



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 5th September 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 5th Sept 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) Long Service Awards to staff
- (ii) Safeguarding training session

Meeting items:

1. Minutes and Matters Arising from the rescheduled Board meeting held 1st August 2024 (page 5 & Appendices 1 & 2, pages 35 & 47)
2. Operational Report (page 6)
3. Performance Report (page 12)
4. Health & Safety Review (page 16)
5. Finance Committee reports and recommendations (page 19)
 - Draft Reports & Financial Statements 2023-24 (page 20 and already circulated)
 - Revenue & Capital Accounts 2024-25 (page 21)
 - Management Fees (page 23)
 - Other – see part B
6. Other scheduled reports (page 24)
 - Complaints (page 26)
 - Safeguarding (page 27)
 - Community Development (page 29 and Appendix 3, page 51)
7. Board Forward Plan – meeting details (page 30)
8. Any other business (page 33)

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

BITMO Board meeting 5th September 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	Safeguarding training	Safeguarding is a vital issue which everyone should be aware of and able to report in the correct manner.	Raise awareness and reporting ability.	Undertake the training and apply when needed.
Operational report	Operational update - action log - decency failures - caretaker works - tenant ballot - AGM	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	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.
Health & Safety Review	Annual review of compliance	H&S is essential and of paramount importance in all activities.	Ensure compliance to all requirements	Sign off the report.
Finance Committee	1. Draft financial statements 2. Revenue and Capital accounts. 3. Management fees 4. Other items covered in Part B	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. Ensure compliance with requirements. 2. Plan for future capital spend.	Accept recommendations from the Finance Committee.
Other Scheduled Reports	1. Complaints 2. Safeguarding 3. Comm Dev	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 review the past year and plan the year ahead.	Required for good governance. To ensure business is carried out correctly	Ensure effective governance.	Note the report.

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 1st August 2024 (Appendix 1)**. The table below details updates on items not dealt with elsewhere on the agenda.

Full Board 1st August 2024

Item	Update
Leeds Lifelong Learning	A presentation will be made to the Board meeting on 10 th October.
Belle Isle Green Spaces	Belle Isle Circus lighting – work commencing 27.8.24.
Estate notice board	The three additional notice boards operational.
Repairs performance	Repairs performance still varies and is being continually monitored.
Lift Off charity	Charity registered, number 1208725. Trustee meeting on 26 th July 2024. Discussions held with potential fundraiser. Draft agreement being prepared for review.
Tree nursery	Fruitworks Cooperative preparing detailed plan for presentation in October.
Fencing Policy	A copy was requested and it attached per Appendix 2.
XL Bully query	Those dogs that we were aware of have all been registered
Property carpeting query	A further report will be given at the meeting.
Tree overgrowth	Further details will be relayed at the meeting.

Recommendation:

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

2. Operational report

BITMO



Board of Management Report

Meeting Date: 5th September 2024

Report Title: Operational Report

Author(s): Peter Olver

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.

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 continues.

Financial implications

There are no financial implications arising from the report.

Risk implications

Ballot result is crucial to the ongoing operation 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 paper presents a round-up of issues that are being addressed operationally that are not covered in other parts of the agenda.

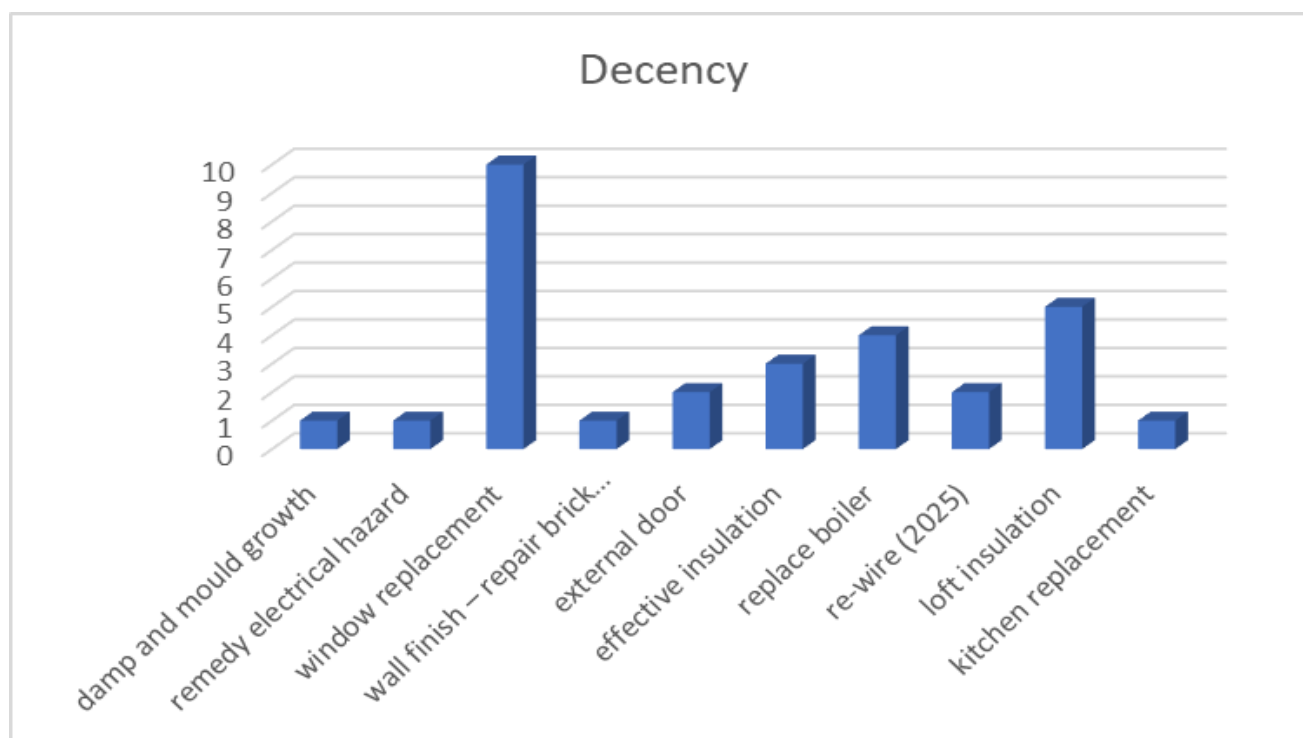
Board Action Log.			
Meeting Date	Action Agreed	Progress	Lead
30.5.24	Invite Leeds Lifelong learning to July Board meeting	Invited by email – asked for a call to discuss. Attendance agreed.	PS
	Tutoring scheme – measurement of progress, positive stories from parents		PS
	Governance audit – group to oversee implementation (Leon, Harry, Jean, Paul, Ashley)	First meeting held 12 th Aug.	PO
	Consumer Standards – review committee (Leon, Jean, Harry, Paul, John)	First meeting held 12 th Aug.	DK
	Capital – detail of thermal efficiency works to Board	Provided in Fin Comm papers.	PO
	Capital detail esp Ad Hoc works to Board.	Submitted to Finance Committee.	PO
	Contact Penny re office mosaics	Mosaics now in place.	PO
	Treasury deposit – renew for 4 months from 14.6.24	Done	PO
	Lift Off	Done and registered 19.6.24. Trustee meeting held 26 July.	PO
	Volunteer long service rewards research	Presented to board.	PO
	3 Notice Boards approved.	Operational.	PS
	GATE dishwasher – chase order.	Assessment completed by supplier on 18.7.24. Costs awaited.	CJ
1.8.24	Leeds Lifelong Learning – for a future date.	Invited to 5 th Sept or 10 th October. Accepted 10 th October.	PO
	Keith and Jo to be invited to future meeting for Long Service thank you.	Invited to 5 th Sept.	DK
	Tree nursery proposal – Winroses	Fruitworks to prepare detailed proposal for 10 th October 2024. In principle agreement to survey for a water connection, subject to approval of detailed plan.	PO
	Property decency failures.	Identification of reasons for failure and timescales for rectification.	CJ
	Tenants Satisfaction Measures	Collation of numbers of responses to each category to measure degree of reliability and statistical margin for error.	PO
	Capital prioritisation examples to be redacted on web version of papers.	Done	PO
	Staff pay date changes.	Options paper to be presented to Board.	DK/PO
	Health & Safety Policy.	Revised policy to be circulated.	PO

Property Decency Failures

Board previously requested further detail on the reasons for decency failures and the timescales for rectification.

Current failures have the following works required on 21 properties:

NDYear	Surveyed	T2_Criterion	T2_Component	Non Decent Year	Keystone info	Cost 1	Cost 2	£
2024	Yes	HHSRS	Damp and Mould Growth	2024	Damp and Mould growth	£1		£1
2024	Yes	HHSRS	Electrical Hazards	2024	Remedy electrical hazard	£1		£1
1994	No	State of Repair	Windows	1994	Replace windows	£2,269		£2,269
1994	No	State of Repair	Windows	1994	Replace gas combi boiler & Replace windows	£1,210	£2,269	£3,479
1994	No	State of Repair	Windows	1994	Replace windows - Re wire in 2025	£2,269	£2,720	£4,989
2023	No	State of Repair	Windows	2023	Replace windows	£2,269		£2,269
2023	No	State of Repair	Windows	2023	Replace windows	£2,269		£2,269
2023	No	State of Repair	Windows	2023	Loft insulation & Replace windows	£450	£2,269	£2,719
2024	Yes	State of Repair	Wall finish	2024	Repair Brick Surface	£5,000		£5,000
2024	Yes	State of Repair	External doors	2024	Replace front & back door	£1,100		£1,100
2024	Yes	State of Repair	Windows	2024	Replace windows	£2,269		£2,269
2024	Yes	State of Repair	Windows	2024	Replace windows	£2,269		£2,269
1994	No	State of Repair	Windows	1994	Replace windows - Re wire in 2025	£2,269	£2,720	£4,989
2024	Yes	Thermal Comfort	Effective insulation	2024	Loft insulation	£450		£450
2024	Yes	Thermal Comfort	Effective insulation	2024	Loft insulation	£450		£450
2023	No	Thermal Comfort	Effective insulation	2024	Loft insulation	£450		£450
2025	No	HHSRS	Electrical Hazards	2025	Replace Kitchen & Rewire	£5,050	£2,720	£7,770
2023	No	State of Repair	Boiler Replacement	2023	Replace gas combi boiler, Kitchen Replacement	£8,000		£8,000
2028	No	State of Repair	Boiler Replacement	2028	Replace gas combi boiler	£1,210		£1,210
2025	No	State of Repair	Windows	2025	Loft insulation & Replace windows	£450	£2,269	£2,719
2028	No	State of Repair	Boiler Replacement	2028	Replace gas combi boiler & Replace Kitchen	£1,210	£5,050	£6,260
					Total Cost	£60,932		



Some properties require more than one item of work.

Total cost of these works is £61k. Previously reported decency failures related mostly to kitchens and these have now been replaced.

All of the above are currently being scoped for completion and timescales will follow very shortly.

Caretaker works

The Caretaking team is an important element in tenants experience of BITMO. The following gives some insight into the jobs completed on a regular basis.

Five Year Tenant Ballot

Ballot papers have been posted to all tenants and leaseholders on 28th August. The ballot closes at 5pm on Monday 23rd September.

Votes can be cast by post, phone, online or at ballot boxes. Ballot boxes will be situated at the Housing Counter, the GATE, at Belle Isle Circus and Broom Nook. Reminders will be sent to those who have not responded in the middle of September.

A communications timetable has been constructed as follows:

Week starting	Text	Email	Poster	Social media	Other
12 August			16/8/24	16/8/24	
19 August			23/8/24	23/8/24	
26 August	28/8/24 Your BITMO ballot has been posted today	27/8/24 BITMO BALLOT SPECIAL. Promote 29 August event.	30/8/24 Ballot papers arriving any day	Twice weekly Promote 29 August event BITMO ballot papers arriving.	Banners go up Wednesday 28 th Ballot launch event 29 August
2 September	3/9/24 Please complete your BITMO ballot	6/9/23 BITMO NEWS FOR BELLE ISLE TENANTS	6/9/24	Twice weekly Please complete your BITMO ballot	
9 September	10/9/24 reminder to vote (apologies if you have already voted)	13/9/24 BITMO BALLOT FINAL REMINDER	13/9/24	Twice weekly	Saturday 14 Broom cinema night
16 September			20/9/24	Twice weekly	Saturday 21 Repair Cafe

An advert has also been placed with South Leeds Life. Information will also be placed on the website.

Annual General Meeting

The AGM will take place on the evening of Thursday 26th September 2024 at the GATE.

An action plan has been compiled and preparations are underway.

The first mailing to shareholders has taken place. Board members due to stand down and for potential re-election are:

- Jean Burton
- Tracy Morris
- Julie Rhodes

We have expressions of interest from two new candidates. If all are elected that would mean full tenant representation on the Board. Nominations close on 6th September.

The Draft agenda is as follows:

1. Welcome and Introduction
2. Procedures for the AGM.
3. Result of the Five Year Ballot 2024
4. Annual Resolution to Continue.
5. Minutes and Matters Arising from the 2023 AGM.
6. Operational Report 2023/24
7. Reports and Financial Statements 2023/24
8. Election of Tenant Board Members
9. Appointment of Auditor
Resolution to re-appoint Beever and Struthers, Statutory Auditors.
10. Arrangements for the first meeting of the new Board
The first meeting of the new Board meeting will be held on 10th October 2024.

Recommendation:

Board is asked to ACCEPT the report.

3. Performance



BITMO
Board of Management Report

Meeting Date: 5th September 2024

Report Title: Performance

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update on Quarter 2 of the 2024-25 tenant satisfaction measures.

Recommendations:

Board is requested to ACCEPT 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.

Financial implications

The financial implications arising from the TSM's relate to any additional resources identified to enhance performance.

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 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 Tenant Satisfaction Measure results for the quarter July to September 2024. This is possible because the survey activity for the target sample has been completed by the firm Acuity on behalf of BITMO.

Detail

		Q1	Q2	Q3	Q4	Q1	Q2	Trend
		2023-24	2023-24	2023-24	2023-24	2024-25	2024-25	
		%	%	%	%	%	%	
Overall Satisfaction	Satisfied	67.1	73.6	73.2	72.2	75.3	67.5	
Well Maintained Home	Satisfied	70.4	77.2	80.5	75.0	69.7	70.1	
Repairs last 12 months	Satisfied	75.0	80.7	73.6	77.0	89.5	78.8	
Safe Home	Satisfied	76.5	81.0	84.2	77.3	83.3	73.3	
Repairs in last 12 months?	Yes	64.2	71.3	66.3	79.5	74.4	80.5	
Kept Informed	Satisfied	73.8	73.6	82.2	69.0	76.6	71.6	
Easy to Deal With	Satisfied	73.2	73.8	78.9	72.0	72.0	77.0	
Advice & Support	Agrees	50.0	58.3	58.8	58.3	50.0	62.5	
Complaints in last 12 months?	Yes	22.0	27.5	23.7	25.3	24.0	25.0	
Complaints Handling	Satisfied	22.2	27.3	33.3	26.3	33.3	36.8	
VFM Rent	Satisfied	50.0	75.0	76.5	61.5	56.3	70.6	
Good Reputation	Agrees	57.9	72.7	41.2	50.0	43.8	43.8	
Neighbourhood Contribution	Satisfied	71.9	78.0	76.7	71.7	70.0	73.1	
Time Taken Repairs	Satisfied	60.8	86.0	75.0	70.5	82.5	76.6	
Friendly & Approachable Staff	Agrees	55.6	66.7	64.7	53.8	50.0	81.3	
Communal Areas?	Yes	20.7	31.3	32.1	32.9	34.2	21.5	
Approach to ASB	Satisfied	48.3	56.1	62.7	54.2	53.8	34.8	
Neighbourhood Appearance	Satisfied	50.0	54.5	87.5	38.5	46.7	62.5	
Fairly & with Respect	Agrees	75.0	80.0	84.1	81.8	78.9	71.2	
Listens & Acts	Satisfied	56.8	67.2	68.9	56.1	62.9	55.4	
Communal Areas	Satisfied	70.6	80.0	76.0	88.0	61.5	52.9	
Safety in Neighbourhood	Safe	44.4	66.7	68.8	53.8	60.0	75.0	

Further analysis has been undertaken to show the number of responses in each category of reporting. This is because the numbers in some may be quite small and the resulting statistic margin of error could be quite large.

2024-25 Q2 (July-Sept)		Q2	Q2 Respondents (number)	Q2
		2024-25		Confidence interval
		%		(annual equivalent)
Overall Satisfaction	Satisfied	67.5	83	+/-5%
Well Maintained Home	Satisfied	70.1	77	+/-5%
Repairs last 12 months	Satisfied	78.8	66	+/-6%
Safe Home	Satisfied	73.3	79	+/-5%
Repairs in last 12 months?	Yes	80.5	82	+/-5%
Kept Informed	Satisfied	71.6	76	+/-5%
Easy to Deal With	Satisfied	77.0	74	+/-5%
Advice & Support	Agrees	62.5	16	+/-12%
Complaints in last 12 months?	Yes	25.0	76	+/-5%
Complaints Handling	Satisfied	36.8	19	+/-11%
VFM Rent	Satisfied	70.6	17	+/-12%
Good Reputation	Agrees	43.8	16	+/-12%
Neighbourhood Contribution	Satisfied	73.1	76	+/-5%
Time Taken Repairs	Satisfied	76.6	64	+/-6%
Friendly & Approachable Staff	Agrees	81.3	16	+/-12%
Communal Areas?	Yes	21.5	79	+/-5%
Approach to ASB	Satisfied	34.8	76	+/-5%
Neighbourhood Appearance	Satisfied	62.5	16	+/-12%
Fairly & with Respect	Agrees	71.2	76	+/-5%
Listens & Acts	Satisfied	55.4	76	+/-5%
Communal Areas	Satisfied	52.9	17	+/-12%
Safety in Neighbourhood	Safe	75.0	16	+/-12%

Improving results for Q2 are indicated in the following areas:

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


* It should be noted that all of the above have high potential margins of error of (+/-) 11 to 12% on an annualised basis, due to low survey returns. The result on reputation similarly has a wide potential margin for error.

Deteriorating results for Q2 are shown in:

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

As with all these metrics a longer term series of results is needed before concrete conclusions can be drawn.

The Quarter 2 results are compared to those of LCC

[Click to view trend](#) 

	Leeds City Council	BITMO
Overall Satisfaction	63%	67%
Well Maintained Home	66%	70%
Safe Home	69%	73%
Repairs Last 12 Months	67%	79%
Time Taken Repairs	68%	77%
Communal Areas	57%	53%
Neighbourhood Contribution	54%	73%
Approach to ASB	45%	35%
Safety in neighbourhood	54%	75%
Neighbourhood Appearance	50%	63%
Listens & Acts	51%	55%
Kept Informed	66%	72%
Fairly & with Respect	71%	71%
Complaints Handling	21%	37%
Easy to Deal With	63%	77%
Friendly Approachable	49%	81%
Advice & Support	40%	63%
Good Reputation	36%	44%
Rent VFM	53%	71%

Conclusion

Tenant Satisfaction Measures help to indicate strengths and areas where increased focus is needed going forward.

Recommendation:

Board is requested to ACCEPT the report.

4. Health & Safety Review

BITMO



Board of Management Report

Meeting Date: 5th September 2024

Report Title: Health & Safety Review

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The Health & Safety Policy was updated by the consultant Moorepay as part of an annual process.

Recommendations:

Board is requested to AGREE the Policy revision and accept the Health & Safety report (as previously circulated for the meeting on 1st August 2024).

Equality Diversity and Inclusion

EDI is a vital element in H&S reports and reviews.

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			

Introduction

The annual Health & Safety Report 2023-24 was presented to Board on 1st August 2024. There was a query as to whether the H&S Policy has been reviewed within the last 12 months.

At the Board meeting on 1st August it was reported that 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/audit which was due in August 2024 was completed in July 2024 and it is confirmed that the Policy was also updated in June 2024.

Detail

The Policy was reviewed and updated by the consultancy Moorepay in June 2024. A copy of the revised Policy is large and will be sent electronically and is available on request in hard copy.

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

	<i>Item</i>	<i>Yes/No</i>
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 updated in June 2024.
- 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.

Conclusion

Board is asked to accept the Annual Report and checklist as previously circulated (copy available again on request).

Recommendation:

Board is requested to ACCEPT the Annual Report circulated at the Board meeting held on 1st August 2024 and sign off the checklist above.

5. Finance Committee reports

BITMO



Board of Management Report

Meeting Date: 5th September 2024

Report Title: Finance Committee reports

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The BITMO Finance Committee met on Thursday 29th August 2024. Recommendations of the Committee are reported to the Board below.

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 results will be conveyed to tenants. Consultation will be reviewed regarding the capital programme projections.

Financial implications

Indicated via each section of report.

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

It was previously reported that revised reports would be brought to the next Finance Committee prior to the September Board meeting (5th Sept).

One primary purpose of the distribution was to seek further input into the presentation of the reports – particularly the narrative Board Report.

Some structural changes have subsequently been made to the Board Report, namely, to bring all the performance detail together and to give more organisational detail up front.

With regard to the financial results for the year, it was previously reported that further work was continuing into amounts owed to Leeds Building Services (LBS). A late invoice from LBS has however been received and this has been incorporated, reducing the surplus from £33k 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 Committee was therefore asked to review the revised Draft Reports and Financial Statements, separately appended. The auditors have indicated that they will not be able to sign off the accounts until after the ballot result is known. The accounts therefore make an assumption that the ballot will result in a continuation of BITMO's services. If the result of the ballot is not favourable then alternative accounts will be prepared as the going concern principle upon which the accounts are prepared would not be applicable.

An audit Management Letter will be received shortly and will be distributed.

Recommendation:

Board is asked to APPROVE IN PRINCIPLE the Draft Reports and Financial Statements for the Year Ended 31.3.24, subject to a successful tenant ballot being reported at the Annual General Meeting on 26 September 2024. The Finance Committee endorses this recommendation.

5.2 Revenue & Capital Accounts 2024-25

(i) Revenue accounts

Revenue management accounts for the quarter to 30.6.24 are presented as a summary below with explanatory notes which explain variances from budget.

Belle Isle TMO

Management Accounts for the period ending 30th June 2024

Expenditure	Budget £	Year to Date Budget £	Actual Spend £	Variance	Notes
RESPONSIVE MAINTENANCE	1,574,551	309,002	293,842	15,160	1
CYCLICAL MAINTENANCE	613,055	120,007	109,309	10,698	2
TOTAL MAINTENANCE	2,187,607	429,008	403,151	25,857	
GATE	258,434	58,681	53,048	5,633	3
INCOME AND TENANCY	300,042	75,011	71,308	3,703	4
TENANCY SUPPORT	260,639	65,160	59,717	5,443	5
RETIREMENT LIFE	108,989	27,178	25,754	1,424	6
CORPORATE RUNNING COST	196,788	35,171	27,017	8,153	7
CORPORATE STAFFING COST	411,480	104,120	94,219	9,901	8
SERVICE LEVEL AGREEMENTS	61,012	15,253	15,253	0	
DEPRECIATION					
TOTAL EXPENDITURE	3,784,991	809,581	749,466	60,115	
Income					
Management Fee and Other Income	3,769,924	941,877	947,098	5,221	9
OPERATING SURPLUS/(DEFICIT)	(15,067)	132,296	197,632	65,336	
Thermal Efficiency	(200,000)	(50,000)	(50,000)	0	10
Community Fund Costs	(60,000)	(15,000)	(832)	14,168	11
(Deficit) after exceptional items	(275,067)	67,296	146,800	79,504	
Notes					
1	Repairs by the main contractor are a little overspend by £1.7k whilst payroll is underspent by £3.7k. Asbestos Surveys are underspent by £4.8k. C£6.1k of budget on other expenses remain unspent and unposted accruals on SLAs amounted to £6.1k.				
2	Main underspends are £2.4k on payroll, £2.9k on caretakers expenses, £1.7k on Control Entry and £2.7k on unposted SLA accruals.				
3	Underspend of £4.2k on payroll accounts for majority of the underspend. £2.8k of the £4.2k underspend is on employers' contribution to the pension fund.				
4	£3.2k underspend is on payroll mainly due to savings on employers' contribution to the pension scheme.				
5	£5k underspend on payroll of which £3.4k is due to savings on employers' contribution to the pension scheme.				
6	Approximately £1.1k is underspent on payroll.				
7	£1.3k underspent on cleaning, small underspends on various office running cost amounted to £1k and £3.2k was underspent on Other Hired and Contracted Services.				
8	£8.9k is underspent on payroll cost and about £800 underspent on expenses supporting staff.				
9	Income is £5.2k more largely due to Void Incentive payments about £8k and c£2k less bank interest than budgeted for.				
10	Board approved spend and proportion accrued.				
11	Significant spend on Community Fund in Q2.				

In general the account show that income and expenditure is within budget, with some underspend on repairs and on pension costs (due to people exiting the pension scheme). Staff are regularly reminded of the benefits of the scheme.

(ii) Capital works

Current spend on capital works equates to some 16% of the total budget for the year 2024-25.

The spend is primarily on kitchens and bathrooms (£138k), whilst £47k has been spent on adaptations and ad-hoc works.

Work continues with regard to specifying the proposed flexible approach to the replacement timelines for some capital items such as boilers.

The Finance Committee asked that further detail be given in due course about how the 'Budget year to date' figures are allocated over the months of the year.

Recommendation:

Board is asked to ACCEPT the report (as accepted by the Finance Committee).

5.3 LCC Management Fees 2025-26

A potential reduction in the management fee of some £200k (5.5% of current fees) was brought to the attention of Board previously. It was explained that this subject to further discussions with LCC, whose staff were asked for further information.

Further discussion took place on 21st August. LCC presented a breakdown of costs as they apply to the required formula of the Modular Management Agreement which governs the relationship between BITMO and LCC. This detail is now being examined and matched against the Housing Revenue Account figures.

Further work is need to feed in BITMO costs on such matters as:

- Caretakers
- CCTV in flats
- Leaseholder work
- Anti-social behaviour
- Grounds maintenance
- Board and Committee work.

Further discussion will be held with LCC in early September and will be reported back. Indications are that a reduction in fee of up to £200k may be possible and budgeting will review options to cater for such a possible eventuality.

Recommendation:

Board is asked to ACCEPT the above report (as accepted by the Finance Committee).

6. Other Scheduled Reports

BITMO



Board of Management Report

Meeting Date: 5th September 2024

Report Title: Other Scheduled Reports

Author(s): Various managers

For Information/ ~~Decision~~ / Discussion

Executive Summary:

Scheduled reports 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 Complaints

Introduction

Review of Quarter 1 complaints dealt with in 2024-25.

Further detail

 COMPLAINTS AND COMPLIMENTS SUMMARY							
1 April 2024 to 30 June 2024	Complaints						Compliments
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Total
<i>Providing local access to services</i>	0	0	0	0	0	0	0
<i>Letting empty properties</i>	1	0	1	0	0	1	0
<i>Carrying out repairs</i>	12	Service	12	6	1	5	2
<i>Collecting rent</i>	1	Staff Conduct	1	1	0	0	0
<i>Managing tenancies</i>	5	Policy	5	0	1	4	0
<i>Supporting older people</i>	0	0	0	0	0	0	0
<i>Offering advice, training and employment opportunities</i>	0	0	0	0	0	0	0
<i>Providing opportunities for tenants to get involved in their community and their TMO</i>	0	0	0	0	0	0	0
Total for this year	19	Service	19 out of 19	7 out of 19	2 out of 19	10 out of 19	2

Comments
<p>From 1st April 2024 to 30th June 2024, 19 complaints were received. The majority of complaints involved Repair Issues (12) with the remainder being about Managing Tenancies (5), Lettings (1), Rent (1). All complaints (19) were resolved at Stage 1 of the complaints process. 3 were escalated to stage 2. 19 out of the 19 complaints were responded to within the timescale. Of the complaints escalated to Stage 2 of the Complaints process during this period no complaints were escalated to the Housing Ombudsman. Of the 19 complaints received 7 (36.9%) were upheld in the complainants favour, 2 were partially upheld (10.5%) and 10 (52.6%) were not upheld. During this period 2 compliments were received. These were all responded to within the specified timescales and passed on and congratulations given to the relevant department/service and staff members involved.</p>

	Previous Years						
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Compliments
April 2015 - March 2016	27	Repairs	25 out of 27	7 out of 27	8 out of 27	12 out of 27	5
April 2016 - March 2017	26	Repairs	26 out of 26	12 out of 26	1 out of 26	13 out of 26	7
April 2017 - March 2018	54	Repairs	53 out of 54	20 out of 54	11 out of 54	23 out of 54	11
April 2018 - March 2019	32	Repairs	32 out of 32	5 out of 32	5 out of 32	22 out of 32	20
April 2019 - March 2020	43	Repairs	43 out of 43	14 out of 43	12 out of 43	17 out of 43	2
April 2020 - March 2021	27	Repairs	22 out of 27	15 out of 27	4 out of 27	8 out of 27	2
April 2021 - March 2022	32	Repairs	20 out of 32	22 out of 32	7 out of 32	3 out of 32	11
April 2022- March 2023	40	Repairs	29 out of 40	5 out of 40	14 out of 40	21 out of 40	6
April 2023- March 2024	44	Repairs	39 out of 44	9 out of 44	3 out of 4	32 out of 44	4

Conclusion

Complaints were dealt with within timescales for the period. The number of complaints received on average equates to some 2.5% of properties managed.

Tenant satisfaction with repairs handling remains low, but is improving – see performance section above.

Recommendation:

Board is asked to ACCEPT the report.

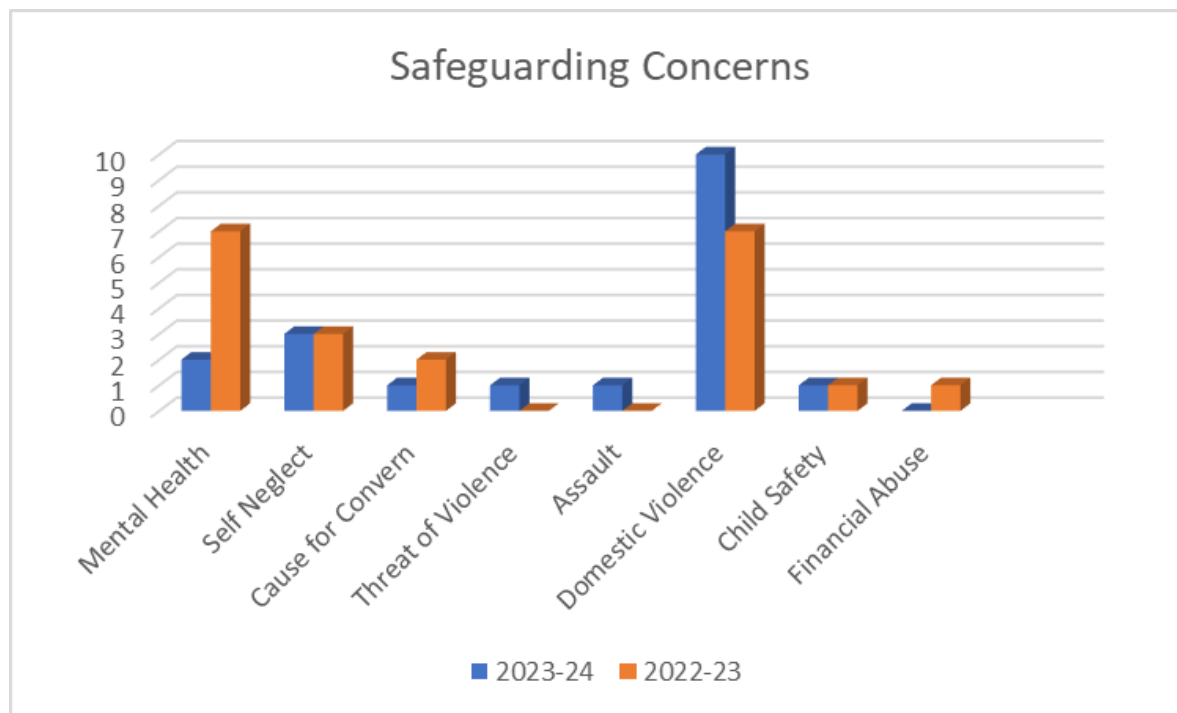
6.2 Safeguarding

Introduction

The purpose of this report is to provide an update on the types and numbers of safeguarding issues dealt with.

Further detail

Types of issues dealt with:



Totals:

2023-24 19 cases

2022-23 21 cases

Relevant actions and interventions have taken place as needed, including liaison with social services and police.

Domestic Abuse:

All the tenancy support team have had training in reporting of DA, carrying out Domestic Abuse, Stalking, Harassment and Honour Based Violence Assessments and escalating these if applicable.

Mental Health:

Although mental health concerns appear to have dropped most safeguarding incidents do include an element of this as part of the bigger picture.

Conclusion

Domestic Violence continues to be the largest area of concern. All staff have to undertake mandatory safeguarding training and it is vital that everyone reports any concerns to the correct channels.

Recommendation:

Board is asked to ACCEPT the report.

6.3 Community Development

Introduction

The purpose of this report is to provide an update on estate consultation and the September event programme.

Further information

(i) Community consultation

Community Development staff consulted residents and shopkeepers about the use of the green behind the Broom Placer shops.

We asked about their views on:

- the recent Saturday afternoon gala
- occasional community events on the green
- the proposed cinema showing on the green from 7.30pm on Saturday 14 September.

Staff knocked on the doors of all 32 houses that back onto the green behind the Broom Place shops, speaking to 13 of them. A flyer was left with all those not at home with contact details of how to comment. Staff spoke to all three shopkeepers.

There was strong support for community events on the green, including the cinema as long as there is information about them in advance, they are well run and any litter is collected. The only doubts raised were from one shopkeeper who would prefer there to be no events and for the gate near their shop to never be used. All views are welcome and are noted. There is however strong support from residents for occasional, well-run events on the green and BITMO should support them.

(ii) Activity programme

The September Activity Programme is as per Appendix 3. This follows a highly successful summer programme of family oriented activities enjoyed by more people than ever. Some events attracted well over 200 people.

Conclusion

Community development activity is a vital element in the overall impact of BITMO to the estate.

Recommendation:

Board is asked to ACCEPT the report.

7. Board forward plan

BITMO



Board of Management Report

Meeting Date: 5th September 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 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 Aspden 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)

Proposed meeting dates 2024-25

10 October 2024
29 November 2024
30 January 2025
27 March 2025
29 May 2025
31 July 2025
4 September 2025
25 Sept 2025 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.

8. Any Other Business

None received per Part A.

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

APPENDIX 1

BOARD

MINUTES

1st August 2024

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 1st August 2024**

Present: Jean Burton
Leon Kirkham
Kim Asquith
Tracey Morris
Ashley Knowles
Paul Truswell
John Oddy
Sharafath Ghafiri
Emma Walkley
Cllr Wayne Dixon
Cllr Emma Pogson-Golden

In Attendance: Peter Oliver (Head of Governance & Finance)
Curtis Jenner (Head of Repairs, Maintenance and Investment)
Paul James (Repairs, Compliance and Planned Repairs Surveyor)
Stephen Oldham (Income and Tenancy Manager) re awards
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from: Margaret Brown, Rose Hodgkinson, Julie Rhodes, Deborah Kelly, Harry Austin

Questions from the Public

There were no members of the public present.

Presentations

Leeds Lifelong Learning

The presentation by Leeds Lifelong Learning was postponed to a future Board meeting.

Long Service Awards to staff

The Board presented Stephen Oldham, the Income and Tenancy Manager, with a 20 years award for long service to the council and BITMO. Stephen was congratulated for his service.

Issues raised by Board Members for the Agenda

There were no issues raised.

1. Minutes and Matters Arising

The minutes of the meeting held on 30th May 2024 were approved.

Matters Arising from the Board meeting held on 30th May 2024 were as follows:

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 and will be in place by next week – a map of the location was provided.
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. A Trustee meeting was held on 26 th July 2024.
Mosaics	These have now been installed outside the building and look impressive.

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 Head of Governance and Finance presented the Operational Reports and highlighted the following:-

Board Member skills matrix

The Board member skills matrix 2024 supports BITMOs aims and how we achieve these.

Less than 100% of Board members have had appraisals. 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. One of the things that was highlighted was the requirement to promote partnerships and improvements

Local Pride

An initiative has commenced whereby BITMO staff undertake weekly inspections of the estate and recommendations for improvements are made.

After the ballot, tenants whose gardens are not improved will be prioritised within the formal messy gardens policy and procedure.

During the inspections the residents of Nesfield View raised an issue regarding the ginnel that connects Middleton Road and Belle Isle Road and the problems that bikes cause. Tenants are unanimously in favour of installing barriers to prevent through traffic and this has now been arranged.

A schedule of cutting and clearance is being produced for the caretakers to maintain the estate to a higher standard. Money allocated by the Board is being used to improve the appearance of the estate by improving the planters. The Caretakers will undertake future maintenance to the planters.

Pedestrian Access to Belle Isle Circus

Highways have visited Belle Isle Circus and are looking at the feasibility of installing one or more pedestrian crossings although Highways may not agree to install a crossing without support from councillors and the public due to the Circus being underused.

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.

The site behind the Belle Isle Parade shops has been identified as a possible site that Fruit Works could develop to:

- 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.

In order for the project to be feasible a water supply to the site would be required. The charge for a single connection for agricultural purposes is £237 + VAT and the Board are asked to agree this from the Community Fund.

The Board agreed that a business plan from Fruit Works be requested before any consultation takes place or any monetary outlay in terms of providing water to the site.

Q. A Board member asked about the existing trees that are in need of cutting back as it is making it difficult for people to pass by. As we are looking at planting more trees, are we going to maintain these?

A. Yes this will be looked at.

Q. A Board member highlighted that there were some subjects that would assist them personally in being a Board member – basic housing Law, understanding the allocations process and Void Properties.

A. These subjects will be included in Training Sessions.

Pedestrian access to Belle Isle Circus

An observation was raised regarding the wording on the papers regarding pedestrian access to the Circus. This was felt that it would raise peoples' expectations and that we need to be careful what we publish in reports that are accessible to the public. This was noted.

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. The Gala Steering Group will meet at 3pm during the repair café each month.

Partnerships

Meetings have been undertaken with Opera North who are keen to develop their community engagement in Belle Isle. We are looking at the potential to run sessions in our retirement life schemes, and in the GATE.

Recommendation for Approval

The Board were asked to Approve:-

- Organisation of a gala in 2025 to be held on 5th July 2024.

Approved

- Advise what action they would like to be taken in respect of board development

Further discussions will be undertaken

- Approve the installation of a water supply behind Belle Isle Circus at a cost of £237 + VAT

This was agreed in principle subject to another meeting and the receipt of an appropriate business plan/lease and consultations.

3. Performance

The Head of Governance and Finance updated the Board on current performance. He explained that over the last five years performance in BITMO has improved steadily but we continue to face significant challenges in terms of repairs performance.

Repairs

Satisfaction with repairs is not at a satisfactory level. There are issues around completion timescales, reliability in attending appointments and communication. A large number of repair jobs are outstanding and overdue. The problems have been raised with Mears. Improvements are made from time to time, but not sustained. Work is ongoing to improve performance but without commitment from Mears to increase resource on the contract we are not going to see any significant change in performance.

Stock condition data is also poor and work is being undertaken to improve this.

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. 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.

Void Relet times

Issues with Mears performance continues to put pressure on void relet times. One bed flats puts pressure on this target. his property type is suitable for single people. Leeds allocations policy gives priority to single people with complex support needs. A considerable amount of time is spent obtaining information about housing circumstances, support needs and support plans before offers can be made.

Compliance

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

Tenant Satisfaction Measures

The score on complaints handling has improved but it is still low. Satisfaction with the value for money that rent presents has reduced. This may be a response to recent rent increases. There are concerns with the score achieved for reputation. Less than 50% of those asked felt that BITMO had a positive reputation.

Recommendation for Approval

The Board were asked to Accept the Report.

Accepted

4. Safeguarding Policy

A revised Safeguarding Policy was adopted in March 2024 in liaison with LCC. Further information was requested by LCC with regard to contact points within LCC. This addition to the Policy has now been approved by the Leeds CC Safeguarding Team.

Recommendation:

The Board were asked to Accept the Policy revision.

Accepted

5. Finance Committee Reports

5.1 Draft Financial Statements - update

The Head of Governance and Finance provided an update on the Draft Reports and Financial Statements for the Year Ended 31st March 2024. He explained that the reports circulated are subject to current audit work and potential adjustments and he highlighted that investigations are underway with regard to the amounts owed to Leeds Building Services.

The Committee were asked to review the paper but that the result for the year may change. The Committee were asked to comment on the Board narrative report and make any suggestions that might improve clarity and conciseness.

Recommendation:

Board members were asked to Accept the Report

Accepted

5.2 Revenue Management Accounts 2023-24

The Draft Year End Management Accounts for 2023-24 were presented. The result for the year may be affected by ongoing work.

Recommendation for Approval

Board members were asked to Accept the Report

Accepted

5.3 Capital accounts 2023-24

Further detail of the capital spend for 2023-24 has now been presented to the Finance Committee as requested at the last Board meeting. Further detail was requested regarding the breakdown of costs in the Thermal Efficiency programme. These were presented to the Finance Committee. They were 25 properties identified with heat loss problems during the thermal imaging project in prior years.

Recommendation:

The Board were asked to NOTE and comment on the Report.

Noted

5.4 Capital Works - Projections

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

The stock condition data was highlighted and the information 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 were advised that spending needs to be prioritised.

There was a discussion about the rules around the proposed replacement of boilers and kitchens and what criteria we will use to replace these.

There was some concern about publishing the details in the report until a criteria for replacement is agreed. The Chair requested that details surrounding the replacement of boilers and kitchens be redacted.

Recommendation:

The Board were asked to ACCEPT and COMMENT on the Report.

ACCEPTED and further detail REQUESTED

5.5 LCC Management Fees 2025-26

It was previously reported to the Finance Committee and Board that there is likely to be a reduction in fees payable to BITMO under the management agreement.

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 details on how the figures are derived.

Further updates will be provided in due course.

Recommendations for Approval

The Board were asked to ACCEPT the Report.

ACCEPTED

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 and the unions are consulting with staff. Staff have been advised to raise any feedback, questions, or concerns to managers directly or Union representatives.

Recommendations for Approval

The Board were asked to Accept the Report.

The Chair requested that a report be provided for the Board on the details and impact of the changes to pay dates and what action the organisation can take to mitigate and help staff to manage the process as soon as possible. Clarification on when the change will take place is also required.

Board member Kim Asquith left the meeting and Board member Tracey Morris joined the meeting at this point.

6. Other Scheduled Reports

6.1 Health & Safety Annual Report

The Head of Governance and Finance presented the Health and Safety Annual Report. 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.

Recommendation for Approval

The Board were asked to Accept the Report.

The Health and Safety Annual Report had not been reviewed at the time of the meeting. The Report sign off will be re-submitted at the next Board meeting for Approval.

6.2 Anti-Social Behaviour Annual Report

The Head of Governance and Finance presented the Anti-Social Behaviour (ASB) Annual Report.

A comparison of LCC LASBT team and BITMO ASB data was provided. The number of reported ASB incidents dealt with at BITMO has continued to increase in the last 12 months.

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

Q. Problems arise when people do not have carpets down in their properties as sound carries on laminate floor. Could we consider soundproofing for these cases.

A. We have to be careful not to set a precedent as other residents will want soundproofing. We have to take into account the cost of this to the organization, but we will look into this.

Q. What happens if we refuse to provide a fence where there are children and there is e.g. an XL Bully dog in residence next door. In the policy it says we will provide fences in exceptional circumstances. Will we be responsible if something happens in this case.

A. Our policy does not cover this but we will check and a copy of the fencing policy will be sent out to all Board members.

Q. Quad and motor bikes – there are problems around the estate. In some cases, approximately 14 youths revving engines and performing wheelies during the night. Some residents reporting to Police but others will not due to relationships with the offenders and residents daren't approach the offenders to complain. Is there anything we can do?

A. We will monitor the situation and Board members were asked to report every individual instance

Q. A Board member highlighted that '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. There were several dogs meeting the criteria 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'. Can we confirm that this has now been followed up and re-registered?

A. This will be checked.

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 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

There was no other business.

Date of Next Meeting: Thursday 5th September at 6.00pm

APPENDIX 2

FENCING POLICY

BITMO Fencing Policy

Reviewed October 2022

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

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

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

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

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

The fence or gate is:

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

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

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

If there is already a boundary in place.

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

- you have removed hedges, trees or bushes.

We will not provide dividing fences (a fence between your garden and your neighbour's garden) unless

- the request satisfies the above Health and Safety criteria.

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

- applies.

If you obtain permission to create a drive in your garden, you are responsible for altering the fencing,

- providing gates and arranging for a dropped kerb to be installed, including getting permission.

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

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

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

If you report a broken gate or fence to us that meets the criteria set out in this document we will raise

- an order to our estate Caretakers or Contractor so that they can carry out a repair.

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

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

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

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

1.50 metres high to Side

1.80 metres high to Rear

Special Cases

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

Tenant Choice

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

APPENDIX 3

GATE

Programme

Sept 24

September in BITMO's GATE



belleisle.tmo

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@BITMO_LS10



BITMO

Every week



MONDAY

Tea and Toast—drop in for a chat plus free drinks, toast and jam 9-12

Stop Smoking Call 0800 169 4219 for an appointment on a

Monday morning

TUESDAY

Stay and Play with your Under 5s with Windmill Children's Centre every Tuesday 9-10.30am

Free hot community meal—served 4 -5.30pm

English and Maths Tutoring for Year 3 and 4— 4:15—6pm. Call Peter to find out more and book a place 07891 274237

Men's Group—Tuesdays 7-9pm—Men In Need Together (MINT)

WEDNESDAY

Get confidence in your everyday number skills and maths 10am—1pm

Social space—all welcome for a tasty toastie served from 10am—12pm

Crafty space— Get creative your own way—bring along your craft and join others working on knitting, crochet and any other crafts,

THURSDAY

Welcome Space—open 1-5pm—free hot drinks and Wi-Fi

FRIDAY

Breakfast Club 9.15-11.15 Small donation if able



Events

Stronger Together—a monthly meeting for parents and carers upto 25 years with additional needs **Tuesday 10th 11am**

Repair Café— Bring your broken toys, toasters, lamps along with shoes or clothes and our fixers will try mend them **Saturday 21st 1-4pm**

Belle Isle Gala Planning meeting—Join us to plan for the 2025 Gala **Saturday 21st 3-4pm**

Neurodivergent Stronger Together—disability support group for adults that are, have or suspect themselves to have a disability, **Tuesday 24th at 11am.**

Around Belle Isle



West Grange Community Garden—off West Grange Road. Regular garden—ing sessions at 10.30am on Tuesdays. Call Jo on 07891 271692.

Community Orchard—gentle Friday gardening sessions. Call Jo on 07891 271692.

Kids' sports every Tuesday: 3:30pm Low Grange View 4:45pm West Grange Road

September Employment and Skills Events

Thursday 12th September 1-5pm Learning? Skills? Jobs? Ready for your next steps . Come to our event to talk and think about your next steps.

Friday 13th September Employment and Skills Drop in with Jo Boyes

Friday 27th September Back to work drop in with Alana from Reed in Partnership

Help with computers for BITMO households

Tuesdays 3–7pm at BITMO's GATE. Individual help with online services

Thursdays 1–5pm at BITMO's GATE. Individual help with online services.

For an appointment please call 07891 270094.

BITMOs GATE is the old library near Kasa. Please drop in when we are open or phone 0113 378 2190 or 07891 270094. Could you help cook, run a session or work in the community garden? Get in touch!

September Opening Hours

Monday – Wednesday - Friday 9am—1pm

Tuesdays 1-7pm

Thursdays 1-5pm

Saturday 21st 1-4pm



