



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION
BOARD MEETING
AGENDA AND PAPERS**

Thursday 28th July 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 28th July 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. Presentation by West Yorkshire Fire and Rescue Service on the Cold Homes project (*page 4*)
 2. NFTMO Conference Feedback (*page 4*)
 3. Minutes and Matters Arising from the Board meeting of 26th May 2022 (*page 5 and Appendix 1 page 18*)
 4. Scheduled Reports
 - Operational Report (*page 6 and Appendix 7, page 54*)
 - Health & Safety Report (*page 11 and Appendix 2, page 27*)
 - Finance Committee Report (*page 12*)
 - Draft Reports & Financial Statements 2021-22 (*page 15 Appendices 3 & 4, pages 39 & 43 and Reports separately attached*)
 - Annual General Meeting (*page 16*)
 5. Any other business
 - Housing Advisory Panel grant applications (*page 17 Appendices 5 & 6, pages 46 and 50*)

Part B – Confidential Items

1. Confidential Minutes and Matters Arising from the Board meeting of 26th May 2022 (Confidential minutes paper).
2. Contractor review

Belle Isle TMO - Board meeting 28th July 2022 (Executive Summary)

Agenda item	Topic	Why is this important	What an BITMO do as a result	What are the Board being asked to do
Presentation	West Yorkshire Fire Service – Cold Homes Project	A fire safety issue for tenants and residents.	BITMO could take part in the project Survey and after survey follow up initiatives.	Board is asked if BITMO can be involved in the Project.
Annual General Meeting	Preparations	The AGM is an excellent opportunity for tenants to input further into the running of the organisation.	Encourage as many people to become shareholders and participate.	Note the preparations and agree actions.
Scheduled reports	1. Operational update	Includes a review of activities.	Maintain oversight of work and seek improvements where possible.	Review reports and recommend any changes to work practices.
	2. Health & Safety Report	Of paramount importance in any organisation.	Continuously review and improve where possible.	Sign off the report and declaration.
	3. Finance Committee Report	Priority to aid tenants with the Cost of Living Crisis.	Creation and implementation of Tenant Aid Action plan.	Approve proposed actions and aid development of the Plan.
	4. Financial Statements	To review the reports and financial statements for 2021-22.	Enhance communication of work done and future plans	Approve the Reports and Financial Statements 2021-22.
	5. Annual General Meeting	BITMO has an added duty of care to those in its 'sheltered' schemes.	Monitor to ensure work is completed successfully.	Review and raise any queries, whilst suggesting any further actions.

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. Presentation by West Yorkshire Fire Service

Claire Tabert of WYFS will present the Cold Homes project and answer any queries.

The fire service believe that people are starting to move away from central heating to higher risk heating options, such as portable heaters, with the hope to address the fuel price increases. They want to roll out a survey to look at the impact of the food and fuel crisis, so they can be better positioned to offer targeted advice around safer and efficient means of heating.

Recommendation

Board is asked to receive the report, raise queries and to decide whether BITMO can take part in the Project.

2. NFTMO Conference Feedback

The Treasurer will present some brief feedback for the recent National Federation of Tenant Management Organisations held on 24-26 June in Stratford upon Avon.

Recommendation

Board is asked to discuss and consider any opportunities presented.

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 26th May 2022 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 26th May 2022

Item	Update
Board mandatory training	Voluntary Action Leeds are the only provider to come back to us (on 14 th July), they have said that they can help and are just confirming details with one of their trainers regarding dates/prices and whether this would be half a day or just a couple of hours, they are getting back to us asap once they have the details, they are happy to attend our office to provide the training. LCC do some face to face training at Enterprise House but is unavailable to Board members as they are not classed as employees.
Finance Committee	A report from the first meeting of the Committee is included in papers below.
Staff Survey Working Group	A report from the first meeting of the Committee is included in papers below.
Community Fund	The 2022-23 fund was launched in June 2022. Notification has been sent to all tenants and volunteers (including Board members). A review will be presented to the January 2023 meeting of the Board, unless needed earlier.
Performance data	Further reports are now available from the LCC systems.
Tenant support case study	Board previously requested a future presentation of a case study of a tenancy support case. An anonymised case will be presented later in the year.

Recommendation

Board is asked to accept the draft minutes of the Board meeting of 26th May 2022 and to note any matters arising.

4. Scheduled Reports

4.1 Operational Report

Introduction

The purpose of this report is to provide an update on BITMO performance and activity during May and June. It updates the Board on staffing matters and cross references other items on the agenda.

Planned programme

The programme of planned maintenance is substantially underway and progressing well. Progress is reported via the Finance Committee report below.

The GATE

In response to information provided in the Health Needs Assessment, and the cost of living crisis, we have examined the GATE operating model. A GATE strategy framework is provided (Appendix 7) which recommends a shift in emphasis and changed opening hours. It provides a work plan which highlights the activities the GATE team will be working on over the next twelve months. A draft workplan is provided at Appendix 7.

Retirement Life Communal areas

All redecoration has been completed and furniture has been delivered. redecorated and re-furnished. We are hoping to make better use of these facilities to run social activities on most days, supported by staff from across the organisation and volunteers.

Learning from complaints

The Board approved a revised complaints earlier this year. We have carried out a lessons learned exercise and the main conclusions, that we will be carrying forward into service improvement are that we need to:

- Provide training to staff on having challenging conversations so that we are clear, upfront and honest when we are unable to accede to a service request.
- Train staff in tenants' responsibilities as per the tenants handbook, particularly in relation to repairs
- Train staff in the void standard
- Provide clear information in writing regarding void works to be done for incoming tenants
- Review the fencing policy and train staff in relation to it
- Improve communication and provide a named contact for complex customer service enquiries

These areas for improvement will be addressed in team meetings over the next two months, and will be supported by production of clear operating procedures.

Staff survey working Group

Following analysis of the findings of the staff survey, the staff survey working group has met and agreed five themes to be addressed by development of an action plan. The themes are engagement, team work, leadership, growth and development, and management of change.

Five colleague workshops have been held in which staff were asked to focus on one of these areas and provide insight into how BITMO can improve colleague experience of these areas. The comments and suggestions will be discussed in detail by the staff survey working group, but are presented here for information.

Theme	Comments
Change	Colleagues want to see a better mechanism for agreeing changes in business processes and the way these are briefed out and embedded, the voids process was an important example
Engagement	People feel there has been a “Covid drift” as people have been working at home The office is shabby and “depressing” and colleagues want it to be improved further
Team work	Differential working arrangements between teams is causing friction We need to re-draw team responsibilities and ways of working and make sure people know who to go to for what Managers need to work together to solve team work problems There is a lack of ownership in some areas that means work gets passed around
Leadership	Colleagues would like information on Board members, and to meet with them. The vision and strategy for BITMO needs to be more explicit Colleagues would like to see more innovation in how we provide our services.

	<p>Leadership is not strong enough at solving the problems teams have, the problems with team work need to be resolved at a senior level</p> <p>Decisions don't always seem transparent.</p>
Growth and development	<p>There needs to be a clear training plan for all colleagues</p> <p>We should develop a shadowing programme so that people get an understanding of other roles and develop their skills</p>

There is a lot of work to do to develop a better colleague experience. Focusing on these areas will involve a degree of challenge and adaptation as we strive to develop a more cohesive BITMO.

Staffing matters

Dawn Cocking has joined us on a temporary contract to carry out annual tenancy contacts.

We currently have 3 temporary vacancies which we are struggling to recruit to:

- Tenancy Support back fill
- Voids Coordinator
- Financial Inclusion Officer

We also have a member of staff on long term sick leave. The impact of these vacancies is being felt most acutely in the lettings and tenancy support team. We are attempting to recruit a temporary member of staff to support work in this team, and are considering future arrangements, and ways of working.

Appraisals have been completed using a new approach. It has led to some very high quality conversations. The picture painted is of colleagues who feel certain of their role, supported by their managers and colleagues, and are having open conversations about how work can be better.

The next step is to draw up individual training plans for all staff that incorporate mandatory cross organisational training, and person, and role specific training.

Procurement

Procurement of the Gas Servicing Safety and Installation contract is continuing. With no further action due until September.

Stage	Timeline
Tender documentation	Early September 2022
Publish invitation to complete stage 1	26 th September 2022
Stage 1 evaluation	Mid-November 2022
Invitation to tender notification	9 th January 2023
Tender return	1 st March 2023
Tender evaluation	2 nd March 2023
Tender price evaluation	3 rd April 2023
Award Report	Early May 2023
Contract award	29 th May 2023
Mobilisation period	29 th May 2023
Contract Start	1 st April 2024

Repairs and maintenance Indexation

Our repairs contractor, Mears has requested an early and additional uplift to the contract price in response to the cost pressures created by Brexit, Covid 19, and the war in Ukraine. We are in dialogue with LCC around the arrangements that they are wishing to make, as the contract is between LCC and Mears, with BITMO only managing it on behalf of LCC.

Progress on Community Garden at West Grange Road

There has been good progress with the proposed community garden on the West Grange Road garage site. BITMO caretakers cut the vegetation back and removed dumped items, so the site is safe to visit and its potential is clear.

Mears have relocated the entrance gates. The next stage is to relocate part of the fence, which will both make the site secure and improve the environment for neighbouring tenants.

An open day was held on 20 July, attended by eight residents. Long-term ideas were discussed such as getting a container in as a safe space for storage and meetings and setting up a tool library. Immediate ideas were to install two raised beds to have some things growing now and some outdoor seating.

There will be a planning meeting on site at 5pm on Monday 15 August (which will move to 26 Belle Isle Circus if it is raining). Board members are invited to attend.

Board are requested to approve a grant of £2,000 from the community fund to commence work on the garden prior to a full scheme of work being developed and alternative funding sources being identified.

At the Belle Isle Circus residents' meeting on 20 July the idea of an orchard on the bowling green was discussed. Residents supported the idea, along with initiatives to help them grow their own vegetables. We will now begin a consultation programme with residents close to the bowling green.

Conclusion

Having now been re-open for 12 months, we have made a lot of progress in getting work programmes underway but there is a lot to do to improve how we work to deliver a better customer and colleague experience.

Recommendations

The Board is requested to:

1. Accept the report
2. Approve a grant of £2,000 from the Community Fund to commence work on the community garden
3. Discuss the draft GATE strategy and contribute ideas for its future focus and priorities. Discuss the draft work plan below and provide guidance on priorities.

4.2. Annual Health & Safety Report

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

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

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

	<i>Item</i>	<i>Yes/No</i>
1	Has the Health and Safety Policy Been Reviewed in the last 12 months?	
2	Is the Board satisfied with the Health and Safety Performance of the organisation?	
3	Has the Chief Executive prepared an annual report on Health and Safety?	
4	Have the enforcing authorities visited in the last 12 months?	
5	If Yes to 4, have all the requirements made by them been complied with?	
6	Is the monitoring being carried out as described in the Health and Safety Policy?	
7	Have all recommendations made by the organisation's safety consultants been complied with?	
8	Are there any changes to the organisations activities that will require amendments to the Health and Safety Policy?	
9	Have all Health and Safety Issues raised by employees been appropriately addressed?	

To assist Board Members in completing this monitoring checklist, the HR Manager can confirm the following:

- The Health & Safety Policy was reviewed & re-issued in February 2021 & is scheduled for August 2022.
- The enforcing authorities have not visited in the last 12 months.
- Monitoring has been undertaken during the last year and a full compliance review was undertaken in July 2021. As remobilisation commenced and the office re-opened, monitoring & risk assessments continued in accordance with the Health & Safety Policy & HSE and government guidance. Staff and managers continue to monitor H&S.
- Recommendations made by our Health and Safety Consultants are complied with.
- All health and safety issues raised by staff were addressed, recommendations made during the compliance review, were, and continue to be addressed.

Recommendation

Board is requested to APPROVE the report;

4.3 Finance Committee Report

4.3.1 Meeting of 16th June 2022

The Finance Committee, Chaired by the Treasurer, met on 16th June to discuss the following agenda items:

Membership

Currently: Shaf Ghafiri, Leon Kirkham, Harry Austin, Paul Truswell and Sharon Burke; with The Chief Executive, Head of Governance and Finance and the Head of Repairs, Maintenance and Investment in attendance.

Function and role of the Committee agreed as:

- A standing sub-committee of the Board
- Chaired by either (i) the BITMO Treasurer or (ii) the BITMO Chair
- Meeting quarterly (minimum)
- To review operational finances and use of reserves
- To prepare a Tenant Aid Action Plan (TAAP) to alleviate Health and Income needs
- To bring recommendations to the Board for approval.

Priority

Agreed as being the construction of a Tenant Aid Action Plan.

Tenant Aid Action Plan

(i) Recommendation that the Community Fund may need to be revised in future years to incorporate the demands of the Plan.

(ii) A recommendation that £12k be allocated from reserves for a food and activity programme over the summer holidays to aid the health and wellbeing of residents.

(iii) Agreed that longer term projects such as Community Energy groups could not be considered further at present, but could potentially be revisited as part of a longer term strategy in partnership with other bodies.

(iv) Further engagement with schools, sports clubs and other partners would be pursued.

These were in addition to the establishment of a fixed term Financial Inclusion Officer post, which had already been agreed by the Board.

4.3.2 Meeting of 26th July 2022

The Committee is due to meet further on 26th July and a report from this meeting will be given to the Board.

4.3.3 External audit

The Committee has also considered the provision of external audit services for the next three years. This service is put out to tender so that best value for money can be achieved. Seven firms of Registered Auditors have been approached and three tenders received. The Committee will make recommendation to the Board at the meeting on 28th July.

4.3.4 Revenue & Capital Management Accounts

The Finance Committee has reviewed the above accounts for the three months to 30th June 2022.

The Revenue accounts indicate that costs are within budget for the period, although there are inflationary costs building which may impact later in the year.

The Capital spend is progressing well as per the CEO report above and it is expected that budgets will be spent within the year.

4.3.5 Risk Register

The Committee considered the types of risks facing the organisation and as reported in the Reports and Financial Statements.

Recommendations

The Board is requested to:

1. Note the report from the Finance Committee.
2. Ratify the decision taken to allocate £12k of reserves for the provision of food activities as part of the Tenant Aid Action plan.
3. Approve the recommendation of the Committee for the appointment of external auditors for the next three years. This will then be put before shareholders at the Annual General Meeting for ratification.
4. Accept the report from the Committee concerning internal controls on credit card use.
5. Accept the report on the Revenue Management Accounts for the 3 months ended 30th June 2022.
6. Accept the report on the Capital Spend for the 3 months ended 30th June 2022.
7. Accept the report on the types of Risk facing the organization.

4.4 Reports and Financial Statements 2021-22

The Draft Reports & Financial Statements are separately enclosed.

The annual audit of the accounts is presently being finalised by Beever and Struthers (Registered Auditor). A management letter will be presented when the audit work is complete. No adjustments have been indicated by Beever and Struthers to date.

A draft Management Letter is included per Appendix 3.

A draft Letter of Representation is also included (Appendix 4) for approval in principle by the Board.

The draft result for the year to 31 March 2022 was a surplus of £278k, which comprises:

- An underspend of £90k on responsive repairs,
- Income of £196k resulting from a rebate of non-domestic rates, following the claim of 80% not-for-profit relief which was backdated.

Recommendation

The Board is requested to:

- **Review and APPROVE the Draft Reports and Financial Statements for the Year Ended 31 March 2022, subject to any minor presentational amendments agreed at the meeting or by the auditor on completion of fieldwork.**
- **Agree the Draft Letter of Representation to the Auditors.**

4.5 Annual General Meeting 2022

The Working Men's Club has been booked for the AGM.

The meeting will be preceded by a presentation of Belle Isle Stories by the e Red Ladder Theatre Company.

The following Board members will be standing down and may stand for re-election.

- Leon Kirkham
- Iris Crummack
- Lisa Caley
- Tracey Morris

One space is also vacant for a potential new member and we had an expression of interest from one tenant. A call for nominations has been included in the recent tenant email.

Nominations for candidates should be received by 4pm on Friday 9th September 2021.

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

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

The draft Agenda is given below:

- 1. Welcome and Introduction**
- 2. Performance of 'Belle Isle Stories' by the Red Ladder Theatre Company**
- 3. Procedures for the AGM**
- 4. Minutes and Matters Arising from the 2021 AGM**
- 5. CEO report**
- 6. Reports & Financial Statements 2021/22**
Audited Accounts 2021/22 – with attendance by Beever and Struthers (External Statutory Auditors)
- 7. Election of Tenant Board Members**
- 8. Appointment of Auditor**
- 9. Arrangements for the first meeting of the new Board**
Provisionally: Thursday 6th October 2022 (To Be Confirmed)

Recommendation

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

5. Any Other Business

5.1 Housing Advisory Panel applications

5.1.2 Clapgate Primary School

An application for £1,000 of funding to expand the school library is attached per Appendix 5.

5.1.3 Windmill Primary School

An application for £600 of funding for a pupil reception pack, including reading books is attached per Appendix 6.

Date of Next Meeting: 8th September 2022 at 6.00pm

APPENDIX 1

**BELLE ISLE
TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 26th May 2022**

Present: Leon Kirkham (Chair)
Jean Burton
Sharafath Ghafiri
Margaret Brown
Iris Crummack
Julie Rhodes
Harry Austin
Ashley Knowles
Kay-Lee Marshall
John Oddy
Lisa Caley

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Alex Orange (Head of Repairs, Maintenance and Investment)

Karen Hoole (Governance & Admin Support Officer)
Peter Sutton (Community & Tenant Support Manager)
Peter Greenwood (LCC)

PART A – Public Agenda Items

Apologies

Apologies were received from: Tracey Morris, Lamin Makalo, Cllr Paul Truswell, Cllr Sharon Burke

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. Training and Discussion Topic – Understanding Accounts

The Head of Governance and Finance presented the training and discussion topic – Understanding Accounts.

2. Minutes and Matters Arising

The minutes of the last meeting held on 27th April 2022 were approved as a true record.

Matters Arising from the Board meeting held on 27th April 2022:

Full Board 27th April 2022

Item	Update
Board mandatory training	Cando Training have been asked to provide dates and costs for the Equality and Diversity training sessions.
Capital investment programme	Programme for 2021-22 has now been successfully completed
Staff Survey	Two nominations were received for union representation on the Working Group. A report was given at the meeting.
Finance Committee	Board members have been written to in order to get expressions of interest in sitting on the committee.
Community Fund	Following approval of the budget for 2022-23, the Board requested a 6 month review of the Fund's operation in that year. Following round up of the 2021-22 applications, the 2022-23 fund will be launched in early June 2022. It is then planned to present the review to the January 2023 meeting of the Board, unless needed earlier.
Performance data	This item was discussed in detail under Item 3 – Operational Report.
Tenant support case study	The Board had requested a future presentation of a case study of a tenancy support case. An anonymised case will be presented later in the year.

Recommendation

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

Noted and Approved.

3. Scheduled Reports

3.1 Operational Reports

The Chief Executive Officer gave an update on the latest operational reports and highlighted the following:-

Cost of living Crisis

An update was given on the cost of living crisis and its possible effects on the Belle Isle community.

The recent Health Needs Think Tank that Board members, staff and partners attended confirmed the commitment of BITMO to prioritise poverty in its forward plans.

The Chief Executive Officer (CEO) advised that In order to act swiftly to attempt to support our community a proposal was brought forward to employ an additional Financial Inclusion Officer. This would enable BITMO to work closely with our tenants to support them in claiming all the benefits and allowances that they are eligible for including grants but to also provide advice on debt issues.

This would be at a gross cost of £40k (including equipment) and would be a 12 month fixed term contract.

In addition to this the food offer is being increased so that hot food is available in the GATE during the half term holiday. Work is also ongoing to extend this.

Repairs

The CEO reported that the backlog of repairs is now cleared, the planned maintenance programme has been fully delivered. There is still a backlog in terms of void repairs and periodic electric inspections.

We are now carrying out our own satisfaction monitoring and are recording high levels of satisfaction.

Rent

The CEO advised that overall performance is good and improving.

An organisation called The Cost of Living Alliance is facilitating the gathering of evidence around hardship and working with local organisations on both local solutions and statements of what should be done at a national level.

The Chair asked who was running the Cost of Living Alliance and advised that we should find out before becoming involved in this.

It was agreed in principle to be involved with the Alliance, pending more information.

Void Management

As previously reported, void relet times are way above target as a result of COVID and Cx issues.

Improvement of relet times are expected as agreed further resources are injected. Work is ongoing to establish greater levels of support of the process within existing resources, as

well as recruiting a part time administrative post.

A working group is being set up to investigate the management of the voids process to ensure the fastest possible relet times.

Performance reporting

An up to date report on Performance was given.

Performance is positive in most areas, and it is improving where it is not at the level required.

Meetings with LCC are ongoing to ensure delivery of a full suite of Key Performance Indicator and management reports.

Board members asked the following questions:-

Q. There is quite a backlog of voids. Do we have a solution to this and when will we get back to normal,

A. *Work is ongoing to resolve the situation and is very complex. At the present time it is unknown when we will get back to normal.*

The Chair explained that the same situation is being experienced Citywide.

Customer Service

Customer satisfaction levels are good and a programme of training will be delivered in-house that addresses customer service issues from a cross team perspective.

Procurement

A timetable of the process to procure a new gas contract to be effective from 1st April 2024 was provided at the meeting as follows:-

Stage	Timeline
Tender documentation	Early September 2022
Publish invitation to complete stage 1	26 th September 2022
Stage 1 evaluation	Mid-November 2022
Invitation to tender notification	9 th January 2023
Tender return	1 st March 2023
Tender evaluation	2 nd March 2023
Tender price evaluation	3 rd April 2023
Award Report	Early May 2023
Contract award	29 th May 2023
Mobilisation period	29 th May 2023
Contract Start	1 st April 2024

Planned programme

The CEO reported that this years' planned programme will include kitchens and bathrooms, Mansard roofs including insulation, heating system upgrades, structural work and insulation

at the brooms bungalows, grounds works at the 3 storey blocks, water supplies.

Complaints

A summary of complaints was provided at the meeting along with an analysis of type of complaint and outcome.

Policy updates

A proposed compensation policy was presented for consideration at the meeting outlining possible compensation payments in the event that tenants have suffered inconvenience or financial loss as a result of service failure.

The policy will provide a framework which will be appended to the complaints policy.

Recommendations

The Board is requested to

1. Accept the report

Accepted

2. Approve the appointment of a fixed term Financial Inclusion Officer as part of an emerging Tenant Aid Action Plan.

Approved

3. Note the Performance and Complaints reports and data for the year 2021-22.

Noted

4. Discuss and Agree the draft Compensation Policy

Approved

3.2 Revenue Budget

3.2.1 Revenue accounts 2021-22

The Head of Governance and Finance gave an update on the challenges faced in terms of responsive repair costs flowing through from the new housing management system.

It is expected that initial accounts will be available shortly.

3.2.2 Capital accounts 2021-22

The Head of Governance and Finance explained that the capital budget for 2021-22 was fully spent.

A total of £1,747k was spent on investments throughout the estate. This comprised £1,720k of spend from the annual budget for the year, plus £27k of spend which has been spent from a balance of underspend brought forward.

3.2.3 Capital budgets 2022-23

The above payment of £27k from the underspend figure brought forward from 2020-21, has meant a slight reduction in the overall available spend for 2022-23. The reduction has been taken from the thermal insulation budget.

The revised budget for 2022-23 is therefore £1,954k, comprising an annual budget allocation of £1,720k, plus an amount of £234k brought forward from the underspend in 2020-21.

The planned allocation was presented as follows:

Scheme	2021/22 Budget	2022/23 Budget	Rationale
Name	£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	£212.5	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	£1,954.0	

Recommendations

The Board were requested to:

Accept the Finance Reports.

Accepted

Approve the slightly revised Capital budget for the year 2022-23.

Approved

3.3 Retirement Life Report

A report for the year ended 31st March 2022 was provided at the meeting.

Recommendation

The Board is requested to note the report.

Noted

4. Any Other Business

Credit Card

The Head of Governance and Finance advised that an additional credit card was required for the needs of the business.

Recommendation

The Board were requested to approve an additional credit card.

This was Approved pending the Head of Governance and Finance giving assurances for this.

NFTMO Conference

The following Board members will attend the NFTMO Annual Conference:-

- Iris Crummack
- Margaret Brown
- Lamin Makalo
- Sharafath Ghafiri

Date of Next Meeting: Thursday 28th July 2022 at 6.00pm

APPENDIX 2

Annual Health and Safety Report

July 2022
(2021-2022)

Contents

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1. Introduction and Summary

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

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

2. The Health and Safety Policy

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

An on-site health & safety review and audit took place in September 2021, the new policy revision by Moorepay is overdue and is scheduled for August 2022.

3. The Enforcing Authorities

The enforcing authorities comprise;

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

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

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

4. Health and Safety Consultants

Moorepay provides 24/7 advice and support for Health and Safety Issues, policy review and annual audits and reviews.

Audits were completed in February 2021 (telephone) and September 2022 (face to face). Moorepay were also updated on the Compliance review that took place in July 2021 and supported the improvements suggested in the report, particularly in relation to compliance recording and fire risk assessments. No issues or concerns were raised, the next review is scheduled for August 2022.

5. Monitoring Checklists

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

5.1 Office Checklist for Line Managers

Managers undertake daily checks as part of duty manager responsibilities. Full checks are completed quarterly and all staff remain vigilant to hazard reporting. Over the last year, staff have completed regular checks in the office, on the estate and in communal areas, any issues raised have been resolved appropriately.

5.2 Checklist for Chief Executive/HR Manager

The Chief Executive and HR Manager complete the following checklist;

	<i>Item</i>	<i>Yes/No</i>	<i>Evidence</i>
1	Review the Health and Safety Policy Annually	February/Aug 2021. (scheduled July/August 2022)	Policy and this report. (Completed Feb/Aug 2021 & policy scheduled Aug 22).
2	Are insurances adequate?	Yes	Certificates viewed & available.
3	Are sufficient funds available for Health and Safety purposes?	Yes	All areas of operation have budget for PPE, First Aid, Training and equipment.
4	Have you submitted an annual report on Health and Safety to the Board?	Yes	August 21 & this report to Board July 22.
5	Has each team completed risk assessments of all activities?	Yes	Covid-19 risk assessments 21/22 & Ask me once due Aug 22.
6	Have all accidents and incidents been reported?	Yes	Logged & records kept by HR Manager
7	Have all incidents covered by RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) been reported?	Yes	Government & HSE guidance for reporting Covid cases was followed 21/22.
8	Have all statutory inspections been carried out at the specified intervals?	Yes	Reports & certificates for Gas, Electric checks and Fire Inspections available.
9	Is a copy of the Employee Liability Insurance Certificate on display?	Yes	Reception, Offices, the Gate & notice boards.
10	Is the Health and Safety Law poster on display?	Yes	Reception, Offices, the Gate & notice boards.
Fire			
1	Has a fire risk assessment been completed?	Yes	Completed 28/2/2022

2	Are there any alterations anticipated that may require approval by the Fire Authority?	No	N/A
3	Are there any changes or alterations anticipated that may require modifications to fire alarm/procedures or equipment?	No	N/A
4	Is all firefighting equipment maintained and serviced by a competent person?	Yes – Churches Limited	Checked by Repairs & Maintenance team.

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

5.1 Checklist for Board Members

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

	<i>Item</i>	<i>Yes/No</i>
1	Has the Health and Safety Policy Been Reviewed in the last 12 months?	
2	Is the Board satisfied with the Health and Safety Performance of the organisation?	
3	Has the Chief Executive prepared an annual report on Health and Safety?	
4	Have the enforcing authorities visited in the last 12 months?	
5	If Yes to 4, have all the requirements made by them been complied with?	
6	Is the monitoring being carried out as described in the Health and Safety Policy?	
7	Have all recommendations made by the organisation's safety consultants been complied with?	
8	Are there any changes to the organisations activities that will require amendments to the Health and Safety Policy?	
9	Have all Health and Safety Issues raised by employees been appropriately addressed?	

To assist Board Members in completing this monitoring checklist, the HR Manager can confirm the following:

- The Health & Safety Policy was reviewed & re-issued in February 2021 & is scheduled for August 2022.
- The enforcing authorities have not visited in the last 12 months.
- Monitoring has been undertaken during the last year and a full compliance review was undertaken in July 2021. As remobilisation commenced and the office re-opened, monitoring & risk assessments continued in accordance with the Health & Safety Policy & HSE and government guidance. Staff and managers continue to monitor H&S.
- Recommendations made by our Health and Safety Consultants are complied with.
- All health and safety issues raised by staff were addressed, recommendations made during the compliance review, were, and continue to be addressed.

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

6. Accidents/Incidents at work

Reporting of accidents is provided to the Board annually.

6.1 Accidents reported April 2021 to March 2022

There were **3 accidents** reported in 2021/22 (vs 0 in 20/21).

Quarter	Team	Type of accident	Outcome & Actions taken
Quarter 2	Repairs & Maintenance	Branch snapped from a tree when being trimmed.	Graze to head and glasses damaged. Correct tools being used and appropriate PPE was being worn.
	Contractor	Minor burn to arm (incident caused property fire – see below).	Contractor error, full investigation undertaken.
Quarter 3	Repairs & Maintenance	Gash to hand when sharpening chainsaw.	Operator fully trained in the use of chainsaw usage and maintenance. Ensure RA undertaken & appropriate PPE worn.

As part of the accident investigation process, a discussion is held with the employee about any preventative actions identified and the avoidance of accidents. Personal Protective Equipment is continually reviewed, risk assessments are completed, regular Health and Safety checks are undertaken and training is reviewed and completed.

6.2 Incidents, Hazards & Near Miss Reporting

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

5 incidents were identified in 2021/22, compared to 10 in 20/21 a summary is provided below.

Quarter	Location/Site	Type of Hazard	Actions completed
Quarter 1	Estate	Grass verge damaged when cutting.	Contractor contacted & action taken to resolve & ensure no recurrence.
	Office	Unsafe storage of petrol strimmer.	Petrol strimmer removed & correct storage identified & used going forward.
Quarter 2	Office car park	Youths congregating around the office on an evening, leaving rubbish & drug paraphernalia.	Police, ASB & youth services contacted (still an ongoing issue and authorities involved in monitoring & resolving).
	Estate	Vehicle arson at address.	Attended and investigated by relevant authorities.

	Broom Nook	Fire at property caused by contractor error when soldering in the roof space.	Emergency services attended. Full investigation undertaken by Mears. Property evacuated and tenant decanted, property nearing repair.
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All incidents are dealt with immediately and preventative actions identified, reports are logged and retained by the HR Manager. Reports are available for viewing by Board. Reporting of incidents is provided annually/quarterly to the Board.

6.3 Violent/Aggressive Incident Reporting

There is a process for staff to report all incidents of aggression, abuse or violence suffered. Actions are identified and taken against perpetrators.

There were **8 violent/aggressive incidents reported** in 2021/22 compared to 13 during 2020/21, a summary is provided below

Location	No of incidents	Type of Incident	Outcome & Actions
Telephone	5	Verbal abuse, aggression and threats received by staff over the telephone & on voicemails.	Warning letters sent to tenants, advocates advised. Reported to police. Systems updated to warn staff regarding tenant behaviour & any actions required (i.e. only visit property in pairs).
Estate	1	Tenant verbally abused, swore at and threatened employee	Systems updated and warning letter sent to tenant.
Office & carpark	2	Aggression, verbal abuse and threatening behaviour towards staff & contractor.	Warning letter sent, systems updated and safeguarding procedures followed (re. tenant mental health issues).

Training is available for staff to deal with violent, aggressive and confrontational incidents and behaviours. There is a formal process for reporting violent incidents, a clear no-tolerance message and a consistent approach to dealing with perpetrators. All staff that are subject to this kind of behaviour are supported.

7. Risk Assessments

Risk Assessments are usually completed during the annual 'Ask me Once' process. Due to Covid, risk assessments were updated to ensure safe working practices and compliance with government & HSE guidelines as well as mirroring LCC processes. They were revised throughout the year and during remobilisation. Completion of risk assessments for specific tasks and roles are ongoing. The annual 'Ask me Once' completion is scheduled for August 2022.

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

8. Covid-19 Pandemic

The office and the GATE re-opened to the public and staff on 6th September on a phased return. Staff were inducted back into the office, risk assessments were revised and completed and guidelines agreed to ensure a safe environment for all staff and visitors. The office and desks had previously been re-arranged to maintain social distancing of people working in the office and this remains. H&S Items were purchased (sanitiser, masks, wipes, signage, desk screens etc) . All staff are attending the office on a rota to minimise numbers, previously for a minimum of 2 days per week and increasing to a minimum of 3 days per week from 1st August 2022.

9. Fire Risk Assessments

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

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

The annual fire risk assessment for Aberfield Gate was completed in January 2022, the annual Sheltered Housing communal areas were completed in January 2022 and the annual assessment for communal areas in flats were completed between Oct 2021 to Feb 2022. Following the recent compliance review these risk assessments are now carried out to PAS 79 standard.

10. Health and Safety Actions

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

Item	Action required	Target Date	Date Completed
1	Health and Safety Policy & Audit (Moorepay)	Review & re-issue H&S policy annually. Annual Audit.	February Sept February 2021. (Scheduled Aug 22). Sept 21 (due Sept 22)
2	Fire Risk Assessments	All Fire Risk Assessments to be reviewed	April Jan 2022
		• Broom Nook Sheltered Housing Communal Room	
		• 26 Belle Isle Circus Sheltered Housing Communal Room	March Jan 2022
		• 3 Winrose Grove (formerly 35 Belle Isle Circus)	April Jan 2022

Item	Action required	Target Date	Date Completed	
	<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room Aberfield Gate (Including the GATE) 	March Dec	Jan 2022 Jan 2022	
	Residential Flats <ul style="list-style-type: none"> (Aberfield Drive, Aberfield Rise, Town Street, Winroses) (Aberfield Crest) 	February March	Feb 2022 Feb 2022	
3	Fire Equipment	Ensure checks for all fire safety equipment are completed <ul style="list-style-type: none"> Weekly Fire Alarm Tests 	Weekly	Weekly fire alarm tests are undertaken weekly and system checks are undertaken daily.
		<ul style="list-style-type: none"> Monthly Alarm Checks by Competent Person 	Monthly	Completed monthly by contractor (Mayfair)
		<ul style="list-style-type: none"> Fire Drills (2 per year) 	2 annually	Completed 16/11/21, scheduled July 2022.
		<ul style="list-style-type: none"> Emergency Lighting (Full tests completed Quarterly, Visual Check Monthly) 	Monthly/ Quarterly	Previously completed by LCC, Mayfair & LBC, in-house schedule prepared to commence July 22.
		Fire Extinguisher inspection/testing via external contractor <ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	September	Completed 14/09/21 Due Sept 2022.
		<ul style="list-style-type: none"> 26 Belle Isle Circus 	May	Completed May 2021 & 24/05/22
		<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	September	Completed 14/09/21. Due Sept 22.
		<ul style="list-style-type: none"> 58 Belle Isle Circus 	October	Completed 04/10/21. Due Oct 22.
		<ul style="list-style-type: none"> Aberfield Gate 	November	Completed 10/11/21. Due Nov 22.
	<ul style="list-style-type: none"> Means of escape (checks undertaken by Duty Manager as part of daily checks) 	Daily	Routine checks ongoing.	
4	General Risk Assessments	Annual review of risk assessments by all staff. (usually part of annual ask me once process)	Annually	Covid specific role RA's completed throughout 21/22 & ongoing. Ask Me Once scheduled August 22.

Item		Action required	Target Date	Date Completed
5	Display Screen Equipment and Workstation Assessments	Self-Assessment Questionnaires (part of annual ask me once process)	Annually	Completed as part of Covid RA's. Ask Me Once. scheduled Aug 22.
6	First Aid Assessment	Maintain sufficient number of trained First Aiders.	Annually / Ongoing	2 x re-quals completed Oct & Nov 21 (refreshers due Oct/Nov 22, re-quals due 2024). 7 x new qualifications completed Jan – Mar 22 (refreshers due Jan – Mar 23, requals due 2025). 5 x mental health FA's, (requals due Oct 23).
7	Statutory Examinations and Workplace Inspections	Ensure the following; Electrical hardwiring inspection to be completed by competent person every 5-10 years (**previous 10 year certificate, legislation changed in 2020 to 5 years**)	Overdue.	Overdue, booked for 22/07/22. (Previously scheduled with LBS & rescheduled with Mears).
		<ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 		
		<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	November 2025/26 programme	100% complete @ Nov 2021, due Nov 25/26.
		<ul style="list-style-type: none"> 3 Winrose Grove Sheltered Housing Communal Room 	Rewired & new alarm installed June 2015. Overdue.	Overdue, booked for 21/07/22. (Previously scheduled with LBS & rescheduled with Mears).
		<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	Completed 2013. Overdue.	Overdue, booked for 20/07/22. (Previously scheduled with LBS & rescheduled with Mears).
		<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	Completed 15/09/19. Due 2024/25 programme.	100% complete. Scheduled for 2024/25 programme
	Electrical Portable Appliance Testing to be undertaken by a competent person annually		September	Completed 15/09/21, due Sept 22.

Item		Action required	Target Date	Date Completed
		for all 4 Sheltered Housing Communal rooms and Aberfield Gate.		
8	Statutory Examinations and Workplace Inspections – cont.,	Gas Safety Service inspection by GasSafe accredited competent person. <ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	November	Completed 24/11/21, due Nov 2022.
<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 		October	Completed 05/10/21, due Oct 2022.	
<ul style="list-style-type: none"> 3 Winrose Grove Sheltered Housing Communal Room 		July	Completed 13/07/21, due July 2022.	
<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 		October	Completed 08/10/21, due Oct 2022.	
<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 		February	Completed 11/01/22, due Jan 2023.	
9	Asbestos Management (*see Compliance Review).	Asbestos Management is undertaken as part of the Construction Design and Management (CDM) Regulations with any remedial actions closed out as necessary.	In place & ongoing.	Asbestos property surveys & remedial works are logged & managed by the Repairs Team.
10	Monitoring	Maintain regular monitoring in accordance with the Health and Safety Policy: <ul style="list-style-type: none"> Annual Monitoring undertaken by Chief Executive 	Annual	Completed August 2021 (previous report), completed as part of this report July 22.
<ul style="list-style-type: none"> Annual Monitoring undertaken by Board 		Annual	Completed Nov 21 (previous report), to be completed as part of this report July 22.	
<ul style="list-style-type: none"> Quarterly Monitoring undertaken 		Q1	Regular checks completed Apr – June.	
<ul style="list-style-type: none"> Quarter 1 Quarter 2 		Q2	Regular checks completed July – Aug. Full checks completed prior to opening of office & communal areas Aug/Sept.	
<ul style="list-style-type: none"> Quarter 3 		Q3	Dec 21.	

Item		Action required	Target Date	Date Completed
		Quarter 4	Q4	April 22
		Estate spot checks by Repairs team.	Ongoing	Ongoing
11	Health & Safety Forum	Regular meetings.	Annual	Completed Oct 21, to schedule Aug 22 (post July Board Meeting)..

APPENDIX 3

Our Ref: AT/AW/19788
21 July 2022

Strictly Private & Confidential

The Management
Committee
Belle Isle Tenant
Management Organisation
Limited
Aberfield Gate
Belle Isle
Leeds
LS1 3QH

Dear Sirs

***Belle Isle Tenant Management Organisation Limited
Audit findings for the year ended 31 March 2022***

The purpose of this letter is to bring to your attention the findings from our audit of the Organisation's accounts.

We appreciate that you will already be aware of the majority of the matters contained in this letter. However, we are required by Auditing Standards to communicate them to you formally.

Outstanding matters

We need to carry out a final review of the financial statements, but based on our audit work which is largely complete, we are satisfied that an unmodified audit report will be issued.

Adjusted and Unadjusted misstatements

Our audit procedures have been designed to provide reasonable assurance that the financial statements are free of material misstatements. For the purpose of this audit, materiality has been calculated at £96,584 by reference to the income for the year of the Organisation.

There were no material misstatements identified from our testing and the results presented to us are what are recorded in the financial statements.

There were some minor adjustments in respect of certain required disclosures which had been omitted in the initial draft Financial Statements of the Organisation, these were:

- Additional disclosures in respect of related parties in connection with Clapgate school;
- Disclosures relating to the NDR refund to treat it within operating costs; and

- Minor changes to the staff numbers note.

Continued/...

Page 2 of 3

Material weaknesses in the accounting and internal control systems identified during the audit

At the planning meeting we discussed the issues around monitoring and recording the repairs orders and payments in relation to the new CX system and how the interfacing between CX and the FMS accounting software has proved difficult. An extensive exercise has been undertaken internally to ensure repair costs are complete for the year end accounts. Our testing in this area has not identified any errors.

We noted that there were 3 declarations of interest outstanding relating to 3 Board members. These were in the process of being obtained.

Other than the above our audit procedures did not identify any material weaknesses in the accounting and internal control systems of the Organisation.

Qualitative aspects of accounting practice and financial reporting

The Financial Statements have been prepared in accordance with Co-operative and Community Benefit Societies Act 2014 and in accordance with Financial Reporting Standard 102.

Accounting Policies

The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) requires that entities should review their accounting policies regularly to ensure they are appropriate to its particular circumstances for the purposes of giving a true and fair view. The Management Committee play a key role in this process.

We have reviewed the Organisation's accounting policies, as stated in the latest financial statements, in detail and confirm that we judge them to be appropriate to provide relevant, reliable, comparable and understandable information.

Accounting Estimates

Key accounting estimates in the financial statements include the defined benefit pension obligation and corresponding asset.

We confirm that these estimates have been made appropriately in line with our knowledge of the Organisation and are disclosed satisfactorily in the financial statements.

Financial Statement Disclosures

We confirm that we judge the disclosures throughout the financial statements to be neutral, consistent and provide sufficient clarity to the user.

Significant Matters Arising from the Audit

There were no significant matters arising from the audit that were discussed, or subject to correspondence with management.

Significant Difficulties Encountered During the Audit

There were no significant difficulties encountered during the audit.

Timing of Transactions

Our audit work confirmed that material transactions were recorded in the correct accounting periods. Accruals and prepayments were made for material items.

Continued/...

Page 3 of 3

Going Concern

The financial statements have been prepared on a going concern basis. We have evaluated your assessment of the Organisation's ability to continue as a going concern and the disclosures made in the accounting policies and we confirm that this assumption is appropriate based on our work to date. We will continue to review this position up to the date of sign off of the financial statements.

Ethics and Independence

In the UK and Ireland, auditors are subject to the ethical requirements of the Financial Reporting Council's Revised Ethical Standards for Auditors 2019.

International Standard on Auditing (UK and Ireland) 260 Communication with those Charged with Governance and good practice require us to confirm the following to those charged with governance:

- We confirm that we are independent.
- We confirm that we are unaware of any relationships which may bear on our objectivity and independence.
- We have provided details below of any non-audit services provided to the Organisation and the fees charged in relation to non-audit services.
- We confirm that we comply with the requirements of the Financial Reporting Council's Ethical standards in relation to the supply of non-audit services by an audit firm.

The Management Committee should take an active role in considering whether the external auditor's independence might be impaired by the provision of non-audit services.

Non-Audit Services

We have not provided any non-audit services to the Organisation during the year.

Management Representation Letter and Audit Opinion

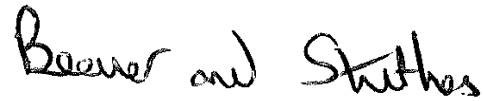
In accordance with International Standard on Auditing 580, we obtain written representation from the Management Committee that it acknowledges its responsibility for preparing the accounts and has made all information available to us.

There are no non-standard items included in the Management Committee's representation letter, which should be signed by the Management Committee at the same time as the Financial Statements.

We expect to provide an unmodified audit opinion on the financial statements for the Organisation for the year ended 31 March 2022.

We would like to thank you and your staff for your assistance with our audit and completion of the audit work.

Yours faithfully

A handwritten signature in black ink that reads "Beaver and Struthers". The signature is written in a cursive, slightly slanted style.

Beaver and Struthers

APPENDIX 4

Beever and Struthers
Chartered Accountants
St George's House
215 – 219 Chester Road
Manchester
M15 4JE

Date:

Dear Sirs

This representation letter is provided in connection with your audit of the financial statements of Belle Isle Tenant Management Organisation Limited ("the Society") for the year ended 31 March 2022 for the purpose of expressing an opinion as to whether the financial statements give a true and fair view of the results and financial position of the Society in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and the Co-operative and the Community Benefit Societies Act 2014.

We confirm, to the best of our knowledge and belief the following representations:

1. We are responsible for the preparation of financial statements in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), the Co-operative and the Community Benefit Societies Act 2014, which give a true and fair view of the financial position of the Society as of 31 March 2022 and of the results of its operations and its cash flows for the year then ended and for making accurate representations to you.
2. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
3. We have no plans or intentions that may materially alter the carrying value and where relevant the fair value measurements or classification of assets and liabilities reflected in the financial statements.
4. We have disclosed all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements and these have been disclosed in accordance with the requirements of accounting standards.
5. Related party relationships and transactions have been appropriately accounted for and disclosed in accordance with the requirements of accounting standards.
6. All events since the balance sheet date which require disclosure or which would materially affect the amounts in the financial statements have been adjusted or disclosed in the financial statements.

7. We confirm that the financial statements are free of material misstatements, including omissions. All misstatements identified during the audit were corrected.
8. We confirm that, having considered our expectations and intentions for the next twelve months, including the potential impact of the current uncertain economic climate, and the availability of working capital, the Society is a going concern. We confirm that the disclosures in the accounting policies are an accurate reflection of the reasons for our consideration that the financial statements should be drawn up on a going concern basis.
9. All accounting records and relevant information have been made available to you for the purpose of your audit. We have provided to you all other information requested and given unrestricted access to persons within the entity from whom you have deemed it necessary to obtain audit evidence / request information. All other records and related information including minutes of all management and board meetings have been made available to you.
10. All transactions undertaken by the Society have been properly reflected in the accounting records and are reflected in the financial statements.
11. We acknowledge our responsibility for the design, implementation and maintenance of controls to prevent and detect fraud. We have disclosed to you the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
12. We have disclosed to you all information in relation to fraud or suspected fraud that we are aware of and that affects the entity and involves management or employees who have significant roles in internal control, or others, where fraud could have a material effect on the financial statements.
13. We have disclosed to you all information in relation to allegations of fraud, or suspected fraud affecting the entity's financial statements communicated by employees, former employees, analysts, regulators or others.
14. We confirm that we are not aware of any possible or actual instance of non-compliance with those laws and regulations which provide a legal framework within which the Society conducts its business and which could affect the financial statements. The Society has complied with all aspects of contractual agreements that could have a material effect on the financial statements in the event of non-compliance.
15. We confirm that we have disclosed to you the identity of the Society's related parties and all related party relationships and transactions relevant to the Society that we are aware of.
16. The Society has satisfactory title to all assets, and there are no liens or encumbrances on the assets except for those disclosed in the financial statements.
17. There are no liabilities, contingent liabilities or guarantees to third parties other than those disclosed in the financial statements.
18. The Society has at no time during the year entered into any arrangement, transaction or agreement to provide credit facilities (including loans, quasi loans or credit transactions) for Board members,

nor to guarantee or provide security for such matters, except as disclosed in the financial statements.

We confirm to the best of our knowledge and belief that the above representations are made on the basis of enquiries of management and staff with relevant knowledge and experience and, where appropriate, of inspection of supporting documentation sufficient to satisfy ourselves that we can properly make each of the above representations to you.

We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that so far as we are aware, there is no relevant audit information needed by you in connection with preparing your audit report of which you are unaware. Each Board member has taken all the steps that they ought to have taken as a Board member in order to make themselves aware of any relevant audit information and to establish that you are aware of that information.

Yours faithfully

Signed on behalf of the Board by:

.....(Signature)

.....(Position)

.....(Date)

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@belleisleymo.co.uk or post to 'Housing Advisory Panel, Belle Isle TMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH'.

1. Your Information	
Full Name:	(Mr/Mrs/Miss/Ms) Miss Heather Taylor
Organisation or Group:	Clapgate Primary School
Address (incl. postcode):	Cranmore Drive, Belle Isle, Leeds, LS10 4AW
Telephone Number(s):	Landline: 01132716700 Mobile: 07796676893
Email Address:	taylorh@clapgateprimaryschool.org
How did you hear about the Advisory Funding Panel?	Meeting with BITMO on 30/6/22

2. The Project Overview	
What is the name of your project or idea?	Expansion of school library
Where would your project take place?	School library at Clapgate Primary School
Please give a brief overview of the project:	In 2021 we created a new library space, woodland themed with a treehouse for the children to enjoy. We have started to buy books for the library but we still have many empty shelves that we would love to fill with books, especially for our younger children. This will allow more

	of our children to take a book home with them to read and will also allow families to spend time at home with a good book, rather than struggling to ensure all our children do get to take home a library book.
3. Your Group or Organisation	
What are your group's aims or objectives:	To provide quality education for children within our school and support parents and the local community.
Where does your group operate:	Clapgate Primary School
How is your group currently funded:	School funding
What support does your group currently receive from BITMO:	BITMO came to visit yesterday to offer more support with reading in school. They have also supported us with other projects such as the community kitchen and solar dome.

4. The Project- In Detail	
Please describe your idea or project:	To buy more books for our school library, which will allow families to use the library and take books home to share with their children. To stock up the library with high-quality books.
How does this project meet our funding criteria:	We met with BITMO yesterday and took them down to show them the empty library shelves and this was something they suggested they could support with.
How will you know whether your project has been a success:	More engagement from families with the library and children taking a bigger interest in books. We also track what books come in and out of the library on Go Read and will look for improvements. We would also like to open up the library for groups and families but at this point we just don't have enough books for this to happen.
How much funding is required from the Housing Advisory Funding Panel for your project:	£1000
Has this project received any funding/ is funding being sought from elsewhere:	We received funding from a book project to spend £1000 on books to start the library off. We also have put considerable school funds into creating the library space and decorating this in a woodland theme.

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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:
Books are usually between £5 and £8	Amazon		

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:	Heather Taylor
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Signed:	Heather Taylor	Date:	1/7/23

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@belleisleimo.co.uk** or post to '**Housing Advisory Panel, Belle Isle TMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH**'. Thank you for your application.

APPENDIX 6

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:	(Mr/Mrs/Miss/Ms) Sandra Senior	
Organisation or Group:	Windmill Primary, Music Federation	
Address (incl. postcode):	Windmill Road, LS10 3HQ	
Telephone Number(s):	Landline: 0113 271 2115	Mobile: 07771414453
Email Address:		
How did you hear about the Advisory Funding Panel?	From BITMO staff	

2. The Project Overview	
What is the name of your project or idea?	Welcome pack for Reception students
Where would your project take place?	In Reception class
Please give a brief overview of the project:	To provide a book bag, a fully-stocked pencil case and two reading books to all new Reception students in September 2022. We would include a letter to parents from BITMO saying that BITMO had supported the bags.

3. Your Group or Organisation	
What are your group's aims or objectives:	Pre-school, KS1 and KS2 education.
Where does your group operate:	Windmill Primary
How is your group currently funded:	Education funding
What support does your group currently receive from BITMO:	None

4. The Project- In Detail	
Please describe your idea or project:	To provide a book bag, filled pencil case and two reading books to each pupil starting in Reception in September 2022.
How does this project meet our funding criteria:	BITMO is keen to support local primary school children.
How will you know whether your project has been a success:	If it helps Reception pupils start the school year
How much funding is required from the Housing Advisory Funding Panel for your project:	£600
Has this project received any funding/ is funding being sought from elsewhere:	No

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:
60 x logo school bag	APC Clothing		£315
https://www.amazon.co.uk/Canvas-Multipurpose-Cosmetic-Multicolor-Zippers/dp/B09DPQF4ZX/ref=sr_1_8?crid=2WFZB1WWCN9K1&keywords=kids+plain+pencil+case&qid=1657889168&sprefix=plain+pencil+case+kids%2Caps%2C78&sr=8-8	Amazon £15.99 per 20pcs x3		£47.97
https://www.amazon.co.uk/Evolution-Triangle-EColutions-Colouring-Pencils/dp/	Amazon The Bic Store £5.27 per pack x 50		£263.50
			£626.47

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: Sandra Senior

Signed:	S Senior	Date:	18/07/2022
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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@belleisleimo.co.uk** or post to '**Housing Advisory Panel, Belle Isle TMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH**'. Thank you for your application.

APPENDIX 7

Draft GATE strategy document

Introduction

BITMOs purpose is three fold:

- Maintain a **well-run organisation** that is led by tenants and is open, transparent and financially viable
- Provide **high quality services** that focus on the organisation’s key functions as well as other areas
- Build a **stronger and safer community**

The purpose of this paper is to set a new framework for the operation of the GATE which retains its core strengths, and develops its role to address the challenges experienced within our community.

Recommendations

The Board are requested to discuss and comment upon the draft GATE mission statement and strategy.

Background

According to the Index of Multiple Deprivation (IMD), which is the official measure of relative deprivation for small areas (or neighbourhoods) in England, Belle Isle is a classed as an area of multiple deprivation. The measure of deprivation is taken from data relating to the Income; Employment; Education; Skills and Training; Health and Disability; Crime; Barriers to Housing Services; and Living Environment of the people living in the neighbourhood. The Middleton ward which incorporates Belle Isle is listed as a “left behind” community by the All Party Parliamentary Group (APPG).

This means that people living in Belle Isle are more likely to experience financial hardship and low income, poor physical and emotional health and wellbeing, lower education outcomes, and feel less safe in their homes. They face additional barriers in terms of access to skills and employment.

The Health Needs Assessment carried out in 2021, identified high rates of poverty, low educational attainment, poor health outcomes, and lack of aspiration as significant issues facing people living in Belle Isle.

Factors impacting quality of life in Belle Isle

Shorter life expectancy	Unemployment
Insecure incomes	Chronic co-morbidities
Mental health concerns	Low school attendance
Low educational attainment	Children living in poverty

BITMO's GATE was originally opened as a place to 'Get Advice, Training and Employment', with the original focus being supporting people amongst the working age population, whose needs were not being met by existing services. Since this time, services for our older population have continued to be supported, while children and family services have become less focused in our area.

Every community is a unique and complex mosaic of interconnected parts. That is why no single focus can hope to address the entire needs of a neighbourhood. Deprived neighbourhoods need to be supported on multiple fronts. BITMO's Board have recognised that our GATE service needs to be re-focused to address the complex needs within our community, with an increased focus on children and families.

Providing the GATE as a facility and as a team of people who work with our tenants costs £170k per year. There are 3 FTE members of staff.

The following strategy establishes a new GATE specific mission statement and framework for how we will work to address the multi-faceted nature of deprivation in our community.

Mission

To work with residents and partners to build a resilient inclusive community where opportunities to parent, learn, volunteer, and work are supported.

We will:

- Strengthen existing partnerships, and develop new collaborations to increase our impact
- Develop community leadership and community support through our volunteer programme
- Equip community catalysts with the skills and credentials to compete successfully for scarce resources for them, their families, and the community

GATE Strategic Framework

What we do	Asset Based Community Development that is holistic
How we do it	Supporting programmes across: <ul style="list-style-type: none"> • educational attainment • social inclusion • employment and skills • financial stability • improved health • community safety

How we measure success	Quantitative measures of cost and impact Qualitative case studies with person-centred outcomes
Operational enablers	Partnerships Direct service provision Financial support

Asset Based Community development

Affordable housing is a basic requirement of wellbeing for individuals, families, and communities. It is the cornerstone of what BITMO does. Through our customer engagement activities, we will understand the reality of the issues our communities face, and work with them to overcome barriers to successful parenting, learning, volunteering, and work.

Early learning and lifelong learning are essential to the wellbeing and economic stability of families, the community, and the city. We will work in partnership with schools to support educational attainment among pupils and their parents. We will provide support for parents through community education, Leeds City College, training and skills, volunteer opportunities.

Networks strengthen communities and the GATE supports residents to come together socially to make, learn, enjoy, and support each other. Social isolation effects both physical and emotional health and wellbeing, so we will provide a safe and inclusive space for people to seek peer support.

Financial stability is crucial to flourishing neighbourhoods. People do better when they have the skills they need to access living wage jobs. Our links to DWP, Scope, WEA, and our own employment and skills offer combined with our volunteer programme provide a platform for people to develop their skills. Our Financial Inclusion offering helps people to manage financially. We will provide support services, such as Foodbank, emergency food and family essentials that help dealing with the cost of living crisis.

Health. Post code matters more than genetic code in determining a person's health and well-being. Our focus will be on food, growing, physical activity, purposeful recreation and digital inclusion that is designed to support better health outcomes.

Safety is a prerequisite for a flourishing neighbourhood. We work with the Police and youth service, and schools to reduce ASB and build community awareness of the impact of crime and ASB. The GATE is a place of safety where people can report crime, including domestic abuse, and access victim services.

Partnerships We can achieve more when we work in partnership with others who share our commitment to catalysing opportunities for our community. The GATE is at the centre of a network of organisations who work with us to change people's lives for the better.

Table of key strategic partners

Who	How (do we work with them)
100% Digital Leeds	Allocate devices, support skills training

Schools	Reading, homework club, mentoring
Universities	tbc
DWP	Employment and skills
SCOPE	Employment and skills

This strategy represents a shift in focus for BITMO

From	To
Drop in	Outreach
Community support	Community development
Narrow demographic	Broader demographic
GATE as a destination	All Community Assets
Fixed opening hours	Flexible opening hours (evenings & weekends)

Board are requested to:

1. Discuss the draft strategy and contribute ideas for its future focus and priorities.

Discuss the draft work plan below and provide guidance on priorities.

Workplan and priorities

BITMO Aims	HNA	5 year plan	Workstreams	Priority				Impact measure
Stronger Belle Isle		Continuous Improvement	Complaints	1	Complaints investigation	Lessons learnt qtrly	Service Improvement	
		Continuous Improvement	At Risk Tenancy Group	1	Learning outcomes	continuous improvement		
Stronger Belle Isle	Adult Health/ Poverty	Digital inclusion	Digital health, digital upskilling and inclusion	2	GATE Event wkly	Outreach	device lending	
Stronger Belle Isle	Adult Health	Green Agenda	West Granges community garden	3	Community meetings	Working group	Project plan	Impact assessment
Stronger Belle Isle	Adult Health	Meeting Community Needs	Retirement life activities	2	Ancestry	Guest speakers	Knit and natter	Outcome Star Assessments
	Poverty	Meeting Community Needs	Employment and skills	1	Triage	1:1 support	skills development course	Outcome Star Assessments
Stronger Belle Isle	Poverty	Meeting Community Needs	Financial Inclusion campaigns, CAB, Money Buddies, DWP, Credit union	1	Council tax and UC	Pension credits	Loan sharks	Impact assessment
Stronger Belle Isle	Poverty	Meeting Community Needs	Food Offer	1	Food depot	Community meals	Food bank vouchers	
Stronger Belle Isle	Networks	Meeting Community Needs	Volunteers	1	Promotion	1:1s	training programme	Impact assessment
Stronger Belle Isle	Poverty	Meeting Community Needs	Community Fund	2	Promotion	Application assessment	Case-study	
Stronger Belle Isle	Networks	Meeting Community Needs	Community Clear Up	3	Promotion and marketing	Skips	Junior wombles	
Stronger Belle Isle	Children and Families	Meeting Community Needs	Community Events eg. GALA, Christmas, Summer Activities	3	Promotion and marketing	Planning		
Stronger Belle Isle	Networks	Meeting Community Needs	Communications: website, tenants email, social media platforms, posters	1	Qtrly partners email	community notice boards and FB		
Stronger Belle Isle	Children and Families	Stronger Belle Isle	Days out, enrichment, cinema club, family activities, coach trips	1	Knowsley Safari Park	Beach	Sports days	
Stronger Belle Isle	Children and Families	Safer and Stronger Belle Isle	School engagement	1	Reading partnership	Wkly Homework hub +food offer	Planting project	
Stronger Belle Isle		Well Run TMO	Community based meetings	3	qtrly community meeting	Action plan		

