclosed)

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

BITMO Board meeting 10th October 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	Leeds Lifelong Learning	Opportunities for partnership working	Raise awareness and reporting ability.	Undertake the training and apply when needed.
	Bitesize training: Being a Board Member	Overview of duties, responsibilities, expectations, induction and training	Enhance good governance	Take part in training
Annual General Meeting 2024	To note the results of the Board elections and of any other discussions	To welcome new members and to review feedback on the work of the organisation from tenants, shareholders, stakeholders and the wider public.	Plan for the future.	Note the matters agreed at the AGM.
Appointment of Co-optees	Co-optees are appointed annually.	To help enable good governance and oversight by the Board.	Review where further expertise may be required for the future.	Appoint up to 6 Co-optees to the Board for the year to the AGM in September 2025.
Election of Board Officers	Election of Chair and Secretary and Treasurer as Vice-Chairs.	Required by the Constitution.	Help ensure good governance.	Elect Chair and Secretary/Treasurer as Vice Chairs from amongst their number.
Task Groups	Consumer Standards	We must comply with the regulatory framework	Implement an improvement plan.	Accept the reports
	Governance	Essential for operation of the organisation	Agree committee structure	
Board Forward Plan	To review the past year and plan the year ahead.	Required for good governance. To ensure business is carried out correctly.	Ensure effective governance.	Agree a 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 5th September 2024 (Appendix 1)**. The table below details updates on items not dealt with elsewhere on the agenda.

Full Board 1st August 2024

Item	Update
Management Fees	Discussions continue with Leeds City Council about proposed fees for 2025-26. The Modular Management Agreement Formula review has been completed but further advice is being sought and a formal proposal has been requested. The formula calculation would reset the 2024-25 fee level in theory, although no actual adjustment will be put in place for that year. It would then be applied for the 2025-26 financial year, subject to inflationary adjustments for repairs and payroll etc.
Belle Isle Green Spaces.	Belle Isle Circus lighting – work commenced 27.8.24 but one lighting pole was vandalised. Community Committee funding has been agreed for recommencement of the work and this is expected to be completed shortly.
Lift Off charity	Charity registered, number 1208725. Bank application made and draft fundraising agreement being drafted. Board previously agreed £10k seed funding and this will be dedicated to (i) forthcoming winter warmth campaign and potential fundraising campaign (subject to trustee approval).
Local tree nursery	Detailed proposal awaited from Fruitworks. Due prior to 10 th October 2024.

TSM low response items	LCC are being consulted as to why the number of respondents is low for certain questions. A report will be made in November.
Safeguarding	Details of any impact of covid lockdown on safeguarding referrals is being investigated. A report will be made in November.

Recommendation:

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

Notes:

2. Annual General Meeting Elections

BITMO



Board of Management Report

Meeting Date: 10th October 2024

Report Title: AGM elections

Author(s): Peter Olver

For Information/~~Decision~~/ Discussion

Executive Summary:

The Report provides an update on elections for tenant Board members at the AGM held on 26th September 2024.

Recommendations:

Board are requested to note and accept the report.

Equality Diversity and Inclusion

BITMO aims to have a diverse and inclusive Board. This will be recorded and monitored.

Community Consultation

The Community will be updates with the election detail and feedback on the process requested.

Financial implications

There are no financial implications arising from the report.

Risk implications

An efficient Board is vital to the performance of the organisation.

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 AGM took place on the evening of Thursday 26th September 2024 at the GATE.

Information

Board members due to stand down and for potential re-election were:

- Jean Burton
- Tracy Morris
- Julie Rhodes

Two new candidates also stood for election as tenant Board members.

They were:

- Trevor Brown
- Shannon Ferry
- Geraldine Roberts

There were therefore 6 candidates for 5 positions.

Conclusion

Five candidates were elected and BITMO therefore has a full complement of tenant board members.

Elected tenants: Jean Burton, Tracey Morris, Julie Rhodes, Trevor Brown, Geraldine Roberts.

Recommendation:

Board is asked to NOTE and ACCEPT the report.

Notes:

3. Appointment of Co-optees to the Board



BITMO
Board of Management Report

Meeting Date: 10th October 2024

Report Title: Board Co-options

Author(s): Peter Olver

For Information/ ~~Decision~~ / Discussion

Executive Summary:

The report calls for the appointment of Board Co-optees for the year to 25th Sept 2024 measures.

Recommendations:

Board is requested to AGREE Board co-options.

Equality Diversity and Inclusion

The Board should represent the people it serves.

Community Consultation

The community will be consulted on governance arrangements.

Financial implications

There are no financial implications arising from the report.

Risk implications

An efficient Board is vital to the performance of the organisation.

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			

BITMO's rules state that the Board can appoint up to 6 co-opted Board Members. These are Board members that are appointed by the Board itself rather than at the Annual General Meeting.

The Chief Executive Officer advises that Leeds City Council has nominated two Ward Councillors to serve on the Board. These nominations were accepted earlier in the year.

The nominations were:-

- Cllr Wayne Dixon
- Cllr Emma Pogson Golden

We are also aware that the following are seeking co-option for a further year to the Board:-

- Margaret Brown
- Ashley Knowles
- Paul Truswell

There are two other potential persons to be considered for co-option.

The first is the unsuccessful candidate in the tenant elections. The BITMO constitution states that priority should be given to members who were nominated but not elected at the previous AGM.

In addition, Mr Joe Hughes-Stainsby is seeking co-option onto the Board. Joe has a strong marketing background that would aid tenant communication and event promotion. Further confidential detail about Joe is separately appended.

There are therefore potentially 5 candidates for the 4 non LCC nominated places.

Recommendations for approval:

Board is recommended to approve;

- Further Co-option of Cllr Wayne Dixon and Cllr Emma Pogson Golden
- Co-option of up to four other candidates.

Notes:

4. Election of Board Officers and areas of special interest for Board Members

BITMO



Board of Management Report

Meeting Date: 10th October 2024

Report Title: Election of Board Officers and areas of special interest for Board Members

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

Effective Board officer posts are vital to the organisation. Areas of special interest can also add significant resource.

Recommendations:

Board is requested to APPOINT Board Officers and AGREE areas of special interest.

Equality Diversity and Inclusion

EDI is a crucial for all Board appointments.

Community Consultation

Community asked to elect Board members.

Financial implications

There are no significant financial implications arising from the report.

Risk implications

An effective Board is vital to the organisation.

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			

At the first meeting of the Board to be held after an Annual General Meeting and following appointment of co-optees, the Board will elect officers to Board posts as follows:

- Chair
- Vice Chair and Treasurer
- Vice Chair and Board Secretary
- Vice Chair and Services Lead

The first three of these positions are a requirement on the Rules of the TMO, the fourth one is optional.

A description and the requirements of the role are attached (**Appendix 2**).

If you are interested in taking up any of these roles could you please register your interest with the Chief Executive Officer or Head of Governance & Finance no later than 12 noon on Wednesday 9th October 2024 so this can be reported on the night of the meeting and ballot arrangements made should this be necessary.

BITMO are also seeking informal interest from other Board members in the following roles/area of activity:

- **Retirement Life Housing** – social events and volunteering
- **Equalities** – championing equality and diversity
- **GATE and Community Events** - Christmas events, Belle Isle Gala and GATE activities
- **Publicity** – involvement in the website, social media and other communications (including Bits ‘n’ Pieces)
- **Repairs and Maintenance** – reviewing performance on repairs and gas contract
- **Estate and Environment** – monthly estate walkabouts
- **Recruitment** – participation in recruitment panels

Current expressions are as follows:

BOARD MEMBER SPECIAL INTERESTS 2023/24	
Kim Asquith	
Harry Austin	Recruitment/Repairs and Maintenance/Estate & Environment/See below
Jean Burton	Recruitment/Retirement Life/Community/Gala/Health & Safety/ See below
Margaret Brown	Retirement Life/Community/Gala/Health & Safety
Cllr Wayne Dixon	Health & Safety
Sharafath Ghafiri	
Rose Hodgkinson	
Leon Kirkham	See below
Ashley Knowles	Retirement Life/See below
Tracey Morris	Community & Gate events
John Oddy	Retirement Life/See below
Emma Pogson Golden	
Julie Rhodes	Estate & Environment
Paul Truswell	Community/Publicity/See below
Emma Walkley	

Task & Finish Groups

(i) Governance

Leon Kirkham, Jean Burton, Harry Austin, Paul Truswell, John Oddy

(ii) Consumer Standards

Leon Kirkham, Jean Burton, Harry Austin, Paul Truswell, Ashley Knowles

Conclusion

See recommendations below.

Recommendations

Board members are asked to APPROVE:

- Board Officers for the coming year (subject to secret ballot should this be required)
- Confirm their interest in the activities/groups above.

Notes

5. Task Group Reports



BITMO

Board of Management Report

Meeting Date: 10th October 2024

Report Title: Governance task and finish group progress report

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

Task and Finish Groups were established by the Board to examine (i) Governance issues highlighted by the recent LCC commissioned review of our governance arrangements and (ii) compliance with new Consumer Standards.

Recommendations:

Board are requested to note 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

There hasn't been any community consultation on the contents of this report.

Financial implications

There are no financial implications arising from the report.

Risk implications

Considerable risks to the organisation if there is non-compliance in both areas of operation

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

Both Groups met on 12th August 2024.

Detail

(i) Governance Group

Board had agreed that the Group would consider three fundamental recommendations from the governance review:

- Payment of Board members
- Board succession planning
- The governance structure

Once issues on these recommendations are agreed, other recommendations will be considered.

a) Payment of Board members

Discussion covered whether payment is appropriate at all and the impact of payment on people who are in receipt of benefits. It was agreed that this option would not be progressed.

b) Board succession planning

Consideration was given to how a larger pool of shareholders could be established and more people encouraged to put themselves forward to become board members. Officers were asked to return to the group with suggestions for consideration.

Issues & options

We have approximately 100 shareholders. We do not publicise who they are. Potential nominees have to contact an existing shareholder to be nominated. This may be a barrier, and may create the impression that the board is elected by a clique. We have considered a campaign to promote shareholding in the past but the issue of needing 10% (or 25) of shareholders to attend the AGM for it to be quorate has been seen as a barrier to this.

We have the option to amend our rules so that all tenants are de facto shareholders, and to amend the rules of quoracy such that 1% or 15/18/21 shareholders need to attend for the AGM to be quorate.

It is considered that this would remove the barriers to shareholding and board membership.

It is important that people who are interested in becoming board members understand what the role requires in terms of skills, and the type of involvement and commitment needed to act as an ambassador for the organisation. This would help them to make an informed and positive choice to become more involved. Amending our rules so that potential board members experience an “onboarding” process that invites them to attend a board or committee meeting and a briefing on the requirements of the role would be a positive way to open up recruitment and support people.

Asking potential candidates to complete a skills and experience profile would provide more information for shareholders to base their vote on.

On the basis of this discussion the following recommendations will be taken to the next meeting of the Group:

- Amend rule 8 to add that all tenants are automatically shareholders
- Amend rule 10 to add two further ways that membership might end:
 1. End of tenancy
 2. No longer being considered a fit and proper person
 3. Notice being served for breach of tenancy conditions
- Amend rule 15 to reduce quoracy requirement to 1% or 15/18/21 shareholders present.

Legal advice will be obtained on whichever of these recommendations the sub group wish to explore further.

A copy of the Constitution is separately enclosed.

c) Governance structure

The governance review observed that the Board should maintain its focus on strategic matters and not become bogged down in operational detail. For this reason it recommended that consideration be given to whether the board should be supported by a committee structure. We already operate a finance subcommittee and consideration is given to whether an operations committee would be a useful addition.

The sub group requested officers to design a governance structure and terms of reference for its components for consideration. This work is underway.

(ii) Consumer Standards

The agenda for the meeting was as follows:

1. Gap analysis overview
2. Focus on Safety and Quality requirements
3. Action plan

The Group discussed the requirement of the standards and the current compliance position within BITMO. The draft action plan, resultant tasks and implementation were also discussed in order to close the gap between the current position and compliance.

Conclusion

Further meetings of the Groups will take place in October and recommendations will be brought to the November Board meeting.

Recommendation:

Board is asked to NOTE and ACCEPT the reports.

Notes

6. Board forward plan

BITMO



Board of Management Report

Meeting Date: 10th October 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 2023-24 year to the AGM.

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

A plan for the next year will be presented at the next Board meeting.

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 10 th	Urgent matters, Correspondence, Estate issues and Tenant feedback	Leeds Lifelong Learning	Board elections
November 29 th		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour
December		No Meeting	N/A
January 30 th 2025		Police matters	Budget preparation Repairs KPI's Finance Committee
March 27 th		Financial Inclusion	Budgets Safeguarding KPI's (to May)
May 29 th		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Retirement Life
July 31 st		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 4 th		To be set by Board	AGM Complaints Safeguarding Repairs GATE programme
September 25 th			

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2024	Being a Board Member Skills training and responsibilities.
Nov 2024	Board members as community leaders
Jan 2025	Repairs & Maintenance Responsible and Planned works
March 2025	Community Development opportunities Partner discussion
May 2025	The GATE: Development and Impact Implementation of the new outreach strategy.
July 2025	Lettings How we let properties
Sept 2025	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.

Recommendation

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

Notes

7. An overview of the organisation

a. BITMOs Current Mission, Aims and Goals – what are we trying to achieve?

BITMO sets out its Mission, Aims and Goals and states how it plans to achieve these and regularly reviews progress.

BITMOs Mission is to ‘Build a Better Future for Belle Isle’.

We believe that we can do this by providing **High Quality Services** to tenants and residents, play our part by helping to build a **Safer and Stronger Community** and underpin our work by being a **Well-run tenant management organisation involved in effective partnerships**. These aims are subject to 5 yearly review.

The current BITMO 5 year strategy was reviewed last year and a further review is scheduled on 26th October 2024. Details are provided as part of the information pack below.

We track our performance in key areas to see how we are progressing. We then report this to the Board. The Board then have an opportunity to review this information and maintain or improve services as required.

b. Code of Conduct for Board members – a standard for positive behaviour

The Belle Isle TMO has a ‘Code of Conduct’ for all Board members (Appendix 2).

This has been in place for over ten years and aims to ensure that Board members are aware of what is expected of their behaviour during their time on the Board and that BITMO continues to uphold the highest possible standards.

This first page of the Code of Conduct highlights the key **do’s and don’ts** of being a Board member.

The rest of the document looks at policies which underpin this code of conduct. This includes:

- BITMO’s Service Promise – how we deliver our services
- BITMO’s Values – what we consider important
- BITMO’s Standards Panel – the remedy available should conduct fall below what is expected

c. Information, learning and development for Board members

BITMO provides opportunities for Board members to develop their understanding of the organisation and their role within it. These can take on different formats;

- **One to one** – All Board members will have the opportunity to meet the Chair on a 1:1 basis
- **Mandatory training** – the Chair will from time to time indicate when training is essential and in these circumstances will require Board members to attend. This may be for individuals, smaller groups or the whole Board depending on the circumstances;
- **Areas of Special interest** – board members are welcome to request training or information in areas of special interest;

- **Shadowing** – Board members are welcome to request ‘shadowing’ opportunities with BITMO Managers to get a better understanding of how the organisation works on a day to day basis (This should be requested through the Chair or CEO);
- **Away days** – from time the organisation will arrange session for the whole Board to attend.

d. Background information

Board members are provided with a file of information that covers the following;

- Map of Belle Isle *
- BITMO Strategy *
- BITMO Organisational Chart *
- Rules of the TMO *
- Code of Conduct **
- Schedule of all organisational policies *

* included in forthcoming Board pack

**included below

Recommendations for Approval:

Board members are requested to ACCEPT the above report will be asked to complete and sign the following paperwork (per Appendix 3 below and separately enclosed for signature and return):

- Code of Conduct
- Register of Interests
- Permission to use images

Notes

8. Any Other Business

8.1 Christmas opening times

Proposed main office opening times

Monday 23rd December	Tuesday 24th December Christmas Eve	Wednesday 25th December Christmas Day	Thursday 26th December Boxing day	Friday 27th December
Business as usual	9am to 1pm	Closed	Closed	Limited hours and staff 10am – 4pm
Monday 30th December	Tuesday 31st December New Years Eve	Wednesday 1 st January New Years Day	Thursday 2nd January	Friday 3 rd January
Limited hours and staff 10am – 4pm	Limited hours and staff 10am – 4pm	Closed	Business as usual	Business as usual

Recommendation

Board members are asked to APPROVE the above opening times.

Notes

8.2 Local council

There is potential for the establishment of a local council for Belle Isle, coupled perhaps with the rest of Middleton Park Ward. Local councillors would like to enquire as to whether the proposal has local support. Further detail is given in Appendix 4. If a council were to be established it would mean that a precept (tax) would be levied on local residents, although the level of that contribution is unknown at present. Information on town and parish precepts in Leeds is given in Appendix 4.

Recommendation

Board members are asked to DISCUSS the above.

Notes

8.3 Audit management letter

Following an annual audit there normally follows a management letter detailing any issues arising from the audit.

The letter for 2023-24 is separately attached and will be presented in detail at the meeting.

Recommendation

Board members are asked to DISCUSS and ACCEPT the above.

Notes

Date of Next Meeting: Thursday 29th November 2024 at 6.00pm

APPENDIX 1

BOARD

MINUTES

5th September 2024

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 5th September 2024**

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

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Curtis Jenner (Head of Repairs, Maintenance and Investment)
Peter Sutton (Community Development Manager)
Karen Hoole (Governance & Admin Support Officer)
Keith Wigglesworth (Compliance and Planned Maintenance Co-ordinator)
Debbie Longley (Customer Services Team Leader)
Jo Wood (Community Development Co-ordinator)

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.

Presentations:-

Long Service Awards to Staff

Staff members Keith Wigglesworth, Debbie Longley and Jo Wood attended the meeting to be presented with their 20 years long service awards.

Board members thanked and congratulated them for their service for the last 20 years.

Safeguarding Training Session

The Chief Executive Officer presented a training session on Safeguarding.

1. Minutes and Matters Arising from the rescheduled meeting held 1st August 2024

The minutes of the meeting held on 1st August 2024 were approved.

Matters Arising from the Board meeting held on 1st August 2024 were as follows:

Item	Update
Leeds Lifelong Learning	A presentation is scheduled for the Board meeting on 10 th October.
Belle Isle Green Spaces	Work commenced on the Belle Isle Circus lighting on 28 th August 2024. Some of the poles have been sawn off already. Police will be patrolling and the Local Councillors informed the Board that they will pay for the lights.
Estate Notice Board	The notice board are now operational.
Repairs Performance	Repairs performance continues to be monitored.
Lift Off Charity	The charity has now been registered. A draft agreement is being prepared for review.
Tree Nursery	A detailed plan is being prepared by Fruitworks Co-Operative to be presented at the October meeting.
Fencing Policy	A copy of the Fencing Policy was provided to Board members.
XL Bully Query	The dogs that BITMO are aware of have all been registered.
Property Carpeting Query	Carpeting of properties is not offered at the present time. It was felt that carpeting may reduce the instances of noise ASB due to uncarpeted floors. The CEO advised that this may be something we may consider but only in very rare circumstances.
Tree Overgrowth	Work is currently being undertaken

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:-

2.1 Property Decency Failures

At the last Board meeting Board members had requested reasons for decency failures and the timescales for rectification. This information was provided at the meeting.

2.2 Caretaker Works

An update was given on the number of jobs undertaken by the Caretaking Team.

Q A Board member asked whether there was a chance that members of the Caretaking Team could be upskilled to undertake more repair jobs.

A. We are currently investigating this.

2.3 Five Year Tenant Ballot

Ballot papers were posted to all tenants and leaseholders on 28th August. The Ballot will close at 5.00pm on 23rd September.

2.4 Annual General Meeting

The Annual General Meeting will be held on Thursday 26th September. An agenda for the meeting was provided. Board members were advised that the following Board members will step down and be nominated for re-election as follows:-

- Jean Burton
- Tracy Morris
- Julie Rhodes

Nominations have been received from new candidates and the deadline for nominations is 6th September 2024.

Recommendation for Approval

The Board were asked to Accept the Report

Accepted

3. Performance Report

The Chief Executive Officer presented the Tenant Measure Satisfaction results for the 2nd quarter July to September 2024.

The Tenant Management Measures help to indicate organisation's strengths and where increased focus for improvement is required. The survey response figures were low but the areas showing Improving results were:-

- Neighbourhood appearance
- Friendly and approachable staff
- Safety in the neighbourhood
- Advice and support
- Complaints
- Value for money rent

Deteriorating results were as follows:

- Overall satisfaction
- Safe home
- Repairs
- Approach to anti-social behaviour

Q. Why are the response figures so low?

A. LCC will be contacted to see if the figures can be drilled down and ask why so low.

Recommendation for Approval

The Board were asked to Accept the Report

Accepted

4. Health and Safety Review

The Chief Executive Officer updated the Board on the current status of the Health and Safety Review.

At the last Board meeting the Board had requested clarification that the Policy had been reviewed within the last 12 months. The Chief Executive officer confirmed that the Policy was reviewed and updated by Moorepay consultancy in June 2024 and an annual review/audit was undertaken in July 2024.

A checklist was provided and completed by the Board as part of the Annual Report.

A Management Audit letter is expected shortly.

Recommendations for Approval

The Board were requested to Accept the Annual Report circulated at the Board meeting held on 1st August 2024 and sign off the checklist provided.

Accepted and signed off

5. Finance Committee Reports

5.1 Draft Reports & Financial Statements 2023-24

Following some structural changes to bring all the performance detail together and to give more organisation detail up front, the Head of Governance and Finance presented the draft Reports and Financial Statements for 2023-2024.

He advised that further work has been continuing into the amounts owed to Leeds Building Services (LBS) and a previously reported surplus of £33k has now been reduced to £12k.

The balance sheet does not include a pension scheme liability as the latest fund appraisal concludes that a modest surplus existed at the year end. A letter of guarantee from LCC would cover any potential scheme liability in the event that BITMO ceased to operate.

The Finance Committee had been asked to review the revised draft Reports and Financial Statements. The auditors have indicated that they will not be able to sign of the accounts until after the ballot result is known.

Recommendation for Approval

The Board were asked to APPROVE IN PRINCIPLE the Draft Reports and Financial Statements for the Year Ended 31.03.2024, subject to a successful tenant ballot being reported at the Annual General Meeting on 26th September 2024. The Finance Committee endorses this recommendation.

Approved in Principle

5.2 Revenue & Capital Accounts 2024-2025

The Revenue Management Accounts for the quarter to 30th June 2024 were presented. The Head of Governance and Finance advised that income and expenditure is within budget with some underspend on repairs and pension costs.

Capital Works

An update was given on the current spend on capital works that equates to 16% of the total budget for 2024-2025.

The Finance Committee had requested that further detail of how the 'Budget year to date' figures are allocated over the months of the year. This will be provided at a future date.

Recommendation for Approval

The Board were asked to Accept the Report (as accepted by the Finance Committee)

Accepted

5.3 Management Fees 2025-2026

The Head of Governance and Finance reminded the Board that there will be a potential reduction in the management fees of £200k. This is subject to further discussions with LCC. Further details and a breakdown of costs as they apply to the Modular Management Agreement have been requested from LCC. Further discussions will be held with LCC and the result of these will be reported back to the Board once these have taken place. We have requested a written proposal for presentation to the Board.

Ultimately if we cannot agree with LCC's decision we may have to seek legal advice.

Recommendation for Approval

The Board were asked to Accept the Report.

Accepted

5.4 Other

This was discussed under Part B – Confidential Items.

Recommendation for Approval

See Part B – Confidential Items

6. Other Scheduled Reports

6.1 Complaints

The Chief Executive Officer presented a summary of complaint received in the first quarter. Complaints were received from 2.5% of the properties managed by BITMO and were dealt with within the timescales.

Recommendations for Approval

The Board were asked to Accept the Report

Accepted

6.2 Safeguarding

An update on the types and numbers of Safeguarding issues. Domestic violence is the main area of concern. Staff have undertaken mandatory safeguarding training.

Q. *Do we have the figures for when the organisation was shut down period the Covid.*

A. We will collate this and submit at a future meeting.

Q. *What joint working are we doing with LCC?*

A. We refer to other agencies

Recommendation for Approval

The Board were asked to Accept the Report

Accepted

6.3 Community Development

An update was provided on the September activity programme and the recent community consultation about the use of the green space behind the Broom place shops. There was strong support for occasional community events on the green as long as the area is cleaned after the events and is notified in advance.

Q. *A Board member requested that the ground on the site as this was very uneven and dangerous for disabled and elderly people to navigate.*

A. This will be looked at.

Recommendation for Approval

The Board were asked to Accept the Report

Accepted

7. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for the remainder of the 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

8. Any Other Business

8.1 Profile of the Board

The Chief Executive Officer advised the Board needs to raise their profile especially in the run up to the Ballot and asked if they could attend as many events as possible it would be appreciated. She thanked those Board members who already attend events.

A request was made for Board members to raise their profile on social media by sharing notifications and to show approval for the organisation. Special consideration should be taken not to engage in negative comments and arguments.

8.2 Board Away Day

The Board were reminded that the Board Away Day will take place on Saturday 26th October at the Queens Hotel in Leeds.

Q. Why is being held at the Queens Hotel.

A. The Board enjoyed the event last year at the same venue and requested it be held there again. We will review this for next year after the Board Away Day.

Q. Will transport be supplied?

A. Yes this can be arranged.

8.3 Town and Parish Council

Cllr Dixon provided information about creating a Town and Parish Council and asked if BITMO would support this. He advised it would cost tenants £1.00 per month which would then be spent on the local area.

This will be added to the next Board meeting agenda for discussion.

Date of Next Meeting: Thursday 10th October 2024 at 6.00pm

APPENDIX 2

BITMO

Board Officer Roles

1. Chair
2. Sub Committee Chair, Vice Chair and Service Leads
3. Secretary
4. Treasurer

1. Board Officer Role	Chair
Brief Description of role	<p>The Chair is a member and Leader of the Board of management</p> <p>The Chair is elected annually by the full Board at the first Board meeting following the Annual General Meeting (AGM)</p> <p>The Chair helps the organisation establish and achieve its business plan targets, objectives and aims</p> <p>The Chair leads or 'Chairs' TMO Annual General & Board meetings</p> <p>The Chair, in consultation with the Chief Executive, ensures that the Board and sub committees receive appropriate professional advice and support as needed, either from staff or other resources to make decisions</p> <p>The Chair ensures that General Meetings and Board meetings successfully enable TMO and Board members to put across their point of view</p> <p>The Chair ensures that any sub-committee structure carries out its functions</p> <p>On behalf of the Board the Chair delegates Board responsibilities on a day to day basis to the Chief Executive Officer using the Scheme of Delegation Policy</p> <p>The Chair works closely with the Chief Executive and acts as the Chief Executive's Line manager</p> <p>The Chair represents the TMO at any appropriate meetings or events</p>
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage Board discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>Representing the organisation in discussions and/or meetings with partners</p> <p>Good understanding of setting targets, aims and objectives and ensure that these are reached</p> <p>Good understanding of how a TMO works on a day to day basis and how Council and Social Housing works in terms of finance, lettings, repairs, complaints and staffing</p> <p>Good understanding of the relationship between the TMO and its partners including the Council</p> <p>Good understanding of the legal responsibilities of Board members</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

2. Board Officer Role	Chair of a Sub Committee, Vice Chair and Service Leads
Brief Description of role	The Vice Chair supports the work on the Chair including deputising for the Chair when required
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage Board or subcommittee discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>Representing the organisation in discussions and/or meetings with partners</p> <p>An understanding of setting targets, aims and objectives and ensure that these are reached</p> <p>An understanding of how a TMO works on a day to day basis and how Council and Social Housing works in terms of finance, lettings, repairs, complaints and staffing.</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>An understanding of the legal responsibilities of Board members</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

3. Board Officer Role	Treasurer
Brief Description of role	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>The Treasurer, in consultation with the Board, The Chief Executive and Head of Governance and Finance takes a lead on Financial management and direction within the TMO</p> <p>The Treasurer acts as Chair of the Governance and Finance Sub Committee</p> <p>The Treasurer is elected annually by the full Board at the first Board meeting following the Annual General Meeting (AGM)</p> <p>The Chair helps the organisation establish and achieve its financial plan targets, objectives and aims within the business plan</p> <p>The Treasurer manages the TMO's finances in accordance with Financial Standing Orders with the support of the Chief Executive and Head of Governance and Finance. This includes management of;</p> <ul style="list-style-type: none"> - Annual Budget preparation process - TMO's income (e.g. Management fees and contract payments) - TMO's expenditure (e.g. paying invoices, ensuring staff salary payments, office costs and committee expenses are made, keeping books of account (including cash book & petty cash)) - Payments up to a delegated level set out in Financial Regulations - Relationship with the TMO's bank - Relationship with the TMO's auditors and ensure that auditor recommendations are brought to the attention of the Committee
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage subcommittee discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>A good understanding of the financial responsibilities of the TMO</p> <p>An understanding of how the finances of the TMO work on a day to day basis and how this relates to the core activities of the TMO</p> <p>An understanding of setting budgets and financial targets, aims and objectives and how these are monitored in order that they are reached</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

4.Board Officer Role	Secretary
Brief Description of role	<p>To ensure that notices and agendas of the Annual General Meeting, General Meetings and meetings of the Board are distributed in accordance with the TMO constitution (rules)</p> <p>To ensure that General and Committee meetings are minuted and that minutes are distributed to those entitled to receive them</p> <p>To ensure that BITMO maintains a Register of Members</p> <p>To ensure that audited annual accounts are presented to the TMO's Annual General Meeting</p> <p>To ensure that the TMO complies with its legal requirements</p> <p>To ensure that the TMO's insurances are kept up to date</p>
Experience required	<p>Organisational skills</p> <p>Understanding of the rules of the TMO and processes relating to meetings</p> <p>Understanding of TMO legal and statutory responsibility</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

APPENDIX 3

BELLE ISLE TMO BOARD MEMBER CODE OF CONDUCT



Belle Isle TMO - Board Code of Conduct

The Belle Isle TMO has a 'Code of Conduct' for all Board members.

This aims to ensure that Board members are aware of what is expected of their behaviour during their time as a on the Board and that BITMO continues to uphold the highest possible standards.

This first page of the Code of Conduct highlights the key **do's and don'ts** of being a Board member.

The rest of the document looks at

- BITMO's Service Promise
- BITMO's Values

Please do;

- Behave with **dignity** and treat other Board members, tenants, staff and our partner organisations with **respect** when representing the TMO, in meetings and at all other times;
- Act in the **interests of Belle Isle TMO** and its tenants and not for your own gain or for another political or other interest;
- Observe and uphold the **values, rules, policies and practices** of the TMO;
- Promote **equality** and opportunities for everyone by not discriminating against anyone because of the race, gender, gender reassignment, pregnancy or maternity, marriage or civil partnership, sexual orientation, disability, age, religion or belief
- **Participate fully** in the work of the Board – by attending and contributing to meetings and events;
- **Commit to learning** more about the work of the organisation and the Board – by attending information and training sessions provided.

Please do not;

- **Forget** your responsibilities as a Board member (See above)
- Disclose **confidential information** without the consent of a person authorised to give it, or unless you are required by law to do so.
- Behave in a way that could reasonably be viewed as bringing your position as a Board member or Belle Isle Tenant Management Organisation **into disrepute**, for example by making critical comments about the conduct of Belle Isle Tenant Management Organisation business outside of internal meetings, or by providing misleading information about Belle Isle Tenant Management Organisation.

BITMO's Service Promise



BELLE ISLE TMO

OUR SERVICE PROMISE TO YOU AND OUR EXPECTATIONS.

Our promise to you, as a visitor or user of BITMO services, is to:

- always be as helpful as we can be;
- offer you relevant, useful and accurate information;
- make sure we have a range of services and activities that meet your needs;
 - listen to you and wherever possible, act on your feedback;
 - support you to achieve your goals; and
 - smile!

Whilst using Belle Isle TMO services, we ask that you please:

- be kind;
- be respectful;
- use language and behave in a way that doesn't offend others;
- allow others to learn; have their say and appreciate their privacy;
- let us know what you think about our services and activities; and
 - enjoy your visit and let others to do the same!

You will never hear our staff being rude, aggressive or inappropriate, so we would ask that you are not either.

The Board of Belle Isle TMO.

BITMO Values

As an employer and service provider the BITMO Board has adopted core values that underpin the way it approaches achieving its vision. These values are;

- i. Highest standards of governance, accountability, leadership and probity.**
In every aspect of our work we run our Tenant Management Organisation in an ethical way, and that means we are accountable, open, inclusive and effective.
- ii. Competence**
We aim to do things to the best of our ability, and in doing that, we will provide our staff with quality training and development opportunities, whilst recognising and valuing the skills, knowledge and experience our staff have.
- iii. Team Work**
We will work together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
- iv. Quality**
We will provide the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
- v. Respect, integrity, fairness and trust**
At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
- vi. Communication**
We will ensure that all communication is clear, accurate and appropriate. We will actively listen to and value each other's points of view and provide an environment where people are happy to share ideas and information in a variety of ways i.e. team meetings, newsletters etc.

Belle Isle TMO Standards Panel

The Standards Panel is charged with upholding the Code of Conduct.

Membership of the Panel

The Standards Panel will ordinarily comprise – the Chair, The Chair of Governance and Finance Committee and an Independent Board Member. The Panel will be supported by the Chief Executive Officer.

The role of the Standards Panel

If a Board member, member of staff or member of the public believes that a Board Member has failed to comply with the Code of Conduct, or with the associated policies and procedures of Belle Isle TMO the details of the breach must be put in writing to the Chair of the Board and/or Chief Executive as soon as possible.

Informal Resolution

Where an issue has been raised informally (i.e. not in writing) or where the breach is deemed to be of a nature that can be dealt with informally, in these instances the Chair, in consultation with the Chief Executive, will seek to discuss the matter informally and reach a resolution that is accepted by both parties and actioned. A note of this will be retained.

Formal Resolution

Where a matter is raised formally (in writing) or is deemed to be of a serious nature the matter will be dealt with formally;

Your commitment to the Code of Conduct

I am signing this document because I am committed to upholding this Code of Conduct, Service Promise and Values of Belle Isle Tenant management Organisation, I understand that the Board of Belle Isle TMO may take action through its Standards Panel should I not abide by this code of conduct.

Signed _____

Print Name _____

Date _____



BELLE ISLE TENANT MANAGEMENT ORGANISATION

DISCLOSURE OF INTERESTS FORM

NAME: _____ **DATE:** _____

Please note:

An individual is prohibited from being both a Board Member of Belle Isle Tenant Management Organisation and in a management position of a commercial organisation providing services to the organisation (or having a close family member in such a position). Any other activity of an individual or a close family member which could potentially lead to a conflict of interest in carrying out BITMO Board duties should also be disclosed.

Positions of Public Responsibility

Membership of any other Voluntary, Community or Statutory body

Any business interests which could conflict with your position as a Board Member

Any other interest/position/relationship or close friendship which could potentially conflict with your duties as a member of Belle Isle Tenant Management Organisation

Signature: _____

Date: _____



CONSENT FOR FOR THE USE OF PHOTOGRAPHIC IMAGES FOR PUBLICITY PURPOSES

We may occasionally take photographs of BITMO Board Members for publicity purposes.

These images may be used on our website, Facebook, newsletters and other promotional activities.

We need your permission before we can photograph you and we therefore request that you answer questions below, then sign and date the form.

	YES	NO
Are you happy for BITMO to use your photograph in publicity material?		
May we use your image on the BITMO website?		
May we use your image for other promotional activities?		

NAME.....
(IN BLOCK CAPITALS PLEASE)

SIGNED.....

DATE.....

APPENDIX 4
Town Council proposal



Belle Isle & Middleton Town Council June 2024

Belle Isle & Middleton Town Council WANTS LOCAL COUNCIL FOR Middleton Park Ward.

Belle Isle & Middleton Town Council is currently seeking support from local residents for a new local council for Belle Isle & Middleton to provide improved services, local representation and better support for local voluntary and community organisations.

To form a town council is about the local people controlling our future and the future of the area we live in, rather than relying on others.

So, just what is a local town council?

Local councils are the tier of government closest to the people and usually work in partnership with district or county councils. Across England there are already over 9,000 local councils representing around 15 million people in areas as diverse as urban city communities, market towns and rural villages. Their aim is simple – to improve community well-being, provide better services at a local level and provide local people with a stronger voice. A local council could give the local community a greater influence over the issues that affect us all. Local councils across the country are already doing a great deal towards improving community wellbeing and providing better services at a local level.

Local councils might provide, maintain, or contribute to the following services: community centres, leisure facilities, local youth projects, crime reduction measures, street lighting, street cleaning, community transport schemes, environmental issues, and allotments to name just a few. Belle Isle & Middleton Town Council is petitioning the Leeds City Council to create a new local council for Middleton Park Ward. Cllr Wayne Dixon, Cllr Emma Pogson-Golden and Cllr Rob Chesterfield, are backing this proposal and tell us, “If we can secure enough signatures Leeds City Council will be required to undertake a community governance review and they will have to consult local residents on the proposal.

A community governance review must be completed within 12 months and unless very good reasons exist Middleton Ward will have their own local council formed.” A new local council would provide the community with a focus for tackling the issues that affect us, provide us with a louder voice and enable us to more easily tackle the issues that we face.

1. Belle Isle & Middleton Town Council are an independent group made up of local residents who are campaigning for a new local council in Middleton Park Ward.
2. Advice and guidance about local councils can be found at www.nalc.gov.uk on the National Association of Local Councils website
3. For more information contact

Cllr Wayne Dixon wayne.dixon@leeds.gov.uk

Cllr Emma Pogson-Golden emma.pogson-golden@leeds.gov.uk 07794577586

Cllr Rob Chesterfield

And they will be happy to assist where they can.

Information on Town and Parish Council Precepts in Leeds

Parish	Parish precept 2023/24	Parish precept 2024/25	Parish band D council tax 2024/25
Aberford and District	£23,000	£23,000	£29.50
Allerton Bywater	£70,000	£79,500	£54.21
Alwoodley	£51,009	£51,000	£14.00
Arthington	£2,750	£3,000	£10.15
Bardsey cum Rigton	£40,050	£42,440	£37.08
Barwick in Elmet and Scholes	£43,388	£46,859	£23.41
Boston Spa	£60,413	£74,150	£37.26
Bramham cum Oglethorpe	£29,561	£31,039	£41.84
Bramhope and Carlton	£64,850	£66,700	£30.49
Clifford	£38,700	£40,635	£47.83
Collingham with Linton	£50,000	£50,000	£28.48
Drighlington	£52,998	£75,000	£36.11
East Keswick	£20,647	£21,679	£36.72
Gildersome	£24,950	£25,449	£13.62
Great and Little Preston	£28,050	£29,500	£48.12
Harewood	£20,004	£20,504	£11.06
Horsforth	£126,035	£144,900	£19.33
Kippax	£114,948	£136,751	£44.16
Ledsham	£6,229	£6,589	£65.37
Micklefield	£78,170	£88,868	£86.23

Parish	Parish precept 2023/24	Parish precept 2024/25	Parish band D council tax 2024/25
Morley	£198,000	£220,000	£19.23
Otley	£462,585	£487,000	£95.61
Pool in Wharfedale	£53,000	£58,000	£59.85
Rawdon	£42,430	£42,600	£15.29
Scarcroft	£27,687	£29,039	£31.45
Shadwell	£40,170	£47,000	£48.50
Swillington	£31,110	£34,135	£35.95
Thornor	£29,290	£30,720	£41.23
Thorp Arch	£12,100	£20,000	£39.37
Walton	£7,100	£7,368	£62.55
Wetherby	£540,000	£540,000	£107.00