



BELLE ISLE TENANT MANAGEMENT ORGANISATION

CONFERENCE CALL BOARD MEETING

AGENDA AND PAPERS

THURSDAY 1ST OCTOBER 2020 (6pm)

A conference call meeting will take place via Skype and phone call. For those attending via Skype an invitation will be sent. For those attending via phone call BITMO will ring members just prior to the meeting.

Note:

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

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

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

Part B is reserved for matters confidential to the Board

FULL BOARD MEETING

Meeting to be held on
Thursday 1st October 2020
at BITMOs GATE at 6.00pm

*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
1. Minutes and Matters Arising (page 5 and Appendix 1 page 13)
 2. Appointment of Co-optees to the Board (page 8)
 3. Election of Board Officers and areas of special interest for Board Members (page 9)
 4. Board Forward Plan – meeting dates and times for the coming year (page 10)
 5. An overview of the organisation (page 11 and Appendices 2 (page 25) and 3 (page 33))
 - Background information
 - BITMOs Mission, Aims and Goals – what are we trying to achieve?
 - Code of Conduct for Board members – a standard for positive behaviour
 - Board Member Information
 - Disclosure of Interests
 - Publicity Permission

Part B – Confidential Items

None

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 3rd September 2020 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 3rd September 2020

Item	Update
Staff restructure	New structure implemented by 7 th September, with exception of Income and Tenancy Officer, where interviews are being held on 24 th September.
Business Continuity	Continuing to manage service operation in liaison with LCC.
Potential office reconfiguration.	Draft design and estimated costs received. Action: Detailed specification awaited. Due to go for tender.
Lease on Aberfield Gate	Lease signed and with solicitors. Insurance in place.
Telephone answering.	Interim measures operating whilst new counter staff are being inducted.
Main contractor procurement	European Journal advert placed and tenders invited. Review committee for short listing to comprise Chair, Vice Chair, CEO and Head of Repairs.
Structural programme for timber framed properties.	Plan to use main contractor to expedite works. Disrepair claim received from one property owner.
Mansard Roofing project	Sampling of roof spaces complete. Decision to not initiate works over winter and to start in March 2020. Variation to other budget spend being investigated.
Adaptive Flat Project	Out to tender.

Brooms parking	NPS have not been able to produce a costing within the £30k budget. Alternative options were previously requested that might have fewer parking pays or be configured differently to avoid having to move all the underground services.
Rent collection mechanisms: Board asked for a summary of methods of payment and timescales involved before payments reached tenants rent accounts.	<p>Paying at the Post Office can take up to 3 working days to reach the tenants rent account. Pay point payments can take up to 4 working days.</p> <p>Direct debits is the quickest, easiest and cheapest way to pay.</p> <p>Paying via automated payment or over the phone by Debit card takes 24 hours to be posted on the rent account as long as there is no technical issues.</p> <p>Standing orders the first payment can take up to 2 weeks to be received after that it is usually on time but can be delayed where there are bank holidays.</p>
BITMO Brand Logo costs. The total costs of adopting a new logo were requested by the Board.	Please see Item 1a below.

1a. Costs of adopting a new BITMO Logo

Introduction

The purpose of this report is provide information to the Board about the costs associated with introducing a new logo.

Background

Board gave approval for development of a new website in 2019. A website design house were commissioned to undertake the build. As part of this work the designers created a new logo. This was not part of the commission and was not charged for. They undertook the work free of charge because they felt our exiting logo did not represent the work of the organisation well.

The proposed logo was consulted upon with staff and customers and the overwhelming majority expressed the view that we should change the logo and adopt the one produced by Orange Crush on the basis that it expressed something of the history of the area, via the windmill, and made clear that we are a provider of housing services, through the representation of the house. It was also felt that the colours are contemporary and attractive.

Main issue

Adopting a new logo was debated by the Board. Views were divided. Some Board members felt that we should retain the existing logo on the basis that there is nothing wrong with it, and that costs associated with a new design were unnecessary. However after some discussion the Board approved the adoption of a new logo and requested that information on associated costs be brought to a future Board Meeting.

Costs

We do not buy pre-printed stationery so any printing costs are not affected. Our current contractor does not have the BITMO logo on their vehicles but we will expect the next contract to include a clause requiring joint livery. This will be carried out at the contractors cost. We provide coats for staff as PPE and these have the logo embroidered on them. We do not propose to replace PPE until it is worn out, so the old logo would remain.

BITMO leased vehicles do have the logo on them, and this would not be replaced until the vehicles are replaced.

We are proposing to provide new signage to the building. The current sign has the wrong phone number on it and doesn't provide any information about the services provided. So the cost of replacing the sign which is expected to be in the region of £700 is necessary regardless of the adoption of a new logo.

We created some branded materials for the Ballot in 2019 which can be re-used. These do not have the logo on them but are produced in the colours of the new logo and website.

Conclusions

There are no additional costs associated with the adoption of a new logo.

Recommendation for Approval

The Board are requested to NOTE the matters arising updates and associated Logo Cost report above.

2. Appointment of Co-optees to the Board

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 have nominated two ward Councillors to serve on the Board.

The nominations were:-

- Cllr Judith Blake
- Cllr Paul Truswell

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

- Margaret Brown
- Ashley Knowles

If the above are re-appointed for a further year, there would be two vacancies for potential co-option.

Expressions of interest have been received from two candidates. Further details will be presented to the Board prior to the meeting.

For the future, adverts will be placed for co-opted members and the Board are asked to consider what skill sets are desirable so that these can be detailed in the adverts

Recommendations:

1. Board are recommended to approve;
 - Co-option of Cllr Blake and Cllr Truswell
 - Co-option of Margaret Brown, Ashley Knowles
2. Board are asked to consider the forthcoming expressions of interest.
3. Board are also asked to consider what skill sets should be detailed in future adverts for co-option places.

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

At the first meeting of the Board to be held on 1st October 2020, 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 no later than 12 noon on Wednesday 30th September 2020 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;

- **The BITMO Green Agenda** – as outlined in the current strategy
- **Retirement Life/Sheltered 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 producing Bits ‘n’ Pieces
- **Repairs and Maintenance** – reviewing performance on repairs and gas contract
- **Procurement** – tendering for contracts
- **Estate and Environment** – monthly estate walkabout
- **Finance** – on an ad-hoc and quarterly liaison basis
- **Recruitment** – participation in recruitment panels

Recommendations for Approval

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.

4. Board forward plan

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

Date	Headline Report	Discussion topic	
October 1 st	Urgent matters, Correspondence, Estate issues and Tenant feedback	Remobilisation	
November 26 th		Areas for scrutiny	
December		No Meeting	
January 28 th		Suggestion of greening the Estate	
March 25 th		To be set by Board	
May 27 th		To be set by Board	
July 29 th		To be set by Board	
August		No meeting	
September 2 nd		To be set by Board	
September 30 th			Annual General Meeting

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

Recommendations for Approval;

Board members are asked to discuss and approve the provisional timetable for Board and AGM meetings above.

5. 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. (See Board Information File)

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**.

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 4).

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 include

- 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

Recommendation for Approval

Board members are requested to read the Code of Conduct, discuss it and approve it for continued use and then sign a copy on page 38 to indicate their willingness to abide by it.

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.

Recommendations for Approval:

Board members are requested to complete the following paperwork;

- Code of Conduct (page 38)
- Register of Interests (pages 39 and 40)
- Permission to use images (page 41)

APPENDIX 1

FULL BOARD MEETING MINUTES 3rd September 2020

**BELLE ISLE TMO
FULL BOARD
Minutes of a Teleconference Meeting
held on
Thursday 3rd September 2020**

Present: Leon Kirkham (Chair)
Jean Burton
Lisa Caley
Iris Crummack
Tracey Morris
Michelle Lyons
Debbie Flesher
Ashley Knowles

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Andrew Walker (Head of Repairs and Maintenance)
Karen Hoole (Governance & Admin Support Officer)
Peter Greenwood (Leeds City Council)

PART A – General Agenda Items

Apologies

Apologies were received from: Margaret Brown, Bev Walker, Rose Hodgkinson, Julie Rhodes, Cllr Judith Blake, Cllr Paul Truswell

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 July 2020.

a. Matters Arising from the Board Meeting held on 30th July 2020

Item	Update
Staff restructure	New staff have now been appointed and currently undergoing an induction programme. Implementation of the restructure is on track for 7th September 2020.
Business Continuity	This was outlined in detail in Item 2.
Potential office reconfiguration.	No progress to date. Tender exercise to be undertaken.
Lease on Aberfield Gate	This has now been signed.
Telephone answering.	Interim measures have been introduced whilst awaiting the induction of new counter staff. This is going well to date.
Main contractor procurement	The procurement process is on target. A meeting will be held next week to agree. Andrew Walker is currently working on the documents.
Structural programme for timber framed properties.	It was a priority to remove scaffolding for health and safety reasons. A pre-tender estimate of £12,000 per property was received. A pre-specification estimate for the work from Mears was £25,000 per property, but is being re-worked. Further reports are being sought.
Mansard Roofing project	Fortnightly updates are being received from NPS on project design. NPS commenced sampling roof spaces on 28 th August 2020.
Adaptive Flat Project	Design and estimated costs received from NPS. Tender exercise to be undertaken shortly.
Brooms parking	Tenants were written to in order to outline the difficulties encountered with the parking scheme. NPS have been asked to provide fee quote for design with established works budget of £30k. Assurances have been received that this will be received by 4 Sept.

Board members asked the following questions: -

Q. Timber framed properties - do all the properties in the Brooms need new gable ends?

A. Not all properties owned by Leeds City Council have been surveyed to date. But where they are joined on to a BITMO property they will be.

Q. Will owner occupiers be asked to pay for this or contribute towards this?

A. This has not been looked at yet.

Recommendation

The Board were requested to ACCEPT the notes and NOTE the matters arising.

Accepted and Noted.

2. CEO Operational Report

The Chief Executive officer presented the CEO Operational Report.

The following items from the report were highlighted:-

2.1 Annual General Meeting

Letters have been sent to Shareholders advising of the meeting and opportunities to be nominated. There are currently 93 shareholders. The deadline for nominations is 12th September 2020. Existing Board members due to stand down and eligible for re-election are: Mary Thompson, Iris Crummack and Leon Kirkham.

Mary has indicated that she does not wish to stand for re-election on this occasion. The Board expressed their thanks to Mary for her dedicated service to the Board. A letter reflecting this will be sent to Mary.

2.2 Performance

(i) Rents

Rent Arrears recovery remains an area of concern. The rent arrears recover policy was suspended during the lockdown period and there has been a further extension to the suspension of court action including evictions which landlords must comply with.

A Board member asked how long it takes for rent to reach an account once paid. The Chair requested clarification of this including methods of payment and a detailed recovery plan including support required for the next Board meeting to be held in October.

(ii) Lettings

Figures for relet time will not be a meaningful KPI for the rest of this year as a result of the cessation of lettings during the Covid lockdown period.

(iii) Annual Home Visits

Annual Home Visits were suspended during the lockdown period. A new process, led by Leeds City Council has been put in place during this period.

(iv) ASB

Incidents of ASB have increased during the lockdown period. We are dealing with a number of complex cases requiring multi agency approaches.

(v) Planned Maintenance

Ongoing delays in specifying the works required mean that we are at risk of not delivering our planned investment programme within the year. Work is ongoing with NPS, an LCC approved “in-house” provider of structural and quantity surveying services to produce specifications and preparing contract and tender documentation.

A preventative programme of gutter cleaning and repair has commenced and we are identifying additional kitchens, bathrooms and heating system renewals which can be commissioned via existing contractors.

(vi) Responsive Repairs

There is currently a backlog of approximately 400 repairs that Mears are working through as best as they can. New orders have increased significantly since the end of lockdown.

Mears expect to have all staff back in work by the end of October, and they report that supply chain issues are easing.

2.4 Staff changes

A new Head of Repairs, Maintenance & Investment, Andrew Walker, was appointed 24th August and was welcomed to the meeting.

Customer Assistants, Michala Parker and Janice Thackeray joined us on 1st September, and a new Management Accountant John Clark, also joined us on 1st September.

Dean Schofield, the Maintenance Surveyor, has now left the organisation to take early retirement and Sarah Mortimer, the Income and Tenancy Manager will be leaving at the end of October.

2.5 Policy reviews

A review of the following policies has been undertaken by the BITMO Management Team:-

- The BITMO lettable standard – no changes made.
- The Staff Handbook – Amended by Moorepay to reflect legislative changes. It does not affect the terms and conditions under which BITMO staff are engaged.

2.6 Health and Safety

A Health and Safety incident involving our repairs contractor occurred following theft of electricity at a void property. The Contractor suffered an electric shock while changing a light fitting. The operative was not badly injured; has recovered and it is not a RIDDOR reportable incident.

In order to prevent any similar occurrence in the future we have commenced carrying out lock changes to all voids at the beginning of the void period.

2.7 Property Condition

(i) A Letter of Claim in relation to the Housing Conditions Pre Action Protocol regarding a property at Broom Nook has been received. Work is ongoing with the tenant and their representative to address the issues raised.

(ii) Board members were reminded that BITMO has been locked in litigation in relation to a property in the Nesfield area for several years and that a week-long trial had been scheduled prior to lockdown. A revised court date is being sought. In the meantime we have been setting vermin traps and cutting foliage.

2.8 Remobilisation

The CEO advised that we are adhering to the approach taken by LCC in remobilising services, and in doing so are adopting their risk assessments and safe methods of working.

All housing management activities are recommencing with significant changes to levels of face to face contact with customers.

Some work with Retirement Life/Sheltered residents has recommenced with a coffee morning which was held outside for the residents. This proved to be enjoyable and well received. Another coffee morning will be held at Belle Isle Circus next week.

The GATE and Housing Reception are not yet open but this is being kept under consideration. The Housing Reception may be open to visitors by appointment only by the end of September, depending on Government guidance.

Recommendation for Approval

The Board were requested to NOTE the above matters.

Noted.

3. Board Strategy and Forward Plan & AGM

3.1 Meeting schedule

Meeting dates for the forthcoming year would be presented to the next Board meeting planned for 1st October.

Recommendations for Approval;

- Board members were asked to note the report.

Noted.

3.2 Annual General Meeting

At the July 2020 meeting the Board agreed that it should take legal advice as to what the ramifications would be if it were not possible to undertake an AGM prior to the latest due date of 30th September.

Legal opinion was obtained and the solicitor has advised that all best efforts should be made to hold a meeting if at all possible.

A letter was sent to shareholders on 21st August, stating that a teleconference meeting will be held on 24th September 2020 and that it is possible that a physical meeting for a small number of people may be held if required and possible under Covid-19 restrictions.

A draft agenda for the AGM was provided at the meeting.

Recommendation:

The Board are requested to note the current status of the arrangements for the AGM and suggest any amendments.

Noted – there were no amendments.

4. Draft Reports and Financial Statements 2019-20

The Head of Governance and Finance had presented draft financial statements to the Board on 30th July 2020 and had noted that a final draft would be presented to the September meeting, once audit work was complete. A final draft, with very minor changes, was therefore presented on completion of audit fieldwork. The Board were asked to approve the final draft.

A Letter of Representation was also presented for Board approval. This is a statement from the Board to the Auditor firm Beever and Struthers, stating that the Board have made available all information required and believe that the financial statements are correct.

Recommendation for Approval:

The Board were requested to:-

APPROVE the revised Reports and Financial Statements for the Year Ended 31st March 2020.

Approved.

APPROVE the requested Letter of Representation to Beever & Struthers.

Approved.

5. Scheduled Report Updates

5.1 Financial Update

5.1.1 Revenue Accounts

The Head of Governance and Finance had previously presented the Management Accounts for the first quarter to 30 June. He had advised that these showed a significant surplus (£140k) due to an underspend on responsive repairs. This was due to the Covid-19 lockdown and the inability to carry out most types of repairs during that period. Compared to the first quarter of 2019-20, 424 less jobs were requested in the same period of 2020-21.

Management accounts for the four months to 31st July were presented to the meeting, which show an increased underspend on responsive repairs. The contractors are now going through orders on the system but it will take some time to complete as distancing restrictions still apply. Levels of repair orders coming through were low.

Financial activity will continue to be closely monitored and this will be aided by the recent appointment to the post of Management Accountant, John Clark, who commenced in post on 1st September.

Management Accounts for the Four Months to 31st July 2020 are as follows:-

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
Responsive Repairs – All costs relating to day to day repairs including caretakers' work on voids	1,283,806	422,627	201,106	221,522
Staffing – Housing Staff- All staffing costs relating to delivery of housing services (Rents, Relets, Repairs, Finance, Gate)	1,019,895	332,171	362,754	(30,582)
Planned Maintenance – All planned maintenance costs including caretakers' environmental work and Three Storey Flats	519,167	192,498	195,336	(2,838)
Aberfield Gate – All costs relating to BITMO's day to day operation and Bitmo's Gate	292,115	80,325	83,128	(2,803)
Service Level Agreements – All costs relating to service agreements	58,881	19,627	19,627	0
Sheltered Housing – All costs relating to the delivery of Sheltered Housing services (Wardens)	78,869	26,290	24,255	2,034
Total Expenditure	3,252,732	1,073,539	886,206	187,333
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,254,644	1,079,109	1,079,724	615
Operating Surplus/(Deficit)	1,912	5,570	193,518	187,949

The surplus of income over expenditure in the first quarter of the current financial year is £193.5k. The main area of underspend is in Responsive Repairs which are £221k less than budgeted.

5.1.2 Capital Accounts

There was a very small amount of capital expenditure to the end of June 2020 (Quarter 1). Some £47k has been expended against the budget of £1.72m (2.7%).

This was due to a combination of factors including Covid19 restrictions and planning preparations. Some budgets will need to be varied to expand external schemes (such as gable repairs) where internal works are not possible (such as enhancing communal areas of the 3 storey blocks).

Progressing the various schemes will be a top priority for the newly appointed Head of Repairs, Maintenance and Investment.

Recommendation

The Board were asked to note the Financial Update.

Noted.

5.2 Performance Grid

Key Performance Indicators for the Quarter to 30th June 2020 were presented at the meeting.

Recommendation

Board members were requested to note and comment on the Performance Grid.

Noted.

5.3 Risk Register

The CEO advised that the Risk Register is vast and recommended that a separate meeting be arranged to go through the register in detail. A meeting will be arranged when circumstances allow.

Recommendation

The Board are requested to note and approve the above report.

Noted.

5.4 GATE Update

Following the recent staff restructure, Keith Wigglesworth will start in his role in the Community and Tenant Support Team in September. His main focus will be on the Employment and Skills agenda, looking at ways we can support people in to work, changing jobs or retraining. Keith will also lead on our work with volunteers, working to extend the opportunities for volunteering and to provide more support to our existing volunteers.

The annual Garden Competition has been launched, this year encouraging photo entries via email, text or WhatsApp. The competition will run between Monday 31st August to Friday 18th September; with judging taking place on Monday 21st September.

Bits and Pieces is currently in production and will be sent later this month alongside rent statements.

Because of COVID-19, the Community Coach Trip to Blackpool scheduled for October, the Christmas Party and the Christmas Market events will not be going ahead this year. Events will, however, be planned for a time when Covid-19 restrictions are fully lifted.

Board members asked the following questions:-

Q. Can we offer computer appointments, Citizens Advice etc?

A. We are currently working with partners to try and do this. We can look at booking appointments for the GATE and appointment only visits to the front desk.

Recommendation for Approval

The Board were requested to note and approve the above report.

Noted and Approved.

6. Any Other business

6.1 Opening Times Xmas 2020

Opening hours for Xmas 2020 were proposed as follows:-

Day and Date	Opening times
Wednesday 23 rd December 2020	Open as normal
Thursday 24 th December 2020	9.00am to 1.00pm
Friday 25 th December 2020	Closed (Bank holiday Xmas Day)
Monday 28 th December 2020	Closed (substitute Bank holiday Boxing Day)
Tuesday 29 th December 2020	10.00am to 4.00pm
Wednesday 30 th December 2020	Either: 10.00am to 1.00pm (as per normal Wednesday opening hours, office still open until 4pm) Or: 10.00am to 4.00pm (given the office will only be open 3 days this week due to how the Bank Holidays fall ?).
Thursday 31 st December 2020	10.00am to 1.00pm
Friday 1 st January 2021	Closed (Bank Holiday New Year's day)
Monday 4 th January 2021	Reopen as normal

Recommendation for Approval

The Board were requested to note and approve the Xmas 2020 opening times, with 10am-4pm on 30th December.

Noted and Approved.

6.2 New BITMO Logo

A Board member requested clarification of the full cost of adopting the new BITMO logo approved at the last meeting.

The Chair requested that costs and timescales of changing the BITMO logo be brought to the next Board meeting to be held in October.

Date of Next Meeting: 1st October 2020 at 6.00pm.

APPENDIX 2

BITMO BOARD OFFICER ROLES

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>An 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

- 1. Board Member Code of Conduct Form**
- 2. Board Member Details Form**
- 3. Register of Interests Form**
- 4. Publicity Permission Form**

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 _____



BOARD MEMBER DETAILS

NAME:	
ADDRESS:	
TELEPHONE NUMBER:	
DATE OF BIRTH (dd/mm/yyyy):	
BUSINESS OCCUPATION:	
DETAILS OF ANY OTHER DIRECTORSHIPS HELD:	



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 FORM 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
<i>Are you happy for BITMO to use your photograph in publicity material?</i>		
<i>May we use your image on the BITMO Website</i>		
<i>May we use your image for other promotional activities</i>		

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

SIGNED:.....

DATE:.....