



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 6th October 2022 at 6.00pm

Refreshments from 5.30pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With Skype 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 Deborah Kelly (CEO) via Karen Hoole 0113 378 2182

FULL BOARD MEETING

Meeting to be held on
Thursday 6th October 2022
at BITMOs GATE at 6.00pm
(With online access available)

Refreshments from 5.30pm

*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

Bitesize training – Being a Board member

1. Minutes and Matters Arising from the Board meeting held 8th September 2022 (page 5 Appendix 1)
2. Election of Board members at the Annual General Meeting held 29th September 2022 (page 6)
3. Appointment of Co-optees to the Board (page 6)
4. Election of Board Officers and areas of special interest for Board Members (page 7)
5. Board Forward Plan – meeting dates and times for the coming year (page 8)
6. An overview of the organisation (page 10):-
 - BITMOs Mission, Aims and Goals – what are we trying to achieve?
 - Code of Conduct for Board members – a standard for positive behaviour
 - Information learning and development
7. Any other business (page 12)
Online banking

Part B – Confidential Items

1. Minutes of the Board meeting of 8th September 2022
2. Matter Arising from the meeting

BITMO Board meeting 6th October 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
Annual General Meeting 2022	To note the results of the Board elections and of any other discussions	To welcome new members and to review feedback on the work of the organisation from tenants, shareholders, stakeholders and the wider public.	Plan for the future.	Note the matters agreed at the AGM.
Appointment of Co-optees	Co-optees are appointed annually.	To help enable good governance and oversight by the Board.	Review where further expertise may be required for the future.	Appoint up to 6 Co-optees to the Board for the year to 28 th September 2023
Election of Board Officers	Election of Chair and Secretary and Treasurer as Vice-Chairs.	Required by the Constitution.	Help ensure good governance.	Elect Chair and Secretary/Treasurer as Vice Chairs from amongst their number.
Board Forward Plan	To agree meeting and development event dates.	Required for good governance.	To ensure business is carried out correctly and to aid development of Board skills and experience.	Agree the current forward plan.

Part A – Public Agenda Items

Apologies: To be reported at the meeting.


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

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

1. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 8th September 2022 (Appendix 1)**. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

Full Board 8th September 2022

Item	Update
Asset Based Community Funding proposal.	Further liaison with Vic Clarke & Verity O'Hara at LCC Adults and Social Health Directorate, in order to create detailed project proposal.
Board mandatory training	Equality & Diversity training being pursued via Voluntary Action Leeds and via Leeds internal systems.
West Yorkshire Fire Service	Fire statistics for the area requested.
Community Garden at West Grange Road	One planter has been stocked with parsley, onions, radishes and other edibles. Work on a second planter is underway.
	

Recommendation:

Board is asked to APPROVE the minutes and discuss any matters arising.

2. Annual General Meeting Elections

A report will be made at the meeting on those persons elected to the Belle Isle TMO Board at the Annual General Meeting held on 29th September 2022.

Recommendation:

Board is recommended to ACCEPT the report.

3. Appointment of Co-optees to the Board

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

The Chief Executive Officer advises that Leeds City Council have nominated two Ward Councillors to serve on the Board. These nominations were accepted earlier in the year.

The nominations were:-

- Cllr Sharon Burke
- Cllr Paul Truswell

We are also aware that the following people are seeking co-option for a further year to the Board:-

- Margaret Brown
- Ashley Knowles

In addition, Rose Hodgkinson is seeking co-option onto the Board. Rose has previously been a Board member but had to stand down for family health reasons. She was previously Chair of the Rosedales Tenants and Residents Association. Board members have previously sought new co-optees with human resources or finance experience. If Rose is co-opted that would leave one vacant co-option place.

Recommendations for approval:

Board is recommended to approve;

- Further Co-option of Cllr Sharon Burke and Cllr Truswell
- Further Co-option of Margaret Brown and Ashley Knowles.
- New Co-option of Rose Hodgkinson

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

At the first meeting of the Board to be held after an Annual General Meeting and following appointment of co-optees, the Board will elect officers to Board posts as follows:

- Chair
- Vice Chair and Treasurer
- Vice Chair and Board Secretary
- Vice Chair and Services Lead

The first three of these positions are a requirement on the Rules of the TMO, the fourth one is optional.

A description and the requirements of the role are attached (**Appendix 2**).

As stated at the AGM if you are interested in taking up any of these roles could you please register your interest with the Chief Executive Officer no later than 12 noon on Wednesday 5th October 2022 so this can be reported on the night of the meeting and ballot arrangements made should this be necessary.

BITMO are also seeking informal interest from other Board members in the following roles/area of activity:

- **Sheltered Housing** – social events and volunteering
- **Equalities** – championing equality and diversity
- **GATE and Community Events** - Christmas events, Belle Isle Gala and GATE activities
- **Publicity** – involvement in the website, social media and other communications (including Bits 'n' Pieces)
- **Repairs and Maintenance** – reviewing performance on repairs and gas contract
- **Estate and Environment** – monthly estate walkabouts
- **Recruitment** – participation in recruitment panels

Recommendations for Approval

Board members are asked to approve;

- Board Officers for the coming year (subject to secret ballot should this be required)
- Confirm their interest in the activities/groups above.

5. Board forward plan

(i) Meetings schedule

The following schedule sets draft proposals for Board meetings for the coming year.

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 6 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections
November 24 th		Community Fund	Anti-Social Behaviour Safeguarding Complaints Performance KPI's Finance Committee
December		No Meeting	N/A
January 26 th		STAR survey TBC	Budgets Repairs Risk Register Finance Committee
March 30 th		To be set by Board	Budgets Safeguarding Retirement Life
May 25 th		To be set by Board	GATE Programme Performance KPI's Health & Safety Report Finance Committee
July 27 th		To be set by Board	HR Report Statutory Accounts Safeguarding Anti-Social Behaviour Complaints Finance Committee
August		No meeting	N/A
September 7 th		To be set by Board	AGM Performance KPI's Repairs GATE programme Finance Committee
September 28 th			

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

The Finance Committee is the only current standing sub-committee – reporting as above.

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2022	Being a Board Member Skills training and responsibilities.
Nov 2022	Handling Complaints How the process works and what a complaints panel will examine
Jan 2023	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.
March 2023	Lettings & Tenant Support How we let properties and support our tenants.
May 2023	Health & Safety Primary areas regarding TMO operations
July 2023	Repairs & Maintenance An overview of Responsive and Planned works
Sept 2023	GATE activities Impact and development

Recommendation for Approval

Board members are asked to discuss and approve the above forward plan.

6. An overview of the organisation

a. BITMOs Current Mission, Aims and Goals – what are we trying to achieve?

BITMO sets out its Mission, Aims and Goals and states how it plans to achieve these and regularly reviews progress.

BITMOs Mission is to 'Build a Better Future for Belle Isle'.

We believe that we can do this by providing **High Quality Services** to tenants and residents, play our part by helping to build a **Safer and Stronger Community** and underpin our work by being a **Well-run tenant management organisation involved in effective partnerships**. These aims are subject to 5 yearly review.

The current BITMO 5 year strategy will be provided as part of the information pack below.

We track our performance in key areas to see how we are progressing. We then report this to the Board. The Board then have an opportunity to review this information and maintain or improve services as required.

b. Code of Conduct for Board members – a standard for positive behaviour

The Belle Isle TMO has a 'Code of Conduct' for all Board members (Appendix 3).

This has been in place for over ten years and aims to ensure that Board members are aware of what is expected of their behaviour during their time on the Board and that BITMO continues to uphold the highest possible standards.

This first page of the Code of Conduct highlights the key **do's and don'ts** of being a Board member.

The rest of the document looks at policies which underpin this code of conduct. This includes:

- BITMO's Service Promise – how we deliver our services
- BITMO's Values – what we consider important
- BITMO's Standards Panel – the remedy available should conduct fall below what is expected

c. Information, learning and development for Board members

BITMO provides opportunities for Board members to develop their understanding of the organisation and their role within it. These can take on different formats;

- **One to one** – All Board members will have the opportunity to meet the Chair on a 1:1 basis
- **Mandatory training** – the Chair will from time to time indicate when training is essential and in these circumstances will require Board members to attend. This may be for individuals, smaller groups or the whole Board depending on the circumstances;
- **Areas of Special interest** – board members are welcome to request training or information in areas of special interest;

- **Shadowing** – Board members are welcome to request ‘shadowing’ opportunities with BITMO Managers to get a better understanding of how the organisation works on a day to day basis (This should be requested through the Chair or CEO);
- **Away days** – from time the organisation will arrange session for the whole Board to attend.

d. Background information

Board members will be provided with a file of information that covers the following;

- Map of Belle Isle
- Useful Telephone Numbers
- BITMO Strategy
- BITMO Organisational Chart
- Rules of the TMO
- Meeting Schedule
- Code of Conduct
- Equality and Diversity Policy
- Schedule of all organisational policies

Recommendations for Approval:

Board members are requested to ACCEPT the above report will be asked to complete and sign the following paperwork:

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

7. Any Other Business

7.1 Banking Arrangements

BITMO currently banks with NatWest bank, which now offers a system called 'Bankline'. This is an online banking system which utilises a dual control whereby a transaction is input by one authorised person on the bank mandate and then released by another mandated person. The system will be available to all persons on the bank mandate, but all inputs will be initiated by: (i) the CEO, or (ii) the Head of Governance & Finance or (iii) the Finance & Performance Manager.

Until now we have made BACS payments via LCC Central Payments and this accounts for the vast amount of payments, but this is limited to suppliers who are listed on that system.

Access to the Bankline will enable BACS payments to be made, less reliance on cheque payments and better information flows.

The cost will be £240 per annum.

Recommendation for Approval:

Board is requested to APPROVE the adoption of NatWest Bankline.

APPENDIX 1

FULL BOARD MEETING MINUTES

8th September 2022

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 8th September 2022**

Present: Sharafath Ghafiri
Jean Burton
Harry Austin
Lisa Caley
Lamin Makalo
John Oddy
Julie Rhodes
Margaret Brown
Ashley Knowles
Cllr Sharon Burke
Cllr Paul Truswell

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)
Carla Yeomans (Community & Tenant Support Manager)

PART A – Public Agenda Items

Apologies

Apologies were received from: Leon Kirkham, Kay-Lee Marshall, Tracey Morris, Iris Crummack

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. Presentation on a Community Development Project

Vic Clark and Verity O'Hara (Asset Based Community Development Officers, from Leeds Adults and Health Directorate) gave a presentation on 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

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

The Board welcomed the initiative and looked forward to potential future partnership working.

Queen Elizabeth II

The meeting was interrupted at 6.30pm to inform those present that Queen Elizabeth II had died. A one-minute silence was held in her honour.

Meeting Chair

The meeting was informed that the Chair, Leon Kirkham had resigned from his post on the Board and will not be standing for re-election due to work commitments. The Board gave a vote of thanks for Leon's valued input and work for the TMO over the years.

It was agreed that Sharafath Ghafiri, Treasurer and Vice Chair, should Chair the meeting.

2. Minutes and Matters Arising

Matters Arising from the Board meeting held on 28th July 2022 were as follows:

Item	Update
Board mandatory training	Equality and Diversity Training is being explored – An update will be given as soon as possible. Other non-mandatory training offer being explored, including for Mental Health First Aiders.
West Yorkshire Fire Service	Promotion of the scheme has taken place via the GATE. Fire statistics for south Leeds requested from WYFS.
Staff Survey Working Group	A verbal report from the recent meeting of the Committee (6.9.22) was given at the meeting.
Community Fund	This was discussed in detail under the Finance Committee report.
Performance data	This information was included and discussed in the CEO report.
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 was asked to accept the draft minutes of the Board meeting of 28th July 2022 and to note any matters arising.

Noted and Approved.

3. Annual General Meeting

The Annual General Meeting will take place on Thursday 29th September 2022 at the Belle Isle Working Men's Club and will commence at 6pm.

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

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

The current Chair, Leon Kirkham, has advised that he has resigned his post and will not be standing for re-election this year.

The Board expressed a vote of thanks to Leon for his service to BITMO over the years.

In addition to the above, one space was already vacant for a potential new member and we have had an expression of interest from one tenant.

There are therefore five potential tenant posts for election.

Nominations for candidates have been invited before 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. 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 was requested to ACCEPT the above preparations and/or advise of any changes.

Noted and Accepted.

4. Scheduled Reports

4.1 Operational Report

Performance

The CEO gave an update on the current Performance of the organisation. Access to complete operational reports is now available to enable more thorough monitoring of performance and Key Performance Indicators.

The CEO advised that performance is improving in most areas but that Repairs performance still needs some improvement due to workforce issues across the City.

Planned programme

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

The GATE

A GATE strategy framework document was submitted at the last Board meeting. The Board provided a steer to develop a strategy for further discussion. This will involve a shift in emphasis to children and families and community-based outreach work.

Due to the CATS Team being extremely busy over the Summer months it will be a priority to develop a strategy from September.

Summer Activities

A number of events have been held over the Summer months. These have been very well received and extremely well attended.

Staff survey working Group

An action plan has been developed to progress positive colleague experience at work. A change management and communication policy has been produced which will provide clarity on how we manage change and how we communicate changes and the introduction of new working practices.

Work is ongoing with individual teams to understand what they need from each other and seeking to build relationships based on mutual appreciation.

Staffing matters

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

- Tenancy support back-fill
- Voids coordinator
- Financial Inclusion Officer

There is also some long-term sick leave. The impact of the vacancies is significant.

Following appraisals and the conclusion of the staff satisfaction survey a comprehensive training offer is being developed, including mandatory and optional training which will be delivered over the next twelve months.

The training plan will require additional budget provision. The Board will receive a future request to make funds available from April 2023.

Procurement

Procurement of the Gas Servicing Safety and Installation contract is continuing. With no further action due until late September. A timetable for the process was provided at the meeting.

Progress on Community Garden at West Grange Road

Work is ongoing on the Community Garden at the West Grange Road garage site.

An open day will be held in September where the aim will be to establish a committee and agree an opening time.

Community Fund

Applications for the Community Fund are currently being assessed. A full detailed report will be submitted at the November Board.

The Board were asked to approve an application for £500 from a Community Interest Company to provide 10 x 1-hour sessions in the GATE. This will be 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.

Recommendations

The Board was requested to:

1. Accept the Report

Accepted.

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

Approved.

4.2. Finance Committee

A meeting of the Finance Committee took place on 6th September. The following items were discussed:-

(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)

(ii) Community Fund

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

A full report on the Fund will be submitted to the November Board meeting.

(iii) LIFT OFF charity application

The Charity Commission has now responded to the application made in December 2021. It raised a series of queries, most of which have been answered with the remaining issues being addressed.

- 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.
- Charitable Objects
A re-wording of the Objects was proposed by the Commission. Board considered that further simplification was necessary to allow as broad a range of actions for the relief of poverty as possible.

Recommendation

Board was 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.

Accepted and Approved.

4.3 Revenue and Capital Accounts

4.3.1 Revenue management accounts for the 4 months to 31 July 2022

A report on the Revenue accounts for the 4 months to 31st July 2022 was given.

The Head of Governance and Finance advised that there may be inflationary costs that may impact later in the year. He highlighted that repair costs currently show an overspend but this is currently being investigated as some Capital costs are included.

There is an overspend showing (prior to adjustment as above) of £63.5k on Responsive Repairs after accruing expenditure based on repairs jobs completed but not invoiced by the end of July (£182k).

A review of repair jobs is being undertaken with the aim of Capitalising the work to enable the reduction of revenue expenditure. This has been incorporated into the accounts. Further work is also being undertaken to identify any further items for capitalisation or credit notes to be received.

4.3.2 Capital account spend as 26 August 2022

A summary of the current status of Capital spend for 2022-23 was given.

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

There will need to be some virement between cost headings in coming weeks to encompass necessary spend on certain elements. Overall, it is expected that the total budget of £1.954m will not be exceeded.

Recommendations

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

Accepted.

5. Any Other Business

5.1 Draft CCTV Policy

Belle Isle Tenant Management Organisation (BITMO) has in place a CCTV surveillance system across its offices and its three storey blocks of flats.

A draft CCTV policy was presented at the meeting. This details the purpose, use and management of the CCTV system 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.

Recommendation

Board was requested to Approve the Draft CCTV Policy.

Approved.

5.2 Board Members Photographs

Board members were asked if there would be any objection to their photographs being published on the BITMO website and shown in other public areas.

The Board members present agreed that this would be acceptable.

5.3 Carla Yeomans – Community and Tenant Support Manager

It was reported that Carla Yeomans, the Community and Tenant Support Manager, would be leaving the organisation to take up another post. Carla has worked at BITMO for 9 years.

Board members gave a vote of thanks to Carla for all her hard work and commitment to BITMO's GATE over the years and gave their best wishes for her new venture.

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

APPENDIX 2

BITMO BOARD OFFICER ROLES

BITMO

Board Officer Roles

1. Chair
2. Sub Committee Chair, Vice Chair and Service Leads
3. Secretary
4. Treasurer

1. Board Officer Role	Chair
Brief Description of role	<p>The Chair is a member and Leader of the Board of management</p> <p>The Chair is elected annually by the full Board at the first Board meeting following the Annual General Meeting (AGM)</p> <p>The Chair helps the organisation establish and achieve its business plan targets, objectives and aims</p> <p>The Chair leads or 'Chairs' TMO Annual General & Board meetings</p> <p>The Chair, in consultation with the Chief Executive, ensures that the Board and sub committees receive appropriate professional advice and support as needed, either from staff or other resources to make decisions</p> <p>The Chair ensures that General Meetings and Board meetings successfully enable TMO and Board members to put across their point of view</p> <p>The Chair ensures that any sub-committee structure carries out its functions</p> <p>On behalf of the Board the Chair delegates Board responsibilities on a day to day basis to the Chief Executive Officer using the Scheme of Delegation Policy</p> <p>The Chair works closely with the Chief Executive and acts as the Chief Executive's Line manager</p> <p>The Chair represents the TMO at any appropriate meetings or events</p>
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage Board discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>Representing the organisation in discussions and/or meetings with partners</p> <p>Good understanding of setting targets, aims and objectives and ensure that these are reached</p> <p>Good understanding of how a TMO works on a day to day basis and how Council and Social Housing works in terms of finance, lettings, repairs, complaints and staffing</p> <p>Good understanding of the relationship between the TMO and its partners including the Council</p> <p>Good understanding of the legal responsibilities of Board members</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

2. Board Officer Role	Chair of a Sub Committee, Vice Chair and Service Leads
Brief Description of role	The Vice Chair supports the work on the Chair including deputising for the Chair when required
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage Board or subcommittee discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>Representing the organisation in discussions and/or meetings with partners</p> <p>An understanding of setting targets, aims and objectives and ensure that these are reached</p> <p>An understanding of how a TMO works on a day to day basis and how Council and Social Housing works in terms of finance, lettings, repairs, complaints and staffing.</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>An understanding of the legal responsibilities of Board members</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

3. Board Officer Role	Treasurer
Brief Description of role	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>The Treasurer, in consultation with the Board, The Chief Executive and Head of Governance and Finance takes a lead on Financial management and direction within the TMO</p> <p>The Treasurer acts as Chair of the Governance and Finance Sub Committee</p> <p>The Treasurer is elected annually by the full Board at the first Board meeting following the Annual General Meeting (AGM)</p> <p>The Chair helps the organisation establish and achieve its financial plan targets, objectives and aims within the business plan</p> <p>The Treasurer manages the TMO's finances in accordance with Financial Standing Orders with the support of the Chief Executive and Head of Governance and Finance. This includes management of;</p> <ul style="list-style-type: none"> - Annual Budget preparation process - TMO's income (e.g. Management fees and contract payments) - TMO's expenditure (e.g. paying invoices, ensuring staff salary payments, office costs and committee expenses are made, keeping books of account (including cash book & petty cash)) - Payments up to a delegated level set out in Financial Regulations - Relationship with the TMO's bank - Relationship with the TMO's auditors and ensure that auditor recommendations are brought to the attention of the Committee
Experience required	<p>Ability to set a positive example of leadership to other Board members, tenants, staff and partners</p> <p>Leading/Chairing meetings and discussions in a positive manner</p> <p>An ability to manage subcommittee discussions in an assertive but positive fashion in order to hear all opinions but reach a consensus</p> <p>A good understanding of the financial responsibilities of the TMO</p> <p>An understanding of how the finances of the TMO work on a day to day basis and how this relates to the core activities of the TMO</p> <p>An understanding of setting budgets and financial targets, aims and objectives and how these are monitored in order that they are reached</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

4.Board Officer Role	Secretary
Brief Description of role	<p>To ensure that notices and agendas of the Annual General Meeting, General Meetings and meetings of the Board are distributed in accordance with the TMO constitution (rules)</p> <p>To ensure that General and Committee meetings are minuted and that minutes are distributed to those entitled to receive them</p> <p>To ensure that BITMO maintains a Register of Members</p> <p>To ensure that audited annual accounts are presented to the TMO's Annual General Meeting</p> <p>To ensure that the TMO complies with its legal requirements</p> <p>To ensure that the TMO's insurances are kept up to date</p>
Experience required	<p>Organisational skills</p> <p>Understanding of the rules of the TMO and processes relating to meetings</p> <p>Understanding of TMO legal and statutory responsibility</p> <p>An understanding of the relationship between the TMO and its partners including the Council</p> <p>A strong commitment to the principles of equality and diversity, as well as the Seven Principles of Public Life (often described as the Nolan Principles) of: Selflessness; Integrity; Objectivity; Accountability; Openness; Honesty and Leadership</p>

APPENDIX 3

BELLE ISLE TMO BOARD MEMBER CODE OF CONDUCT



Belle Isle TMO - Board Code of Conduct

The Belle Isle TMO has a 'Code of Conduct' for all Board members.

This aims to ensure that Board members are aware of what is expected of their behaviour during their time as a on the Board and that BITMO continues to uphold the highest possible standards.

This first page of the Code of Conduct highlights the key **do's and don'ts** of being a Board member.

The rest of the document looks at

- BITMO's Service Promise
- BITMO's Values

Please do;

- Behave with **dignity** and treat other Board members, tenants, staff and our partner organisations with **respect** when representing the TMO, in meetings and at all other times;
- Act in the **interests of Belle Isle TMO** and its tenants and not for your own gain or for another political or other interest;
- Observe and uphold the **values, rules, policies and practices** of the TMO;
- Promote **equality** and opportunities for everyone by not discriminating against anyone because of the race, gender, gender reassignment, pregnancy or maternity, marriage or civil partnership, sexual orientation, disability, age, religion or belief
- **Participate fully** in the work of the Board – by attending and contributing to meetings and events;
- **Commit to learning** more about the work of the organisation and the Board – by attending information and training sessions provided.

Please do not;

- **Forget** your responsibilities as a Board member (See above)
- Disclose **confidential information** without the consent of a person authorised to give it, or unless you are required by law to do so.
- Behave in a way that could reasonably be viewed as bringing your position as a Board member or Belle Isle Tenant Management Organisation **into disrepute**, for example by making critical comments about the conduct of Belle Isle Tenant Management Organisation business outside of internal meetings, or by providing misleading information about Belle Isle Tenant Management Organisation.

BITMO's Service Promise



BELLE ISLE TMO

OUR SERVICE PROMISE TO YOU AND OUR EXPECTATIONS.

Our promise to you, as a visitor or user of BITMO services, is to:

- always be as helpful as we can be;
- offer you relevant, useful and accurate information;
- make sure we have a range of services and activities that meet your needs;
 - listen to you and wherever possible, act on your feedback;
 - support you to achieve your goals; and
 - smile!

Whilst using Belle Isle TMO services, we ask that you please:

- be kind;
- be respectful;
- use language and behave in a way that doesn't offend others;
- allow others to learn; have their say and appreciate their privacy;
- let us know what you think about our services and activities; and
 - enjoy your visit and let others to do the same!

You will never hear our staff being rude, aggressive or inappropriate, so we would ask that you are not either.

The Board of Belle Isle TMO.

BITMO Values

As an employer and service provider the BITMO Board has adopted core values that underpin the way it approaches achieving its vision. These values are;

- i. Highest standards of governance, accountability, leadership and probity.**
In every aspect of our work we run our Tenant Management Organisation in an ethical way, and that means we are accountable, open, inclusive and effective.
- ii. Competence**
We aim to do things to the best of our ability, and in doing that, we will provide our staff with quality training and development opportunities, whilst recognising and valuing the skills, knowledge and experience our staff have.
- iii. Team Work**
We will work together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
- iv. Quality**
We will provide the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
- v. Respect, integrity, fairness and trust**
At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
- vi. Communication**
We will ensure that all communication is clear, accurate and appropriate. We will actively listen to and value each other's points of view and provide an environment where people are happy to share ideas and information in a variety of ways i.e. team meetings, newsletters etc.

Belle Isle TMO Standards Panel

The Standards Panel is charged with upholding the Code of Conduct.

Membership of the Panel

The Standards Panel will ordinarily comprise – the Chair, The Chair of Governance and Finance Committee and an Independent Board Member. The Panel will be supported by the Chief Executive Officer.

The role of the Standards Panel

If a Board member, member of staff or member of the public believes that a Board Member has failed to comply with the Code of Conduct, or with the associated policies and procedures of Belle Isle TMO the details of the breach must be put in writing to the Chair of the Board and/or Chief Executive as soon as possible.

Informal Resolution

Where an issue has been raised informally (i.e. not in writing) or where the breach is deemed to be of a nature that can be dealt with informally, in these instances the Chair, in consultation with the Chief Executive, will seek to discuss the matter informally and reach a resolution that is accepted by both parties and actioned. A note of this will be retained.

Formal Resolution

Where a matter is raised formally (in writing) or is deemed to be of a serious nature the matter will be dealt with formally;

Your commitment to the Code of Conduct

I am signing this document because I am committed to upholding this Code of Conduct, Service Promise and Values of Belle Isle Tenant management Organisation, I understand that the Board of Belle Isle TMO may take action through its Standards Panel should I not abide by this code of conduct.

Signed _____

Print Name _____

Date _____