



## **BELLE ISLE TENANT MANAGEMENT ORGANISATION**

### **BOARD MEETING – INC CONFERENCE CALL**

#### **AGENDA AND PAPERS**

**THURSDAY 2<sup>nd</sup> SEPT 2021 (6pm)**

**A blended meeting will take place physically at the GATE and also via Skype and phone call as needed. 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

***Board members who wish to discuss any area of the board papers that requires further information or clarification are welcome to contact***

***Leon Kirkham (Chair) or Deborah Kelly (CEO)  
via Karen Hoole 0113 378 2182***

## Part A: Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
<b>GATE service remobilisation presentation</b>	Future service offer.	Outreach service information for discussion.	We aim have a tenant led service that empowers people in self-development.	Discuss potential services.
<b>Annual General Meeting</b>	Planning for the 2021 AGM.	Opportunity to present the work of the organisation to tenants, shareholders, stakeholders and the wider public.	This is a fundamental aspect of how BITMO reports its activities.	Discuss and approve the AGM preparations.
<b>Operational report</b>	An overview of what is going on at BIMTO, what is working well, what the challenges are and plans for the future.	Our community face challenges on lots of fronts and we want to support them to build a better future.	We want to help to provide more assistance to households who need support, and to help people pay for training and qualifications that will help them get better jobs.	Accept the report and approve the measures advocated in the Health & Safety Action Plan below.
<b>Health and safety report</b>	An annual review of health and safety matters	Health and safety of tenants, staff and the public is paramount to what we do.	The report refers to an in-depth examination of compliance issues and advocates an action plan over coming months.	Accept the report and its recommendations.
<b>Management Accounts</b>	We provide detailed information on how we spend BITMO's money.	Good financial management is fundamental to a well-run organisation.	Maintain strong financial control.	Accept the report and raise any queries.
<b>Human Resources report</b>	Annual review of staff welfare and compliance.	Good human resources management is vital to ongoing operations.	The annual report provides the opportunity for reflection and development.	Receive and discuss the report.

# **BITMO Board meeting to be held on Thursday 2nd September 2021**

## **At the GATE and via Skype/phone**

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

### **Part A – Public Agenda Items**

- Apologies
  - Questions from the public (via phone or email beforehand)
  - Issues raised by Board members for the agenda
1. Presentation topic – Remobilising GATE services
    - Update and discussion.
  2. Minutes, Matters Arising – *Page 4*
    - Board Minutes – 27<sup>th</sup> May 2021 – *Appendix 1 (Page 23)*
  3. Board Forward Plan (for information) – *Page 5*
  4. Operational Report - Update report from the CEO - *Page 7*
  5. Annual General Meeting 2021 – *Page 9*
  6. Scheduled report updates – *Page 11*
    - GATE Report – *Page 11, Appendix 3 (Page 47)*
    - Health & Safety Report – *Page 14, Appendix 2 (Page 33)*
    - Financial Reports – *Page 16*
  7. Any Other Business – *Page 21*
    - Belle Isle Health Needs Assessment - *Page 21*
    - Christmas opening times 2021- *Page 22*

### **Part B – Confidential items**

1. Confidential Minutes of the Meeting held on 29<sup>th</sup> July 2021 (*Conf Paper 1*) – *acceptance sought*
2. Compliance issues (*Conf Paper 2*) – *Recommendations made*
3. Contractual issue - *Update*
4. Human Resources Report 2020-21 (*Conf Paper 3*) – *Acceptance sought Discussion postponed from the July Board meeting*
5. Access to Work issue – *Verbal item for discussion.*

## Part A – Public Agenda Items

- **Apologies:** To be reported at the meeting.
- **Questions from the Public:** All BITMO Board meetings are normally open to the public.
- **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. Presentation topic – Remobilisation of GATE activities

Presentation from the Community and Tenant Support Team and discussion by the Board.

#### Recommendation

The Board are requested to NOTE and DISCUSS the issues raised and make any recommendations as needed.

### 2. Minutes and Matters Arising

In this part of the meeting the Board will consider the notes arising from the Board meeting held on 29<sup>th</sup> July 2021. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

#### Board meeting 29<sup>th</sup> July 2021

Item	Update
Crime report	Further discussions required re messages to residents and the provision of facilities to reduce anti-social behaviour.
Green areas	Investigation into environmental enhancement opportunities around land behind the shops at Broom Terrace. Consultation to begin re tree planting in areas identified to date.
Repairs Procurement	Mobilisation underway. Timescale may need to be flexed due to new software implementation.
Planned programme	Payments to contractors being put through both Keystone asset management system and PS Team. Monitoring of work programmes underway.
Charity establishment	Further clarification sought from solicitor that BITMO would have the power to close the charity if necessary. Solicitor has advised some additional safeguards to be incorporated into the model constitution. Chairs have been informed of changes.
Board recruitment & AGM	Reported separately below

## Recommendation

The Board are requested to AGREE the draft Minutes and NOTE the matters arising updates

### 3. Board Forward Plan

#### (i) Meetings schedule

Date	Presentation	Discussion Topic	Area for Scrutiny
27 <sup>th</sup> May 2021	None	Presentation topics Management Agreement Charity structure Complaints Procedure	Human Resources (transferred to July) Complaints Performance KPI's
29 <sup>th</sup> July 2021 (start of anticipated Blended Meetings)	Police	Crime report Financial Statements Charity structure Partnership opportunity	Human Resources Financial Statements Performance KPI's
2 <sup>nd</sup> September 2021	GATE and tenant engagement		GATE & Tenant Engagement Health & Safety
30 <sup>th</sup> AGM			Headline Report Financial Statements
7 <sup>th</sup> October 2021 (post AGM)	LASBT	To agree Officers and Co- optees	Green Action plan
25 <sup>th</sup> November 2021 (TBA)	Risk Register	STAR survey	Anti-Social Behaviour Safeguarding Performance KPI's
27 <sup>th</sup> January 2022 (TBA)			Budgets Performance KPI's Repairs Risk Register
31 <sup>st</sup> March 2022 (TBA)			Budgets Retirement Life

**(ii) Board Member Bitesize Learning Sessions**

<b>Date</b>	<b>Title</b>
May 2021	Teleconference meeting only
July 2021	<b>The Gate Programme - engagement and impact.</b> Hear about the continued remobilisation of our Outreach service. <i>Postponed and verbal update.</i>
September 2021	<b>The Gate Programme - engagement and impact.</b> Remobilisation of our Outreach service. <b>Repairs &amp; Maintenance</b> Compliance and Health & Safety – dealt with in CEO and Health & Safety Report.
November 2021	<b>Being a Board Member</b> Skills training and responsibilities.
January 2022	<b>Rents and Tenants Responsibilities</b> An update on rent collections and how we support a positive payment culture.
March 2022	<b>Lettings &amp; Tenant Support</b> How we let properties and support our tenants.

**Recommendation**

The Board are requested to NOTE the Board Forward Plan.

## **4. CEO Operational Report**

### **Introduction**

The purpose of this report is to provide an update on events at BITMO over the last month since the Board meeting in July.

### **Customer Service and performance**

Issues with the rollout of Cx have impacted our service to customers, financial management and business performance significantly. Staff are working very hard to overcome the challenges, and we have close dialogue with LCC.

The main areas of concern are day to day repairs and voids, and payment processing.

Day to day repairs are subject to delay as orders are not processing through to the contractor efficiently. We have been unable to order voids through the system and so have developed a manual workaround that is delaying matters considerably.

Invoice processing for responsive repairs is not working at the time of writing (19.8.21).

These matters are being prioritised by the Cx project team at LCC, but we are a long way from being able to operate the systems as intended.

### **Remobilisation**

The Office is re-opening on 6<sup>th</sup> September.

### **HR report**

The HR report from the July agenda is presented in these papers (confidential items). There was insufficient time to consider it at the previous meeting. It covers attendance, training provided, starters and leavers and health and safety matters. It also provides detailed information on the well-being survey that we carried out to identify any issues relating to the COVID situation, the support we have provided and areas where we can support colleagues better.

The stand-out issues of concern for colleagues were:

- The extent to which the office has felt "Covid Safe", during the period of closedown.
- Work challenges and pressure
- Lack of social interaction
- General anxiety about the pandemic

People felt satisfied/very satisfied with support provided and with clear and regular communication.

## **Policy Reviews**

We are currently reviewing some of our HR policies, notably the grievance and whistleblowing policy. We are also developing a well-being policy and an agile working policy. The well-being policy will capture the priority we place upon colleague well-being and all the actions we take to promote it. The agile working policy will provide a framework for a blended home/ office approach to work. All will be shared with the colleagues for input and agreed with the trade unions before being presented to the Board for discussion and approval.

## **Conclusions**

Performance has dropped significantly following the roll out of Cx. It will be some time before we are able to re-stabilise performance in key areas. Business as usual continues in other activities, along with ongoing policy reviews, and recruitment.

### **Recommendation**

Board is requested to NOTE and ACCEPT the contents of the report



## 5. Annual General Meeting 2021

There are currently 91 shareholders. They have been notified of the forthcoming Annual general Meeting at 6pm on 30<sup>th</sup> September 2021. They have not yet been advised of the venue as investigations have been continuing into the best way to hold a meeting which will comply with Covid safety best practice.

Options explored have included:

- Belle Isle Working Men's Club – Concert Hall
- Local Schools
- Other local venues
- Marquee in the BITMO car park

The Working Men's Club is available and has been provisionally secured. It is a large space and will be able to hold the normal number of attendees with some social distancing. The bar will be available for refreshments.

The search for other indoor venues has not yielded any suitable available venue. There would be logistical issues around a Marquee in the car park and the weather could be adverse.

The plan is therefore to use the Working Men's Club as the venue.

Shareholders were told that the AGM would be preceded by a short half hour play from the Red Ladder Theatre Company. The play would be 'Undermined' and would relate to the Miners' Strike of 1984-5.

Three Board members (Jean Burton, Michelle Lyons and Julie Rhodes) will be standing down and may stand for re-election and that three spaces are also vacant for potential new members.

Nominations for candidates should be received by 4pm on 10<sup>th</sup> September 2021.

All co-opted Board members must also step down at the AGM and seek reappointment at the first Board meeting after the AGM. These co-opted Board members include Margaret Brown and Ashley Knowles. In addition, BITMO has two co-opted local authority delegates, Councillors Paul Truswell and Sharon Burke who, subject to confirmation by the Board, will remain on the Board

If there are contested tenant shareholder elections, then there will need to be ballot of shareholders present. This will be overseen by Leeds CC Internal Audit team.

Six new tenant candidates have expressed an interest to stand and nominations are awaited.

The draft Agenda is given below:

- 1. Welcome and Introduction**
- 2. Performance of the Play ‘Undermined’ by the Red Ladder Theatre Company**
- 3. Procedures for the AGM**
- 4. Minutes and Matters Arising from the 2020 AGM**
- 5. CEO report**
- 6. Reports & Financial Statements 2020/21**  
Audited Accounts 2020/21 – with remote attendance by Beever and Struthers (External Statutory Auditors)
- 7. Election of Tenant Board Members**  
Nominations have been received from the following tenant Shareholders:-
- 8. Appointment of Auditor**
- 9. Arrangements for the first meeting of the new Board**  
Provisionally: Thursday 7th October 2021 (To Be Confirmed)

#### **Recommendation**

Board is requested to ACCEPT the above preparations and/or advise of any changes.

## **6 Scheduled Updates**

### **6.1 GATE Report**

#### **Community and Tenant Support Team - September 2021 Update**

##### **Digital Skills**

###### Device Lending Scheme

Earlier this year BITMO was awarded money from Public Health to launch a device lending scheme. Currently 30 of the 50 devices have been assigned. Articles have been placed in South Leeds Life, Facebook, the tenant email and our Bits & Pieces newsletter to encourage others to take part in the scheme.

###### Digital Health Hub

The Good Things Foundation, 100% Digital Leeds (part of Leeds City Council) and the Middleton and Beeston Local Care Partnership launched a Digital Health Hub project in June, which encourages community-based organisations to integrate digital health support into their service offers.

BITMO were successful in applying for Digital Health Hub status and securing £10,000 of funding to enable us to expand our current service offers. BITMO have used the funding for devices for use in communal rooms at Retirement Life buildings, for mobile Wi-Fi devices and secure storage of the equipment, as well additional IT support.

###### Essential Digital Skills Classes

Leeds City College will be running Essential Digital Skills Classes from Monday 20 September between 10am-12pm for learners wanting to get to grips with the basics before progressing on to accredited courses.

###### Digital Inclusion together with Belle Isle Senior Action

BITMO would like to create a more formal arrangement for partnership working with Belle Isle Senior Action (BISA) to explore opportunities for joint funding and shared resources, both staff and equipment. This would mean we have a joined-up approach to rolling out our device lending schemes, being able to tailor help to our service users and more opportunities for digital support and learning.

Approval requested to further partnership working with BISA.

##### **Health and Wellbeing**

###### Women's Group

In partnership with YourSpace, the GATE is hosting a weekly Women's Group each Thursday from 4.30pm to 6.30pm. The group offers a safe space for women to meet and discuss health and wellbeing matters. Arlie from YourSpace will be offering light refreshments for the group and as the group hopefully grows in popularity, inviting expert/guest speakers along.

## Walking Group

Unfortunately, we've had to postpone the start of our Walking Group due to only having one available trained group leader. We're keen to recruit more walk leaders for our Tuesday 10am group. Volunteers will receive Walk for Health training and will be supported by the Community and Tenant Support Team.

## Be Smoke Free/ Weight Management

We're currently in talks with One You Leeds who previously ran the Be Smoke Free and Weight Management sessions at the GATE. We're hoping that they might deliver face-to-face support sessions by late autumn.

## **Employment, Skills and Training**

Residents can now access the GATE on Tuesdays by appointment for 45-minute sessions. We propose to open a second session exclusively for those seeking a new job or advice on training and college courses. This will be on Thursday afternoons from 9 September. Although this will only be for booked appointments only, there will be no time limit.

## **Volunteers**

### Volunteers Training

We held a successful Friday afternoon training course for volunteers over 6 weeks, run by WEA. Six volunteers involved in our breakfast and lunch clubs and two volunteers involved with older residents attended.

We are seeking new volunteers - especially around digital support, our walking group, and social events in Retirement Life settings.

## **Community Engagement**

### Litter Free LS10

Litter Free Leeds is a city-wide campaign endorsed by Leeds City Council that supports people to litter pick their neighbourhood as and when they're able to. There are over 3,000 volunteers across the city, but there is little uptake in the Middleton Park Ward.

Approval requested to be involved in local promotion.

### Getting Involved

We propose to use the September edition of Bits & Pieces newsletter to highlight the services that were available in the GATE from 2013 – 2020 and to ask for views on these and other new priorities. Tenants will be able to respond to a paper survey as well as phoning and completing a digital survey.

Approval requested for roll out plan (see Appendix 4).

## Play

There are 120 places available for people to attend a performance of Peter Pan Flies Again, followed by an interactive workshop led by the cast. It will take place in the car park in sessions at 12pm and 2pm on Wednesday 1 September. There is no cost to BITMO as we have a partnership with Red Ladder, who have charitable funds for community theatre. BITMO volunteers will make up a small healthy picnic for those attending, paid for from event funds. The performance is free to LS10 residents. Booking is online via Eventbrite

### **Recommendation**

Board is requested to ACCEPT the above report and if suitable to APPROVE:

- The proposed plan for the roll out of the Community Involvement Survey
- Being a partner in the local Litter Picking campaign
- Increased partnership working with Belle Isle Senior Action around digital inclusion

## 6.2 Health & Safety Report

The report attached per Appendix 2 is the Annual Health and Safety Report to the Board and provides key Health and Safety Information as follows;

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

The report also refers to an in-depth review of compliance and associated Action Plan.

The H&S Plan has not yet been reviewed by the Health & Safety Forum. Board members attending the last Forum were Iris Crummack and Mary Thompson. Mary has now left the Board and so a replacement is requested. The Forum meeting is planned to take place by mid-September.

Board members are asked to confirm in particular, that the following section (5.1 Checklist for Board Members) can be completed and signed by the Chair, after confirmation from the Forum that it does not have any issues which prevent signature.

Board Members are required 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 the Chief Executive prepared an annual report on Health and Safety?	
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 the monitoring being carried out as described in the Health and Safety Policy?	
7	Have all recommendations made by the organisations safety consultants 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 & re-issued in February 2021.
- The enforcing authorities have not visited in the last 12 months.
- Monitoring has been undertaken during the last year, and as remobilisation starts and the office re-opens, full monitoring will recommence in accordance with the Health & Safety Policy.
- The recommendations made by our Health and Safety Consultants are being complied with.
- All health and safety issues raised by staff have been addressed.

### **Recommendation**

Board is requested to:

- APPROVE the reports; and
- SELECT a replacement Board member to sit on the H&S Forum.

## 6.3 Finance Reports

### 6.3.1 Revenue Management Accounts

#### Management Accounts for the 3 Months to 30<sup>th</sup> June 2021

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
<b>Responsive Repairs</b> – All costs relating to day to day repairs including caretakers’ work on voids	1,259,829	314,957	309,412	5,545
<b>Staffing</b> – Housing Staff- All staffing costs relating to delivery of housing services (Rents, Relets, Repairs, Finance, Gate)	1,025,042	249,724	258,763	(9,038)
<b>Planned Maintenance</b> – All planned maintenance costs including caretakers’ environmental work and Three Storey Flats	533,713	181,664	187,406	(5,741)
<b>Aberfield Gate</b> – All costs relating to BITMO’s day to day operation and Bitmo's Gate	244,784	52,034	74,541	(22,507)
<b>Service Level Agreements</b> – All costs relating to service agreements	58,881	14,720	14,720	0
<b>Sheltered Housing</b> – All costs relating to the delivery of Sheltered Housing services (Wardens)	82,345	20,586	19,687	899
Amortisation of office improvements over ten years	5,040			
<b>Total Expenditure</b>	<b>3,209,633</b>	<b>833,686</b>	<b>864,528</b>	<b>(30,842)</b>
<b>Income</b>				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	786,903	804,656	17,753
<b>Operating Surplus/(Deficit)</b>	<b>(48,023)</b>	<b>(46,784)</b>	<b>(59,873)</b>	<b>(13,089)</b>

The figures for the first quarter of 2021-21 show that there is a negative variance of some £13k from budget. This relates to the following:

- (i) Less income from Leeds CC under the Voids Management element of the funding agreement (£8k). Average times taken to relet properties are higher than target but lower than the rest of the City.
- (ii) Some additional skip costs (£3k) with regard to increased void activity.



(iii) Recouping of salary details for capital works is less than budget (£3k). This is a timing issue and it is expected that it will be rectified in due course when all internal time allocations are reported through.

Other costs and income are broadly on target.

As previously reported, there is some income and related expenditure for the purchase of computers for members of the public (£25k). This has no overall effect on the anticipated financial result for the year.

## Capital Accounts for 2020-21 and the 3 Months to 30<sup>th</sup> June 2021

### (i) Spend 2020-21

The Capital spend for 2020-21 has previously been reported to Board as follows:

Scheme Title	2020-21	
	Budget	Total spend
	£000's	£000's
REACTIVE BOILER REPLACEMENT	80.8	37.5
PLANNED BOILER REPS	165.0	346.9
RE-ROOFING OF SLATE PROPERTIES	200.0	72.2
OTHER ROOFS	100.0	4.7
TIMBER FRAMED PROPERTIES	200.0	44.2
Four Flat Blocks - ENTRANCES	48.0	49.5
ROOF OUTBUILDINGS / CANOPIES	40.0	0.1
REACTIVE ELECTRIC UPGRADES	15.0	1.4
KITCHENS AND BATHROOMS	105.0	95.1
THREE STOREY BLOCKS (externals)	300.0	13.8
THREE STOREY BLOCKS (internals)	0.0	3.8
ADAPTATIONS	120.0	204.4
DECENCY FAILURES	50.0	98.5
PUBLIC FOOTPATH RENEWAL SCHEME	50.0	15.7
PARKING PROVISION	30.0	21.7
UNADOPTED ROAD REPAIRS	0.0	0.0
RE-POINTING SCHEME	0.0	98.0
WATER SUPPLIES - HOUSES	60.0	143.3
EXTERNAL GRP DOORS	20.0	54.7
FENCING	0.0	0.0
PLANNED ASBESTOS	35.0	27.6
STOCK CONDITION SURVEYS	0.0	20.0
ENVIROVENT CONDITIONING	1.2	0.0
BITMO VOID REFURBS	100.0	124.7
<b>Total</b>	<b>£1,720.00</b>	<b>£1,477.80</b>

There was therefore an overall underspend of £242k. LCC has asked if this sum should be carried forward to 2021-22 or future years. It is considered unfeasible for this sum to be expended in addition to the current year budget in the current year. Board is therefore asked to confirm that this sum can be carried forward to future years.

The spend figures included some elements which were committed and started by not complete at the year end. These totalled £272k and included £98k on repointing, £53k on GRP doors, £48k on 4 block flats, £20k on stock condition, £15k on footpath renewal. Of these sums there are some elements which have yet to be paid (including the re-pointing). This has largely been due to logistical and software issues in pushing payments through to contractors. It is not anticipated at present that there needs to be any element of this spend which needs to be deferred until future years.

## **(ii) Capital spend for the Quarter to 30<sup>th</sup> June 2021**

Capital spend for the quarter is given in Figure 1 below. It amounts to some 20% of budget.

Considerable work has been put into the new Keystone asset management system and to its ability to interface with the LCC accounting package. Some work continues to be put through the PS Team software system as necessitated by contractors.

It is likely that there will be delays to some major spend areas – including the Gable End works at the Brooms and the procurement of Mansard roofs. It is expected that Mansard Roof expenditure will be some one third of budget, that the Gable End work will only be half of budget.

On the other hand, it will be possible to increase some other areas of work (as per Figure 2).

At present therefore no significant decrease in planned capital expenditure for 2021-22 is proposed, but this is seen as a risk area. It will be monitored closely and further updates will be given as information becomes available.

## **(iii) Summary**

Board is therefore asked to request from LCV that that the underspend from the 2020-21 budget is moved to years after 2021-22. No significant reduction in the 2021-22 budget is currently anticipated.

Figure 1 – budget and spend for quarter to 30.6.21

Scheme Title	2021-22	2021-22	2021-22	2021-22	2021-22	2021-22	2021-22
	Budget	FMS spend	PS Team	Keystone	NPS fees	Total spend	Residue
	£00	to 26.8.21	pending	pending	agreed	to date	
	£00	£00	to 26.8.21	to 23.7.21	£00	£00	£00
REACTIVE BOILER REPLACEMENT	54.8					0.0	54.8
PLANNED BOILER REPS	140.0	7.6		3.3		10.9	129.1
RE-ROOFING OF SLATE PROPERTIES	295.5				24.3	24.3	271.1
OTHER ROOFS	0.0					0.0	0.0
TIMBER FRAMED PROPERTIES	388.5					0.0	388.5
Four Flat Blocks - ENTRANCES	24.0					0.0	24.0
ROOF OUTBUILDINGS / CANOPIES	0.0					0.0	0.0
REACTIVE ELECTRIC UPGRADES	15.0					0.0	15.0
KITCHENS AND BATHROOMS	121.0	19.0		0.0		19.0	102.0
THREE STOREY BLOCKS (externals)	98.0					0.0	98.0
THREE STOREY BLOCKS (internals)	93.0				2.2	2.2	90.8
ADAPTATIONS	90.0	14.5		12.1	3.9	30.5	59.5
DECENCY FAILURES	50.0	10.3		19.8		30.1	19.9
PUBLIC FOOTPATH RENEWAL SCHEME	30.0					0.0	30.0
PARKING PROVISION	0.0					0.0	0.0
UNADOPTED ROAD REPAIRS	30.0					0.0	30.0
RE-POINTING SCHEME	50.0			29.2		29.2	20.8
WATER SUPPLIES - HOUSES	50.0	28.7		56.8		85.5	(35.5)
EXTERNAL GRP DOORS	20.0					0.0	20.0
FENCING	20.0					0.0	20.0
PLANNED ASBESTOS	30.0	0.0				0.0	30.0
STOCK CONDITION SURVEYS	30.0					0.0	30.0
ENVIROVENT CONDITIONING	3.5					0.0	3.5
BITMO VOID REFURBS	86.8	125.1				125.1	(38.4)
<b>Total</b>	<b>£1,720.00</b>	<b>£205.31</b>	<b>£0.00</b>	<b>£121.20</b>	<b>£30.36</b>	<b>£356.87</b>	<b>£1,363.13</b>
						20.75%	

Figure 2 – current estimates of spend 2021-22

2021-22 Scheme Code	Scheme Title	2021-22 Total spend to date	2021-22 Residue	2021-22 Budget	2021-22 Estimate
		£00	£00	£00	
33303	REACTIVE BOILER REPLACEMENT	0.0	54.8	54.8	54.8
33304	PLANNED BOILER REPS	10.9	129.1	140.0	140.0
33305	RE-ROOFING OF SLATE PROPERTIES	24.3	271.1	295.5	98.5
33306	OTHER ROOFS	0.0	0.0	0.0	0.0
33307	TIMBER FRAMED PROPERTIES	0.0	388.5	388.5	194.3
33308	Four Flat Blocks - ENTRANCES	0.0	24.0	24.0	24.0
33309	ROOF OUTBUILDINGS / CANOPIES	0.0	0.0	0.0	0.0
33310	REACTIVE ELECTRIC UPGRADES	0.0	15.0	15.0	15.0
33311	KITCHENS AND BATHROOMS	19.0	102.0	121.0	150.0
33312	THREE STOREY BLOCKS (externals)	0.0	98.0	98.0	98.0
	THREE STOREY BLOCKS (internals)	2.2	90.8	93.0	93.0
33313	ADAPTATIONS	30.5	59.5	90.0	250.0
33314	DECENCY FAILURES	30.1	19.9	50.0	75.0
33315	PUBLIC FOOTPATH RENEWAL SCHEME	0.0	30.0	30.0	30.0
33316	PARKING PROVISION	0.0	0.0	0.0	0.0
	UNADOPTED ROAD REPAIRS	0.0	30.0	30.0	30.0
	RE-POINTING SCHEME	29.2	20.8	50.0	50.0
33317	WATER SUPPLIES - HOUSES	85.5	(35.5)	50.0	90.0
33318.00	EXTERNAL GRP DOORS	0.0	20.0	20.0	20.0
	FENCING	0.0	20.0	20.0	20.0
33319	PLANNED ASBESTOS	0.0	30.0	30.0	30.0
	STOCK CONDITION SURVEYS	0.0	30.0	30.0	30.0
33320	ENVIROVENT CONDITIONING	0.0	3.5	3.5	3.5
33321	BITMO VOID REFURBS	125.1	(38.4)	86.8	200.0
	<b>Total</b>	<b>£356.87</b>	<b>£1,363.13</b>	<b>£1,720.00</b>	<b>£1,696.03</b>
		20.75%			98.61%

### Recommendation

Board is requested to NOTE and ACCEPT the above reports and AGREE that the Capital underspend of £300k from 2020-21 be deferred to capital budgets post 2021-22.

## 10. Any Other Business

### 10.1 Belle Isle Health Needs Assessment

Health Improvement Specialists are carrying out Health Needs Assessment in Belle Isle and would like to speak with residents who are BITMO Board Members.

A Health Needs Assessment is an important step in planning services that are needed in an area. It helps to understand the needs of the population and the type and distribution of services and facilities that would bring the greatest benefit.

As part of the Health Needs Assessment process, various consultations are carried out with organisations working in the area and the residents who live there. All levels of consultation are key to the success of the assessment, but it is crucial to gather the views of those who live in the area as it enables the community to articulate their own concerns and identify the appropriate responses and solutions to issues that affect them.

As part of the Belle Isle North Health Needs Assessment, we are looking to gather information on what people like about the area they live in, what people identify as the main issues in the area and then to gather any ideas about what could be done in the area to improve the health and wellbeing of those who live there.

We would like to arrange a meeting for Board Members to share their views in the GATE on either the 14<sup>th</sup> or 21<sup>st</sup> September with a Health Improvement Specialist.

#### **Recommendation**

Board is asked to NOTE the report and to contact the GATE if they are individually able to attend the consultative meeting with a Health Improvement Specialist, on either 14<sup>th</sup> or 21<sup>st</sup> September.

## 10.2 BITMO public opening times Christmas 2021

A proposed timetable below for Board approval (based on 2021 bank holidays and opening hours as per previous years but with an additional option for the Wednesday due to how the bank holidays fall):

<b>Day and Date</b>	<b>Opening times</b>
Wednesday 22 <sup>nd</sup> December 2021	Open as normal
Thursday 23 <sup>rd</sup> December 2021	Open as normal
Friday 24 <sup>th</sup> December 2021	9.00am to 1.00pm Closed (Bank holiday Xmas Day)
Monday 27 <sup>th</sup> December 2021	Closed (substitute Bank holiday Christmas Day)
Tuesday 28 <sup>th</sup> December 2021	Closed (substitute Bank holiday Boxing Day)
Wednesday 29 <sup>th</sup> December 2021	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 30 <sup>th</sup> December 2021	10.00am to 4.00pm
Friday 31 <sup>st</sup> December 2021	10.00am to 1.00pm
Monday 3 <sup>rd</sup> January 2022	Closed (Bank holiday)
Tuesday 4 <sup>th</sup> January 2022	Reopen as normal

### Recommendation

The Board are requested to agree Xmas opening times.

**Date of Next Meeting: Thursday 7<sup>th</sup> October 2021 at 6.00pm (TBA)**

# **APPENDIX 1**

## **BOARD MINUTES 29<sup>th</sup> July 2021**

**FULL BOARD**  
**Minutes of a Meeting**  
**Meeting held on**  
**Thursday 29<sup>th</sup> July 2021**

**Present:** Leon Kirkham  
Jean Burton  
Cllr Paul Truswell  
Margaret Brown  
Lisa Caley  
Iris Crummack  
Michelle Lyons  
Sharafath Ghafiri

**In Attendance:** Deborah Kelly (Chief Executive Officer)  
Peter Olver (Head of Governance & Finance)

**PART A – Public Agenda Items**

**Apologies**

*Apologies were received from:* Ashley Knowles, Julie Rhodes, Tracey Morris, Bev Walker

**Questions from the Public**

There were no members of the public present.

**Issues raised by Board Members for the Agenda**

There were no issues raised.

**1. Discussion Topic – Local Crime Report**

PCSO Sam Chambers of North Yorkshire Police Service gave an update on crime in the area and also referred to the Belle Isle Children's Crime Forum report 2021 from The Hunslet Initiative.

He reported that hot weather usually brought an increase in opportunist crime as people tend to leave windows and doors open. He advised additional caution in summer months and added that keys should not be in sight. He noted that people should not put their vehicle registration numbers on Facebook as number plates could be cloned and associated with identity theft.

The CEO noted that Domestic Violence had increased during Covid lockdown. The issue of gangs of people congregating outside shops was also of concern to residents. Belle Isle was however seen as average in terms of crime levels generally.

It was suggested that some amenities such as benches may be placed in areas away from housing to allow social interaction in a safe area without annoyance to other residents.



The possibility of further facilitating youth engagement was also discussed and would form part of strategic thinking going forward.

### **Recommendation**

The Board were requested to NOTE and DISCUSS the report.

**NOTED and DISCUSSED**

## **2. BITMO Reports and Financial Statements 2020-21**

With remote attendance of Sue Hutchinson of Beever and Struthers, Registered Auditor.

The annual audit of accounts has been conducted by Beever and Struthers (Registered Auditor) and an unqualified audit report had been indicated. Draft Financial Statements were presented for review and Approval. A Management Letter has been issued with minor comments and a draft Letter of Representation was circulated for approval in principle by the Board.

The result for the year to 31 March 2021 was a draft surplus of £315k, similar to the expected result reported to the Board in the May meeting.

A summary of the detailed Management Accounts which reflect the results for the year, had been circulated. As previously reported to Board, the significant surplus of £315k was primarily due to a lack of repair costs incurred during the first phase of Covid-19 lockdown last year.

### **Recommendations**

**The Board was requested to review and:**

- APPROVE the Draft Reports and Financial Statements for the Year Ended 31 March 2021, subject to any minor presentational amendments agreed at the meeting.

**APPROVED**

- NOTE the Audit Management Letter.

**NOTED**

- APPROVE the requested Letter of Representation to Beever and Struthers.

**APPROVED**

### 3. Minutes and Matters Arising

The minutes of the Board meeting held on 27<sup>th</sup> May 2021 were approved.

#### a. Matters Arising from the Full Board Meeting held on 27th May 2021

Item	Update
Business Continuity	Further work to open up face to face services in a safe way.
Repairs Procurement	Mobilisation underway for the new contract.
Planned programme	Major items established on Keystone asset management system. Monitoring of work programmes underway.
Brooms Car Parking	Residents made aware of planning decision by letter.
Kickstart & Lift Off Programmes	Further reported in the CEO Report.
Digital Health programme	Further reported in the CEO Report.
Policy Reviews (Complaints, Reserves, Donations)	Further reported in the CEO Report.
Charity establishment	Further detail supplied in current papers with regard to the relationship between BITMO and the proposed entity.
Board recruitment & AGM	Five potential candidates have expressed an interest in standing at the AGM. Board members due to retire and potentially stand for re-election: Jean Burton, Michelle Lyons, Julie Rhodes.
Green Agenda	Policy and Action Plan agreed by the Board. Thermal survey of 200 properties complete – to inform base line data and forward insulation programme. Solar panels installation to continue roofing schemes. Solar panel proposal re Aberfield Gate. Tree planting to begin again in the autumn following consultation with tenants.
Palliative Care Flat	Work was currently underway.
Brooms Car Park	Planning consent declined by LCC – this was discussed under the CEO Report
Contractor procurement	This item was discussed under the CEO Report and Part B – Confidential Items
Kickstart & Lift Off Programmes	This was discussed under the CEO Report.
Charity establishment	This item was discussed separately.

Charter for Social Housing	Complaints procedure reviewed in principle by the Chairs Group. This item was discussed separately.
Board recruitment & AGM	Board members were asked whether they know of potential candidates and report to the CEO.  It is anticipated that an actual meeting may be possible for the AGM in September. A timeline and venues are being explored.

The following query was raised:

*Q. Can we investigate land behind the shops at Broom terrace as a site for environmental development? It is not suitable for housing but would benefit from enhancement by the planting of trees and wildflowers. It may need to have a secure boundary given problems elsewhere.*

A. This query was welcomed and would be investigated.

**Recommendation**

The Board were requested to NOTE the matters arising updates.

**Noted.**

**4. Board Forward Plan and Training**

**Recommendation**

The Board are requested to NOTE the Board Forward Plan.

NOTED

## 5. CEO Operational Report

### Introduction

The report provided an update on BITMO performance and activity during May and June. It set out the plans for remobilising our service. It also updated the Board on staffing matters and the implementation of Leeds City Council's new Civica IT system.

### Items covered:

- **Planned programme**
- **BITMO Charity**
- **Digital Health update**
- **Upskilling caretakers**
- **Designated reserves policy**
- **NFTMO**
- **Complaints Policy**
- **Remobilisation**
  - Blended working
  - Hot desking
  - Housing Reception & GATE counters
  - GATE programme
  - Retirement Life (Sheltered) Communal Areas
  - Safe working practices

### Conclusions

Performance was positive in most areas and was improving where it is not at the level required. It will be some time before we are able to re- stabilise performance in some key areas, as the disruption caused by COVID has been profound.

### Recommendation

Board was requested to NOTE and ACCEPT the contents of the report.

NOTED and ACCEPTED

## 6. Policy Updates

### 6.1 Reserves

#### **Recommendation**

Board was requested to APPROVE the revisions to the Reserves Policy.

APPROVED

### 6.2 Complaints

#### **Recommendation**

Board was requested to APPROVE the revisions to the Complaints Policy.

APPROVED

### 6.3 Donations

#### **Recommendation**

Board was requested to APPROVE the revisions to the Donations Policy.

APPROVED

## 7. Establishment of Charity Structure

At the Board meeting on 27<sup>th</sup> May the Board reviewed the proposed constitution of the charity and requested further detail on the issue of control of the entity and its relationship with BITMO.

It was reported that:

- Control would be exercised by means of BITMO being the only voting member of the Charity (under the Association model as modelled by the Charity Commission). Voting would be by means of General Meetings which can be called at any time. BITMO could admit and dismiss trustees to run the Charity.
- Day to day business would be overseen by trustees. Initial trustees suggested in the report on 27<sup>th</sup> May were to be (i) a BITMO Board member, (ii) the BITMO CEO and (iii) the BITMO Head of Finance and Governance. Staff members would only be trustees as long as they were staff members of BITMO.

There is therefore intended to be a dual control over the Charity – with BITMO as a sole voting member, being able to appoint and remove trustees and having staff members as trustees who are in themselves under the control of BITMO.

Assurance was sought from the Board that the Charity could be wound up by the Board if it so chose to do so. Further assurance has been sought from the solicitor that this would be the case. Some additional amends have subsequently been made to re-enforce this capability and these amends have been reported to the Chairs.

### Recommendation

Board was asked to:

- DECIDE whether the level of BITMO control over the Charity would be acceptable and if so to:
- ACCEPT the draft Constitution
- AGREE a nomination for the Trustee Board

The Board AGREED that the Charity should be established for a trial period of 18 months on the basis that it can be closed by BITMO as sole shareholding member at any time.

## 8. Upskilling the Caretaker Team

The Board was asked to consider a proposal to upskill the caretakers to be able to undertake initial repairs inspections to confirm the diagnosis of the repair and identify whether they need a technical inspection by a qualified surveyor. This would speed up customer service and help with accurate repairs ordering.

Benefits of this proposal would be:

- More skilled and flexible workforce
- Improved customer service
- Ability to manage peaks in demand
- More accurate repairs ordering
- Savings in terms of temporary staff to deal with absences,

### Recommendation

Board was requested to APPROVE offering caretakers the opportunity to upskill, and to commence a short period of training to enable them to diagnose repairs, provide accurate measurement and report back to the repairs team.

APPROVED

## 9. Scheduled Updates

### 9.1 Management Accounts

- (i) Year to 31<sup>st</sup> March 2021  
It was reported that a surplus of £315k for the year had arisen due primarily to lower than normal repairs demand in the first period of Covid lockdown.
- (ii) Revenue Accounts for the two months to 31<sup>st</sup> May 2021  
Spend was broadly on track for the two months. A digital access grant had meant that both income and expenditure were correspondingly higher than budget, but with no overall effect on the financial result.

### Recommendations

- Board was asked to ACCEPT the above Management Accounts.

ACCEPTED

Minutes end





**APPENDIX 2**  
**Annual Health & Safety Report**  
**2021**

# Annual Health and Safety Report

August 2021  
(2020-2021)

## Contents

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## **1. Introduction and Summary**

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

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

## **2. The Health and Safety Policy**

The Health and Safety Policy review was delayed in 2020 due to Covid and was completed by a Health and Safety Consultant from Moorepay in February 2021. There were no significant changes, amendments made related to Covid legislation and safety requirements.

The review for 2021 is scheduled with Moorepay for September 2<sup>nd</sup> 2021, an onsite visit is arranged and will include a H&S office review as well as a policy review.

## **3. The Enforcing Authorities**

The enforcing authorities comprise;

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

None of the enforcing authorities have visited Belle Isle TMO regarding any incidents reported in the last 12 months; this is a “normal” standard.

Should any of these authorities visit Belle Isle TMO then this will be; reported immediately to Chair of the Board by the CEO, reported to the next available Board meeting and reflected in subsequent annual health and safety reports.

## **4. Health and Safety Consultants**

Moorepay provides 24 hour advice and support for Health and Safety Issues.

In addition to policy review, 24 hour telephone and online support, annual H&S appraisals are held with Moorepay, these were completed in March 2020 and February 2021, no issues or concerns were raised, the next review is scheduled for 2<sup>nd</sup> September 2021.

## **5. Monitoring Checklists**

There are a number of Monitoring Checklists within the Health and Safety Policy.

### **5.1 Office Checklist for Line Managers**

Under normal circumstances, Managers undertake daily checks, Caretakers, HR and members of the Health & Safety Forum complete full checklists quarterly and all staff remain vigilant to hazard reporting. Over the last year, staff in the office have completed regular checks as well as staff and caretakers on the estate, any issues raised have been resolved appropriately.

### **5.2 Checklist for Chief Executive/HR Manager**

The Chief Executive and HR Manager complete the following checklist;

	<b><i>Item</i></b>	<b><i>Yes/No</i></b>	<b><i>Evidence</i></b>
1	Review the Health and Safety Policy Annually	February 2021.	This checklist, 2020/21. Policy and annual report to Board (completed July 2020 & Aug 2021).
2	Are insurances adequate?	Yes	Certificates viewed by HR Manager & Head of GAF, available for viewing.
3	Are sufficient funds available for Health and Safety purposes?	Yes	All areas of operation have budget for PPE, First Aid, Training and equipment.
4	Have you submitted an annual report on Health and Safety to the Board?	Yes	July 2020 & this report to Board Aug 2021.
5	Has each team completed risk assessments of all activities?	Yes	Annual 'Ask Me once' process & specific Covid-19 risk assessments ongoing.
6	Have all accidents and incidents been reported?	Yes	Logged & records kept by HR Manager
7	Have all incidents covered by RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) been reported?	None occurred	N/A
8	Have all statutory inspections been carried out at the specified intervals?	See Compliance review	Reports & certificates for Gas, Electric checks and Fire Inspections available.
9	Is a copy of the Employee Liability Insurance Certificate on display?	Yes	BITMO Reception, Offices, The Gate & notice boards.
10	Is the Health and Safety Law poster on display?	Yes	BITMO Reception, Offices, notice boards and Gate

<b>Fire</b>			
1	Has a fire risk assessment been completed?	Yes	Completed 17/12/2020
2	Are there any alterations anticipated that may require approval by the Fire Authority?	No	
3	Are there any changes or alterations anticipated that may require modifications to fire alarm/procedures or equipment?	No	
4	Is all firefighting equipment maintained and serviced by a competent person?	Yes Churches Limited	– Checked by Maintenance/Repairs Team.

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

### 5.1 Checklist for Board Members

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

	<b>Item</b>	<b>Yes/No</b>
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 the Chief Executive prepared an annual report on Health and Safety?	
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 the monitoring being carried out as described in the Health and Safety Policy?	
7	Have all recommendations made by the organisation's safety consultants 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 & re-issued in February 2021.
- The enforcing authorities have not visited in the last 12 months.
- Monitoring has been undertaken during the last year, and as remobilisation starts and the office re-opens, full monitoring will recommence in accordance with the Health & Safety Policy.
- Recommendations made by our Health and Safety Consultants are being complied with.
- All health and safety issues raised by staff have been addressed, recommendations made during a recent compliance review are being addressed & may require amendments to our H&S Policy.

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

## **6. Accidents/Incidents at work**

Reporting of accidents is provided to the Board annually.

### **6.1 Accidents reported April 2020 to March 2021**

There were **0 accidents** reported in 2020/21 (vs 9 in 2019/20).

As part of the accident investigation process, Managers hold a discussion with the employee about the avoidance of accidents and any preventative actions identified. Personal Protective Equipment is continually reviewed and regular Health and Safety checks continue.

### **6.2 Incidents, Hazards & Near Miss Reporting**

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

**10 incidents** were identified in 2020/21, compared to 3 in 2019/20, a summary is provided below.

<b>Quarter</b>	<b>Location/Site</b>	<b>Type of Hazard</b>	<b>Actions completed</b>
Quarter 1 (Apr to Jun 2020)	Estate	Reports of youths throwing missiles at moving vehicles.	Reported to LASBT and Police. Staff & contractors advised to be cautious in the area.
<b>Quarter</b>	<b>Location/Site</b>	<b>Type of Hazard</b>	<b>Actions completed</b>
Quarter 2 (Jul to Sept 2020)	Estate	Fire at property which also affected neighbour's property (possible arson).	Investigated by police, arrest made for potential arson. Property assessed for damage, made safe & repairs initiated.
	Estate	Contractor suffered minor electric shock (accident logged by Mears), possible interference with electric supply by tenants.	Property made safe; investigation & actions undertaken.
	Estate	Large fire at property.	Emergency service investigations found fire was caused by a rechargeable battery. Inspections undertaken & repairs actioned, tenants rehoused during repairs.
<b>Quarter</b>	<b>Location/Site</b>	<b>Type of Hazard</b>	<b>Actions completed</b>
Quarter 3 (Oct to Dec 2020)	Estate	Fire at property.	Attended by emergency services. Fire (smoke only) caused by washing machine.
	Estate	Fire at property.	Emergency service investigations found possible arson. Tenant decanted & rehoming options explored.
	Office	Remnants of attempted fire found on external GATE steps.	CCTV checked, police contacted. Area cleared & cleaned by caretakers.
<b>Quarter</b>	<b>Location/Site</b>	<b>Type of Hazard</b>	<b>Actions completed</b>

Quarter 4 (Jan to March 2021)	Estate	Broken tree branch reported by Forestry Team.	Branch removed by caretakers.
	Estate	Shed in communal gardens set on fire.	Investigations completed by LASBT and police.
	Estate	Tenants car was targeted (explosives put under vehicle; windows/bonnet blown out).	Investigations completed by LASBT and police.

All incident reports are logged and retained by the HR Manager, preventative actions are identified and dealt with immediately. Reports are available for viewing by Board. Reporting of incidents is provided annually/quarterly to the Board.

### 6.3 Violent Incident Reporting

As part of our ongoing health and safety monitoring, there is a process for staff to report all incidents of aggression, abuse or violence suffered. Actions are identified and taken against perpetrators.

There were **13 violent incidents reported** in 2020/21 compared to 12 during 2019/20, a summary is provided below

Location	No of incidents	Type of Incident	Outcome & Actions for perpetrators
Telephone	11	Verbally abusive, aggressive and threatening behaviour by tenants over the telephone & on voicemails.	Warning letters sent to tenants. Reported to police. Systems updated to warn staff regarding tenant behaviour & any actions required (i.e. only visit property in pairs).
Estate/property	1	Aggressive behaviour by a tenant's visitor towards an operative working in the property.	Tenant contacted verbally, warning letter sent, systems updated.
Office vicinity	1	Verbal abuse & threats made by member of public towards staff & contractor.	Warning letter sent, LASBT and police contacted.

Staff are trained on dealing with violent, aggressive and confrontational incidents and behaviours. We have a formal process for reporting violent incidents, a clear no-tolerance message and a consistent approach to dealing with perpetrators. All staff that are subject to this kind of behaviour are supported.

## 7. Risk Assessments

Risk Assessments are completed annually during the 'Ask me Once' process which took place during August to September 2020.

Risk assessments relating to Covid-19 were revised and completed in March/April 2020 at the beginning of the pandemic to ensure safe working practices. These were revised and revisited throughout the year in line with government, LCC and BITMO guidelines. Work is ongoing to review and complete risk assessments relating to re-mobilisation plans and a re-opening of the office, this will be done in consultation with LCC, staff and Unions in line with government guidance and best practice.

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

## **8. Covid-19 Pandemic**

Due to the global pandemic in March 2020, the office was closed to the public and most staff commenced home working. Customers were offered a telephone and web-based service. Staff/roles unable to work from home, were supplied with PPE and strict work guidelines in line with social distancing and government instructions. Additional covid related risk assessments were created and revised throughout the year with consultation from staff, LCC and the Unions ensuring safe working practices were undertaken. Risk assessments continue to be reviewed and completed and all staff have undertaken office inductions and received office guidelines prior to returning to Aberfield Gate.

The BITMO team were adaptable in their work priorities, with staff assisting in other areas where needed (i.e. answering incoming calls). A weekly management office rota was introduced to ensure tasks and priorities that couldn't be completed at home were maintained and continued. PPE and cleaning equipment were purchased and all staff were given supplies to ensure they could continue to work safely and successfully.

Government guidelines and best practice continue to be adhered to and re-mobilisation plans continue, with the office due to open under strict guidelines on 6<sup>th</sup> September, this was delayed from 2<sup>nd</sup> August. Screens and signage have been purchased to ensure a safe environment for all staff and visitors. The office has been re-arranged and desks moved to allow a safe number of people to work in the office together every day. Due to the layout and size of the office, it was assessed that a maximum number of 15 staff (plus caretakers) will be allowed in the office daily, this will continue to be monitored and reviewed. All staff are attending the office on a rota for a minimum of 2 days per week leading up to the office re-opening. Face coverings and social distancing for staff and visitors will continue.

## **9. Fire Risk Assessments**

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

- Aberfield Gate
- Communal Rooms at 26, 35 and 58 Belle Isle Circus Sheltered Housing
- Communal Room Broom Nook Sheltered Housing
- Residential Flats

The annual fire risk assessment for Aberfield Gate was completed in December 2020, the annual Sheltered Housing communal areas were completed in April 2020 & April 2021 and the annual assessment for communal areas in flats were completed in February to March 2020 and 2021. Please see Compliance report for further detail.



## **10. Compliance Review**

The CEO asked the Interim Head of Repairs, Maintenance & Investment to undertake a full organisational Compliance Review. The report is based on a desk top review of the compliance environment at Belle Isle including: Fire safety, water hygiene, gas and electrical safety, asbestos management and lifting appliances. The report details BITMO's current compliance position and findings, risks and gaps, recommendations and action plan (see Compliance issue paper for further detail).

## **11. Health and Safety Actions**

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

<b>Item</b>	<b>Action required</b>	<b>Target Date</b>	<b>Date Completed</b>
<b>1</b>	Health and Safety Policy	Review & re-issue H&S policy annually	August 2020 February 2021. (Scheduled Sept 2021).
<b>2</b>	Fire Risk Assessments (*see Compliance Review).	All Fire Risk Assessments to be reviewed	April 2021 28/04/21
		<ul style="list-style-type: none"> <li>Broom Nook Sheltered Housing Communal Room</li> </ul>	
		<ul style="list-style-type: none"> <li>26 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	April 2021 23/03/21
		<ul style="list-style-type: none"> <li>3 Winrose Grove (formerly 35 Belle Isle Circus)</li> </ul>	April 2021 28/04/21
		<ul style="list-style-type: none"> <li>58 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	April 2021 23/03/21
		<ul style="list-style-type: none"> <li>Aberfield Gate (Including the GATE)</li> </ul>	November 2020 18/12/20
		Residential Flats	February & March 2021 12/02/21 15/02/21 15/02/21
		<ul style="list-style-type: none"> <li>(Aberfield Drive, Aberfield Rise, Town Street, Winroses)</li> </ul>	
		<ul style="list-style-type: none"> <li>(Aberfield Crest)</li> </ul>	March 2021 24/03/21
<b>3</b>	Fire Equipment	Ensure checks for all fire safety equipment are completed	Weekly Weekly fire alarm tests & system checks are undertaken weekly
		<ul style="list-style-type: none"> <li>Weekly Fire Alarm Tests</li> </ul>	
		<ul style="list-style-type: none"> <li>Monthly Alarm Checks by Competent Person</li> </ul>	Monthly Completed monthly by contractor (Mayfair)
		<ul style="list-style-type: none"> <li>Fire Drills (2 per year)</li> </ul>	2 annually Alarm tested weekly. Fire drills ceased during 2020/21, will reconvene when increased office presence/re-opens. Evacuation reminder sent to all staff

Item		Action required	Target Date	Date Completed
		<ul style="list-style-type: none"> <li>Emergency Lighting (Full tests completed Quarterly, Visual Check Monthly)</li> </ul>	Monthly/ Quarterly	Previously completed by Property Maintenance Services (LCC) & Mayfair. Schedule now with LBS Electrical
		Fire Extinguisher inspection/testing via external contractor <ul style="list-style-type: none"> <li>Broom Nook Sheltered Housing Communal Room</li> </ul>	November 2020 & October 2020	Partly completed. Laundry done Nov 2020, due Nov 2021. Some areas closed in lockdown re-testing has been scheduled.
		<ul style="list-style-type: none"> <li>26 Belle Isle Circus</li> </ul>	June 2021	Completed June 2020 and May 2021
		<ul style="list-style-type: none"> <li>3 Winrose Grove (formerly 35 Belle Isle Circus)</li> </ul>	June 2020	Laundry done June 2020, retest scheduled. Lounge closed due to lockdown and re-testing has been scheduled.
		<ul style="list-style-type: none"> <li>58 Belle Isle Circus</li> </ul>	July 2020	Laundry done August 2020 and scheduled for retest. Lounge closed during lockdown and re-testing has been scheduled.
		<ul style="list-style-type: none"> <li>Aberfield Gate</li> </ul>	October 2020	Delayed, completed March 2021.
		<ul style="list-style-type: none"> <li>Means of escape (checks undertaken by Duty Manager as part of daily checks)</li> </ul>	Daily	Routine checks ongoing
4	General Risk Assessments	Annual review of risk assessments by all staff. (part of annual ask me once process)	Q2 2020	Standard RA's May – August 2020. Covid RA's throughout 2020-21 & ongoing.
5	Display Screen Equipment and Workstation Assessments	Self-Assessment Questionnaires (part of annual ask me once process)	Q2 2020	May – August AMO & WFH process.
6	First Aid Assessment	Maintain sufficient number of trained First Aiders.	Annually / Ongoing	Refreshers completed 2020. Full re-qualification (2 staff) completed 24/03/21. Full re-qualification (4 staff) due Q3 2021, scheduled October 2021. Now have 4 qualified Mental Health First Aiders (2020).

Item		Action required	Target Date	Date Completed
7	Statutory Examinations and Workplace Inspections (*see Compliance Review).	Ensure the following; Electrical hardwiring inspection to be completed by competent person every 5-10 years <ul style="list-style-type: none"> <li data-bbox="464 371 815 472">• Broom Nook Sheltered Housing Communal Room</li> </ul>	Due. (previously due 2020-2025, legislation changed June 2020)	Completed 18/02/2015 (previous 10 year certificate), due 2020. Scheduled with LBS.
		<ul style="list-style-type: none"> <li data-bbox="464 483 767 584">• 26 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	Due. (previously due 2022, legislation changed 2020).	Completed 01/11/2012 (previous 10 year certificate). Scheduled with LBS.
		<ul style="list-style-type: none"> <li data-bbox="464 696 759 797">• 3 Winrose Grove Sheltered Housing Communal Room</li> </ul>	Due. (previously due 2020 – 2025, legislation changed)	Rewired & new alarm installed as part of June 2015 refurb. Scheduled with LBS.
		<ul style="list-style-type: none"> <li data-bbox="464 943 767 1043">• 58 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	Due. (previously due 2018-2023, legislation changed, now).	Completed 2013. Scheduled with LBS.
		<ul style="list-style-type: none"> <li data-bbox="464 1189 839 1256">• Aberfield Gate (Including the GATE)</li> </ul>	Due 2024/25	Completed 15/09/2019. Scheduled with LBS for 2024/25 Programme
		Electrical Portable Appliance Testing to be undertaken by a competent person annually for all 4 Sheltered Housing Communal rooms and Aberfield Gate.	January 2021	Delayed due to pandemic, Aberfield Gate & 2 communal rooms completed June 2021. 2 Sheltered rooms outstanding and rescheduled.
8	Statutory Examinations and Workplace Inspections – cont.,	Gas Safety Service inspection by GasSafe accredited competent person. <ul style="list-style-type: none"> <li data-bbox="464 1697 855 1765">• Broom Nook Sheltered Housing Communal Room</li> </ul>	Jan 2021	Completed January 2021, due January 2022.
		<ul style="list-style-type: none"> <li data-bbox="464 1776 767 1877">• 26 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	December 2020	Completed Dec 2020, next due December 2021.
		<ul style="list-style-type: none"> <li data-bbox="464 1933 759 2033">• 3 Winrose Grove Sheltered Housing Communal Room</li> </ul>	September 2020	Completed July 2020 and July 2021

Item	Action required	Target Date	Date Completed	
	<ul style="list-style-type: none"> <li>58 Belle Isle Circus Sheltered Housing Communal Room</li> </ul>	December 2020	Completed 14/10/2020, due Oct 2021.	
	<ul style="list-style-type: none"> <li>Aberfield Gate (Including the GATE)</li> </ul>	Feb 2021	Completed 16/02/21	
9	Asbestos Management (*see Compliance Review).	Asbestos Management is undertaken as part of the Construction Design and Management (CDM) Regulations with any remedial actions closed out as necessary.	In place & ongoing.	Asbestos property surveys & remedial works are logged & managed by Repairs Team.
10	Monitoring	Maintain regular monitoring in accordance with the Health and Safety Policy: <ul style="list-style-type: none"> <li>Annual Monitoring undertaken by Chief Executive</li> </ul>	Q2	Completed July 2020, this process August 2021.
		<ul style="list-style-type: none"> <li>Annual Monitoring undertaken by Board</li> </ul>	Q2	Completed July 2020, due Sept 21 Board Mtg.
		<ul style="list-style-type: none"> <li>Quarterly Monitoring undertaken by Forum/HR/Managers</li> </ul> Quarter 1	Q1	Full checks not completed due to pandemic, office-based staff did regular H&S checks in office, communal areas closed.
		Quarter 2	Q2	Full checks not completed due to pandemic, office-based staff did regular H&S checks in office, communal areas closed.
		Quarter 3	Q3	Nov 2020 – Jan 2021
		Quarter 4	Q4	March 2021.
		Estate spot checks by Repairs team.	Ongoing	Ongoing
11	Health & Safety Forum	Regular meetings.	Ongoing	Completed July 2020, due Aug/Sept 2021.
12	Compliance Review	Compliance review undertaken by Interim Head of Repairs, Maintenance & Investment	August 2021	To be reviewed and recommendations & action plan to be considered by the Board in September 2021.





**APPENDIX 3**  
**GATE Community Involvement**  
**Consultation**  
**Roll-out Plan**





