



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 25th November 2021 at 6.00pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With remote access available)**

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 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

FULL BOARD MEETING

Meeting to be held on
Thursday 25th November 2021
at BITMOs GATE at 6.00pm
(With online access available)

***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

Presentation – Main contractor (Mears) service delivery

1. Minutes and Matters Arising from the Board meeting of 7.10.21 – *Page 5 (Appendix 1 - Page 24)*
2. Operational Report – *Page 6*
3. Scheduled Reports
 - Health & Safety Report – *Page 13 (Appendix 2 – Page 32)*
 - Revenue Management Accounts – *Page 15*
 - Capital Accounts – *Page 18*
 - Budgets 2022-23 – *Page 19*
 - Anti-Social Behaviour Report – *Page 20*
4. Board Forward Plan – meeting dates and times for the coming year – *Page 22*

Part B – Confidential Items

1. Minutes of the Board meeting of 7th October 2021 – *Conf Paper 1*
2. Matters arising
3. Staff update – *Conf Paper 2*
4. Partnership arrangements – update

BITMO Board meeting 25th November 2021

Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
Bitesize Training	To update Board members on Health & Safety priorities for tenants and staff.	Board needs to be aware of major challenges and statutory duties regarding health and safety in the workplace and on the estate.	Meet ongoing obligations and plan for future ones.	Accept the training and raise any queries.
Operational Report	A summary of work done and planned.	To help Board members comprehend what is happening in the organisation and its impact on tenants and general public.	The operational report allows Board to maintain an overview of work done and see how it fits in with strategic direction.	Accept the report and raise any queries.
Health & Safety Report	An annual review of health and safety matters.	Health and safety of tenants, staff and the public is paramount to what we do.	In-depth examination of issues and the accompanying action plan.	Accept the report and its recommendations
Financial Reports	Revenue and Capital accounts.	To understand how the management fee and other income is spent and how BITMO manages capital investment for Leeds CC.	Allows monitoring and planning of spend.	Accept the financial reports and raise any queries.
Anti-Social Behaviour Report	Review of work on anti-social behaviour issues.	Such work aims to improve people's quality of life and reduce stress and conflict.	Learn by experience in ways to make the service even more effective.	Input thoughts for any further improvements to service.
Board Forward Plan	To agree meeting and development event dates.	Required for good governance.	To ensure business is carried out correctly and to aid development of Board skills and experience.	Agree the current forward plan.

Part A – Public Agenda Items

Apologies: To be reported at the meeting.

Questions from the Public: All BITMO Board meetings are open to the public. This part of the meeting is set aside for questions to the Board from the public. Time and venue of Board meetings are advertised on the web site. Minutes from previous meetings are also available on the web site.

Issues raised by Board members: If Board members have issues that they wish to raise that are not included on the agenda these should be discussed with the Chair **before** the meeting starts.

1. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 7th October 2021 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 7th October 2021

Item	Update
Bitesize training	Session postponed due to presentation by Mears.
Elections & appointments	Co-opted members and officers appointed. No further expressions of interest as yet in areas of activity/operation: Retirement Life/Equalities/GATE/Publicity/Repairs/Estate Walkabouts/Recruitment. Please report any interest to Karen Hoole/Peter Olver.
Tenant engagement	Consultations undertaken with local tenants in relation to: (i) environmental enhancement opportunities around land behind the shops at Broom Terrace; (ii) three-storey flat refurbishments.
Repairs software	Snagging issues continue to be addressed – including integration with accounting software.
Planned programme	Continued delays in roofing and refurbishment programmes due to procurement issues. Other areas of investment being adjusted accordingly as far as possible.

2. Operational Report

Introduction

The purpose of this report is to provide a high level update on BITMO activity in the last quarter. This period has covered our AGM and the appointment of new Board members. Remobilisation of our service has continued during this time with colleagues attending the office regularly. The reopening of the GATE has commenced and regular sessions are being provided (see separate programme). We are aware that Covid infection levels are still a concern and as always, our priority is to protect staff while maintaining service and performance levels.

The report provides an update on the proposed new build programme, complaints and steps being taken to improve contractor performance, recruitment and staffing matters, including a note about our Special Leave policy. It provides performance information, and a recommendation that we halt the palliative care flat project. Finally, it provides an update on progress against the Five-Year Plan and seeks a steer from Board on the future direction.

Board is requested to:

1. Discuss and comment on the contents of the report.
2. Approve the award of Fire Risk Assessment works to the recommended contractor as per the detail in the report

New Build in Belle Isle

Officers within Council Housing Growth Team (CHGT) are continuing to review sites in Belle Isle, with a view to including in a Small Sites New Build Programme. The sites currently include:

- Low Grange Crescent.
- Winrose Drive.
- Winrose Crescent.
- Broom Road.

The sites have a range of complexities and further assessment and consultation will therefore be essential to help understand their potential viability.

Proposals

The intention is to deliver new build Council Housing in Belle Isle as a pilot scheme for the Small Sites Programme. Small sites are likely to be less cost-effective to deliver than larger sites due to disproportionate delivery costs and fees. Prior to development, the aim is therefore to diversify the procurement & delivery route to ensure the approach remains fit-for-purpose, offers value for money and takes into consideration existing CHGT resource commitments.

An options appraisal for the delivery of small sites has been prepared by the CHGT. This makes use of an existing Joint Venture Partnership with NPS Group to support the development of new build council housing in Leeds. Following initial feedback from BITMO colleagues, the options appraisal is being assessed further. The CHGT are also exploring commissioning an independent consultancy firm to help develop the small sites strategy and to review the most suitable solution to progress the Belle Isle scheme.

Next Steps

Consultation with stakeholders, including Ward Members and colleagues from BITMO and Housing Leeds will be arranged to discuss the sites and delivery proposals further. Site investigations will then be scheduled where appropriate. The CHGT will also continue to resolve the following:

Officers from CHGT will be in contact with BITMO colleagues to progress site discussions. Please note that, whilst the CHGT remain committed to finding a suitable delivery solution to develop the proposed sites in Belle Isle for affordable housing, immediate priorities remain to deliver live schemes in the CHGT Programme.

Complaints

We have received complaints from 1.5% of customers in this financial year. The number of complaints we receive is small but each one represents a learning opportunity and indicates that our service is not where we would wish it to be. The table below provides detail.

1st April to 31st October 2021	Complaints						Compliments
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Total
<i>Providing local access to services</i>	0	0	0	0	0	0	0
<i>Letting empty properties</i>	2	0	2	2	0	0	0
<i>Carrying out repairs</i>	17 (1 open)	Service	12	16	0	0	5
<i>Collecting rent</i>	1	Policy	1	0	0	1	0
<i>Managing tenancies</i>	6 (1 Open)	Service	4	2	2	1	0
<i>Supporting older people</i>	0	0	0	0	0	0	0
<i>Offering advice, training and employment opportunities</i>	0	0	0	0	0	0	0
<i>Providing opportunities for tenants to get involved in their community and their TMO</i>	0	0	0	0	0	0	0
Total for this year	26	Service	19 out of 26	20 out of 26	2 out of 26	2 out of 26	5
	Previous Years						
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Compliments
April 2015 - March 2016	27	Repairs	25 out of 27	7 out of 27	8 out of 27	12 out of 27	5
April 2016 - March 2017	26	Repairs	26 out of 26	12 out of 26	1 out of 26	13 out of 26	7
April 2017 - March 2018	54	Repairs	53 out of 54	20 out of 54	11 out of 54	23 out of 54	11
April 2018 - March 2019	32	Repairs	32 out of 32	5 out of 32	5 out of 32	22 out of 32	20
April 2019 - March 2020	43	Repairs	43 out of 43	14 out of 43	12 out of 43	17 out of 43	2
April 2020 - March 2021	27	Repairs	22 out of 27	15 out of 27	4 out of 27	8 out of 27	2

The overwhelming majority of complaints relate to the repairs service and this is to be expected because this is the area of service that customers transact with most often. The consistent themes in these complaints are about customers being inconvenienced because of missed appointments, lack of follow up or quality of workmanship.

With immediate effect we are carrying out 100% post completion monitoring inhouse. We will ring the customer the day after a repair is due to have been completed and ask them:

- Was an appointment made and kept?
- Is the work complete to your satisfaction?
- Are you happy with the quality of the work?
- Are you happy with the service you received from Mears?
- Are there any outstanding issues?

This will enable us to get a clear picture of the service and feedback consistently to Mears on their performance with good evidence to back up the feedback that will demonstrate our 100% commitment to quality service and customer satisfaction.

Safeguarding

Safeguarding cases continue to be reviewed on a fortnightly basis. There are currently three open cases – concerning mental health, domestic violence and drug usage.

Cases dealt with 2021-22:

- Domestic abuse 6
- Financial abuse 1
- Self-neglect 3
- Threats 4
- Mental health 6
- Harassment 1

Cases are referred to the relevant agencies where needed. All staff undertake relevant training and BITMO works closely with LCC departments. Further messaging will be relayed to tenants and residents about the importance of being vigilant and reporting issues.

Strategic Asset Management

We recently commissioned thermal imaging surveys to provide information on the thermal efficiency of a sample of our stock. It indicated that 60% of BITMO sampled stock experiences unacceptable levels of heat loss and the risk of fuel poverty within the home. It also showed properties that are likely to experience damp and mould as a structural problem. These issues are associated with reduced health outcomes. We are continuing the thermal imaging work and combining this with physical stock condition surveys to enable us to develop an asset management strategy that will identify, prioritise, and cost a programme of insulation and retrofitting. We aim to bring the proposed strategy to the March Board meeting.

Recruitment

The Repairs team is now fully staffed. Alex Orange joined us as Head of Repairs maintenance and Investment, and Bernard Collins joined us as Repairs Officer (Day to Day and Voids). Howie Williams was successful in gaining an internal promotion and has taken the role of Repairs Officer (Compliance). Rachel Joy has re-joined BITMO to work on the customer service team. We are confident that now that we have a full and permanent team in place, for the first time in nearly two years, we can significantly improve the repairs service, which BITMO customers value so highly.

Kickstart

At a time when people are losing jobs, and competition for jobs is high, the role of BITMO in supporting people into work is even more important. We have supported two young people, Molly and Rory, and their time with us ends this month. Molly has obtained full time permanent employment with Sayes and Rory is looking for work. We have advertised two further opportunities and are using social media and our GATE contacts to encourage members of the BITMO community to apply for the opportunities.

Kickstart is a Government funded initiative to support young people aged 16 to 24 who are not in work to develop work readiness through a combination of training, support, and work experience. As part of our employment support offer, we have registered with the DWP via LCC as a Gateway provider to offer 3 work experience placements for a period of 6 months. The placements will be managed by DWP through a mentor and will be supported at BITMO through a line manager, and the HR Manager to ensure that the programme of support offered is high quality.

Special Leave Policy

We have received a query from within the management team about the way in which we implement the Special Leave policy for staff. There is a written policy that has been in place for a number of years, and mirrors that operated by Leeds City Council. Over the years custom and practice at BITMO has developed such that the policy is interpreted more widely than it was originally intended. We are seeking to recalibrate and apply the policy as intended. We are not aiming to amend the policy but to amend the way it is implemented with some clear examples of what it covers and will present this to staff and to the Unions for comment.

LIFT OFF

We have started offering the LIFT OFF programme to young people in the Alternative provision unit at Southway. Four young people are participating, and the programme is getting a lot of support from the staff at the school. We are looking into options for community projects that will benefit BITMO that the young people can participate in.

The cost of the scheme is fully funded through DWP, with a top up to cover the cost of administration.

Performance

Performance has taken a significant hit as a result of the pandemic and the implementation of the new IT system Civica-Cx. Suspension of enforcement action in rent arrears by Leeds City Council (LCC) has meant that debt levels have increased, and stress upon contractors has meant slower than usual completion of repairs, particularly void repairs.

Since the implementation of Civica-Cx, LCC have been unable to provide comprehensive performance data.

Void relet times are considerably over target as a result of problems with the new Cx IT system. Void repairs orders became “stuck” in the system, not transferring through the interface to Mears. As a result of this issue within the BITMO contract and across the city, Mears have struggled to allocate their resource to deal with the backlog. We are addressing issues as they arise and working with Mears to return to normal service levels as soon as possible.

As previously advised our ability to spend our planned maintenance budget has been extremely curtailed by the performance of NPS. We are working hard to bring forward alternative workstreams including pointing, internal decorations and kitchens and bathrooms that Mears are able to mobilise quickly around.

Compliance

At the last meeting Board discussed an action plan to bring our compliance arrangements to a much stronger position. Approval was given to implement the action plan which involved recruiting a Compliance Data Coordinator, on a short fixed term contract and obtaining prices to carry out 3rd party accredited fire safety risk assessments. We have successfully recruited a Compliance Data Coordinator and work has begun to update and validate our records. We have obtained prices to carry out the risk assessments (required types 1&3) and the information is presented below:

Contractor 1	Type 1 - £390 x 146 - £56,940 Type 3 - £585 x 17 - £9,945 Total - £66,885
Contractor 2	Type 1 - £410 x 146 - £59,860 Type 3 - £610 x 17 - £10,370 Total - £70,230
Contractor 3	Type 1 - £475 x 146 - £69,350 Type 3 - £675 x 17 - £11,475 Total - £80,825

On the basis of prices and examples of the quality of work received, our recommendation is to award the work to Contractor 2 as their offer ensures better Value For Money.

4 Aberfield Gate

A project to redevelop a ground floor flat into a property suitable for someone with restricted mobility and who is potentially a wheelchair user with need for 24 hour care was initiated in 2019. The building work has been completed and efforts have been made to develop a partnership with Adult Social Care and Health Commissioning bodies to arrange a referral process. This has not been successful. BITMO lack the necessary relationships to form such a referral partnership at this time, and do not have the expertise, or systems to be able to evaluate and prioritise applications. LCC cannot help with this as they also lack the expertise or systems to arrange referrals or assess them. It is proposed that we roll back on this project at this time and revert to allocating the flat as permanent accommodation within the Leeds City Council Lettings policy. We can work on establishing the appropriate inter organisational infrastructure as a first step to revisiting at a later date. In the last three years we have not received any requests from agencies to provide short term accommodation either for someone leaving hospital and requiring extensive adaptations or someone needing palliative care.

Community Notice Boards

At the last Board meeting we agreed to obtain prices to purchase and install community notice boards around Belle Isle to strengthen our communications in areas where we often find it hard to engage or reach tenants. The Chair and Vice Chairs gave approval for the purchase of four notice boards with lockable fronts at a cost of £1650 each, to be installed in areas of high footfall. We plan to install. Some suggestions are*:

1. The parade of shops on Broom Place, near to the Post Office and Broomfield School
2. Outside the shops on Belle Ise Parade
3. The parade of shops on Middleton Road (Windmill Stores)
4. Near to Windmill Primary School

Update on the 5-year plan

Our five-year plan Fit for the Future is now in its second year. Focus on and delivery of the plan has been made more challenging by the Coronavirus pandemic, but it remains the guiding document to our work. It sets out how we will continuously improve what we do to be stronger and more successful year on year to deliver our aims to:

1. Provide high quality services
2. Build a stronger safer Belle Isle
3. Be a well-run TMO

The plan has 5 themes:

1. Continuous improvement
2. Our green agenda
3. Being digitally enabled
4. Meeting community needs
5. Developing our organisation

Despite the challenges of the pandemic in the first 2 years of the plan we have:

- Strengthened our front-line customer service
- Improved our void management process by remapping the process and responsibilities and engaged with Energy Angels
- Commenced refurbishment of our retirement life communal areas
- Reviewed our compliance arrangements and developed an action plan
- Planted trees around the estate
- Stopped using plastic in the office
- Procured an electric vehicle
- Reduced use of paper
- Became a digital skills hub, providing x No devices and support sessions to digitally excluded community members
- Made thousands of phone calls to isolated residents during the coronavirus lockdowns
- Strengthened our Safeguarding arrangements
- Carried out consultations on community needs at the 3 storey blocks and the 2 floor blocks
- Arranged a community meal at Christmas 2021
- Commenced establishment of a charity to enable access to 3rd party funds
- Hosted 3 free plays
- Improved our induction process
- Employed three residents on temporary contracts to enhance their employment opportunities
- Participated in the Kickstart scheme to provide employment support and work experience to young people
- Begun delivering the LIFT OFF programme at Southway, the alternative provision school in Belle Isle
- Mobilised the new repairs contract
- Implemented 3 new IT systems: Civica CATS and Keystone

Future focus

We want to build on this work to make more of a difference in our community and are recommending to the Board that we:

Accelerate our green agenda by exploring an investment plan that focuses on improving thermal comfort across our homes by retrofitting wall and loft insulation, replacing windows and doors with more thermally efficient products, installing electric heating systems

Commissioning a green area survey to develop green spaces to have more bio- diversity, support food growth, and reduce grass cutting

Amplify how we meet community needs by shifting the consultation agenda from what is needed at the GATE to what lived experience is in our homes and addressing the issues that are raised by our customers.

Reach higher levels of organisational effectiveness through management team 360 appraisal, addressing the outcomes of the staff satisfaction survey, and reinstating Board Member Appraisals which have not taken place during the pandemic.

Recommendation

Board is requested to

1. Discuss and comment on the contents of the report.
2. Approve the award of Fire Risk Assessment works to the recommended contractor.

3. Scheduled Reports

3.1 Health & Safety Report

This report was originally due to be presented at the September Board meeting, but it was decided that Board should only be asked to sign off the report once the Compliance Action Plan was underway and that sufficient comfort could be drawn from that implementation.

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 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.
- The recommendations made by our Health and Safety Consultants (Moorepay) are being implemented.
- 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.

3.2 Revenue Accounts

Budget monitoring for the period ending 30th September 2021

EXPENDITURE	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
RESPONSIVE MAINTENANCE	1,411,183	705,591	707,234	(1,642)
CYCLICAL MAINTENANCE	<u>543,959</u>	<u>302,962</u>	<u>295,043</u>	<u>7,919</u>
TOTAL MAINTENANCE`	1,955,142	1,008,553	1,002,277	6,277
GATE	169,374	79,006	89,441	(10,435)
INCOME AND TENANCY	227,124	113,562	104,498	9,065
TENANCY SUPPORT	198,963	99,482	91,819	7,662
RETIREMENT LIFE	89,736	44,868	38,282	6,587
CORPORATE RUNNING COST	115,521	57,959	68,721	(10,762)
CORPORATE STAFFING COST	390,150	182,003	199,005	(17,003)
SERVICE LEVEL AGREEMENTS	58,881	29,440	29,146	294
DEPRECIATION	5,040			
TOTAL EXPENDITURE`	3,209,931	1,614,874	1,623,189	(8,315)
INCOME				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	1,576,305	1,601,890	25,585
OPERATING SURPLUS/(DEFICIT)	(48,321)	(38,569)	(21,299)	17,270
Exceptional item – non-domestic rates refund	Nil	Nil	196,250	196,250
Result after exceptional item	(48,321)	(38,569)	174,951	213,520

Accounts Summary

- Operating deficit in the first half of the current financial year is £21.3k.
- Underspend is mainly in the Income and Tenancy, Retirement Life and Tenancy Support service areas and in Cyclical Maintenance.
- Operational Problems faced on CX has resulted in main contractor not being able to invoice for Responsive Repairs since beginning of August 2021

Exceptional item (income)

Board members are reminded that a refund of a proportion of non-domestic rates has been achieved. The refunds have been taken back to 2005 and amount to some £196k for prior years.

Further spend

There are some further potential demands on funds going forward – as is reported in these papers. Such costs are unlikely to result in an overall deficit for the year 2021-22.

They include:

- Fire safety consultancy work
- Job evaluation exercises

Repairs Estimates

Many costs of operation are on budget across the various teams. There is however some uncertainty with regard to the overall spend on day to day repairs, due to the introduction of new IT systems (Civica Cx). Payments have been stored in the system for several months as IT has worked to integrate the customer relationship database with accounting software. Payments have now started to filter through, but it will take a little time before all due payments have been processed. There is no indication that the level of responsive repairs is any different to what we would have expected in recent months. We are currently reconciling the records between Cx and Mears and will have a clearer view of overall spend on day to day repairs shortly.

Due to the delays in payment Mears are contemplating whether to request a payment on account to cover jobs that have been done but have not yet gone through the accounting system.

Other areas of spend where there are variations of actual cost to budget are detailed in the analysis below.

Variances explained

A brief explanation is given below on the main variances of expenditure against the budget in the first six months of this financial year to the end of Sept 2020.

Responsive repairs

Overspend of £1.6k is after accruing expenditure based on estimated weekly spend projected to the end of September.

Cyclical Maintenance

The Cyclical Maintenance budget is underspent by £7.8k. This has resulted from underspend on staffing resulting from non-allocation of temporary cover and overspends on hire of skips. Gas servicing has carried on as planned and as needed by legislation, with access to properties being fully risk assessed.

Corporate Running Cost

Expenditure on Corporate Running Cost overspent by £10.6k. This is combination of Legal Services, Office Equipment and unbudgeted spend on door entry system.

GATE Expenditure

Overspend has resulted from £23.8k spent from Creating Digital Access Grant included in the Income. This overspend is offset from underspend on events budgets.

Income and Tenancy, Tenancy Support and Retirement Life

There is underspend on all these areas mainly because a number of staff are opted out of the pension scheme.

Income

This includes unbudgeted grants including £23.8k grant for Creating Digital Access

Conclusion

It is likely that there will not now be a deficit in the current year. The reduction in management fee will be covered by a combination of savings made and additional income as detailed above. Any surplus for the year will be added to reserves and dealt with in accordance with the Reserves Policy.

3.3 Capital Accounts

Budget and spend to 17th November 2021:

Scheme Title	B/F Spend 2020-21	2021-22 Budget	2021-22 FMS spend inc comms to 17.11.21	2021-22 PS Team pending 17.11.21	2021-22 NPS fees agreed	2021-22 Total spend to date	2021-22 Residue	2021-22 Estimate
		£00	£00	£00	£00	£00	£00	
REACTIVE BOILER REPLACEMENT		54.8	13.4			13.4	41.4	54.8
PLANNED BOILER REPS		140.0	116.7			116.7	23.3	140.0
RE-ROOFING OF SLATE PROPERTIES		295.5	-		24.3	24.3	271.1	24.3
OTHER ROOFS		0.0	1.5			1.5	(1.5)	0.0
TIMBER FRAMED PROPERTIES		388.5	-			0.0	388.5	194.3
Four Flat Blocks - ENTRANCES	43.7	24.0	3.5			3.5	20.5	24.0
REACTIVE ELECTRIC UPGRADES		15.0				0.0	15.0	15.0
KITCHENS AND BATHROOMS		121.0	108.7			108.7	12.3	121.0
THREE STOREY BLOCKS (externals)		98.0				0.0	98.0	98.0
THREE STOREY BLOCKS (internals)		93.0			2.2	2.2	90.8	46.5
ADAPTATIONS	37.8	90.0	110.4		3.9	114.3	(24.3)	200.0
DECENCY FAILURES		50.0	27.9			27.9	22.1	75.0
PUBLIC FOOTPATH RENEWAL SCHEME		30.0				0.0	30.0	30.0
UNADOPTED ROAD REPAIRS		30.0				0.0	30.0	30.0
RE-POINTING SCHEME	97.1	50.0	84.4	11.0		95.4	(45.4)	60.0
WATER SUPPLIES - HOUSES		50.0	47.3			47.3	2.7	90.0
EXTERNAL GRP DOORS		20.0				0.0	20.0	20.0
FENCING		20.0				0.0	20.0	20.0
PLANNED ASBESTOS		30.0	16.4			16.4	13.6	30.0
STOCK CONDITION SURVEYS	20.0	30.0	18.5	3.9		22.4	7.6	30.0
ENVIROVENT CONDITIONING		3.5				0.0	3.5	3.5
BITMO VOID REFURBS		86.8	193.1			193.1	(106.4)	300.0
Total	£198.60	£1,720.00	£741.80	£14.90	£30.36	£787.06	£932.94	£1,606.35
Spend re prior year			198.6		Actual %	45.76%		
Total spend			940.40					
Target						1,075.0		
Actual v target						73.21%		

Several programmes are subject to continued delay due to procurement issues beyond the control of BITMO. They include the roofing scheme, gable end and 3 storey block schemes. Work is continuing to invest in other areas to ensure that any spend shortfall is kept to a minimum whilst still maintaining best value for money. Other areas are subject to variance as demand is inherently variable. These includes adaptations and void spend.

Overall it is estimated that there may be an underspend of £100k or more with regard to the 2021-22 budget.

3.4 Budgets 2022-23

Revenue

Informal discussions with LCC have indicated that there should be no significant reduction in management fees for 2022-23. Initial budgets will be drawn up along those lines for the Board to review in January 2022.

Capital

Informal advice from LCC is that the capital budget for 2022-23 will be the same as the current year, as housing investment is seen as a high priority. This figure of £1.72m is subject to confirmation, but it will form the basis for initial budgeting.

It was previously reported that the underspend of £200k for the previous financial year may be carried forward for future years. LCC has now indicated that this may not be possible, but further detail is awaited.

Recommendations for Approval

Board members are asked to accept the above finance reports on:

- (i) Revenue 2021-22
- (ii) Capital 2021-22
- (iii) Budgets 2022-23

3.5 Anti-Social Behaviour (ASB)

Introduction

The purpose of this report is to provide an update on the types and number of ASB cases handled since April 2021.

We have split the data in to two sections BITMO and Leeds Anti-Social Behaviour Team (LASBT). The number of ASB cases being dealt with at BITMO has reduced over the past few months. However, the type of incidents now being reported are of a more complex and serious nature and as a result are being escalated to our partners at LASBT.

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

Depending on the outcome the case will either be resolved in house or escalated to LASBT.

Regular weekly meetings are held with the team to discuss current cases.

BITMO

Since April 2021 cases dealt with at BITMO.

Type	Number
New	49*
CFWD 20/21	18
Re- Opened	9
Closed	67

*This does not include cases transferred to LASBT

The breakdown of new cases opened since April 2021 are:

New - Type	Number
Noise Nuisance	17
Misuse of Public Space*	16
Nuisance Vehicles	5
Verbal Abuse	4
Animal	2
Litter	2
Drug	1
Rowdy Behaviour	1
Vandalism	1

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

The number of reopened cases in this same period are:

Re-opened - Type	Number
Noise Nuisance	3
Rowdy Behaviour	2
Verbal Abuse	1
Nuisance Vehicles	1
Animal	1
Alcohol	1

Leeds Anti – Social Behaviour Team

Since April 2021 cases transferred to LASBT

Type	Number
New	22
CFWD 20/21	33
Re- Opened	7
Closed	39

A high number of cases were carried forward from last year due to Covid which impacted on the accessibility of victims and perpetrators as well as delays in the court system.

Regular monthly meetings take place with LASBT to receive updates on cases and to ensure that they are moving forward in a timely manner.

The breakdown of new cases transferred since April 2021 are:

New - Type	Number
Noise	7
Verbal Abuse	5
Misuse of Public Spaces	4
Threat/Actual Violence	3
Rowdy Behaviour	2
Hate Crime	1

The number of reopened cases in this same period are:

Re-opened - Type	Number
Noise Nuisance	3
Hate Crime	2
Misuse of Public Spaces	1
Drugs	1

As you will see from the data, noise nuisance is the number one complaint from residents closely followed by Misuse of a Public space which covers a multitude of lower level ASB incidents. This could be attributed to Covid and the fact that individuals are spending more time at home, but we have also seen an increase in mental health illness across the estate which has had a big impact on people's behaviour and how they react to lower level ASB.

Conclusion

The role of the team is evolving as behaviours are changing, we now have more support cases than anti – social behaviour and are developing ways to get in early to prevent situations escalating, including being more proactive at sign - ups, running support cases alongside enforcement where applicable and looking at how to promote accessibility to the reporting of ASB.

We are hoping that an increased staff presence on the estate and the opening of the office will encourage residents to report ASB earlier allowing minor issues to be nipped in the bud before they escalate.

Recommendations for Approval

Board members are asked to accept the report.;

4. Board forward plan

(i) Meetings schedule

The following schedule sets proposals previously put to the Board meetings for the coming year.

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 7 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections
November 25 th		Repairs Contract presentation	Anti-Social Behaviour Safeguarding Complaints Performance KPI's
December		No Meeting	N/A
January 27 th		STAR survey TBC	Budgets Performance KPI's Repairs Risk Register
March 31 st		To be set by Board	Budgets Safeguarding Complaints Retirement Life
May 26 th		To be set by Board	GATE Programme Performance KPI's
July 28 th		To be set by Board	Health and Safety Report HR Report Statutory Accounts Safeguarding Complaints
August		No meeting	N/A
September 8 th		To be set by Board	AGM Performance KPI's Risk Register Review Repairs GATE programme
September 29 th			

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

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2021	Being a Board Member Skills training and responsibilities.
Nov 2021	Health & Safety (report only, postponed due to Repairs presentation) Primary areas regarding TMO operations
Jan 2022	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.
March 2022	Lettings & Tenant Support How we let properties and support our tenants.
May 2022	Finance Understanding accounts
July 2022	Repairs & Maintenance An overview of Responsive and Planned works
Sept 2022	GATE activities Impact and development

Recommendation

Board members are asked note and approve the above forward plan.

Date of Next Meeting: 27th January 2021 at 6.00pm

APPENDIX 1

FULL BOARD MEETING MINUTES 7th October 2021

Appendix 1

FULL BOARD Minutes of a Meeting Meeting held on Thursday 7th October 2021

Present: Jean Burton
Iris Crummack
Cllr Paul Truswell
Cllr Sharon Burke
Sharafath Ghafiri
Ashley Knowles
Lamin Makalo
Harry Austin
Margaret Brown
Lisa Caley
John Oddy
Kay-Lee Marshall

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from: Leon Kirkham, 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.

Bitesize Training – Becoming a Board Member

Bitesize training about becoming a Board Member was presented at the meeting.

The CEO welcomed Board members to the meeting. The CEO chaired the meeting up to Item 5 when the election to Board roles took place. Jean Burton as Vice Chair chaired the meeting from Item 6.

1. Minutes and Matters Arising

The minutes of the Board meeting held on 2nd September 2021 were approved.

a. Matters Arising from the Full Board Meeting held on 2nd September 2021

Item	Update
Tenant engagement	Consultation underway with local tenants regarding environmental enhancement opportunities around land behind the shops at Broom Terrace. Consultation with tenant groups underway regarding 3 storey flat refurbishments.
STAR (Survey of Tenants & Residents)	Revised format with less questions and staged release. Originally planned for launch this October but complexities with new systems roll out has meant that there will be some delay.
Repairs Procurement	New contract now live. Majority of Schedule of Rates uploaded to relevant system with some further upload underway.
Planned programme	Some delays in roofing and refurbishment programmes due to procurement issues. Other areas of investment being adjusted accordingly as far as possible.
Charity establishment	Preparation of application with Charity Commission underway.

Recommendation for Noting

The Board are requested to NOTE the matters arising updates.

Noted.

2. Annual General Meeting Elections

The following people were elected to the Board at the AGM on 30th September 2021.

- Harry Austin
- Jean Burton
- Lamin Makalo
- Kay-Lee Marshall
- John Oddy
- Julie Rhodes

There were six candidates for six places and so there was an uncontested election confirmed by shareholders.

3. Appointment of Co-optees to the Board

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

Leeds City Council have nominated two Ward Councillors to serve on the Board. These nominations were accepted earlier in the year.

The nominations were:-

- Councillor Sharon Burke
- Councillor Paul Truswell

The following people sought co-option and were appointed to the Board for the following year:-

- Margaret Brown
- Ashley Knowles

Recommendations Approved:

The Board approved the following:-

- Co-option of Cllr Sharon Burke and Cllr Paul Truswell
- Co-option of Margaret Brown and Ashley Knowles

Approved

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

The following Board Members were elected to Board roles as follows-

- Chair – Leon Kirkham
- Vice Chair and Treasurer – Sharafath Ghafiri.
- Vice Chair and Board Secretary – Jean Burton
- Vice Chair and Services Lead – Vacant

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 was provided.

Informal interest from other Board members was sought for the following roles/area of activity;

- **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 the website, social media and other communications (including Bits 'n' Pieces)
- **Repairs and Maintenance** – reviewing performance on repairs and gas contract
- **Estate and Environment** – monthly estate walkabouts
- **Finance (revenue and capital)** – on a regular liaison basis
- **Recruitment** – participation in recruitment panels

Recommendations Approved

Board members are asked to approve;

- Board Officers Roles for the coming year
- Confirm their interest in the activities/groups above

Approved

Board Members were asked to contact the CEO or Head of Governance & Finance if they wish to register their interest in any of the above roles/groups.

5. Board Forward Plan

The proposed Board Forward Plan for the forthcoming year was presented as follows:-

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 7 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections
November 25 th		To be set by Board	Anti-Social Behaviour Safeguarding Complaints Performance KPI's
December		No Meeting	N/A
January 27 th		STAR survey TBC	Budgets Performance KPI's Repairs Risk Register
March 31 st		To be set by Board	Budgets Safeguarding Complaints Retirement Life
May 26 th		To be set by Board	GATE Programme Performance KPI's
July 28 th		To be set by Board	Health and Safety Report HR Report Statutory Accounts Safeguarding Complaints
August		No meeting	N/A
September 8 th		To be set by Board	AGM Performance KPI's Risk Register Review Repairs GATE programme
September 29 th			

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

(ii) Board Member Bitesize Learning Sessions

A proposed schedule of Bitesize learning sessions was presented at the meeting:-

Date	Title
Oct 2021	Being a Board Member Skills training and responsibilities.
Nov 2021	Health & Safety Primary areas regarding TMO operations
Jan 2022	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.
March 2022	Lettings & Tenant Support How we let properties and support our tenants.
May 2022	Finance Understanding accounts
July 2022	Repairs & Maintenance An overview of Responsive and Planned works
Sept 2022	GATE activities Impact and development

Recommendations

Board members were asked to discuss and approve the timetable for Board and AGM meetings.

Approved

Board members were requested to note the proposed schedule of Bitesize Learning sessions.

Noted

6. An overview of the Organisation

An overview of the organisation was provided in the Board papers. All Board members were asked to sign the attached Code of Conduct, Register of Interests and Permission to use Images forms and return as soon as possible.

Recommendations

Board members were asked to note the overview of the organisation provided.

Noted.

Board members were asked to note and complete the following form:-

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

Noted.

7. Any Other Business

There was no other business.

Date of Next Meeting: 25th November 2021 at 6.00pm

APPENDIX 2

HEALTH & SAFETY REPORT

Appendix 2



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 2nd 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 2nd 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:

	<i>Item</i>	<i>Yes/No</i>	<i>Evidence</i>
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 Human Resources (HR) Manager & Head of Governance and Finance, available for viewing.
3	Are sufficient funds available for Health and Safety purposes?	Yes	All areas of operation have budget for Personal Protective Equipment, 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' (AMO) 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?	*Some overdue	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
Fire			
1	Has a fire risk assessment been completed? (* see section 9)	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

	<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 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.

Quarter	Location/Site	Type of Hazard	Actions completed
Quarter 1 (Apr to Jun 2020)	Estate (Belle Isle Road).	Reports of youths throwing missiles at moving vehicles.	Reported to Leeds Anti-Social Behaviour Team (LASBT) and Police. Staff & contractors advised to be cautious in the area.
Quarter	Location/Site	Type of Hazard	Actions completed
Quarter 2 (Jul to Sept 2020)	Estate (Winrose Grove).	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 (Belle Isle Circus)	Contractor suffered minor electric shock (accident logged by Mears), possible interference with electric supply by tenants.	Property made safe; investigation & actions undertaken.
	Estate (Broom Crescent)	Large fire at property.	Emergency service investigations found fire was caused by a rechargeable battery. Inspections undertaken & repairs actioned, tenants rehoused during repairs.
Quarter	Location/Site	Type of Hazard	Actions completed
Quarter 3 (Oct to Dec 2020)	Estate (Newhall Close)	Fire at property.	Attended by emergency services. Fire (smoke only) caused by washing machine.
	Estate (Aberfield Drive).	Fire at property.	Emergency service investigations found possible arson. Tenant decanted & rehoming options explored.
	Office (GATE steps)	Remnants of attempted fire found on external GATE steps.	CCTV checked, police contacted. Area cleared & cleaned by caretakers.
Quarter	Location/Site	Type of Hazard	Actions completed
Quarter 4 (Jan to March 2021)	Estate (Middleton Way)	Broken tree branch reported by Forestry Team.	Branch removed by caretakers.
	Estate (Winrose Drive)	Shed in communal gardens set on fire.	Investigations completed by LASBT and police.
	Estate (Broom Gardens)	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.
Aberfield Gate Carpark	1	Verbal abuse & threats made by tenants' partner 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' (AMO) 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, Leeds CC (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 Personal Protective Equipment (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 6th September, this was delayed from 2nd 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. It has been noted during the recent compliance review that these risk assessments may not be in line with best practice, nor carried out by an accredited 3rd party, this is being addressed.

10. Compliance Review

The Chief Executive Officer (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. This report forms part of the September CEO report to Board. Some of the findings may impact some of the health and safety actions below (ie. Fire Risk Assessments may have been completed but not to the required standard).

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.

Item		Action required	Target Date	Date Completed
1	Health and Safety Policy	Review & re-issue H&S policy annually	August 2020	February 2021. (Scheduled Sept 2021).
2	Fire Risk Assessments (*see Compliance Review).	All Fire Risk Assessments to be reviewed	April 2021	28/04/21
		<ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 		
		<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	April 2021	23/03/21
		<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	April 2021	28/04/21
		<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	April 2021	23/03/21
		<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	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"> (Aberfield Drive, Aberfield Rise, Town Street, Winroses) (Aberfield Crest) 	March 2021	24/03/21
3	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"> Weekly Fire Alarm Tests 		
		<ul style="list-style-type: none"> Monthly Alarm Checks by Competent Person 	Monthly	Completed monthly by contractor (Mayfair)
		<ul style="list-style-type: none"> Fire Drills (2 per year) 	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
		<ul style="list-style-type: none"> Emergency Lighting (Full tests completed Quarterly, Visual Check Monthly) 	Monthly/ Quarterly	Previously completed by Property Maintenance Services (LCC) & Mayfair. Scheduled with Leeds Building Services (LBS) Electrical. 100% complete @ Nov 2021

Item	Action required	Target Date	Date Completed	
	Fire Extinguisher inspection/testing via external contractor <ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	November 2020 & October 2020	All overdue checks (due to access issues) 100% complete @ Nov 2021.	
	<ul style="list-style-type: none"> 26 Belle Isle Circus 	June 2021	Completed June 2020 and May 2021	
	<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	June 2020	All overdue checks (due to access issues) 100% complete @ Nov 2021.	
	<ul style="list-style-type: none"> 58 Belle Isle Circus 	July 2020	All overdue checks 100% complete @ Nov 2021.	
	<ul style="list-style-type: none"> Aberfield Gate 	October 2020	Delayed, completed March 2021, 100% complete.	
	<ul style="list-style-type: none"> Means of escape (checks undertaken by Duty Manager as part of daily checks) 	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 Risk Assessments (RA's) May – August 2020. Covid Risk Assessments 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 Ask Me Once (AMO) & Working From Home (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).
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"> Broom Nook Sheltered Housing Communal Room 	Overdue. (previously due 2020-2025, legislation changed June 2020)	Completed 18/02/2015 (previous 10 year certificate), due 2020. 5 year periodic inspection overdue. Scheduled with Leeds Building Services (LBS).
	<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	(previously due 2022, legislation	Completed 01/11/2012 (previous 10 year certificate overdue).	

Item	Action required	Target Date	Date Completed	
		changed 2020).	100% complete @ Nov 2021, now due Nov 25/26.	
	<ul style="list-style-type: none"> 3 Winrose Grove Sheltered Housing Communal Room 	Overdue. (previously due 2020 – 2025, legislation changed 2020)	Rewired & new alarm installed as part of June 2015 refurb. Overdue 2020. Scheduled with LBS.	
	<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	Overdue (previously due 2018-2023, legislation changed 2020).	Completed 2013. Overdue. Scheduled with LBS.	
	<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	Due 2024/25	Completed 15/09/2019. 100% complete, 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 now 100% complete.	
8	Statutory Examinations and Workplace Inspections – cont.,	Gas Safety Service inspection by GasSafe accredited competent person. <ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	Jan 2021	Completed January 2021, due January 2022.
	<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	December 2020	Completed Dec 2020, due December 2021.	
	<ul style="list-style-type: none"> 3 Winrose Grove Sheltered Housing Communal Room 	September 2020	Completed July 2020 & July 2021, due July 2022.	
	<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	December 2020	Completed 14/10/2020, 100% complete for 21/22, due Dec 2022.	
	<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	Feb 2021	Completed 16/02/21, due Feb 2022.	
9	Asbestos Management (*see Compliance Review).	Asbestos Management is undertaken as part of the Construction Design and Management (CDM)	In place & ongoing.	Asbestos property surveys & remedial works are logged &

Item		Action required	Target Date	Date Completed
		Regulations with any remedial actions closed out as necessary.		managed by Repairs Team.
10	Monitoring	Maintain regular monitoring in accordance with the Health and Safety Policy: <ul style="list-style-type: none"> Annual Monitoring undertaken by Chief Executive 	Q2	Completed July 2020, this process August 2021.
		<ul style="list-style-type: none"> Annual Monitoring undertaken by Board 	Q2	Completed July 2020, due Sept 21 Board Mtg. Delayed to Nov 21 Board.
		<ul style="list-style-type: none"> Quarterly Monitoring undertaken by Forum/HR/Managers Quarter 1	Q1	Full checks not completed due to pandemic, office-based staff did regular Health&Safety (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.