



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 31st March 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 31st March 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
-
1. Training & discussion topic: Lettings & Tenant Support
How we let properties and support our tenants (*page 4*)
 2. Minutes and Matters Arising from the Board meeting of 27th January 2022 (*page 4 and Appendix 1, page 23*)
 3. Scheduled Reports
 - Operational update (*page 5 and Appendices 2 and 3, pages 32, 43*)
 - Finances and Community Fund (*page 8*)
 - Budgets 2022-23 (*page 15*)
 - Audit arrangements (*page 19 and Appendix 4, page 46*)
 4. Board Forward Plan – meeting dates and times for the coming year (*page 20*)
 5. Any other business (*page 22*)
 - To note the resignation from the Board of Bev Walker on 3 February 2022 and to thank her for a most valued contribution.
 - Housing Advisory Scheme grant application (*Appendix 5 page 50*)
 - NFTMO Conference – 24-26th June 2022 Stratford upon Avon

Part B – Confidential Items

1. Minutes of the Board meeting of 27th January 2022 – *Conf Paper 1*
2. Matters arising

BITMO Board meeting 31st March 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
Board Training	How we let properties and support our tenants	Letting and tenant support is central to BITMO's purpose.	Continual review to further enhance processes.	Take part in the training and raise any queries and suggestions for even more efficient working.
Scheduled reports	1. Operational report	Two policy updates are presented that cover a housing regulator complaints self-assessment questionnaire and whistleblowing. Report on the internal audit of stock condition data	The Complaints policy will improve how we deal with complaints and the whistleblowing policy will let staff know how to direct any concerns they have about wrongdoing.	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. Introduction of the Community Fund.	Allows monitoring and planning of spend.	Approve budgets for 2022-23 and Accept the financial reports, whilst raising any queries. Approve Community Fund proposals.
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.
Any Other Business	Grant application to the BITMO Housing Advisory Panel Scheme.	We wish to encourage take up of all grant schemes to better the lives of our community.	Effectively allocate available resources.	To consider whether to support an application for a wildlife garden from Broomfield SILC.

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. Bitesize training – Lettings and tenant support services

The Tenancy Support Manager will explain current letting policies and processes and some of the ways in which tenants are supported.

Recommendation

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

2. 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 27th January 2022 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 27th January 2022

Item	Update
Board equality and diversity training.	Treating people fairly training being sourced.
Capital investment programme	Good progress being made as reported below.
Park and Ride Parking proposal	It was agreed that the minutes of the November Board meeting should be amended so that they in fact relate to potential parking restrictions relating to the Park and Ride scheme rather than more generally to East and Low Granges. A further amend was that the Board agreed that the objection would relate to a lack of consultation with BITMO rather than an objection to the scheme itself, as further investigation was necessary.

Recommendation

Board is asked to accept the draft minutes of the Board meeting of 27th January 2022 and note any matters arising.

3. Scheduled Reports

3.1 Operational Report

CEO Report

Introduction

The purpose of this report is to provide a high level update on BITMO activity in the last quarter of the financial year. It presents the outcome of the internal audit for approval and draws the Boards attention to the operational challenges being experienced. A proposal is made for a temporary adjustment to the staffing structure to address the operational challenges. It presents two operational policies for discussion and approval.

Board is requested to

1. Discuss and comment on the contents of the report
2. Note the outcome of the latest internal audit Integrity of Data in the Stock Condition Database
3. Approve a temporary adjustment to the staffing structure to address short term operational challenges.
4. Approve the Whistleblowing policy
5. Approve the amended Complaints policy.

Post Covid Operations

The housing reception has been fully open five days per week, since the 24th January. The GATE has been open three days per week while we have been carrying 1.5 vacancies. We have been developing the programme of activities being offered, and offering a fuller programme at our retirement life schemes. With effect from 8th April the GATE opening hours will mirror those of the housing office except that we will also offer a late session on Thursday evenings until 6.30pm. The GATE programme for April is attached for information.

Internal audit: Integrity of Data in the Stock Condition Database

LCC internal audit service reviewed the arrangements in place at BITMO for the maintenance of accurate stock condition information.

Good Assurance is provided for the control environment as there are some minor control weaknesses that present a low risk to the control environment. There are controls in place to ensure Keystone is updated for Stock Condition Surveys and for planned and programmed works.

Monitoring and reporting regarding progress on stock condition surveys and other information from Keystone is in its infancy. Consideration is currently being given to the level and detail of reporting that will be required in this area on an ongoing basis

There are appropriate access rights within the system, however, the processes to ensure that access is regularly reviewed are currently being put in place and are yet to be embedded.

Acceptable Assurance is provided for compliance with controls as the control environment has mainly operated as intended although errors have been detected. Our data analytics work has

identified that the controls in place in relation to transferring data from the previous PSTeam system to Keystone have not always operated as intended. We found discrepancies between the installation date for the component in Keystone and the date the component was installed in the completed PSTeam job in 24% of the jobs reviewed.

A programme of data reconciliation is underway and all anomalies are being corrected. When stock condition surveys are carried out as per the 10% sample in future the correct component dates will be entered and sample checked.

The full Report is available on request.

Operational Challenges

The operating environment is made very challenging by the combination of CX implementation, Covid and Brexit. The replacement of Orchard with the Cx system has disrupted our performance significantly in relation to voids and repairs in particular. We have experienced problems raising orders, and processing voids. We have had no management information at all. A backlog of voids has built up as a result of problems with CX, and also as a result of Covid, and a shortage of labour to carry out the work. In addition, the number of tenancies terminating has increased by 40% as a result of the pent-up demand for moves that occurred during the last two years. This has meant that we have been dealing with in excess of 30 voids at any one time. This is three times the number that we normally work with and we do not have the resource in either the repairs team or the lettings team to manage this volume of work.

The pressures impact on the ability to:

- Inspect and specify and place orders for void work
- Obtain electric safety checks and asbestos inspection and removal
- Secure contractor resource to carry out the void work in a timely way
- Control the quality of work carried out through work in progress inspections and handovers
- Process applications, assessing eligibility, and suitability
- Arrange viewings and tenancy commencements

Despite the best efforts and very hard work of the team, we simply cannot manage this volume of work.

We are carrying a vacancy in the Governance and Finance team, and we do not think that we need to appoint to that role. It is proposed that we use that role on a 6-month basis to provide additional support to both the repairs and lettings teams as below:

Temporary voids coordinator f/t – cost £37.6k

Temporary lettings administrator p/t – cost £17.3k

Adding in extra resource for a six-month period will enable us to deal with the backlog of voids from a technical repairs and a lettings perspective. We will be able to deliver the quality and timeliness of service that customers deserve and the team want to provide. It will enable us to manage the contractor effectively and reduce relet times.

We are working hard to establish management information so that we can manage performance properly.

Policies for Approval

Two policies are presented for approval. The whistleblowing policy sets out clearly what whistleblowing is, and how people can raise concerns about fraud and wrong-doing. The policy has been considered by the trade unions and will be briefed out to teams.

The complaints policy is a slightly amended version of the policy that was approved in 2021. The changes to it bring it closer into line with the Housing Ombudsman Service Complaints Handling Code. In particular, the number of stages of the process, the independence of the investigating manager, and the complaint outcome requirements are clarified.

The policies are appended

Staff Matters

We have recently recruited a full-time member of staff to work in the Community and Tenant Support Team. Tracey McGarry has joined us from LCC. John Clarke, Finance Officer has recently left to take up a role at LCC. Keith Wigglesworth has been appointed to the role of Compliance Coordinator on a fixed term contract for 12 months. Keeley Furlong is due to commence maternity leave in May.

At the time of writing, we are interviewing for John's replacement and for a temporary Rent Account Officer as maternity leave cover. The role of volunteer coordinator, which is Keith's substantive post has been advertised on a 12 month backfill basis.

Recommendation

Board is requested to

1. Discuss and comment on the contents of the report
2. Note the outcome of the latest internal audit Integrity of Data in the Stock Condition Database
3. Approve a temporary adjustment to the staffing structure to address short term operational challenges.
4. Approve the Whistleblowing policy
5. Approve the amended Complaints policy.

3.2 Financial Reports

3.2.1 Revenue Accounts 2021-22

Budget Monitoring for the period ending 31st January 2022

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
RESPONSIVE MAINTENANCE	1,411,183	1,175,986	1,018,054	157,932
CYCLICAL MAINTENANCE	<u>543,959</u>	<u>422,020</u>	<u>413,785</u>	<u>8,235</u>
TOTAL MAINTENANCE`	1,955,142	1,598,006	1,431,839	166,167
GATE	169,374	135,293	153,595	(18,302)
INCOME AND TENANCY	227,124	189,270	174,752	14,518
TENANCY SUPPORT	198,963	165,803	149,254	16,549
RETIREMENT LIFE	89,736	74,780	67,499	7,281
CORPORATE RUNNING COST	115,521	91,654	113,046	(21,392)
CORPORATE STAFFING COST	390,150	303,338	323,131	(19,794)
SERVICE LEVEL AGREEMENTS	58,881	49,067	48,624	443
DEPRECIATION	5,040			
TOTAL EXPENDITURE`	3,209,931	2,607,212	2,461,741	145,471
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	2,628,203	2,632,922	4,719
OPERATING SURPLUS/(DEFICIT)	(48,321)	20,991	171,181	150,190
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)	20,991	257,761	236,770

Summary

The management accounts to the 31st January 2022 show an underspend against budget and a potential addition to reserves of some £250k.

There are two elements to this potential surplus of income over expenditure.

(i) Normal operating activities show an underspend of £171k which primarily relates to responsive repairs.

(ii) Exceptional income of £196k has been achieved due to a rebate of non-domestic rates. Some expenditure has been put in place against this income – primarily to do with a compliance action plan to enhance health and safety issues and to refurbish communal areas. The excess of income over expenditure for this area of financial reporting is some £86k.

At the November 2022 Board meeting it was reported that the management accounts were showing a potential underspend on responsive repairs costs of c.£127k (compared to £158k as shown above). It was also explained however that there was considerable uncertainty over this result, because of issues around the new housing management customer relationship database (called Cx). There had been problems in terms of how the database spoke to the accounting software. That reason for the problem had been identified and work was ongoing to process repair payments as soon as possible. The repair works themselves were being done, but the contractor was not being paid as quickly as would have been hoped.

As reported to the Board in January 2022, in December 2021 it was agreed that some interim payment would be made to the main contractor to cover cash flow. This was based on jobs which had been completed and billed but for which payment was delayed.

Payments are now flowing through the system and the matter will be fully resolved shortly.

The Management Accounts to 31 January 2022 include some estimation as to what is expected to flow through in terms of responsive repairs.

The accounts again show a considerable underspend but until the matter is fully resolved this position may vary.

Variances explained

A brief explanation is given below on the main variances of expenditure against the budget in the first 10 months of the 2021-22 financial year.

Responsive repairs

Underspend of £158k is after accruing expenditure based on the main contractor's estimates of the unpaid debt up to the end of January.

Cyclical Maintenance

The Cyclical Maintenance budget is underspent by £8k. This relates primarily to stairlift servicing the costs of which have been revised downwards for next year's budget.

GATE Expenditure

Reported overspend is actually financially neutral and has resulted from £23.8k spent from a Creating Digital Access Grant included in the Income. There is also underspend on events due to Covid restrictions.

Corporate Running Cost

Expenditure on Corporate Running Cost overspent by £21k. This is a combination of overspends of £2k on Legal Services, £15k on Office Equipment , £4k on Health and Safety Equipment, unbudgeted spends of £7k on office door entry and alarm systems and £1k on hire of Compliance Officer and underspends of £3k on training and conference attendance, £1k on Cleaning and £4 on IT Equipment

Corporate Staffing Cost

'Overspend' is financially neutral due to fully funded costs of hiring staff under the 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 £24k for Creating Digital Access and £15k in grants for the Kickstart scheme.

Recommendation

Board is requested to discuss and ACCEPT the above report on Revenue Accounts for the current year 2021-22.

3.2.2 Community Fund

BITMO Community Fund

Introduction

The BITMO Community Fund provides financial support to tenants experiencing hardship, unable to afford basic household items, wanting to decorate their homes, run community activities, pursue qualifications, support environmental improvements on the estate, and support the Green agenda in terms of reducing carbon. This report presents a summary of the applications received, the actions being taken and the decisions made so far

The Community Fund was advertised in February and thirty one applications were received. Six have been approved, fifteen are being explored further. Six have been declined, four have been referred to the repairs service and one is presented for Board consideration.

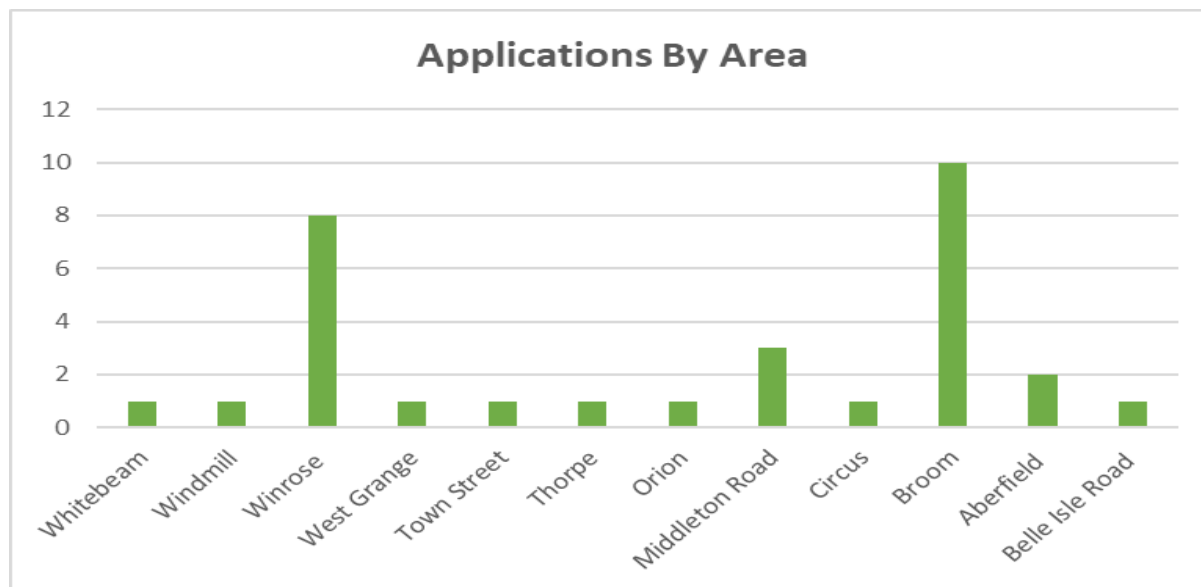
Recommendation

The Board is requested to

1. Delegate the Green Strategy budget to BMT
2. Consider a request for two tenants to be supported to create raised vegetable beds in their communal garden.

Category	Scope	Applications	Decision responsibility	Sum designated per annum	Decision
Property and estate enhancement	Fencing seating planting	4	Board	£40k	1 for consideration by Board
Green Strategy	Green energy solutions, planting	5 *	Board	£5k	Request budget delegated.
Training and qualifications	Paid for qualifications up to £1k p.a 50% contribution	1	Panel	£5k	Approved
Decorating and minor works	1 room per 3 years 50% financial contribution	10	Panel	£10k	Assessment of need being carried out.
Tenancy sustainability	Provision of household goods	12	Panel	£5k	6 approved, 5 being assessed, 1 declined.
Voluntary Group initiatives	Grants up to £500 p.a	4	Board	£5k	2 declined. 2 being explored further.

Applications were received from across Belle Isle, especially from the Winroses and Broom areas, as illustrated below:



(i) Property and Estate Enhancement

Applications	Response
Request for play park in Low Grange area	Not in scope of fund, but separate project under development to be reported to April Board
Request for garden fence	Referred to repairs
Request for improvements to back garden	Referred to repairs
Request for improvements to shared garden	To be considered by the Board.

The Board are asked to consider providing financial assistance to two tenants in neighbouring flats who want to improve the communal garden to their homes by building raised vegetable beds. The value of the request is £100.

(ii) Green agenda

No applications. However, 5 tenants have requested warm homes kits. Board is requested to delegate the budget to BMT.

(iii) Training, development and qualifications for tenants and their families

One application was received from an agency care worker who would like to attend a course to progress her career. This request was approved by a BMT panel.

(iv) Decorating and minor works

We received 10 applications. The properties are being inspected to assess condition and need for decoration prior to a funding decision being made. Some applicants have requested help with buying materials only and are unable to fund the 50% contribution. Board is requested to approve waiving a financial contribution when a need for decorating is established, and only

materials are requested, on the basis that we may be able to source recycled paint free of charge or at minimal costs from Seagulls.

(v) Tenancy sustainability

Twelve applications have been received for white goods, beds and a mattress. Six have been approved, five are receiving a home visit to understand the vulnerability issues involved and further ways that we can provide support. One was declined as it is to replace a functioning item and is not a tenancy sustainability issue.

Recommendation

The Board is requested to

1. Delegate the Green Strategy budget to BMT
2. Consider a request for two tenants to be supported to create raised vegetable beds in their communal garden.

3.2.3 Capital Accounts 2021-22

Capital spend is expected to be on budget, following considerable work to re-arrange schedules in light of procurement issues on roofing, low rise flats and gable ends.

The table below gives an overview of the expected spend in each area of capital spend for 2021-22.

Although the total spend going through the accounting system so far is only £970k (as at 10th March 2022) there is a high level of billing expected before the year end, as work planned thus far has largely been completed in many areas.

For roof works and gable end work, the issues of procurement have been overcome and work has now started on these major areas which will flow through for several years. Three storey block internal works have also started and this should enhance living conditions in these areas.

Our annual stock condition surveys enable us to better able to plan insulation works as well as gas boiler and bathroom/kitchen replacements going forward.

Fencing on Belle isle Circus will now take place in 2022-23 as it was not possible to programme this work in to the 2021-22 year.

Void refurbishment costs relating to empty properties has increased considerably this year as the whole of the City has faced challenges in this area following the end of Covid restrictions and other factors.

A summary of planned spend for the 2022-23 financial year is detailed below.

Scheme Title	2021-22	2021-22	2021-22	2021-22
	Budget	Total spend to date	Budget	Estimate revised
	£000's	£000's	£000's	£000's
REACTIVE BOILER REPLACEMENT	54.8	53.2	54.8	54.8
PLANNED BOILER REPS	140.0	131.8	140.0	191.0
RE-ROOFING OF SLATE PROPERTIES	295.5	24.3	295.5	54.3
OTHER ROOFS	0.0	2.0	0.0	2.0
CHIMNEYS	0.0	0.0	0.0	12.0
TIMBER FRAMED PROPERTIES	388.5	0.0	388.5	94.0
Four Flat Blocks - ENTRANCES	24.0	4.1	24.0	22.0
ROOF OUTBUILDINGS / CANOPIES	0.0	0.0	0.0	17.0
REACTIVE ELECTRIC UPGRADES	15.0	3.8	15.0	15.0
KITCHENS AND BATHROOMS	121.0	163.1	121.0	170.0
K&B PURCHASES	0.0	0.0	0.0	18.0
THREE STOREY BLOCKS (externals)	98.0	0.0	98.0	0.0
THREE STOREY BLOCKS (internals)	93.0	2.2	93.0	123.0
ADAPTATIONS	90.0	136.0	90.0	200.0
DECENCY FAILURES	50.0	57.4	50.0	79.0
PUBLIC FOOTPATH RENEWAL SCHEME	30.0	0.0	30.0	30.0
PARKING PROVISION	0.0	0.0	0.0	0.0
UNADOPTED ROAD REPAIRS/SHOPPING PARADE	30.0	0.0	30.0	10.0
RE-POINTING SCHEME	50.0	107.6	50.0	107.6
WATER SUPPLIES - HOUSES	50.0	47.3	50.0	47.3
EXTERNAL GRP DOORS	20.0	0.0	20.0	20.0
FENCING	20.0	0.0	20.0	30.0
BELLE ISLE CIRCUS FENCING	0.0	0.0	0.0	0.0
PLANNED ASBESTOS	30.0	17.5	30.0	25.0
STOCK CONDITION SURVEYS	30.0	25.9	30.0	26.0
INSULATION	0.0	0.0	0.0	0.0
ENVIROVENT CONDITIONING	3.5	0.8	3.5	0.0
BITMO VOID REFURBS	86.8	193.1	86.8	387.0
Total	£1,720.00	£970.06	£1,720.00	£1,735.00

Recommendation

Board is requested to discuss and ACCEPT the above report on Capital Project Management for the financial year 2021-22.

3.3.1 Revenue Budgets 2022-23

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

The 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).

This level of funding enables a continuation of front line services for the forthcoming year. Some underspend on cyclical repairs from prior years will however mean that around £61k will need to be recouped from reserves (having been transferred to reserves previously due to the underspend).

The agreed annual spend through the Community Fund of £70k will also be drawn from reserves, in line with the reserves policy.

Overall the revenue budget therefore anticipated a reduction in reserves of £131k. The reserves as at 1st April 2021 were £1,485k. Further amounts may be added to this figure for the 2021-22 year end. Of the £1,485k brought forward, there is a need to retain £750k as a minimum level of reserves for the organisation – roughly three months expenditure. With an anticipated reduction of £131k for next years budget, this would leave enough reserves to support an annual Community Fund spend of £70k for some 8 years beyond 31.3.23.

BITMO Reserves	£
Reserves at start of financial year 1.4.21	1,485,090
Target free reserves	(750,000)
Available	735,090
Reduction per draft budget 2022-23	(130,997)
Projected balance 31.3.23	604,093
Available future spend for the Community Fund	560,000
	£70k pa for 8 years
Residue	44,093

Full Revenue budget figures for 2022-23 have been discussed at separate meetings with Board members and are available on request.

Summary as follows:

Expenditure	Budget 2021-22 £	Draft Budget 2022-23 £	Variance 2021-23 £	Commentary	% Variance
Responsive Repairs	1,259,829	1,262,101	2,272	Current underspend on 2021-22 budgets indicated by management accounts.	0.18%
Cyclical Maintenance	533,713	591,507	57,794	Increased gas and electrical servicing costs to ensure compliance.	10.83%
Other Staffing Costs	1,025,042	1,072,613	47,571	Increments, inflation and increased NI costs.	4.64%
Office Overheads	244,784	255,808	11,024	Assumed element of Internal Audit and recruitment costs.	4.50%
Service Level Agreements	58,881	58,881	0	LCC has agreed to keep levels static but with a review in 2023-4	0.00%
Retirement Life	82,345	91,683	9,338	Increased cleaning and repair costs.	11.34%
Office Improvements	5,040	0	(5,040)	Prior year project withdrawn.	N/A
Total Expenditure	3,209,633	3,332,593	122,960		
Income					
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	3,271,597	109,987	Increase in LCC fees of £87k due to inflation.	3.48%
Surplus/(Deficit) on operating activities	(48,023)	(60,997)	(12,974)		
Community Fund costs		70,000			
Reduction in Reserves		(130,997)			

Main budget assumptions

1. Some variation in levels of Responsive day to day repairs may be required, because of issues with Cx housing management database. If needed this will be drawn from reserves.
2. Some repairs underspend on electrical testing in prior years means increased costs will be necessary in 2022-23. These will be funded from underspends in prior years.
3. LCC management fee income 2022-23 is confirmed.
4. Inflation generally estimated at 5%.
5. Main contractor estimates net inflation for the building industry at 3-5%
6. No increase in Service Level Agreement costs confirmed by LCC for 2022-23.

Recommendation

Board is requested to discuss and ACCEPT the draft Revenue Account Budget for the financial year 2022-23.

3.3.2 Capital Budgets 2022-23

Leeds City Council has confirmed an overall capital budget of £1.996m for investment in housing stock and associated assets on the estate for 2022-23. This comprises two elements: (i) a figure of £1.735m which is in line with prior years allocations; and (ii) £261k carried forward from an underspend during Covid restrictions.

Scheme	2021/2022	2022/2023	Rationale
	Budget	Budget	
	£000's	£000's	
Boiler Replacement/ Gas Remedials	£194.8	£150.0	Circa 50 units at £3k.
Mansard Roofs	£295.5	£275.0	Annual projected spend per long term programme.
Other Roofs	£0	£10.0	
Timber Framed Properties	£388.5	£175.5	Pro-rata for 6 months programme.
Four Flat Blocks - Entrances	£24.0	£0.0	Work complete 2021-22
Rewires/ Electrical Remedials	£15.0	£30.0	Resulting from additional tests required.
Kitchens and Bathrooms	£121.0	£125.0	
Three Storey Blocks Externals	£98.0	£75.0	Multi year programme
Three Storey Blocks Internals	£93.0	£0.0	Completed 2021-22
Adaptations	£90.0	£280.0	Based on 2 x extensions and remaining smaller requests.
Decency Failures	£50.0	£25.0	20 decency failures being investigated.
Public Footpaths	£30.0	£15.0	Reducing cost indicated by inspection regime.
Unadopted Road Repairs	£30.0	£15.0	Reducing cost indicated by inspection regime.
Re-Pointing Scheme	£50.0	£50.0	Annual allocation with scope for further spend as needed.
Water Supplies - Houses	£50.0	£0.0	Complete
External GRP Doors	£20.0	£15.0	
Fencing	£20.0	£30.0	
Fencing - Belle Isle Circus	£0.0	£81.0	Quote received and work to commence in c8 weeks.
Asbestos Surveys/ Removals	£30.0	£30.0	
Stock Condition Surveys	£30.0	£0.0	To be conducted in house going forward.
Envirovent Conditioning	£3.5	£5.0	To include envirovent and adaptation servicing.
BITMO Void Refurbs	£86.8	£180.0	Estimated 100 voids - tight budget will need monitoring
Thermal Efficiency	£0.0	£254.5	With possible extra works.
Adhoc Capital	£0.0	£25.0	Structural/ damp etc.
Chimneys/ Canopies	£0.0	£20.0	
Mutual Exchanges	£0.0	£25.0	Works needed on exchange.
Fire Risk	£0.0	£100.0	Works in communal areas.
Legionella	£0.0	£5.0	Resulting from compliance review.
	£1,720.1	£1,996.0	

Recommendations for Approval

Board is requested to discuss and ACCEPT the draft Capital Account Budget for the financial year 2022-23.

3.4.1 Statutory Audit of BITMO Financial Statements

The registered auditor Beever and Struthers has submitted an audit plan for work being undertaken for the 2021-22 financial year. The plan is detailed in Appendix 4.

In line with standard periodic tender procurement practice, a tender process should be undertaken over coming months, so that a proposal may be placed to members at the Annual General Meeting in September.

Recommendations for Approval

Board is requested to ACCEPT the above Audit Plan and to AGREE an audit tender exercise be undertaken prior to the 2022 AGM.

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 outline [Performance KPI's] [Repairs] [Risk Register]
March 31 st		To be set by Board	Budgets [Safeguarding – summary April 22] [Complaints – summary in April 22] [Retirement Life – compilation post 31.3.22]
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.

5. Any Other Business

5.1 Board membership – retirement of Bev Walker

Recommendation

To note the retirement of Bev Walker and thank her for her valued contribution to BITMO.

5.2 Housing Advisory Panel application

Recommendation

To assess the HAP application of Windmill School – Appendix 5 page 46.

5.3 NFTMO Conference 24-26th June 2022

Recommendation

To agree for up to 5 delegates to attend the conference at the Crowne Plaza Hotel in Stratford on Avon on 24-26th June 2022.

Date of Next Meeting: 26th May 2022 at 6.00pm

APPENDIX 1

BELLE ISLE TMO FULL BOARD Minutes of a Meeting Meeting held on Thursday 27th January 2022

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

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Peter Sutton (Community and Tenant Support Manager)
Carla Yeomans (Community and Tenant Support Manager)
Peter Greenwood (LCC)
Stephen Oldham (Income and Tenancy Manager)
Nicola Kelly Johnson (Advanced Health Improvement Specialist – LCC)

PART A – Public Agenda Items

Apologies

Apologies were received from: Leon Kirkham.

It was resolved that Jean Burton (Vice Chair) would chair the meeting.

Questions from the Public

There were no members of the public present.

Issues raised by Board Members for the Agenda

There were no issues raised.

1. Belle Isle Health Needs Assessment

Nicola Kelly-Johnson presented the findings on the recent Belle Isle Health Needs Assessment. The information will be sent for the attention of the Chair for distribution to Board members.

Board members were asked to get in touch if they encounter any instances of concern in the neighbourhood.

2. Training and Discussion Topic – Rents and Tenants Responsibilities

The Income and Tenancy Manager provided the Board with an overview and training on Rents and Tenants Responsibilities.

3. Minutes and Matters Arising

The minutes of the Board meeting held on 25th November 2021 were approved.

Matters Arising from the Board meeting held on 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. It was agreed that the minutes of the November Board meeting should be amended so that they in fact relate to potential parking restrictions relating to the Park and Ride scheme rather than more generally to East and Low Granges.

Recommendation

The Board were requested to NOTE the matters arising updates and to amend the November Board minutes as above.

Noted and Agreed.

4 Scheduled Reports

4.1 CEO Report

4.1.1 Policies for Approval

Three policies were presented for approval as follows:-

The Disabled adaptations policy – this has been put on hold until further notice as it was not in line with Leeds City Council's policy.

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

4.1.2 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.

The Board has now agreed to sign off that sufficient assurance is in place regarding these arrangements. Good progress is being made on delivering the action plan.

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 is ongoing to amend our records.

Recommendation

Board were requested to

Discuss and comment on the contents of the report.

Noted

Note the progress made against the Strengthening Compliance Action Plan

Noted

Approve the Consultation and Engagement Policy
Approve the Decoration Allowance Policy

Approved

4.2 Financial Reports

The Head of Governance and Finance presented the Financial Reports as follows:-

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	543,959	363,961	371,077	3,593
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

- The 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.

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 largely deferred to next year.

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 to 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 provided an estimate of the Management Fee which will apply for the financial year beginning on 1st April 2022.

The provisional budget allocation 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 City Council until it has been agreed in full in February 2022.

This funding should enable a continuation of frontline 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 provided 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 be circulated to the Board shortly 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

The Board were asked to accept the financial reports and raise any queries.

Noted and Accepted

5. Grant Application

Peter Olver and Cllr Paul Truswell declared in interest in this item as Governors of Clapgate School, which was a beneficiary of the Community Fund. Board allowed them to attend the discussion.

An application was received for a grant of up to £2,000.00 from Clapgate Community Fund for the establishment of a local allotment. The allotment will be used to encourage healthy eating and to encourage local children to become involved. The project will be managed by Clapgate School.

A Board member requested that regular updates be given on the progress of the project.

Local schools will be approached to investigate whether they would be interested in submitting a grant application.

A Board member highlighted that it would be useful to have a funding criteria to illustrate how funding is awarded.

Recommendations for Approval

The Board were asked to:

1. review the application and decide whether a grant should be given

The Board agreed that £1,500.00 would be granted to the Clapgate Community Fund.

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.

The Board agreed that all grant applications will be reviewed at a Full Board Meeting.

6. Board Forward Plan

A meeting schedule setting out proposals previously put to the Board for meetings for the coming year was submitted 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		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]
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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			

It was explained that the 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 will establish ad hoc sub committees should this be required.

It was also proposed to hold the following 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 were asked note and approve the Board forward plan.

Noted and Approved

7. Any Other Business

There was no other business.

Date of Next Meeting: 31st March 2022 at 6.00pm

APPENDIX 2

BITMO Operational Policy

Whistleblowing Policy

Whistleblowing Policy contents

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4 Safeguards	5
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Summary

Whistleblowing is about the prevention and detection of fraud, and wrongdoing.

An individual member of staff, contractor or 3rd party engaged in work with BITMO can raise a whistleblowing concern.

Reasonable efforts will be made to protect the identity of the person raising a whistleblowing concern.

Whistleblowing concerns can be raised with:

The Chief Executive, Line Managers, Senior Managers, HR Manager or Internal audit.

All whistleblowing events are investigated and are reported to the Board of Management and Leeds City Council.

1. Introduction

BITMO is committed to the highest standards of openness, probity and accountability. In line with that commitment, we encourage employees and Board members who have legitimate concerns about any aspect of BITMO's work, to come forward and voice those concerns through accessible channels rather than overlooking the issues or discussing them externally. Making your disclosure under this policy will enable the organisation to address any concerns and risks as early as possible.

As an employee or Board Member of Belle Isle TMO, you might potentially be the first to realise that there may be something seriously wrong within the organisation. This policy sets out the principles that enable you to raise concerns without the fear of adverse consequences or reprisals.

It is recognised that you may wish to raise your concern confidentially and in such cases, BITMO will make every effort to protect your identity.

2. Aims and Scope of the Policy

This policy seeks to cover all disclosures and allegations made by employees, including temporary and agency staff and Board members. It also extends to any other individual who wants to raise an allegation of perceived wrongdoing, such as consultants, contractors, sub-contractors, volunteers, or a partner organisation who are engaged in work for BITMO.

Whilst we would seek always to protect the anonymity of individuals raising concerns in good faith, this policy does not protect employees of external organisations in the same way as BITMO employees.

The Chief Executive has overall responsibility for:

- maintaining and operating the policy
- reviewing the policy
- approving amendments to the policy
- promoting the policy periodically
- maintaining a record of concerns raised and the outcomes (but in a form that does not endanger confidentiality) and will report as necessary to the Board.

The aim of this policy is to:

- provide a means for you to raise concerns about suspected wrongdoing.
- set out the safeguards you can expect when raising a concern under this policy.

- reassure you that you will be protected from reprisals or victimisation for whistleblowing in good faith, even if you turn out to be mistaken.
- demonstrate BITMO's zero tolerance commitment to tackling fraud and corruption.

This policy does not form part of a contract of employment. It is regularly reviewed and may be amended from time to time.

3. What are whistleblowing and qualifying disclosures?

Whistleblowing is the term used when a worker passes on information regarding wrongdoing. To be covered by whistleblowing law the disclosure must be a 'qualifying disclosure'. Qualifying disclosures are disclosures of information about wrongdoing which include: criminal offences, failure to comply with legal obligations, miscarriages of justice, threats to health and safety of an individual, damage to the environment and a deliberate attempt to cover up any of the above.

The law is designed to protect whistle-blowers from detrimental treatment or victimisation from their employers after they have made a qualifying disclosure.

To be protected, the disclosure must be in the public interest, the worker must have reasonable belief that the information shows that one of the categories of wrongdoing listed in the legislation has occurred, or is likely to occur, and the concern must be raised in the correct way.

Qualifying disclosures covered by whistleblowing law include:-

- A criminal offence has been committed, is being committed or is likely to be committed e.g. financial fraud;
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which that person is subject;
- A miscarriage of justice has occurred, is occurring or is likely to occur;
- The health and safety of any individual had been, is being or is likely to be endangered;
- The environment has been, is being or is likely to be damaged;
- The information tending to show any of the above is being or is likely to be concealed.

Disclosures relating to the following matters may fall into the categories of qualifying disclosures above:

- Something amounts to improper conduct, including serious misuse or abuse of authority;
- Something is contrary to the BITMO's Contract Procedure Rules, Financial Regulations or other policies;
- Something falls below established standards or practice;
- Gross waste or mismanagement of funds has occurred, is occurring or is likely to occur.

The Whistleblowing Policy is intended to cover concerns that fall outside the scope of other procedures and which involve an issue in the public interest, although BITMO reserves the right to determine which procedure is appropriate. Concerns relating to the way you are being treated at work (bullying, harassment, discrimination) do not fall under the remit of whistleblowing and should be dealt with under BITMO's Grievance Procedure.

A confidentiality clause in a settlement agreement does not prevent a worker from making a disclosure in the public interest.

If your concern relates to the conduct of an elected Member, safeguarding or benefit fraud then there are specific procedures in place to address these. Details on how to make a referral can be found at Appendix B.

4. Safeguards

Confidentiality

BITMO will make every effort to treat the source of all whistleblowing referrals in confidence and will endeavour not to divulge your identity, unless required by law.

Protection from reprisal

BITMO recognises that the decision to report a concern can be a difficult one. BITMO will not tolerate harassment or victimisation and will take action to protect you when you raise a concern which you reasonably believe to be true. This may include disciplinary action against those that subject an individual to detriment as a result of a whistleblowing referral.

If you are already the subject of procedures such as disciplinary, improving performance, grievance or improving attendance, these will not be halted as a result of your whistleblowing referral.

If at any time, either during or after the investigation, you feel that you have suffered any detriment as a result of your whistleblowing referral, you should contact Leeds City Council Internal Audit. Details will be considered and where action is required this will be led by BITMO HR and will be conducted in accordance with the Disciplinary Policy.

Anonymous allegations

Allegations can be made anonymously. Anonymous reports may be more difficult or even impossible to investigate if further information cannot be obtained from you. This policy encourages you to provide your name and contact details when making your allegation.

Untrue allegations

If you make an allegation which is either malicious and/or false, and/or one which you could not have reasonably believed to be true, then this may be considered an abuse of the whistleblowing policy and disciplinary action may be taken against you.

5. How to Raise a Concern

The earlier you express the concern, the easier it is to take action.

Concerns can be raised with your line manager or a senior manager within the organisation. They should consider any information received which should be addressed in accordance with the requirements of this policy.

If you would prefer to report your concerns directly to Internal Audit then a referral can be made as follows:-

Telephone:	(0113) 3788008 (dedicated hotline answered by a member of the Internal Audit team or an answerphone).
E-mail:	concerns@leeds.gov.uk
In writing:	Internal Audit, 3rd Floor West, Civic Hall, Leeds, LS1 1JF
Online:	https://insite.leeds.gov.uk/layouts/15/FormServer.aspx?XsnLocation=https://insite.leeds.gov.uk/CompletedFormsLibrary/Whistleblowing.xsn&OpenIn=browser&Source=https://insite.leeds.gov.uk/Pages/default.aspx

Independent advice

If you are unsure whether to raise your concerns under this policy, or if you wish to obtain independent advice at any time you may contact:

- Your union
- The independent charity Public Concern at Work

Contact details can be found at the end of this policy.

External contacts

The aim of this policy is to provide an internal mechanism for reporting any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate to report your concern to certain 'prescribed' people and bodies. It is strongly recommended that you seek advice before reporting a concern to anyone external. If you tell a prescribed person or body, it must be one that you reasonably believe deals with the issue you are raising. A list of prescribed people and bodies can be found at the link below:

<https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-andbodies>.

In order to raise your concern externally it still must be a qualifying disclosure which meets the criteria for protection as outlined in paragraph [3] above. This means that you must have a reasonable belief that the information disclosed is substantially true, the disclosure is being made in the public interest and the matter falls within the remit of the prescribed person or body.

6. How BITMO Will Respond

BITMO is committed to treating all concerns raised consistently and fairly. Where a referral is made to Internal Audit an initial assessment of the information received will be completed. This will determine if further investigation will be undertaken and if so who is best placed to complete this considering any skills, knowledge and areas of expertise felt to be necessary.

Details of all referrals received by managers under this policy should be notified to BITMO HR Manager who will advise Internal Audit to allow a central record to be maintained. A regular review of referrals

notified and actioned by management will be undertaken to ensure all concerns are being dealt with on a consistent basis.

The action taken by BITMO will depend on the nature of the concern. The matters raised may:

- be investigated internally, (this is the most likely option). This may be via a referral to the CEO, Board, Head of service, HR, Management or Internal Audit. Where referrals are made, every effort is made to maintain confidentiality
- be referred to the external auditor
- form the subject of an independent inquiry
- or any combination of the above

Where the allegation is of a criminal nature then a referral may be made to the Police but this will only be following an assessment of the information provided.

Some concerns may be resolved by agreed action without the need for investigation. Concerns or allegations that fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under the relevant procedures.

Within ten working days of a concern being received, where practicable, BITMO will contact you to:

- acknowledge receipt of your concern.
- where feasible we will advise you how we propose to deal with the matter.
- If it is decided that further investigation is not to take place then the reason for this decision will be provided

The amount of contact between yourself and those considering the issues will vary depending on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. We may contact you for further details during the investigation if you have provided your contact details.

When any meeting is arranged, you may, if you wish, be accompanied by a trade union or professional association representative or a friend who is not involved in the area of work to which the concern relates.

BITMO acknowledges the need to provide you with assurance that the matter has been properly addressed. You will be notified once any investigation has concluded and, subject to legal constraints, you will receive appropriate information about the outcomes of any investigations.

7. Monitoring of whistleblowing referrals

All referrals received by managers should be notified to BITMO HR upon their receipt. BITMO HR will maintain a log of all concerns received and the action taken. This will help to ensure that all referrals received are addressed on a consistent basis no matter where they have been initially reported or investigated.

8. How the Matter can be Taken Further

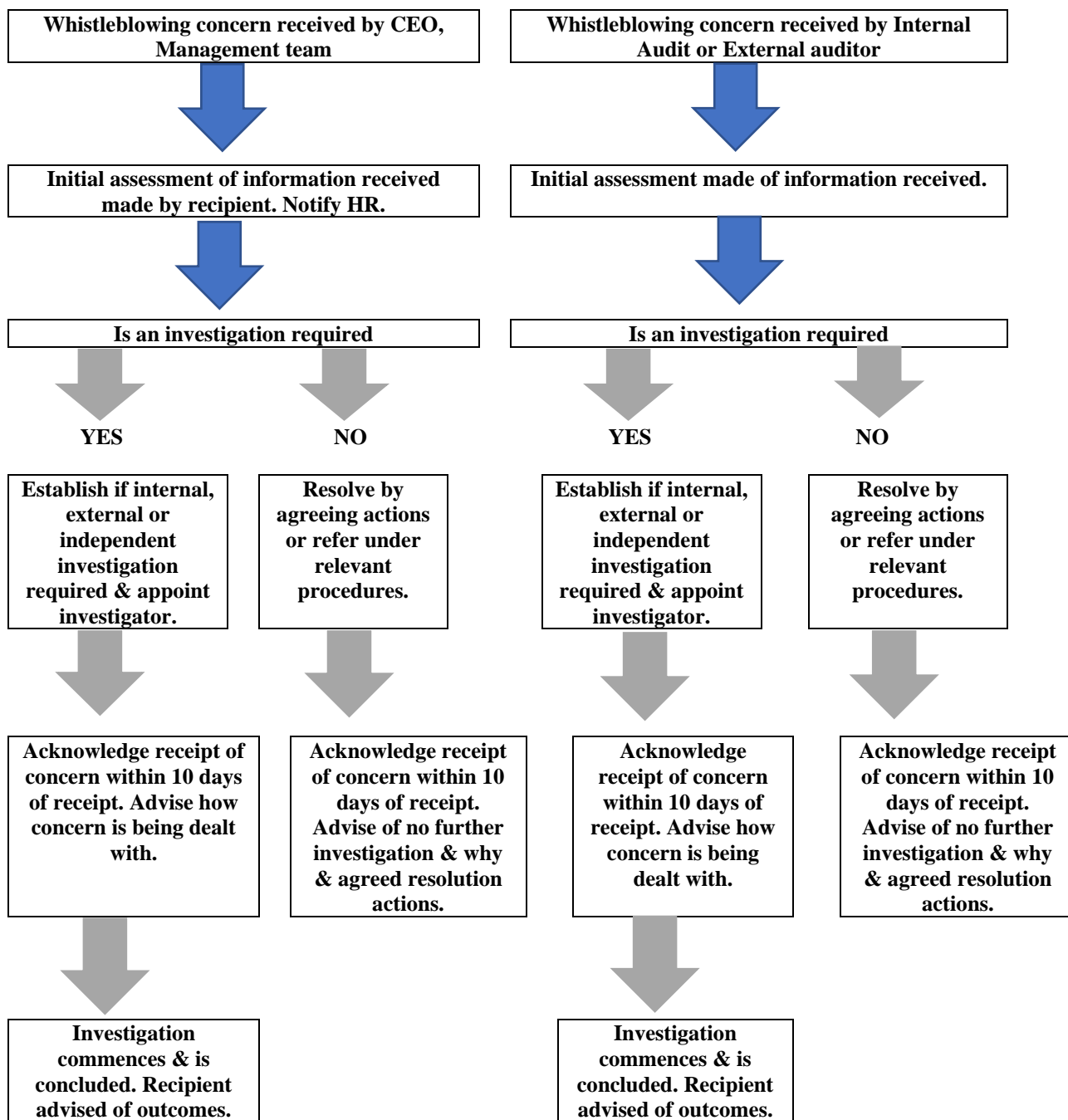
This policy is intended to provide you with an avenue to raise concerns within BITMO and hopes that you will be satisfied with the response provided. If you are not, and if you feel it is right to take the matter further, the following are possible contact points.

The external auditor - Beever and Struthers	0161 832 4901 manchester@beeverstruthers.co.uk
Protect – <i>formerly Public Concern at Work</i> - (independent charity that provides free advice)	020 3117 2520 https://protect-advice.org.uk/contactus/

for employees who wish to express concerns about fraud or other serious malpractice)	
A prescribed person or body	https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies-2/whistleblowing-list-of-prescribed-people-and-bodies .
Your trade union	https://insite.leeds.gov.uk/staffroom/trade-unions
The Advisory, Conciliation and Arbitration Service (Acas)	https://www.gov.uk/acas
Citizens' Advice	https://www.adviceguide.org.uk
Legal advice	https://www.gov.uk/find-a-legal-adviser

If you do take the matter outside Belle Isle TMO, you will need to ensure that you do not disclose confidential information or that disclosure would be privileged. If you have any queries as to what constitutes confidential information, please check with Leeds City Council Internal Audit Division about this.

Appendix A Whistleblowing Policy Procedure



* Dependent upon the circumstances of the case, Investigations could be undertaken by a member of the BITMO Management team or the CEO, the BITMO Board, Internal (LCC) Audit, external Auditors (Beever & Struthers), an independent enquiry, or a combination of the above.

* Where the allegation is of a criminal nature, a referral may be made to the police but only following an initial assessment of the information.

* Concerns or allegations that fall within the scope of specific procedures (eg. child protection or discrimination) will normally be referred for consideration under the relevant procedure.

Appendix B

How to raise a concern (Do's and Don'ts)

DO NOT ignore the concern. It is important that you feel comfortable in raising legitimate concerns in the public interest, as this provides BITMO with an opportunity to address the associated issues as early as possible.

DO report your suspicions in line with this policy to your line management, the relevant service management, or to Leeds CC Internal Audit using the contact details provided in this policy. The decision on who to report your suspicions to, will depend on the seriousness and sensitivity of the issues concerned, and who is thought to be involved in the wrongdoing. For example, if you believe that management is involved then Internal Audit can give advice and guidance on how the matter can be pursued.

DO make an immediate note of your concerns and deal with the matter promptly.

The earlier you express the concern, the easier it is to take action. Over time these details can be forgotten, or remembered incorrectly, which can make a concern more difficult to investigate and so it would help us if you make a note of your concerns at the time and let us know about them as soon as possible.

You will need to demonstrate that there are sufficient grounds for your concern. It would be useful to provide relevant information including, where possible, but not limited to;

- the background and history to the case;
- the reason why you are particularly concerned;
- any specific details available including names, dates, times and places;
- details of any particular conversations that support the concerns;
- details any personal interest that you may have in the matter;
- how you think that things may be put right, if possible.

DO NOT be afraid of raising your concerns, and if a manager, DO be responsive to staff concerns.

We want to encourage people to voice any reasonably held suspicions to help us develop a culture of openness, honesty and accountability. All concerns should be treated sensitively and seriously and be subject to the necessary investigation and follow up communication where possible. If you are a manager receiving a concern you also need to make sure you send details of all referrals to Internal Audit for monitoring and action.

DO NOT approach or accuse any individuals directly or tell anyone about your suspicions other than those with the proper authority.

If a concern is discussed with someone directly involved then it creates an opportunity for evidence to be tampered with or removed. Concerns should not be discussed with others who are not involved in an appropriately structured investigation. Doing so may leave you open to accusations of making slanderous or libellous comments should your concerns be unfounded, as these could damage the reputation of individuals and BITMO even if there is no evidence of any wrongdoing.

DO NOT try to investigate the matter yourself.

There are special rules surrounding the gathering of evidence. Any attempt to gather evidence by people who are unfamiliar with these rules may adversely affect the outcome of the investigation as evidence has to be collected in accordance with current legislation. This is of particular importance in regard to surveillance. If you are at all unsure about the gathering of evidence, you should contact Internal Audit for advice.

All referrals made will be treated in the strictest of confidence and you may invite your trade union or professional association to raise a matter on your behalf.

Appendix C

Other contacts

If your concern is regarding;

The conduct of a Leeds City Council elected Member

If you believe that a Member has broken the Members Code of Conduct, you can make a complaint to the Monitoring Officer using the complaints email which can be found at <https://www.leeds.gov.uk/your-council/councillors-and-democracy/code-of-conduct>

The safeguarding of children and young people

Call the Duty and Advice team on 0113 3760336 (Monday to Friday 9am to 5pm, except Wednesday when open at 10am) or the Children's Emergency Duty Team on 0113 5350600 if outside of office hours. Alternatively you can e-mail them at childrensedt@leeds.gov.uk Members of the public should report concerns on 0113 2224403 (Monday to Friday 9am to 5pm, except Wednesday when open at 10am). If you think a child is in immediate danger please call the police on 999. Further details can be found in the safeguarding toolkit on [InSite](#) and <http://www.leeds.gov.uk/residents/Pages/report-a-child-protection-concern.aspx>

The safeguarding of vulnerable adults

Call 0113 222 4401 (Minicom: 0113 222 4410) during office hours and 0771 210 6378 outside of office hours. Alternatively you can e-mail them at edt.ss@leeds.gov.uk. Further details can be found at <https://www.leeds.gov.uk/adult-social-care/worriedabout-someone/report-neglect-or-abuse-of-an-adult>

Suspected benefit fraud Report this to the DWP. Online - <https://www.gov.uk/report-benefit-fraud>
Telephone – 0800 854 440 Textphone – 0800 328 0512 (Monday to Friday 8am to 6pm) Write – NBFH, PO Box 224, Preston, PR1 1GP

Workplace disputes

Contact the Advisory, Conciliation and Arbitration Service (Acas) for help and advice Online <https://www.gov.uk/acas> Telephone 0300 123 1100

Appendix C

Whistleblowing Referral Form

1. Personal details (Please leave blank if you wish to remain anonymous)

Name:	
Email address:	
Contact Telephone Number:	
Address	

2. Details of Your Concern

(Please provide details of your concern, providing as much information as possible i.e. dates, names of people involved).

APPENDIX 3

BITMO Operational Policy

Complaints Policy

PURPOSE

This policy establishes an effective, accountable and transparent framework for managing customer complaints about service failure, and resolving problems caused by service failure. It complies with best practice and the recommendations of the 2020 Housing White Paper

SCOPE

The complaints policy relates to all requests for service from BITMO tenants, or third parties who are affected by the services BITMO provides, where the person receiving or requesting the service is dissatisfied.

POLICY STATEMENT

Belle Isle Tenant Management Organisation strives to provide an excellent standard of service. However, we recognise there may be occasions where someone may need to make a comment or a complaint.

We welcome complaints and feedback from all tenants and residents within our area and we will make sure it is easy for people to do this. In considering complaints about our service we will investigate whether approved policy has been applied in a correct and timely way, whether all relevant matters have been taken into consideration, and whether the service has been provided courteously, objectively and

We will use complaints and feedback to improve our processes and identify good working practices that can be shared across the organisation.

What is a complaint?

A complaint is defined as :

“An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents,”

What is not a complaint?

A request for service, or information, or a complaint about a neighbour or other third party is not a complaint within the terms of this policy.

Managing Complaints

Complaints can be made:-

- In person at the Housing Office
- To any member of staff when they are on the estate
- By telephone
- In writing to B.I.T.M.O.
- By e-mail to:- bitmo-complaints@belleisletmo.co.uk
- Via our website – www.belleisletmo.co.uk
- Via a third party authorised to act on their behalf

There are 2 stages to managing complaints

Stage 1 10 days

Stage 2 15 days

Stage 1

When a complaint is made we should seek to remedy it immediately. It should be logged on the CRM system and directed to the Governance and Finance team to be registered, acknowledge and allocated to an investigating manager. Stage 1 complaints will be investigated by a member of the BITMO Management Team, other than the CEO, and Heads of Service. The complaint investigator will not have management responsibility for the service complained about.

The purpose of the investigation is to consider whether there has been a service failure, and if so what the root cause of the service failure is. The investigation manager will contact the complainant by phone to clarify the complaint and the outcome that the complainant is seeking

Having established the root cause of the failure, the aim is to rectify it to prevent it happening again. If there is no service failure the aim is to manage the customers' expectations by explaining what the service offering is and considering whether we need to amend the service offering to provide a higher level of service.

Stage 1 outcome. A letter or email to the complainant must confirm:

The complaint stage

The complaint definition

The decision on the complaint

The reasons for the decision made

The details of any remedy offered to put things right

Details of any outstanding actions

Details of how to escalate to stage 2 if the complainant is not satisfied with the outcome

Stage 2

If the customer is not satisfied with the response at stage 1 they can ask for a review by a member of the Senior Management Team and a panel of a minimum of 2 Board Members

(The Complaints Panel). The customer has the opportunity to meet with The Complaints Panel in person to explain their concerns.

The purpose of the review is to consider whether all appropriate factors were taken into consideration at stage 1, whether the conclusions reached were reasonable, and to understand whether there are valid reasons for the customer's ongoing dissatisfaction.

Stage 2 Complaints Panel Outcome. At this stage the Complaints Panel will determine whether the complaint is "Upheld" "Partially Upheld" or "Not Upheld". A stage 2 outcome letter should be sent which confirms:

The complaint stage

The complaint definition

The decision on the complaint

The reasons for the decision made

The details of any remedy offered to put things right

Details of any outstanding actions

Details of how to escalate the matter to the Housing Ombudsman Service if the complainant remains dissatisfied.

Confidentiality

The principle of confidentiality will be maintained at all times, details of customer contact will never be discussed with a third party outside the necessary investigation of the case.

Reporting

An annual report on complaints is presented to the Board. The purpose of the report is to analyse the root cause of complaints and the areas where changes and improvements need to be made to operating practice or policy.

Complaints KPIs are included in quarterly performance reporting to Board. The focus of this report is the number of complaints at each stage and the timeliness of responses.

Records management

All informal complaints must be recorded on the CRM system, and formal complaints are logged with and monitored by the Governance and Finance Team.

APPENDIX 4

2021-22 Audit Plan



Our Ref: AT/AW/19788/SL

15 March 2022

For the Attention of: The Board
Belle Isle Tenant Management Organisation Limited
Aberfield Gate
Belle Isle
Leeds
LS10 3QH

Dear Board Members

Belle Isle Tenant Management Organisation Limited
Audit for the year ending 31 March 2022

We are writing to confirm the detailed practical arrangements for the year end audit of the above.
Beever and Struthers Team

Our team this year will be as follows:

Audit Partner	Adam Thom	t: 0125 468 6604 e: athom@beeverstruthers.co.uk
Audit Manager	Alison White	t: 0161 676 3911 m: 07976 592030 e: awhite@beeverstruthers.co.uk
Audit Senior	Sylvia Luscombe	t: 0161 838 1823 e:

Key dates

The agreed timing of work and our proposed points of contact will be as follows:

Date	Activity	What you will see
10 March	Audit Planning Meeting.	
31 March	Audit Plan to Board.	Audit Plan.
w/c 27 June	Belle Isle Tenant Management Organisation to provide draft statutory accounts and supporting working papers to Beever and Struthers.	
w/c 27 June and w/c 4 July Manager to review work during second week	Audit fieldwork	Audit clearance meeting on 8 July via Teams. Summary of important issues identified during the audit, points for discussion, details of information required to complete audit and recommendations on financial systems and controls.
19 July	Draft audit management letter provided for Board papers	Draft Audit Management Letter
26 July	Statutory Accounts, Audit Report and Management Letter presented to Board.	Statutory accounts signed
29 September	Attendance at AGM.	AGM on 29 September @ 6pm

Scope

Our work will be carried out in accordance with the terms of our letter of engagement issued in March 2022. This planning letter does not vary the terms agreed in the letter of engagement and matters in this planning letter are to be interpreted in accordance with our letter of engagement.

Independence of Beever and Struthers

We are bound by the guidelines set out by the Financial Reporting Council to consider and apply the principles set out in the Ethical Standards published by them.

These aim to ensure that we are both independent, and seen to be independent, from the clients for which we provide an audit report, and the information on which we are reporting.

Furthermore, we are required to identify any potential threats to our independence.

No additional services are provided to the Organisation or its Board Members. As such I do not believe that there are any threats to our independence, in respect of our audit of the Organisation.

Audit Approach and Risk Assessment

Our audit for 2022 will be conducted in accordance with the International Standards of Auditing (UK & Ireland).

Our approach to the audit will be on a risk basis and our audit attention will be focused to the areas which we consider to be the key risk areas. From our knowledge of the Organisation gained through our planning work we have identified the following potential risks.

1) Assessment of fraud risk (Significant Audit Risk)

- a) The risk of management override of controls. Under ISA 240 there is a presumed risk of management override of the system of internal controls. Material misstatements can arise from management overriding the controls which are in place or by manipulating the results to achieve targets and the expectations of the stakeholders.
- b) Revenue recognition, ensuring that all income due to the Organisation is recorded within the correct accounting period. Material misstatements due to fraudulent reporting often result from an overstatement of revenues, for example through premature revenue recognition or recording fictitious revenues. The auditor therefore presumes that there are risks of fraud in revenue recognition and considers which types of revenue may give rise to fraud risks.

- 2) Disclosure of events not driven directly by the financial records, for example, related party transactions and operating lease commitments. (Significant Audit Risk)
- 3) Staff costs are the largest single expense to the Organisation. We will test key controls within the payroll system and reconcile the payroll totals to the general ledger and the accounts. (Significant Audit Risk)
- 4) The pension liability for the West Yorkshire Pension Fund defined benefit scheme is a material balance. We will test the accounting entries to the actuarial valuation and assess whether we can place reliance on the valuation. (Significant Audit Risk)
- 5) Going concern - a deficit budget is planned for the next financial year. We will review evidence to support the organisation's ability to resource its activities in the foreseeable future, robustly challenging management's assessment of going concern, thoroughly testing the adequacy of supporting evidence. (Significant Audit Risk)
- 6) Housing repair costs – a new housing management system has been implemented during the year, and there have been issues with the interface with the accounting system. There is a risk that repairs costs have not been recorded accurately and completely in the financial statements. (Significant Audit Risk)

During the course of the audit, other matters may come to light and may highlight that there are further key risk areas which were not identified at the planning stage, but which may affect the audit approach and the initial risk assessment. These will be discussed with you as they occur, and a suitable course of action agreed with you. If this results in additional costs being incurred, then we will discuss this with you first and additional fees will be agreed with you where necessary

Fee proposal

Our base fee proposal (excluding VAT) for the work to be performed in connection with the audit of the accounts of the Organisation for the year ending 31 March 2022 is £10,700.

The proposed fee is on the basis that:

- A complete set of draft accounts, in the final format, including Board Report, is provided for the commencement of the w/c 27 June.
- We will review no more than 3 drafts of the accounts.
- There is no significant change in the scope or scale of activities from that currently discussed.
- Management accounts for the year are provided with comparisons to budget and forecast outturn, and an explanation of variances.
- An appropriate system of internal control is maintained throughout the accounting period.
- At the commencement of the audit there will be a referenced file of supporting documentation, as requested on our deliverables list.
- Agreed timetables are adhered to.
- Detailed information is provided when requested.
- The relevant members of the Belle Isle TMO team will be available to help us find information and provide explanations during our audit fieldwork.

Our ability to deliver the services outlined to the agreed timetable and fee will depend on the schedules on our deliverables list being available on the due dates in the agreed form and content.

If there are any variations to the above plan, we will discuss these with you and agree any additional fees before costs are incurred wherever possible.

Billing and payment schedule

An on-account fee note was raised in February 2022 for £3,090 of the proposed fee, and the remainder will be raised when the audit work is substantially complete in July.

Any additional costs will be billed as soon as they are agreed with you and these fees will be due when the fee notes are issued.

We trust the above is clear and in accordance with your understanding, but should you have any queries or comments, please do not hesitate to contact us.

Yours faithfully



Beever and Struthers

APPENDIX 5

Housing Advisory Board Application

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 Rebecca (Becky) Ainge
Organisation or Group:	Broomfield South SILC
Address (incl. postcode):	Broom Place, Belle Isle, Leeds, LS10 3JP
Telephone Number(s):	Landline: 0113 27716503 Mobile: 07891272450
Email Address:	rebecca.ainge@broomfieldschool.org.uk
How did you hear about the Advisory Funding Panel?	From another local school.

2. The Project Overview	
What is the name of your project or idea?	Working and Wildlife Gardening Club
Where would your project take place?	Broomfield South SILC
Please give a brief overview of the project:	We looking to develop the orchard area of our school to bring in more wildlife and develop opportunities to grow our own food. We would like to develop out outdoor spaces to include more sensory plants. It is hoped this will support student and staff mental health and wellbeing.

3. Your Group or Organisation	
What are your group's aims or objectives:	Improve mental health and wellbeing of staff and students and promote positive behaviour through the development and maintenance of a working and wildlife garden.
Where does your group operate:	Broomfield South SILC
How is your group currently funded:	Existing resource within school – no dedicated funding.
What support does your group currently receive from BITMO:	None.

4. The Project- In Detail	
Please describe your idea or project:	<p>We are lucky to have a small Orchard, we would love to improve and develop this area. We would like to enhance it and</p> <ul style="list-style-type: none"> - Grow and cook some more of our own food. - Develop a small wildlife pond. - Create bug hotels and bird feeders. - Increase biodiversity through the introduction of more plants and wildflowers. - Learn about and make compost - Look at reusing and recycling opportunities - Create a calm space for staff and students to enjoy and connect with their surroundings. <p>Once established we would love to extend this work to incorporate other green spaces around school.</p>
How does this project meet our funding criteria:	Fits with the Green Plan, working towards improving the local environment and increasing biodiversity.
How will you know whether your project has been a success:	<p>We will have an increased number of students and actively engaging with our outdoor spaces.</p> <p>We will have increased the number of variety of insects, pond life and birds.</p> <p>We will have a water butt, have routines that maintain a compost heap so we won't need to spend money on this next year.</p> <p>The will be less fruit waste.</p>
How much funding is required from the Housing Advisory Funding Panel for your project:	£1500
Has this project received any funding/ is funding	No

being sought from elsewhere:	
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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:
2 x mini greenhouses			£50
Hosepipe Water Butt			£30 £50
Installation of outdoor tap?			?
Seeds			£20
Mature herbs			£100
Plants			£100
Raised beds x4			£120
Hand held tool sets x 10 Garden brush and Watering cans			£260
Compost			£120
Garden waste bags			£20
Weekly activity resources e.g. bird feeders, wormary			£200
The nature of Broomfield (special School) means that equipment may become damaged and broken when students become dysregulated. Additional funds would be used to repair maintain or replace damaged items. Our school admin team support in sourcing items at best value, this would be done as individual items were ordered.			

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:	Rebecca Ainge
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Signed:	<i>R.Ainge</i>	Date:	18/03/2022
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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.