



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

Thursday 8th September 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 8th September 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
 - Any Declarations of Interest in items to be discussed.
1. Presentation on the ABCD model of Community Development and associated funding (*page 4*)
 2. Minutes and Matters Arising from the Board meeting of 28th July 2022 (*page 5 and Appendix 1 page 22*)
 3. Annual General Meeting 2022 (*page 6*)
 4. Scheduled Reports
 - Operational Report – including performance indicators and a Community Fund application (*page 8 and Appendix 2 page 33*)
 - Finance Committee Report (*page 15*)
 - Revenue and Capital accounts (*page 17*)
 5. Any other business (*page 21*)
 - Draft CCTV Policy for approval (*Appendix 3, page 40*)

Part B – Confidential Items

1. Repairs Contractor arrangements (Confidential paper 1)

Belle Isle TMO - Board meeting 8th September 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
Presentation	Community Development.	A new funded initiative to aid outreach activities.	Proposed expansion of community outreach.	BITMO is asked to engage with 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. 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.
	3. Revenue and Capital accounts	It is essential that finances are properly managed.	Maintain the monitoring regime via the Finance Committee and board meetings.	Accept the reports.
Any other business	Draft CCTV Policy	CCTV is increasingly in use to counteract anti-social behaviour and criminality.	The policy gives clarity as to use of the systems in place.	Approve the draft policy.

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 on a Community Development project

Verity O'Hara (Asset Based Community Development Officer, from Leeds Adults and Health Directorate) will give an overview of the 'ABCD' approach to community development.

There is a possibility of achieving some funding (£75k over three years) to enhance the work done by BITMO.

Recommendation

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

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 28th July 2022 (Appendix 1)**. The table below summarise some of the matters arising from these meetings and other issues that have arisen since.

Full Board 28th July 2022

Item	Update
Board mandatory training	<p><u>Equality & Diversity</u></p> <p>(i) Voluntary Action Leeds – awaiting details. (ii) Engage (previous trainer) – no response despite several emails and chasers. (iii) LCC – access being further explored under temporary arrangements. (iv) Diversity Network – contacted recently for availability and prices. Further updates will be sent asap.</p> <p>Other non-mandatory training offer being explored, including for Mental Health First Aiders.</p>
West Yorkshire Fire Service	<p>Promotion of the scheme has taken place via the GATE. Texts have been sent to all available tenants 26.8.22. It is on the website and on Facebook. Also being disseminated via group work. Further training opportunities to be developed. Fire statistics for south Leeds requested from WYFS.</p>
Staff Survey Working Group	<p>A verbal report from the recent meeting of the Committee (6.9.22) will be given at the meeting.</p>
Community Fund	<p>Included in the Finance Committee report.</p>
Performance data	<p>Included in CEO report.</p>
Tenant support case study	<p>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.</p>

Recommendation

Board is asked to accept the draft minutes of the Board meeting of 28th July 2022 and to note any matters arising.

3. Annual General Meeting

Thursday 29th September 2022 at the Working Men's Club, starting at 6pm. Refreshments to be served from 5.30pm.

Invitations have been sent to Shareholders.

A] Draft Agenda:

1. **Welcome and Introduction**
2. **Performance of 'Belle Isle Stories' by the Red Ladder Theatre Company**
3. **BITMO Repairs Service – an overview**
4. **Procedures for the AGM**
5. **Minutes and Matters Arising from the 2021 AGM**
6. **Operational report from the CEO**
7. **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)

B] Tenant Board member elections:

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.

There are therefore five potential tenant posts for election.

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

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.

C] Co-opted Board members:

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.

Recommendation

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

4. Scheduled Reports

4.1 Operational Report

Introduction

Introduction

The purpose of this report is to provide an update on BITMO performance and activity during April, May, June and July. It updates the Board on staffing matters and cross references other items on the agenda. Board is asked to consider an application to the Community Fund.

Performance

Performance is improving in most areas. Debt recovery, and the total number of voids are showing improvement. Repairs performance is still lagging because of workforce issues across the city. We have access to a full set of repairs operational reports now which will allow us to monitor repairs performance more thoroughly.

KPI	2019-20	2020-21	2021-22	2022-23 Q1
(RR1) Repairs done right first time	97.59%	97.16%	no data	77.93%
(RR2) Repairs completed within target time	99.06%	89.06%	no data	71.49%
(RR3) Repairs appointments made and kept	97.09%	80.00%	no data	99.29%
Customer satisfaction	100%	No contractor PDA surveys during pandemic	99%	99%
Capital Investment programme completed (100% for the year)	97.10%	83.79%	100.00%	24%
All homes have a current gas safety certificate (Sayes KPI)	99.73%	99.79%	98.87%	1841 (99.78%)
Number of homes with a Gas safety certificate overdue for 0-4 weeks	0.70%	0.05%	26 (1.4%)	8 (0.43%)
Number of properties with a Gas safety certificate overdue for 1-3 months	0.27%	0.16%	1 (0.05%)	9 (0.49%)
Number of properties with a Gas safety certificate overdue for over three months	0.00%	0.00%	0 (0.00%)	0 (0.00%)

All homes have a current electric periodic inspection certificate (PMS KPI)	90.66%	95.63%	54.22%	62.07%
Fire Safety inspections to communal areas	100%	100%	100%	100%
Annual secondary footpath inspection (100% per year)	100%	100%	100%	100%
RR's 1-3 have improved over the 3 months of the first quarter. There were system issues for the initial months, and these are being resolved. Repairs are followed by a phone satisfaction survey. 99.78% of all homes have a valid gas safety certificate - there remain challenges related to gaining access to properties. We are examining electrical alternatives when gas items need to be replaced for those properties which remain a problem re access. We have completed an electrical data cleansing and coordination exercise. This identified all the properties overdue to be completed in the 22-23 electrical programme where we aim to achieve 100%				
KPI	2019-20	2020-21	2021-22	2022-23 Q1
Percentage of rent collected (Cumulative)	95.66%	96.51%	96.11%	95.43%
Percentage of rent owed	4.08%	3.46%	3.40%	3.38%
Amount of rent owed	£282,744	£244,293	£246,537	£251,510
% of arrears cases owing 7 weeks rent with a Notice in place	30.23%	Not available	Not available	Not available
Number of Household Supported with Financial Hardship	75	74	103	28
Additional income generated for customers	£37k	£57k	£166k	£78k
Number of Notices Live	182	0	32	40
Number of cases entered to Court	19	0	2	2
Number of Court orders obtained	34	0	0	0
Number of evictions	7	0	0	0
Collection remains better than City average. Rent collected City – Q1 94.06 / April 91.66 / May 92.50 / June 94.06.				
Performance data is still largely unreliable and in development with LCC.				
KPI	2019-20	2020-21	2021-22	2022-23 Q1
Number of complaints received	43	27	32	15
Complaint numbers for the quarter are comparatively high at 15. The quarter is however usually a busy one for repairs. Case at Ombudsman (re ASB) has been referred to LASBT. Seven compliments were received and passed to relevant personnel and teams.				
KPI	2019-20	2020-21	2021-22	2022-23

Number of tenancy terminations	123	74	85	28
Number of commencements	121	92	80	28
Number of voids at period end	11	22	30	27
Time taken to relet empty properties - Gross Relet	26.29(Days)	57.11	91.4	82.5
Void numbers have been high across Leeds as we have moved out of lockdown. Numbers are moving down more recently. Manual calculations used for relet times as still no Cx reporting available. At the time of writing, we have 15 voids in total, which is very much heading in the right direction.				
KPI	2019-20	2020-21	2021-22	2022-23
Annual Tenancy Contacts (old methodology)	96.74%	84%	N/A	N/A
Annual Tenancy Contacts (new methodology)	N/A	N/A	24% (406)	0.00%
Number of ASB cases opened	88(4.8)	91	75	25
Number of ASB cases closed	70 (3.8)	101	81	15
Due to staffing issues no ATC's completed during Q1 information – new process only commenced in May 2022. We have a temporary member of staff in place who is carrying out this work currently.				

Planned programme

The programme of planned maintenance is substantially underway and progressing well. The schedule is provided below.

2022/23 Programmed repairs tracker	No units in programme	Contractor	Start on site date	Expected completion	Budget
Kitchens	27	Mears	01/04/2022	31/03/2023	£107,500
Bathrooms	5	Mears	01/04/2022	31/03/2023	£17,500
External doors and door entry systems	16	Mears	01/08/2022	30/11/2022	£20,000
Adaptations	Adhoc	Mears/ LBS	01/04/2022	31/03/2023	£280,000
Footpaths	6	Mears	01/08/2022	31/03/2023	£15,000
Mansard roofs	22	LBS	01/04/2022	31/08/2022	£275,000
Timber framed properties	6	Bermar	01/04/2022	Complete	£175,000
Ground works to 3 storey block	TBC	TBC	TBC	TBC	£75,000
Stock condition surveys	1861	In-house	01/07/2022	31/03/2023	£0
Electrical Remedials	Adhoc	LBS	01/04/2022	31/03/2023	£30,000
Miscellaneous Decency Failures	Adhoc	Mears	01/04/2022	31/03/2023	£25,000
Boiler Replacement	77	Sayes	01/04/2022	31/03/2023	£150,000
Fencing	15	Mears	01/08/2022	31/03/2023	£30,000
Asbestos	Adhoc	MPS	01/04/2022	31/03/2023	£30,000
Re-pointing	TBC	Mears	TBC	TBC	£50,000
Chimneys/ Canopies	TBC	Mears	TBC	TBC	£20,000

The GATE

In response to information provided in the Health Needs Assessment, and the cost-of-living crisis, we provided a GATE strategy framework document for discussion at the last Board Meeting. No decisions were made at that time, but Board provided with us with a steer to work up a strategy for further discussion which incorporates a shift in emphasis to children and families, changed opening hours, and a greater emphasis upon community-based outreach work. Given how extraordinarily busy the CATS team have been over the summer running the programme put in place to support families, it has not been possible to spend time developing the strategy. This will be a priority from September, when schools return.

Summer Activities

With the Board's support we have been able to offer food and diversionary activities through the school holiday.

Each Tuesday between 3pm to 5pm we have provided meals for families. In the last two weeks of the holidays (serving pitta pizzas and wraps) we've tried to encourage everyone to get involved with making their meals, giving them opportunities for interaction, skill development and decision making. We've also provided a variety of puddings from fruit to ice-cream.

Week One: 33 children 16 adults. **Week Two:** 27 children 12 adults. **Week Three:** 12 children 11 adults. **Week Four:** 18 children 14 adults. **Week Five:** 21 children 10 adults.

Totals: 111 children's meals 63 adult's meals.

On Tuesdays we've also provided adult led crafts, child led crafts and games sessions.

Each Wednesday between 12pm to 2pm we have offered pre-packed lunch bags. These have included a sandwich, packet of crisps, piece of fruit, yogurt, and biscuit.

We have hosted activities at the GATE, including a petting farm, games afternoon, inflatable bouncy castle and go karts, and a theatre production. On week 3 we held a session at the MUGA, where we had a community BBQ and inflatable slide.

Up to (and including) week 5, we had given out **586 picnic bags in total.**

Each Friday morning, we have extended the Breakfast Club menu to include more child friendly options, such a cereals and breakfast sandwiches.

Week One: 42 meals. **Week Two:** 48. **Week Three:** 26. **Week Four:** 38. **Week Five:** 35.

Total: 189 meals.

In addition to the weekly activities, we have also hosted two Friday Film Club sessions during the summer holidays, with 69 people (48 children and 21 adults) attending the first one to watch Tom and Jerry the Movie, and 37 people attending the second one to

watch Clifford the Big Red Dog. Everyone attending was offered a hot dog, some popcorn, and a drink.

We have also distributed over 180 items of school uniform.

Over the coming weeks we will analyse attendance and determine if ongoing engagement with the families who attended would be beneficial if initiated by BITMO, and if so, what form that would take.

Standard Operating Procedures (SOPS)

The Complaints Lessons Learnt exercise that was reported to the last Board meeting has resulted in a significant piece of work commencing. We are training staff on tenants' responsibilities as per the tenant's handbook, particularly in relation to repairs. We have reviewed the lettable standard, and trained staff in it. We have revised the information we provide to tenants about the lettable standard so that it is clearer. We have produced a SOP for the void management process and are producing other SOPs across a range of activities.

Staff survey working Group

An action plan has been developed to progress positive colleague experience at work. We have produced a change management and communication policy which will provide clarity on how we manage change and how we communicate and the level of consultation that people should expect. We are working with colleagues to co-design Standard Operating Procedures to clarify team and individual roles and responsibilities, and to ensure that procedures are understood.

We are also focusing on people as well as processes. The feelings around teamwork in BITMO require more than ink on a page, and a set of agreed instructions. Teamwork requires co-operation and reliance and trust. We are working with individual teams to understand what they need from each other and seeking to build relationships based on mutual appreciation.

Staffing matters

As reported at the last Board meeting, 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 two members of staff on long term sick leave. The impact of these vacancies is acute.

Following appraisals, and the conclusion of the staff satisfaction survey, a comprehensive training offer is being developed. The offer will include a selection of mandatory and optional training which will be delivered over the next twelve months. The mandatory training will focus upon essential areas of knowledge for all staff working

in social housing. The optional training will enable colleagues to develop their knowledge and skills to help them in their current roles, and to help them to develop their careers should they wish to.

The training plan will be costed and will require additional budget provision which Board will be requested to make available from April 2023.

Procurement

Procurement of the Gas Servicing Safety and Installation contract is continuing. With no further action due until late 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 contract provides a clause that the cost of the contract should increase by a defined amount each year, based on the rate of inflation.

Please see Part B for update and proposal.

Progress on Community Garden at West Grange Road

There is continuing progress with the community garden on the West Grange Road garage site. Mears are working on relocating the redundant part of the fence, which will both make the site secure and improve the environment for neighbouring tenants. This will be complete in September. A second open day was held on 22 August. Turnout was low as it was raining, but two of those who attended are allotment holders on the Whitehouse Farm site on East Grange Drive, who had a lot of good ideas. We have agreed to plant spinach, garlic, and onions, which are low maintenance and will grow over winter. Those present picked elderberries and blackberries from the site.

We have commissioned two 6' x 3' raised beds (the size of pub pool tables) from the woodworking group at the Cranmore & Raylands community centre from the funds

allocated by the Board. These will be ready for planting in late September – at the same time that the site is secure.

We will hold a further open day in September, where we will aim to establish a committee and agree opening times.

Community Fund

We are continuing to assess applications to the Community Fund. A detailed report will be brought to the November Board.

At this time there is one application that requires a Board decision.

An application has been received for £500 from a Community Interest Company to provide 10 x 1-hour sessions in the GATE. This is made up of £200 for materials and £300 staffing costs. (£15 an hour, 2 hours per session, 10 sessions). The worker will be available for 1:1s before and after sessions. The application is provided at Appendix 2

Conclusion

The first four months of the business year have been very busy and productive. Performance is improving, programmed work is being delivered, and we have made great strides in our community engagement. Staffing issues are placing pressure on all colleagues but we are doing what we can to mitigate the difficulties. Increasing costs are challenging our finances, and we are working with contractors to manage this.

Recommendations

The Board is requested to:

1. Accept the report,
2. Approve a grant of £500 in respect of the Community Fund to provide craft activities in the GATE .

4.2. Finance Committee

The next meeting of the Finance Committee will take place on 6th September. Conclusions and recommendations will be reported to the Board.

Items to be reported:

(i) Tenant Aid Action Plan

The Action Plan currently comprises:

- Budget for a fixed term Financial Inclusion Officer (£40k)
- Summer Food and Activity provision (£12k)

The food & activity provision has been highly successful. There is some budget remaining and a proposal has been put to the Committee to expend some of this in a scheme to provide tutoring and food for children from Sept to Dec. The recommendation of the Committee will be reported to the meeting.

(ii) Community Fund

Some 47 applications for support have been received so far. These are currently being appraised and processed.

A full report on the Fund will be presented to the Board in November. The Finance Committee has previously indicated that it will review the Fund in relation to 2023-24 in light of the ongoing Cost of Living Crisis and the needs of the Tenant Aid Action Plan.

(iii) LIFT OFF charity application

The Charity Commission has finally responded to the application made in December 2021. It raised a series of queries, most of which have been answered.

Two crucial remaining issues are:

- Charity's Objects

The Commission has proposed:

"The objects of the CIO are to relieve poverty for the public benefit of those living in Belle Isle, Leeds by the provision of grant aid in times of crisis for education, training, health promotion, environmental projects and all the necessary support designed to enable individuals to enjoy self-sufficiency through a sustainable income, improved well-being and a healthy environment."

A suggested revision of this would be:

"The objects of the CIO are to relieve poverty for the public benefit of those living in Belle Isle, Leeds by the provision of grant aid in times of crisis, education, training, health promotion, environmental projects and all the necessary support designed to enable individuals to enjoy self-sufficiency through a sustainable income, improved well-being and a healthy environment."

- Independent Board Members

The Charity Commission insist that for the registration process to proceed there should be a majority of trustees (4+) who are independent of BITMO. These could for instance be nominated by local schools or other partner bodies.

The Finance Committee will report on deliberations and recommendations.

(iv) Inflationary pressures – to be covered in Part B Confidential Items

Recommendation

Board is requested to:

- ACCEPT the report of the Finance Committee and to APPROVE its recommendations
 - (i) on the £2k tutor/food scheme,
 - (ii) on the issue of LIFT OFF Charity Objects,
 - (iii) the issue of LIFT OFF independent trustees and
 - (iv) any other recommendations reported to the Board at the meeting.

4.3 Revenue and Capital Accounts

4.3.1 Revenue management accounts for the 4 months to 31 July 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.

Belle Isle TMO

Budget Monitoring for the 4 months ending 31st July 2022

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend / Income £	Variance
RESPONSIVE MAINTENANCE	1,396,755	470,392	579,065	(63,457)
CYCLICAL MAINTENANCE	<u>569,882</u>	<u>154,233</u>	<u>142,185</u>	<u>12,048</u>
TOTAL MAINTENANCE`	1,966,637	624,625	721,250	(51,409)
GATE	154,204	49,173	52,112	(2,939)
INCOME AND TENANCY	312,933	104,311	98,825	5,486
TENANCY SUPPORT	150,171	50,057	46,530	3,527
RETIREMENT LIFE	100,430	33,477	31,788	1,689
CORPORATE RUNNING COST	146,933	49,672	41,938	7,734
CORPORATE STAFFING COST	385,481	128,215	115,666	12,548
SERVICE LEVEL AGREEMENTS	58,881	19,627	19,463	164
DEPRECIATION				
TOTAL EXPENDITURE`	3,275,670	1,059,156	1,127,573	(23,200)
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest, including Exceptional Income	3,236,688	1,068,262	1,079,348	11,086
OPERATING SURPLUS/(DEFICIT)	(38,982)	9,106	(3,008)	(12,114)

Summary

- Deficit in the first four months of the current financial year is £3k
- Repairs costs currently show an overspend but this requires further investigation as some capital costs are included (as below).

Variances explained

A brief explanation is given below on the main variances of expenditure against the budget in the first four months of this financial year to the end of July 2022.

Responsive repairs

Overspend of £63.5k is after accruing expenditure based on repairs jobs completed but not invoiced by the end of July (£182k).

Capitalisation of repair jobs: A sample of repair jobs costing over £5k was selected and consequently £45k has been identified for capitalisation (so reducing revenue expenditure). This has been incorporated into the accounts. A further review of jobs costing £2k to £4.9k is being carried out and it is estimated that a further £18k to £27k may be capitalised, thus reducing expenditure in this area further. Further work is also being conducted to identify any further items for capitalisation or credit notes to be received.

Cyclical Maintenance

The Cyclical Maintenance budget is underspent by £12k and this underspend is mainly on Controlled Entry (£1.6k), Payroll cost (£6.7k) and Capitalisation of payroll cost (£2.4k). Payroll underspends derive from persons opting out of the pension scheme.

Income

Income in first four months was £11k more than budgeted. This is due to a Kickstart grant of £4.4k to employ apprentices and a £6k grant received to work in partnership with Belle Isle Senior Action.

4.3.2 Capital account spend as 26 August 2022

The following is a summary of 2022-23 capital spend to date.

Scheme Title	2022-23	2022-23	2022-23
	BUDGET	TOTAL SPENT	RESIDUE
	£000's	£000's	£000's
PLANNED BOILER REPS	150.0	171.9	(21.9)
RE-ROOFING OF SLATE PROPERTIES	275.0	0.0	275.0
OTHER ROOFS	10.0	0.0	10.0
CHIMNEYS/CANOPIES	20.0	0.0	20.0
MUTUAL EXCHANGES	25.0	0.0	25.0
FIRE RISK	100.0	0.0	100.0
LEGIONELLA	5.0	0.0	5.0
TIMBER FRAMED PROPERTIES	175.5	129.9	45.6
Four Flat Blocks - ENTRANCES	0.0	10.5	(10.5)
REACTIVE ELECTRIC UPGRADES	30.0	0.0	30.0
KITCHENS AND BATHROOMS	125.0	132.0	(7.0)
THREE STOREY BLOCKS (externals)	75.0	69.7	5.3
ADAPTATIONS	280.0	61.6	218.4
DECENCY FAILURES	25.0	(0.0)	25.0
PUBLIC FOOTPATH RENEWAL SCHEME	15.0	0.0	15.0
Unadopted Road Repairs	15.0	0.0	15.0
RE-POINTING SCHEME	50.0	0.0	50.0
EXTERNAL GRP DOORS	15.0	0.0	15.0
FENCING	30.0	(0.0)	30.0
BELLE ISLE CIRCUS FENCING	81.0	0.0	81.0
PLANNED ASBESTOS	30.0	16.2	13.8
ENVIROVENT CONDITIONING	5.0	0.0	5.0
BITMO VOID REFURBS	180.0	0.0	180.0
Thermal Efficiency	212.5	0.0	212.5
Adhoc Capital (inc Shopping Parade)	25.0	0.0	25.0
Total	£1,954.00	£592.20	£1,361.80
			30.31%

An overall spend of 30% of budget is shown above, but full billing is awaited for the annual stage of the Mansard Roofing project from Leeds Building Services (£275k). This would take total spend up to £867k (44%).

There will need to be some virement between cost headings in coming weeks to encompass necessary spend on certain elements, but overall it is expected that the total budget of £1.954m will not be exceeded. In particular there will be overspend on boiler and kitchens but less than expected necessary spend on Fire Compliance issues and the programme for thermal efficiency will not require the full budget for 2022-23 (it will however form a central part of the programme going forwards).

Recommendations

The Board is requested to ACCEPT the above Revenue and Capital account reports and raise any queries.

5. Any Other Business

5.1 Close Circuit Television (CCTV) Policy

Following tenant consultation, BITMO has recently installed CCTV cameras in the communal areas of the Three Storey Flats. This followed complaints of anti-social behaviour and criminal activity in those areas. BITMO has a mission to ensure people feel safe in their homes and this is intended to aid achievement of that goal.

A tender process was undertaken and the equipment was installed by a properly accredited contractor. Signage has been placed where necessary to alert people to their existence and give contact details for queries.

Leeds City Council have been kept informed of implementation and a monitoring visit is planned.

In order to aid the management of these cameras, a draft CCTV Policy has been drafted. It aims to ensure clarity in how the data is secured and used. The draft policy is attached per Appendix 3.

Recommendation

Board is requested to APPROVE the CCTV Policy.

Date of Next Meeting: 6th October 2022 at 6.00pm

APPENDIX 1

**BOARD MINUTES
28TH July 2022**

**BELLE ISLE
TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 28th July 2022**

Present: Jean Burton
Sharafath Ghafiri
Margaret Brown
Kay-Lee Marshall
John Oddy
Lisa Caley
Lamin Makalo
Cllr Sharon Burke

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)

PART A – Public Agenda Items

Apologies

Apologies were received from: Leon Kirkham, Tracey Morris, Julie Rhodes, Iris Crummack, Harry Austin, Ashley Knowles, Cllr Paul Truswell

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 - West Yorkshire Fire and Rescue Service - Cold Homes project

Jack Bennett from West Yorkshire Fire and Rescue Service presented the Cold Homes Project. A survey to look at the potentially dangerous fire risk implications of the food and fuel crisis. It provides targeted advice around safer use of appliances and efficient means of heating.

Cllr Burke requested a full breakdown of fire statistics for the south of Leeds. The information will be provided by West Yorkshire Fire and Rescue Service shortly.

Recommendation

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

Noted and Agreed that BITMO should take part in the project.

2. NFTMO Conference Feedback

The Annual General Meeting and Conference of the National Federation of Tenant Management Organisations (NFTMO) was held on the weekend of 24th to the 26th June in Stratford upon Avon.

The Treasurer and Board members who attended presented a report on the activities held at the event.

Recommendation

The Board were asked to note the report and discuss and consider any opportunities presented.

Noted.

3. Minutes and Matters Arising

The minutes of the last meeting held on 26th May 2022 were approved as a true record.

Matters Arising from the Board meeting held on 26th May 2022:

Full Board 26th May 2022

Item	Update
Board mandatory training	Information is awaited from Voluntary Action Leeds who will be happy to provide the training. An update will be given shortly.
Finance Committee	A report from the first meeting of the Committee was included with the Board Papers for this meeting.
Staff Survey Working Group	A report from the first meeting was included with the Board papers for this meeting.
Community Fund	The 2022-23 fund was launched in June 2022. Notification has been sent to all tenants and volunteers. A review will be presented to the January 2023 meeting of the Board.
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

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

Noted and Approved.

4. Scheduled Reports

4.1 Operational Report

Planned programme

The programme of planned maintenance is underway and progressing well.

The GATE

A GATE strategy framework was provided which recommends changed opening hours in order to provide a shift in emphasis of the services provided in the GATE. A draft work plan highlighting the activities the GATE team will be working on over the next twelve months, was provided.

Retirement Life Communal areas

All redecoration of the Retirement Life Communal areas have now been completed and furniture delivered.

Learning from complaints

The Board approved a revised complaints policy earlier this year.

Areas for improvement are being addressed with the team over the next two months. The complaints process 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.

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.

Staffing matters

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

There are currently 3 temporary vacancies which we are struggling to recruit to:

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

Recruitment of a temporary member of staff to support work in the Lettings and Tenancy Support Team is underway and consideration of future arrangements and ways of working are being investigated.

Appraisal of staff has been recently completed using a new approach and has led some very good results. Individual training plans for all staff that incorporate mandatory cross organisational training, and person, and role specific training are currently being drawn up.

Procurement

Procurement of the Gas Servicing Safety and Installation contract is continuing. With no further action due until September. A timeline of the various stages of the tender process was presented.

Repairs and maintenance Indexation

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 have been requested by Mears. The arrangements are currently being explored with LCC.

Progress on Community Garden at West Grange Road

Good progress has been made with the proposed community garden on the West Grange Road garage site.

The entrance gates have been relocated and the fence will be located shortly which will make the site secure and improve the environment for neighbouring tenants.

An open day was held on 20 July and a planning meeting will be held on site at 5pm on Monday 15th August (which will move to 26 Belle Isle Circus if it is raining). Board members were invited to attend.

The Board were asked 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.

A Belle Isle Circus residents' meeting was held on 20th 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. A consultation programme with residents living close to the bowling green will be arranged.

Recommendations

The Board is requested to:

1. Accept the report

Accepted.

2. Approve a grant of £2,000 from the Community Fund to commence work on the community garden

Approved.

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.

Discussed and Accepted.

4.2. Annual Health & Safety Report

The Annual Health and Safety Report was presented to the Board for approval.

Recommendation

The Board were requested to APPROVE the Annual Health and Safety Report

Approved.

4.3 Finance Committee Report

4.3.1 Meeting of 16th June 2022

The Head of Governance and Finance gave a report on the Finance Committee meeting, Chaired by the Treasurer, and held on 16th June 2022.

A Tenant Aid Action Plan was discussed and the following recommendations were made to the Board:-

- (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.

The recommendations are 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

A further meeting of the Committee had been held on 26th July. The following matters were discussed:

(i) External audit

The Finance Committee 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 auditors had been asked to tender. Three tenders had been received. The Finance Committee considered that the tender from Beever and Struthers offered the best overall value for money and recommended this appointment to the Board.

(ii) Revenue & Capital Management Accounts

The Finance Committee reviewed the Revenue and Capital accounts for the three months to 30th June 2022.

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

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

(iii) Credit card controls

The Committee reviewed the internal controls over credit card use in light of the agreement to have a back up credit card facility. The controls were found to be satisfactory.

(iv) Risk Register

The Committee considered the types of risks facing the organization and considered risks properly managed. Board members were informed that a full Risk Register is available for their perusal upon request.

Recommendations

The Board were requested to:-

1. Note the report from the Finance Committee.

Noted.

2. Ratify the decision taken to allocate £12k of reserves for the provision of food activities as part of the Tenant Aid Action plan.

Approved.

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.

Approved.

5. Accept the report on the Revenue Management Accounts for the 3 months ended 30th June 2022.

Accepted.

6. Accept the report on the Capital Spend for the 3 months ended 30th June 2022.

Accepted.

7. Accept the Committee recommendation over credit card controls

Accepted

7. Accept the Committee recommendation concerning the management of the types of Risk facing the organization.

Accepted.

4.4 Reports and Financial Statements 2021-22

The Board were provided with the Draft Reports & Financial Statements.

The Head of Governance and Finance advised that the annual audit of the accounts is presently being finalised by Beever and Struthers. A management letter was presented for review.

A draft Letter of Representation was presented to the Board 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 some £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 were 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.

Reviewed and Approved.

- Note and Accept the Audit Management Letter.

Accepted

- Agree the Draft Letter of Representation to the Auditors.

Agreed.

4.5 Annual General Meeting 2022

The venue, Belle Isle Working Men's Club has been booked for the AGM.

The meeting will be preceded by a presentation of Belle Isle Stories by the 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 an expression of interest from a tenant has been received. A call for nominations has been included in the recent tenant email.

Nominations for candidates should be received by 4pm on Friday 9th September 2022.

All co-opted Board members must also step down at the AGM and seek reappointment at the first Board meeting after the AGM. 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.

Recommendation

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

Accepted.

5. Any Other Business

5.1 Housing Advisory Panel applications

The following applications for funding were received:-

5.1.2 Clapgate Primary School

An application for £1,000 of funding to expand the school library was requested.

5.1.3 Windmill Primary School

An application for £600 funding for a pupil reception pack, including reading books.

Recommendations

The Board were requested to:

1. Approve the Housing Advisory Panel application for funding of £1,000 for Clapgate Primary School to expand the school library.

Approved.

2. Approve the Housing Advisory Panel application for funding of £600 for Windmill Primary School for a pupil reception pack, including reading books.

Approved.

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

APPENDIX 2

COMMUNITY FUND APPLICATION

Community groups – Stage 2



BITMO Community Fund

Small grants available to help individuals and groups in Belle Isle

Applicant: Craft Conscious CIC

Request for: £500 to run 10 x 1-hour sessions in BITMOs GATE. This is made up of £200 for materials and £300 staffing costs. (£15 an hour, 2 hours per session, 10 sessions). The worker will be available for 1:1s before and after sessions.

The group will provide support for people with a variety of disabilities including chronic illness and chronic pain, physical disabilities, a wide range of mental health issues including anxiety and depression as well as long term illnesses including long Covid.

How many people are involved? There are four directors of the CIC.

How many are BITMO tenants? The lead director is a BITMO tenant.

Have you got a constitution? We are a Community Interest Company

If yes, has BITMO got a copy? Not yet, but the details are:

Craft Conscious CIC
Company number 09877598

Have you got a bank account? Yes

If yes, has BITMO seen evidence? No. We will check before paying.

Barclays
Sort code 20-48-42
Account number 90133760

How has support for the initiative been tested in the community?

Is it demonstrated that there is a demand for it?

Waiting times for high intensity CBT in Leeds is 15 months and low intensity CBT is 8 months. Our group will be immediately available.

Extracts from the Health Needs Assessment of Belle Isle North

Belle Isle North is a highly deprived area with 14.5% (545 people) of the working age population claiming unemployment benefit; there is a significant cohort citing mental ill health or behavioural problems as a reason for their unemployment claim.

Common mental health issues are also highly prevalent in the area.

Additional Information

The CIC will be applying for external funding to try to employ a second worker and for funding to extend beyond 10 sessions. They will use the 10 sessions to prove that there is a need and to be able to demonstrate the benefits.

Education & Qualifications – Teresa Mack (lead director)

ASIST Applied suicide intervention skills training (2021)
First Aid Mental Health (2021)

Accreditation with the IAPC&M (International Authority of professional Coaching and Mentoring) 2022
Life Coach Level 4 (2020)

NVQ Level 3 Diploma in childcare (2019)
NVQ Level 2 in Children and Young People's Workforce (2017)

CETTLS (Certificate to teach in lifelong learning sector, 2013) Level 4

Advanced Grief Recovery Specialist (2020)
Certified Grief Recovery Specialist (2016)

Certified Argentium Silver instructor (2013)

ILM Level 3 First Line Management (2008)

State Certified Technical Engineer and Designer for Metal Design 1997 equivalent to level 6,
Bachelors Degree
State Certified Goldsmith 1995



Craft Conscious CIC

Teresa Mack
64 Windmill Road
LS10 3HJ
0113 418 2397
07535130821
craftconscious@yahoo.co.uk

10 Session Programme Craft Session and Mental Wellbeing Support for disabled and chronically ill people

Impact – Outcome – Output

Impact:

We help disabled and chronically ill people, who struggle with life to feel better about themselves so they can make healthier choices.

Outcome: Participants will.....

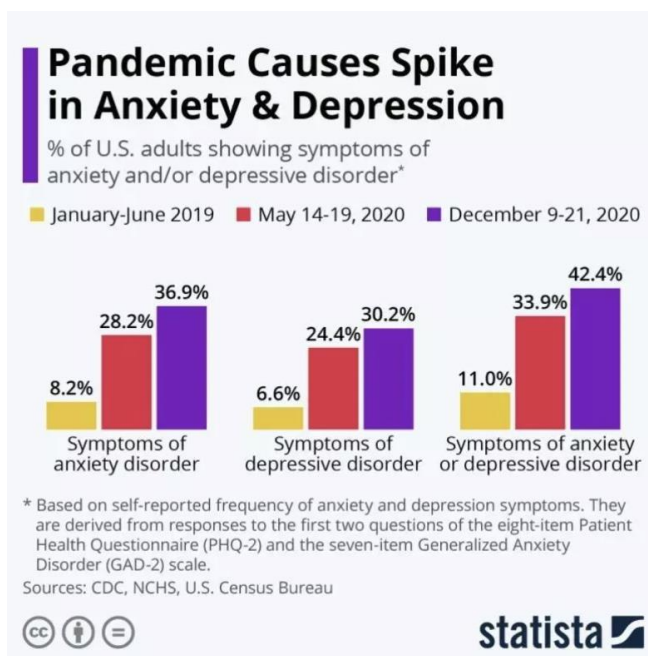
- Increase their confidence to interact with other people with similar lived experience and build new friendships.
- be introduced to tools, skills, and resources, they can use in their own time to improve their mental and physical health.
- feel encouraged to talk about their mental health and issues with chronic illness and disability through the experience of being heard in a safe space, normalising being emotionally truthful.

Output: We do this by.....

- offering fully funded places to access a safe space to explore thoughts and feelings, whilst crafting.

- teaching skills, tools and resources for improved mental health, as part of the crafting sessions, which can enable participants to experience advice in a non-judgmental and fun learning way.
- fostering independent thinking and ongoing learning by shared lived experience and how resources have made a difference.
- providing a safe space, where discussion, exploring and sharing of difficulties is encouraged.

Why is grass-root mental health support important?



Although this picture shows US statistics, since the pandemic was worldwide, I believe that in the UK we have similar numbers. Many people in Leeds, I spoke to, who already struggled with mental health issues before the pandemic, confirmed, that the pandemic has made their mental health worse.

- Waiting times for mental health support in Leeds as of June 2022

Type	In person, or over the phone/video	Texting through chat
CBT High intensity	15 months	2 weeks (outsourced therefore quicker than low intensity)
CBT Low intensity	8 months	6 months (in house)
Counselling	5 months	NA
IPT Interpersonal therapy	3 months	NA

- Mental health support through activities and making new friends, can teach participants skills, tools and resources which can help to improve mental and physical health independently, either whilst waiting for professional health support, or for people who don't intend to access professional help at any time and is accessible much quicker, than professional help.
- Research shows that chronically ill people, also struggle with the social model of disability. There is stigma around it, and people compare their own experience, for example with temporary pain, with the experience of a chronically ill person, which can be completely different.
Believing the experience is the same, advice, tips and intellectual comments are shared and drive chronically ill people further into isolation, because they feel patronised, rather than understood.
- “More than 80 per cent of the more than 2,000 people with chronic illness who took part in a survey for the research believed there was a denial and disbelief about the fatigue they experienced.
The [Energy Impairment and Disability Inclusion report](#) (PDF) found that those who challenged this oppression by identifying as disabled people found the experience “liberating”.” (<https://www.disabilitynewsservice.com/people-with-chronic-illness-face-hostility-and-isolation-says-pioneering-report/>)

Ideas for the 10-week programme

Week	Project	Mental Health support part
1	Pamper box: decorating the box and discussing what we could put in at home.	Exploring how can we help ourselves when we feel poorly and how we can prepare for those times. Exchanging ideas what helps.
2	Mental Health First Aid journal: decorate and start your own journal.	Based on the NHS Wellness Recovery Action Plan. https://webstore.cwp.nhs.uk/publications/WRAP2.pdf
3	Permission cards: Examples: Today, I give myself permission to rest. Today, I give myself permission to say no to someone.	Exploring why this might be challenging sometimes. What other statements do you find difficult to give yourself permission for?
4	Keyrings and wooden hearts: Making a gift for someone who supports me, or gift it to myself. Decorating.	Who supports me in my life? Who do I want to say thank you too? Who can I be grateful for in my life? This could be someone else, or even myself, because I am grateful to myself, how I keep going every day.

5	Making a picture with tissue paper, that expresses my feelings about my disability or chronic illness.	Exploring how I can express myself, if I don't feel like telling my story with words. We take our time and do it slowly. Mindfulness
6	Making cards: Bring your favourite inspirational quote, which will be printed out, or use one that someone else has brought.	Exploring the difference between toxic inspirational quotes and those that really inspire us. Everyone reads or understands those quotes differently. Sharing what works for everyone.
7	TBC discussing what else participants want to work on and collecting ideas withing the first six weeks.	
8	TBC	
9	TBC	
10	TBC	

APPENDIX 3

DRAFT

BELLE ISLE TMO

CCTV POLICY

July 22

Contents

- 1. Introduction**
- 2. CCTV system overview**
- 3. Purposes of the CCTV system**
- 4. Monitoring and recording**
- 5. Compliance with Data Protection legislation**
- 6. Applications for disclosure of images**
- 7. Retention of images**
- 8. Complaints Procedure**
- 9. Monitoring compliance**
- 10. Policy Review**

1. Introduction

Belle Isle Tenant Management Organisation (BITMO) has in place a CCTV surveillance system “the CCTV system” across its offices and its three storey blocks of flats. This policy details the purpose, use and management of the CCTV system at the sites and details the procedures to be followed in order to ensure that the organisation complies with relevant legislation and the current Information Commissioner’s Office CCTV Code of Practice.

BITMO will have due regard to the Data Protection Act 2020, the General Data Protection Regulation (GDPR) and any subsequent data protection legislation, and to the Freedom of Information Act 2000, the Protection of Freedoms Act 2012 and the Human Rights Act 1998. Although not a relevant authority, BITMO will also have due regard to the Surveillance Camera Code of Practice, issued under the Protection of Freedoms Act 2012 and in particular the 12 guiding principles contained therein. This policy is based upon guidance issued by the Information Commissioner’s Office, ‘In the picture: A data protection code of practice for surveillance cameras and personal information’¹ (“the Information Commissioner’s Guidance”).

This policy and the procedures therein detailed, applies to all of BITMO’s CCTV systems. CCTV images are monitored and recorded in strict accordance with this policy.

2. CCTV System overview

The CCTV system is owned and managed by BITMO, Aberfield Gate, Leeds, LS10 3QH. Under current data protection legislation BITMO is the ‘data controller’ for the images produced by the CCTV system. BITMO is registered with the Information Commissioner’s Office and the registration number is **Z5654762**. The CCTV system operates to meet the requirements of the Data Protection Act and the Information Commissioner’s guidance. The Head of Governance & Finance is responsible for the overall management and operation of the CCTV system, including activities relating to installations, recording, reviewing, monitoring and ensuring compliance with this policy. The CCTV system operates across the communal stair areas of the organisations 3 storey blocks of flats as well as the offices at Aberfield Gate LS10 3QH.

Cameras cover the exterior and public interior areas of the Aberfield Gate offices and the ground floor communal staircase areas of the sixteen 3 storey blocks of flats.

Signs are placed at all pedestrian entrances in order to inform staff, visitors and members of the public that CCTV is in operation. The signage indicates that the system is managed by BITMO and a 24 hour contact number for the Organisation is provided. The Head of Governance & Finance is responsible for ensuring that adequate signage is erected in compliance with the ICO CCTV Code of Practice. Cameras are sited to ensure that they cover the above premises as far as is possible.

3. Purpose

The principal purposes of BITMO's CCTV system are as follows:

- for the prevention, reduction, detection and investigation of crime and other incidents;
- to ensure the safety of staff and visitors.

The CCTV system will be used to observe the area immediately in and around the areas detailed above in order to identify incidents requiring a response. Any response should be proportionate to the incident being witnessed.

BITMO seeks to operate its CCTV system in a manner that is consistent with respect for the individual's privacy.

4. Monitoring & recording

Cameras are monitored as follows:

(i) Aberfield Gate

- Monitor and recording equipment In the locked CCTV room and via monitors in the HR room and the Caretakers room.
- Access to the CCTV room is restricted to managers and the Senior Estate Caretaker.
- Equipment is password protected.
- Additional staff may be authorised by the Head of Governance and Finance to monitor cameras sited within their own areas of responsibility on a view only basis.

(ii) Three storey blocks of flats (16)

- Recording equipment held in locked areas within the ground floor area of the blocks.
- Accessible via security locks
- No monitors are held on site.

The cameras installed provide images that are of suitable quality for the specified purposes for which they are installed and all cameras are checked weekly to ensure that the images remain fit for purpose and that the date and time stamp recorded on the images is accurate.

All images recorded by the CCTV System remain the property and copyright of BITMO. The monitoring of staff activities will be carried out in accordance with Part 3 of the Employment Practices Code.

https://ico.org.uk/media/fororganisations/documents/1064/the_employment_practices_code.pdf

5. Compliance with Data Protection Legislation

The University complies with the General Data Protection Regulation (GDPR) and the Data Protection Act 2020. Due regard is given to the data protection principles embodied in GDPR. These principles require that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, kept up to date;
- e) kept in a form which permits identification of the data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures.

BITMO ensures it is responsible for, and able to demonstrate compliance with GDPR

6. Applications for disclosure of images

6.1 Applications by individual data subjects

Requests by individual data subjects for images relating to themselves “Subject Access Request” should be submitted in writing to Head of Governance & Finance, together with proof of identification.

In order to locate the images on BITMO’s system, sufficient detail must be provided by the data subject in order to allow the relevant images to be located and the data subject to be identified.

Where BITMO is unable to comply with a Subject Access Request without disclosing the personal data of another individual who is identified or identifiable from that information, it is not obliged to comply with the request unless satisfied that the individual has provided their express consent to the disclosure, or if it is reasonable, having regard to the circumstances, to comply without the consent of the individual.

6.2 Access to and disclosure of images to third parties

A request for images made by a third party should be made in writing to the Head of Governance & Finance.

In limited circumstances it may be appropriate to disclose images to a third party, such as when a disclosure is required by law, in relation to the prevention or detection of crime or in other circumstances where an exemption applies under relevant legislation.

Such disclosures will be made at the discretion of BITMO, with reference to relevant legislation and where necessary, following advice from the Leeds City Council Information Compliance Team.

A record of any disclosure made under this policy will be held on the CCTV management system, itemising the date, time, camera, requestor, authoriser and reason for the disclosure.

7. Retention of images

Unless required for evidential purposes, the investigation of an offence or as required by law, CCTV images will be retained for no longer than 90 days from the date of recording. Images will be automatically overwritten after this point.

Where an image is required to be held in excess of the retention period referred to above the Head of Governance & Finance or their nominated deputy, will be responsible for authorising such a request.

Images held in excess of their retention period will be reviewed on a three monthly basis and any not required for evidential purposes will be deleted.

Access to retained CCTV images is restricted to Managers and the Senior Caretaker.

8. Monitoring Compliance

All staff involved in the operation of BITMO's CCTV System will be made aware of this policy and will only be authorised to use the CCTV System in a way that is consistent with the purposes and procedures contained therein.

All staff with responsibility for accessing, recording, disclosing or otherwise processing CCTV images will be required to undertake data protection training.

9. Policy review

BITMO's usage of CCTV and the content of this policy shall be reviewed every three years by the Head of Governance & Finance with reference to the relevant legislation or guidance in effect at the time. Further reviews will take place as required.

10. Complaints procedure

Complaints concerning BITMO's use of its CCTV system or the disclosure of CCTV images should be made via the BITMO complaints procedure:

<https://www.belleisletmo.co.uk/contact-us/feedback-complaints/>

Date approved: