



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 27th January 2022 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 27th January 2022
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

MAIN DISCUSSION MATTERS:

1. Belle Isle Health Needs Assessment – external review update (*page 4*)
2. Training & Discussion topic – Rents and Tenants Responsibilities (*page 4*)

OTHER BUSINESS:

3. Minutes and Matters Arising from the Board meeting of 25th November 2021 (*page 5 and Appendix 1, page 16*)
4. Scheduled Reports
 - Operational update – compliance and policy areas (*page 6 and Appendices 2-4, pages 24, 25 & 28*)
 - Finances (*page 8*)
5. Grant application – Housing Advisory Board (*page 12 and Appendix 5, page 30*)
6. Board Forward Plan – meeting dates and times for the coming year (*page 13*)

Part B – Confidential Items

1. Minutes of the Board meeting of 25th November 2021 – *Conf Paper 1*
2. Matters arising
3. Fire incident report – *Conf Paper 2*

BITMO Board meeting 27th January 2022

Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
External review report	Belle Isle Health Needs Assessment	A major review of local health needs in which several Board members participated.	The report can help shape the future strategy for health outreach	Receive the report and consider what role BITMO can play in improving health outcomes
Training & Board discussion topic	Rents and Tenants Responsibilities	To update the Board on rent collections and how we support a positive payment culture.	Further improve collection and liaison work streams.	Take part in the training and raise any queries and suggestions for even more efficient working.
Scheduled reports	1. Operational report	Three new policies are presented that cover how we provide disabled adaptations, decoration allowances, and tenant consultation .	The operational report allows Board to maintain an overview of work done and see how it fits in with strategic direction.	To discuss and accept the report along with recommended policies.
	2. Revenue and Capital accounts and budgets.	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.
Grant application	Housing Advisory Panel grant programme.	The grant programme has a fund of some £40k to support voluntary initiatives that benefit the Belle Isle community.	An application has been received for a grant of up to £2k to aid the establishment of allotment learning activities.	Decide whether to support the application and how such applications should be reviewed in future.
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. Belle Isle Health Needs Assessment – external review update

Nicola Kelly-Johnson and Joanne Loft, who are leading on the Belle Isle Health Needs Assessment will present their findings to the Board (some of whom took part in their consultation).

This will be a learning opportunity for BITMO around the challenges faced in our homes.

Recommendation

Board is asked to discuss and consider any implications for work strategies going forward.

2. Discussion topic: Rents and Tenant Responsibilities

A presentation and discussion on rent collection and how we promote a positive payment culture.

Led by Stephen Oldham, Income and Tenant Support Manager.

Recommendation

Board is asked to discuss and consider any implications for work strategies going forward.

3. 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 25th November 2021 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 25th November 2021

Item	Update
Tenant engagement.	New door entrances will be placed in 3 storey blocks. Communal areas to be re-decorated. CCTV to be installed in each block.
Repairs IT implementation	An interim payment was made to the main contractor for works done whilst integration issues were resolved.
Planned programme	Further works have been programmed in to ensure that the capital budget is effectively utilised.
New build developments and Right to Buy rules.	Board has been notified of the need for any Right to Buy applications to include costs for the past fifteen years.
Potential parking restrictions re Park and Ride facilities.	Further detail of the potential restrictions have been circulated to the Board.

Recommendation

Board is asked to accept the draft minutes of the Board meeting of 25th November 2022 and note any matters arising.

4. Scheduled Reports

4.1 Operational Report

CEO Report

Introduction

The purpose of this report is to provide a high level update on BITMO activity in the last quarter. It sets out the business re-opening arrangements, updates the Board on progress against the Strengthening Compliance action plan and presents three operational policies for discussion and approval.

Board are requested to

1. Discuss and comment on the contents of the report.
2. Note the progress made against the Strengthening Compliance Action Plan
3. Approve the Disabled Adaptions Policy
4. Approve the Consultation and Engagement Policy
5. Approve the Decoration Allowance Policy

The Final quarter of 2021/22 has seen a further period of disrupted service and national restrictions being in place to address Covid 19. The decision was taken to restrict the service we provide to a telephone first service once again, and then to begin opening on a limited basis for the first two weeks in January. With effect from 24th January we have opened the Housing Reception on our usual 5 day basis. The GATE is open three days per week with a full programme of activities being offered. Attendance at the GATE needs some time to build following nearly two years of disruption. We will review the situation at the end of March and hopefully be in a position to put a post pandemic plan in place.

Policies for Approval

Three policies are presented for approval which will enable us to improve our day to day practice. The Disabled adaptions policy sets a framework for approval of requests for adaptations such as wet floor showers, loft conversions and extensions. It establishes that we will operate in accordance with Disabled Facilities Grant guidance, and that there is a right to review of decisions made.

The Decorations policy sets out clearly the circumstances in which we will decorate or provide a decoration allowance to support people to move into a new home or to redecorate following intrusive planned investment works.

The Consultation policy sets out how we will comply with the requirements of the new regulatory framework and the Social Housing Charter.

The policies are appended (Appendices 2-4).

Strengthening Compliance Action Plan

Following the review of compliance with essential health and safety measures to tenanted and managed properties, an action plan was put in place to strengthen our arrangements. As a result of this Board agreed to sign off that sufficient assurance is in place regarding these arrangements. Good progress is being made on delivering the action plan. And this is shown below.

99% of properties requiring a gas safety certificate have one in place. However an audit of 49% Of these showed that 79% were incorrect. Work continues to amend our records.

COMPLIANCE AREA	No. LOCATIONS	INSPECTION CYCLE	NUMBER OF CURRENT INSPECTIONS	% Valid	EXCEPTIONS, REASON FOR NON-COMPLIANCE
Gas LGSR/CP12s	1860	Annually			
Electrical EICR	1860	5 Years	448	24.08%	Further checks are required to determine the exact figure which is likely to be higher. This will be done after the current focus on gas servicing
Emergency lighting servicing	22	Monthly	22	100%	
Fire alarm installations	5	Quarterly	5	100%	
Fire extinguishers	5	Annually	5	100%	
Fire Risk Assessment	157	3 years/Annually	0	0%	FRA's will commence WC 24/01/2022
Asbestos Full R&D	1860	One Off	843	45.32%	Asbestos surveys are being carried out on void properties
Water hygiene risk assessments	5	Annually	0	0%	Risk assessments will commence 24/01/2022
Servicing of adaptations	30	Annually	11	36%	Programme currently ongoing
Stock condition surveys	1860	One Off	43	2.31%	Mears were commissioned to carry out 200 however they only gained access to 43. Work by the inhouse team will be commencing in February 2022 to carry out surveys

Note – gas statistics currently being analysed.

Recommendation

Board are requested to

1. Discuss and comment on the contents of the report.
2. Note the progress made against the Strengthening Compliance Action Plan
3. Approve the Disabled Adaptions Policy (Appendix 2)
4. Approve the Consultation and Engagement Policy (Appendix 3)
5. Approve the Decoration Allowance Policy (Appendix 4)

4.2 Financial Reports

4.2.1 Revenue Accounts 2021-22

Budget Monitoring for the period ending 30th November 2021

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
RESPONSIVE MAINTENANCE	1,411,183	940,789	813,884	126,904
CYCLICAL MAINTENANCE	<u>543,959</u>	<u>363,961</u>	<u>371,077</u>	<u>3,593</u>
TOTAL MAINTENANCE`	1,955,142	1,315,459	1,184,962	130,497
GATE	169,374	109,112	131,632	(7,117)
INCOME AND TENANCY	227,124	151,416	140,358	11,058
TENANCY SUPPORT	198,963	132,642	121,057	11,585
RETIREMENT LIFE	89,736	59,824	54,860	4,965
CORPORATE RUNNING COST	115,521	74,257	93,369	(19,112)
CORPORATE STAFFING COST	390,150	242,670	250,861	(8,190)
SERVICE LEVEL AGREEMENTS	58,881	39,254	38,885	369
DEPRECIATION	5,040	Nil	Nil	Nil
TOTAL EXPENDITURE	3,209,931	2,113,925	2,015,984	97,941
INCOME				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	2,097,695	2,124,079	26,384
OPERATING SURPLUS/(DEFICIT)	(48,321)	(16,230)	108,095	124,325
Exceptional income – non-domestic rates refund	Nil	Nil	196,250	196,250
Exceptional spend - re compliance project (£88K) and communal facilities (£21k)	Nil	Nil	(109,670)	(109,670)
Result after exceptional item	(48,321)	(38,569)	194,675	210,905

Summary

- Operating surplus in the first eight months of the current financial year is £108k.
- Potential surplus after exceptional items is £195k.
- Exceptional items comprise: Income re non-domestic rates rebates (2005 to present); expenditure on compliance project and tenant communal room facilities.
- Underspend on operating activities is mainly in the day to day Responsive Repairs, Income and Tenancy, Retirement Life and Tenancy Support service areas.
- Overspends are in Cyclical Maintenance, GATE, Corporate Running Cost and Corporate Staffing.
- Some further variance may occur on Responsive Repairs because of new systems roll-out.

Variations explained

A brief explanation is given below on the main variations of expenditure against the budget in the first eight months of this financial year to the end of November 2021.

Responsive repairs

Underspend of £126.9k is after accruing expenditure based on the main contractor's estimates of the unpaid debt up to the end of November.

Cyclical Maintenance

The Cyclical Maintenance budget is overspent by £7.1k. 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.

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.

Corporate Running Cost

Expenditure on Corporate Running Cost overspent by £19.1k. This is combination overspends of £2.2k on Legal Services, £14.6k on Office Equipment, £3.7 on Health and Safety Equipment, unbudgeted spends of £6.6k on office door entry and alarm systems and £1.2k on hire of Compliance Officer and underspends of £3.5k on Board Members' Training and Conference attendance, £1.2k on Cleaning and £3.5k on IT Equipment

Corporate Staffing Cost

Overspend is largely due cost of hiring staff under Kickstart scheme the funding for which is included in the Income.

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 and £10.8 grant for Kickstart scheme.

4.2.2 Capital Accounts 2021-22

Levels of capital spend continue to be affected by difficulties in procurement. In particular the roofing and gable end schemes have had to be deferred to next year. Further spend has however been required in other areas, including void and adaptation spend, where numbers have increased as lockdown restrictions have eased.

Scheme	Spend as of 7/12/21	Budget	Projected Spend	Projected (Under)/ Overspend
	£000's	£000's	£000's	£000's
Reactive Boiler Replacement	13	55	30	-25
Planned Boiler Repairs	117	140	140	
Mansard Roofs	24	296		-296
Other Roofs	2		2	2
Timber Framed Properties		389	100	-289
Four Flat Blocks - Entrances	3	24	22	-2
Reactive Electrical Upgrades		15	15	
Kitchens and Bathrooms	119	121	140	19
Three Storey Blocks Externals		98		-98
Three Storey Blocks Internals	2	93	123	30
Adaptations	119	90	200	110
Decency Failures	28	50	79	29
Public Footpaths		30	30	
Unadopted Road Repairs		30		-30
Re-Pointing Scheme	112	50	60	10
Water Supplies - Houses	47	50	47	-3
External GRP Doors		20	20	
Fencing		20	30	10
Planned Asbestos	17	30	30	
Stock Condition Surveys	22	30	30	
Envirovent Conditioning		4	4	
BITMO Void Refurbs	193	87	300	213
	820	1720	1401	-319

Further areas of potential spend have also been identified and implementation of these projects will take place bring spend up to budget as far as possible by the end of the financial year, 31st March 2022.

Scheme	£000's
Canopies	10
Purchase of kitchens and bathrooms	90
Belle Isle Circus Fencing	60
Insulation	20
Shopping Parade	10
53 Winrose	40
Chimneys	10
Purchase of boilers	100
	340

The figure of £340k above includes a buffer amount of £20k, to be spent if other areas of estimate spend will fall short prior to year end.

4.2.3 Revenue Budgets 2022-23

Leeds City Council has given an estimate of the Management Fee which will apply for the financial year beginning on 1st April 2022.

The provisional budget allocation for BITMO for 2022/23 is £3,235k, an increase of £87k compared with 2021/22.

This increase reflects some inflationary assumptions with regard to some costs, partly offset by a reduction relating to ongoing losses of housing stock related to Right to Buy (historically 1% per year).

The budget will not be confirmed by Leeds until it has been agreed at full council in February.

This level of funding should enable a continuation of front line services for the forthcoming year. Detailed budget figures are being prepared and will be circulated to Board in February, with meetings being set up for review of the detailed analysis prior to budgets being put before the Board at the meeting on 31st March 2022.

4.2.4 Capital Budgets 2022-23

Leeds City Council have also given a provisional capital budget of £1.72m for investment in housing stock and associated assets on the estate for 2022-23. This represents the continuation of a level of cash investment held over several years, although with inflation rising significantly, it also represents a real reduction of some £50-80k.

Scoping of the projected spend is taking place and details will again be circulated to the Board soon so that any meetings that are needed can be held prior to presentation for adoption at the Board meeting on 31st March 2022.

Recommendations for Approval

Board is asked to accept the above financial reports and raise any queries.

5. Grant application – Housing Advisory Panel

BITMO has a dedicated fund of some £40k which is established for the benefit of local community initiatives. Local groups are welcome to apply for projects which will impact positively on the lives of local people.

An application has been received from Clapgate Community Fund for the establishment of a local allotment which will be used to encourage healthy eating. A grant of up to £2k is requested.

The application is given per Appendix 2.

Recommendations for Approval

Board is asked to:

1. review the application and decide whether a grant should be given
2. decide whether such applications should be considered by meetings of the Chairs in future, in order to free up time for Board discussions on strategic matters.

6. 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 outline [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			

Those items in red and in parentheses [...] are considered to be items which are for note and will be delivered to Board members separately from meeting papers. If there are any queries on these they will be brought to the following Board meeting.

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

(ii) Board Member Bitesize Learning & Discussion 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: 31st March 2022 at 6.00pm

APPENDIX 1

FULL BOARD Minutes of a Meeting Meeting held on Thursday 25th November 2021

Present: Leon Kirkham
Jean Burton
Cllr Paul Truswell
Harry Austin
Margaret Brown
Lisa Caley
Iris Crummack
Ashley Knowles
Lamin Makalo
Kay-Lee Marshall
Tracey Morris
John Oddy
Julie Rhodes

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Peter Sutton (Community and Tenant Support Manager)
Alex Orange (Head of Repairs and Maintenance)
Garry Jamieson (Mears)

PART A – Public Agenda Items

Apologies

Apologies were received from: Cllr Sharon Burke, Sharafath Ghafiri, 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.

Presentation – Main Contractor (Mears) Service Delivery

Mr Garry Jamieson from Mears attended the meeting and spoke about the challenges Mears face from Covid and Brexit. This includes staff leaving to work on new build properties and set up their own businesses. He advised that he does not expect bathroom supplies to improve before late 2023. He highlighted that Mears are very keen to recruit apprentices from the Belle Isle area.

The Board thanked Mr Jamieson for his report.

1. Minutes and Matters Arising

The minutes of the Board meeting held on 7th October 2021 were approved.

a. Matters Arising from the Full Board Meeting held on 7th October 2021

Item	Update
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. Board members were asked to report any interest to Karen Hoole/Peter Olver.
Tenant engagement	The CEO reported that a lot of issues had come out of two meetings held with residents of flats. She will report back to the next Board meeting on proposals for new doors, internal communal decoration and CCTV for the 3-storey blocks.
Repairs software	Snagging issues continue to be addressed – including integration with accounting software.
Planned programme	The CEO reported that there had been delays with the planned works for roofing and refurbishment. She will come back with further proposals, including an examination of insulation issues and a proposal for completing the fence around Belle Isle Circus.

Recommendation

The Board were requested to NOTE the matters arising updates.

Noted.

2. Operational Report

The CEO presented the Operational Report and highlighted the following:-

2.1 New Build in Belle Isle

Additional papers were circulated at the meeting. The CEO has been informed of a delay by Leeds City Council as they will be prioritising larger sites to deliver as many new homes as possible. The Head of Governance and Finance will come back to the Board with information about the Right to Buy rules for new builds (since circulated).

2.2 Complaints

Following a review, the repairs team are currently contacting tenants after all repairs to check that they are satisfied.

2.3 Strategic Asset Management

A paper on improving insulation will be submitted at the March Board meeting.

2.4 Compliance

At the last meeting Board discussed an action plan to bring 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. A Compliance Data Coordinator has now been appointed.

Prices were obtained to carry out the risk assessments (required types 1&3) as follows:-

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

Contractor 2 was recommended based on price and quality of work.

2.5 Aberfield Gate

The Board noted that renovated flat intended for palliative care patients will be returned to general housing stock (ideally for person disabled use).

2.6 Community Notice Boards

The Board noted the plan to install community notice boards around Belle Isle Estate to strengthen communications with tenants and the public. The noticeboards will be installed in areas of high footfall.

2.7 Update on the Five Year Plan

The Board noted the update.

Partnership proposals were discussed – as reported in Part B Minutes.

Recommendations for Approval

The Board were asked to

1. Note the Contents of the Operational report.

Noted.

2. Approve the award of Fire Risk Assessment works to Contractor 2.

Approved.

3 Scheduled Reports

3.1 Health & Safety Report

The Health and Safety 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.

Board members raised the following:-

Q. Cllr Truswell asked about food hygiene in the BITMOs GATE kitchen.

A. It was agreed that a report will be brought to the next Board meeting.

The Head of Repairs and Maintenance agreed to check Sayes policy on health & safety and report back to the January Board meeting.

Q. Are properties insured?

A. The Head of Governance and Finance reported that Leeds City Council owns the homes and does not insure them. In the case of the Broom Nook fire, Leeds City Council is pursuing the sub-contractor for costs.

The Board agreed a letter should be circulated to Broom Nook residents explaining the causes of the fire and what steps have been taken to ensure there will be no similar fires.

The Health and Safety 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 was requested. The Forum meeting is planned to take place by mid-September.

Recommendation for Approval

The Board was requested to:

1. APPROVE the Health and Safety Report

Approved.

2. SELECT a replacement Board member to sit on the H&S Forum.

To be advised.

3.2 Revenue Accounts

The Head of Governance and Finance presented the Revenue accounts and advised that the 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

3.3 Capital Accounts

The Head of Governance and Finance presented the Budget spend to 17th November 2021.

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

The Board agreed that the projected £100,000 underspend should be spent on insulation or other works to homes if possible. If this will not be possible the Chairs were granted delegated authority to approve spending on environmental works, such as fencing for Belle Isle Circus.

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.

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 Approved

Board members were asked to accept the Finance Reports:-

1. Revenue 2021-22

Approved.

2. Capital 2021-22

Approved.

3. Budgets 2022-23

Approved.

3.5 Anti-Social Behaviour (ASB)

An update on the types and number of ASB cases handled since April 2021 was given.

Recommendation Approved

Board members were asked to Approve the report.

Approved.

4. Board Forward Plan

Board members were presented with the Board Forward Plan for the forthcoming 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 Approved

Board members were asked note and approve the Board Forward Plan.

Noted and Approved.

5 Any Other Business

Parking Restrictions

A Board member raised parking restrictions proposed for the area around the East and Low Granges. Neither Councillor Truswell not BITMO were aware of them. This will be investigated.

The Board agreed to object if the plan is about to go through and to take part in consultation if this is still possible.

Christmas Funding

The Board agreed to fund the following for Christmas 2021:-

- £50 to schools in the BITMO area
- £25 a head for a staff meal
- £10 gift to each volunteer
- A bottle of wine and a box of chocolates (or equivalent) to Board members and those who stood down in September.

Broom Nook Bungalow

The Board agreed to fund the works to the Broom Nook bungalow which had been approved by the Chair.

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

APPENDIX 2

BITMO Operational Policy Disabled adaptations

Date January 2022

Approved by Board (DATE)

Purpose

The purpose of the policy is to establish a clear and consistent approach to carrying out disabled adaptations to properties under BITMO's management.

Policy statement

BITMO's aim is to support people to who are disabled to continue to live in their homes with the benefit of reasonable adjustments, where it is practical to do so. Where it is not practical to do so because the adaptation required is structural, significant and/or expensive, consideration will be given in the first instance to whether suitable alternative accommodation is available that would meet the physical and practical needs of the household.

As a general rule adaptations will only be considered where the cost involved is equal to or less than the amount of disabled facilities grant that would be available if payment of DFG were applicable. This means in practical terms that there is a financial cap on the cost of disabled adaptations of £30,000. Adaptations that cost more than this may be considered if providing the adaptation will save BITMO money in the long run ie over ten years.

Means testing is not applicable where the adaptation required is for the benefit of a person aged under 18.

As per the rules of the DFG scheme the amount payable for adaptations is means tested. Any income and savings over £6,000 will be taken into account, and a contribution to the costs of the adaptation will be required. Disability benefits do not count as income for these purposes.

Decision and Appeal

A decision will be made and notified within 3 months of a referral being made by the Occupational Therapy Service.

If the subject of the referral, their carer, or the Occupational Therapy service, are not satisfied with the decision they can request a review within BITMO's complaints procedure.

APPENDIX 3

BITMO Operational Policy Consultation and Engagement

Date January 2022

Approved by Board (DATE)

Background

The Charter for Social Housing Residents: The Social Housing White Paper sets out 7 principles that it wants to see landlords demonstrate strengths in.

1. Be safe in your home
2. Know how your landlord is performing
3. Have complaints dealt with promptly and fairly
4. Be treated with respect
5. Have your Voice Heard by Your Landlord
6. Have a Good Quality home and neighbourhood to live in
7. Be supported in your first step to Home ownership

The Regulator of Social Housing is adopting a new regulatory approach that will seek clear evidence that housing providers are complying with these seven principles and can demonstrate that they :

- Are transparent in their performance and decision making
- Put things right when they go wrong
- Listen to tenants through effective engagement

Purpose

This policy addresses the requirements of the White Paper and the new regulatory regime in relation to numbers 4,5,6 above.

Its purpose is to establish a clear and consistent approach to consulting with BITMO tenants about the services we provide, the quality of their accommodation and the issues that matter to them.

Policy statement

BITMO is a tenant lead, customer driven organisation. Our aim is to work with tenants to create a safer stronger Belle Isle. We intend to adopt and “outreach approach” to work with tenants across all service points and social media and traditional platforms to constantly amplify the tenant voice and use it to continuously improve what we do, so that we are advocating on behalf of our community and providing the best services possible.

Responsibility

The policy will be owned by the Community and Tenant Services Managers and will draw in resources from across the team as required. The Community and Tenant Services Managers will collate the outputs, trends and actions taken (You Said We Did).

Communication Touch Points

- **Planned maintenance work**

We will publish our draft 5 year plan and consult with customers on priorities. This will enable tenants to tell us if the information we hold is incorrect, and to raise concerns with us about the condition of their home that will lead to the plan being revised.

When planned maintenance work is scheduled we will involve tenants in the design and planning of that work. We will be clear about the options they have within the work being done and we will support them during the work so that they are able to have access to have access to bathroom and kitchen facilities whilst the work is ongoing.

- **Responsive repairs**

We will telephone customers within 3 working days of a responsive repair having been completed to check that the experience was a positive one and that there are no outstanding issues. This will demonstrate our commitment to rapid and high quality customer service and allow us to identify any problems and resolve them

- **New Tenancy**

We will carry out a post sign up customer care call to help the tenant to settle in and make sure that rent payments, benefits and utilities are in place

We will triage new tenants for ongoing support

- **Customer service workshops**

We will hold two customer service workshops each year to engage with customers about satisfaction data, complaints, and service standards to get feedback that will drive our continuous improvement approach.

- **Retirement Life Meetings**

We will meet with Retirement Life residents annually to discuss our support offering, the services available to them and the social activities that we arrange.

- **STAR survey**

Leeds City Council commission the STAR survey and provide the output to BITMO every two years

- **Tenant Groups**

We will arrange an annual meeting for groups of tenants based on geography to capture their experience of living in Belle Isle, the quality of their accommodation and the services we provide. The meetings will take place at the Gate or in Retirement Life communal areas, whichever location is most suitable.

- **Social Media**

We will use social media channels, predominantly Facebook to run engagement campaigns throughout the year, asking tenants to comment or complete short surveys.

Closing the Consultation loop

The results of BITMO's engagement activity will be reported back to tenants via the Annual Report as well as throughout the year. They will be presented to and discussed by the Board annually, and will form the basis of the Board strategy development.

Resource Implications

This level of customer consultation and engagement will impact on a large part of the BITMO team. Its impact will be particularly significant within the Repairs Team and the GATE team. It will require a refocusing of activities within the GATE resources but no additional staffing resource.

APPENDIX 4

BITMO Operational Policy Decorations to tenanted and untenanted properties

Date January 2022

Approved by Board (DATE)

Purpose

The purpose of the policy is to establish a clear and consistent approach to carrying out decoration to properties under BITMO's management. Landlord and Tenant law determines that Internal decoration is the responsibility of the tenant. However as a supportive landlord, conscious of the financial circumstances of our tenants there are some circumstances when BITMO will carry out some decoration work, or contribute to the cost of decoration.

Scope

1. We will decorate properties during the void period, subject to budgetary capacity to do so.
2. We will provide a decoration allowance to new tenants if the property requires decoration and BITMO have been unable to carry it out prior to letting
3. We will provide a decoration allowance to tenants to "make good" after intrusive planned maintenance works are done such as kitchen and bathroom replacements or re-wiring.

Decoration allowances are a contribution to the cost of redecoration. They are not intended to cover the full cost. Decoration is the responsibility of the tenant.

Room	Allowance for partial decoration	Allowance for full decoration
Kitchen	£50	£75
Bathroom	£50	£75
Separate toilet	£25	£35
Lounge	£55	£100
Dining room	£55	£100
Bedroom (per room)	£55	£100

The maximum grant available is £500. The decoration grant can only be paid for decorating materials or as a contribution to the costs of employing a professional decorating service.

1. Where intrusive works are being carried out a photograph of the affected area will be taken before the works commence. The condition of the decoration will be assessed. Upon completion of the work a second photograph will be assessed and the level of grant (if any) will be determined.
2. In order to qualify for a direct payment of the decoration grant the rent account should be up to date and rent paid in advance as per the tenancy agreement.
3. If the rent account is not up to date and rent paid in advance 50% of the decoration grant will be paid to the rent account.

When the tenant has demonstrated that the decoration has commenced and receipts are provided for the materials used BITMO will:

1. Inspect to confirm
2. Raise a cheque to pay 50% of the decoration grant to the tenant

When the decoration is complete the final payment can be made subject to doing so not creating a debt of the rent account.

APPENDIX 5

Housing Advisory Funding Panel- Application Form

Please make sure you read through the Housing Advisory Panel Funding Scheme 'Information and Application Guidance Notes' before completing this application form.

Should you require assistance completing this application form, please contact the Community and Tenant Support Team on 0113 3782190.

Once completed, please return to the Community and Tenant Support Team at Belle Isle TMO, email GATE@belleisletmo.co.uk or post to 'Housing Advisory Panel, Belle Isle TMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH'.

1. Your Information	
Full Name:	Mrs Charlotte Gray-Sharpe
Organisation or Group:	Clapgate Community Fund
Address (incl. postcode):	Cranmore Drive, Belle Isle, Leeds, LS10 4AW
Telephone Number(s):	Landline: 0113 2616700 Mobile:
Email Address:	grants@westwoodandclapgate.org
How did you hear about the Advisory Funding Panel?	Previous applicant

2. The Project Overview	
What is the name of your project or idea?	Clapgate Community Kitchen
Where would your project take place?	Clapgate Primary School
Please give a brief overview of the project:	We wish to build back better by establishing a community space where the community can come and grow their own food, take part in environmental craft activities and learn about the importance of living sustainably. Healthy eating is a huge issue in our community and parents have reported through a parental survey that they struggle to know what to cook and how to cook it. Part of our initiative is for families to complete the whole food process from planting, nurturing, picking, cooking and then eating. We will support this process and teach families how to cook healthy meals together.

3. Your Group or Organisation	
What are your group's aims or objectives:	We are a charity called Clapgate Community Fund (1185914) and we aim to improve facilities for children aged 3-11 that attend Clapgate Primary School in South Leeds and improve facilities for local residents and families.
Where does your group operate:	Belle Isle
How is your group currently funded:	Grants and fundraising
What support does your group currently receive from BITMO:	None

4. The Project- In Detail	
Please describe your idea or project:	<p>We are seeking funding to establish our allotment which will allow local families to grow their own food and learn how to cook it and eat it. We would use the funding for the purchase of tools, seeds, greenhouse, shed and a wormery. We plan to use this space and the activities to teach families about sustainable living, how to use the produce to make healthy meals and also educate the future generation about how important it is to care for our planet. Whilst our project has a practical element which is clear, the confidence, self-esteem and mental health benefits should not be under estimated. The outdoors, the learning opportunities, the family time alongside making new friends and build community relationships are all known positive factors on improving mental health issues. We want our project to give this community something to be proud of, to build resilience, to educate on the environment, to give children equal opportunities and to feed families in a healthy sustainable way. In setting up this area it will first and foremost give the community somewhere to talk and break down social barriers which have developed further during the pandemic. Issues with mental health have shown to have increased in both children and adults and engaging in activities gives families the chance to relax together and get to know other families. It creates a place for families to be able to grow and eat healthy food also contributing to a healthier mind and body. It gives families the chance to enjoy outdoor activities together which are fun and challenging as well as learn new skills.</p>
How does this project meet our funding criteria:	<p>This project will have an impact at community level on the families and individuals living in Belle Isle. It will also impact on the environment by giving local people the opportunity to grow their own fruit and vegetables and to come together to share cooking ideas eating healthy home grown produce. Now we have our community solar dome in place to teach families about healthy eating and show them how to cook, we need these</p>

	facilities will give us the next steps to give the community further tools to use for the planting, a greenhouse for growing and step up our plans to make Belle Isle healthier.
How will you know whether your project has been a success:	<p>We will evaluate the success annually against the following criteria using feedback forms, local intelligence data, school information and soft data.</p> <ul style="list-style-type: none"> - More children and young people with an increased knowledge of the environment and what a healthy meal looks and tastes like - Decrease in antisocial behaviour by families being engaged and invested in the community - Better communication with families leading to less social isolation – improved mental health - More support and opportunities for families – the building of relationships and support links between families - Local community having access to fresh fruit and vegetables and living healthier lifestyles - Community cohesion improved
How much funding is required from the Housing Advisory Funding Panel for your project:	£2000
Has this project received any funding/ is funding being sought from elsewhere:	Not yet

5. The Project Costs

Please list each individual element of expenditure, including the suppliers details, date the quote/ price was obtained and amount. Should you have any written quotes, please attach copies of these to your application form

Item:	Supplier:	Date:	Amount:
Planters	https://www.tts-group.co.uk/raised-outdoor-grow-bed/1000960.html?cgid=Primary-School-Gardens-Grow-Beds-and-Planters	25/1 1/21	£515.40
Soil	https://www.dandys.com/products/bordermix-topsoil-for-beds-borders?variant=33010214543&gclid=EAlaIQobChMk8Wn6fb28wIVkLrtCh2RVgRdEAQYASABEqJq7_D_BwE	25/1 1/21	£67.19

Wormery	https://www.tts-group.co.uk/3-tier-wormery/1003662.html?cgid=Primary-School_Gardens-Habitats_and_Observation	25/1 1/21	£132.95
Tools	https://www.tts-group.co.uk/essential-gardening-equipment-45pk/1007809.html?cgid=Primary-School_Gardens-Tools_and_Equipment	25/1 1/21	£117.95
Greenhouse	https://greenhouses.com/halls-popular/p/64027/100379	25/1 1/21	£699
Seeds and plants	Misc places	25/1 1/21	£250
Shed	https://www.sheds.co.uk/adley-6-x-4-windowless-double-door-overlap-apex-shed.html	25/1 1/21	£329
			£2111.44

6. Declaration

I declare the above information in this application for Belle Isle TMO Housing Advisory Panel Funding is accurate and no relevant information has been omitted from this application. I am aware that payment of any funding approved and authorized by the Belle Isle TMO Board will be subject to specific conditions attached to this award being adhered to.

Name: C Gray-Sharpe

Signed: C Gray-Sharpe Date: 25/11/21

Please make sure you have completed the application form in full; signed the declaration; and attach any supporting documents before returning it to the Community and Tenant Support Team at Belle Isle TMO, email **GATE@belleisletmo.co.uk** or post to 'Housing Advisory Panel, Belle Isle TMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH'. Thank you for your application.

