



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 26th January 2023 at 6.00pm

Refreshments from 5.30pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With Teams 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 26th January 2023
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

Community Links – Supported Living in the East Granges
Bitesize training – Handling Complaints

1. Minutes and Matters Arising from the Board meeting held 24th November 2022
(page 5 and Appendix 1 – page 39)
2. Operational Report, including Strategy (page 6)
3. Scheduled Reports
 - Capital accounts update (page 24)
 - Revenue accounts update (page 26)
4. Finance Committee report
 - Capital Budgets 2023-24 (page 27)
 - Revenue Budgets 2023-24 (page 28)
 - Tutor Scheme (page 32)
 - Community Fund application (page 32)
 - Housing Advisory Panel applications (page 33 and Appendices 2, 3, 4
pages 53, 57, 61)
5. Board Forward Plan – meeting dates and times for the coming year (page 35)
6. Any other business
 - Complaints Policy revisions (page 37 and Appendix 5 page 66)

Part B – Confidential Items

1. Staff item re annual leave

BITMO Board meeting 26th January 2023 Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
Operational Report	Key updates to include Strategy development.	Board to be made aware of key developments in the operation of the organisation.	Continue to seek enhanced services.	Review, assess and challenge. Board is asked to approve recommendations.
Scheduled Reports	(i) Revenue accounts update (ii) Capital accounts update	Essential areas for monitoring/	Ensure compliance with objectives	Review, assess, challenge and accept.
Finance Committee Report	- Capital Budgets 2023-24 - Revenue Budgets 2023-24 - Community Fund application - Housing Advisory Panel applications	The Finance Committee has reviewed activity and made recommendations in each of these areas	Adopt action plans to enhance services.	Board is asked to approve recommendations.
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 24th November 2022 (Appendix 1)**. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

Full Board 24th November 2022

Item	Update
Elections	Ten out of twelve tenant spaces filled and one subsequent resignation. Recruitment campaign needed for 2023 elections to ensure a full tenant board. To be aided by events held for Shareholders.
Board engagement	Expressions of interest from Board members were given for the following roles/area of activity; <ul style="list-style-type: none"> • Sheltered Housing • Equalities • GATE and Community Events • Publicity & Communications • Repairs and Maintenance • Estate and Environment • Recruitment
Charity application	One independent trustee attracted. A minimum of two others sought via local organisations.
Key Performance Indicators	A revised list of KPI's has been constructed and is being populated for Quarter 3 of 2022-23.

Recommendation:

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

2. Operational Report

4.1 Operational Report

CEO Report

Introduction

The purpose of this report is to provide a high-level update on BITMO activity in the last quarter and set the scene for activity across the business over the next financial year. It presents the annual business plan and the planned investment programme for approval. It provides a review of operational performance and a review of complaints over the last six months.

Board is requested to

1. Discuss and comment on the contents of the report.
2. Approve the annual business plan
3. Approve the planned investment programme
4. Approve a decision not to run a Gala in 2023

Annual plan

Our annual plan helps us, our Board and all our employees to fulfil our vision and achieve our objectives

Our Board, and our staff work to make a difference to the Belle Isle Community by:

- Providing high quality services
- Building a stronger safer, greener Belle Isle
- Being a well-run TMO

In working toward these objectives, we rely on our colleagues and Board members to bring their strengths to bear, to work with passion and commitment to doing the best thing for the customer and the organisation. We have a business like and community centric approach to decision making, doing the right thing for customers and colleagues. We are clear about why we do things and how we will do them; how we can create real social impact in Belle Isle and move forward with focus and determination.

We are proud to be tenant led. We use this to our customer's advantage, going the extra mile to provide services that are high quality and help them to live successfully in their LCC owned home.

Being a small independent organisation that is tenant led enables us to adapt, innovate and collaborate. We are able to evolve our plans to address external and internal change, and we take our colleagues with us on our journey.

We seek to work with partners to add value to each other's ability to address complex problems and create greater impact than we can alone.

The annual business plan presented has been developed with staff and Board members throughout the year. The plan links our goals, the outcomes of the Health Needs Assessment completed in 2022, and our five strategic themes.

Over the next twelve months as well as the day-to-day work of running our organisation we will deliver 58 individual pieces of work to empower our community, develop our people, become a greener organisation, and continuously improve our service.

BITMO 5 Year Plan to Build a better Belle Isle

Providing high quality services

Building a stronger safer, greener Belle Isle

Being a well-run TMO

Strategic objective	Themes	Year 3- 4 2022/23	Project lead by	Outcomes	KPIs
Well run	Continuous improvement	Establish Quality Assurance Processes using Cx to ensure repairs ordering, processing and payment are effective	Alex		Satisfaction with repairs
Well run	Continuous improvement	Develop reporting capability within Cx	Stephen	Monitoring performance will be easier	All KPIs reports automated
Safer	Continuous improvement	Revised customer information to be provided following FSRA work to confirm arrangements in the event of a fire	Howie		Yes/No
Well run	Continuous improvement	Monitor QA processes in void management to ensure voids processes are working well	Alex		void relet time
High quality service	Continuous improvement	Operational training and compliance process to be developed to ensure that the strong first line service is delivering excellent customer satisfaction and supporting the business	Alex		customer satisfaction
High quality service	Continuous improvement	Develop a schedule of Policy reviews including, SOPS and customer information	Deborah		business performance
Well run	Continuous improvement	Develop Induction programme	Lindsay		business performance
Well run	Continuous improvement	Achieve highest levels of performance by ensuring all staff have targets and receive feedback on performance	Deborah		colleague satisfaction
Well run	Continuous improvement	Schedule 4 learning from complaints sessions per year	Deborah		customer satisfaction

Well run	Continuous improvement	Improve use of CATS by all team to support the front-line service	Lesley and Stephen	All colleagues will have easy access to customer contact information	colleague satisfaction
Well run	Continuous improvement	Produce induction programme and training plan for Board Members	Deborah		colleague satisfaction
Greener	Green Agenda	Explore opportunities to install solar panels	Alex		programme of installation
Greener	Green Agenda	Develop 3-year thermal efficiency investment plan	Alex		Delivery of works
Greener	Green Agenda	Annual planting programme	Peter S		100 trees planted per year
Greener	Green Agenda	Develop a decarbonisation policy	Peter O		carbon measurement
Greener	Green Agenda	Explore options to make office greener	All BMT		carbon measurement
Greener	Green Agenda	Reduce vehicle emissions through procurement	Alex		carbon measurement
Greener	Green Agenda	Improve recycling in the office	Peter O		?
Stronger	Digital inclusion	Offer digital skills training for board, volunteers, and customers with accreditation to enhance employability	Peter S		No of people trained
Stronger	Digital inclusion	Run digital skills workshops	Peter S		No of people trained
Stronger	Digital inclusion	Evaluate digital inclusion workstream	Peter S		Satisfaction
Stronger	Digital inclusion	Develop the employment and skills offer	Peter S		No of people involved
Stronger	Digital inclusion	Evaluate employment and skills workstream	Peter S		Outcomes

Stronger	Digital inclusion	Digital skills offer for staff	Peter S		No of people trained
Stronger	Digital inclusion	Upgrade 7 laptops and tablets in GATE	Peter S		
Stronger	Digital inclusion	Train all staff in digital hub	Peter S		No of people trained
Stronger	Empowering our community	Develop the community gardens projects to encourage food growing, exercise and social connection	Peter S		Outcome Star?
Greener	Empowering our community	Develop the food offer and promote	Peter S		No of people accessing offer
Stronger	Empowering our community	Promote reading and tutoring to support educational attainment	Peter S		No of people accessing offer
Stronger	Empowering our community	Identify external sources of funding to support GATE/ Community Development activities	Peter S		Funds generated
Stronger	Empowering our community	Promote the community fund	Peter S		Money provided
Stronger	Empowering our community	Establish the money offer to provide financial inclusion services to GATE users and tenants in rent arrears	Stephen	customers and colleagues will understand the various ways we are able to help people in financial diggiculty	Income collected %
Stronger	Empowering our community	Train all staff and Board members in the "money offer"	Stephen		100% attendance

Safer	Empowering our community	Develop a Domestic Violence service offer	Lesley		
Safer	Empowering our community	Review ASB approach in liaison with LASBT and Legal services	Lesley		
Well run	Empowering our community	Promote and incentivise the role of Board members to attract a balanced demographic	Peter O		
Well run	Empowering our community	Arrange 2 days formal training for All Board members per year	Peter O		
Well run	Empowering our community	Increase the number of shareholders	Peter O		
Well run	Empowering our community	Publish and deliver a programme of community consultation	Peter S		
Well run	Empowering our community	Report to Board on Community Consultation	Peter S		
Stronger	Empowering our community	GATE impact and evaluation report	Peter S		
Stronger	Empowering our community	Agree improvement plan for green spaces	Peter S		
Well run	Empowering our community	Develop and promote a volunteer package to include training, support, and incentives	Peter S		
Well run	BITMO People	Ensure all staff have mandatory and discretionary training plan by March 2023	Lindsay		

Well run	BITMO People	Deliver 300 training days per year	Lindsay	
Well run	BITMO People	Co-design of policies, SOPS, and customer information	All BMT	
Well run	BITMO People	Fencing	Alex	
Well run	BITMO People	Major works policy	Alex	
Well run	BITMO People	Gardens	Deborah	
Well run	BITMO People	Emergency decant	Deborah	
Well run	BITMO People	Recharges	Stephen/Alex	
Well run	BITMO People	Pests	Deborah	
Well run	BITMO People	Induction	Deborah	
Well run	BITMO People	Damp and Mould	Alex	
Well run	BITMO People	Brief all policies out to staff and complete evaluation	Lindsay	
Well run	BITMO People	Co-design people plan with colleagues to promote engagement, positive culture, and a better workplace.	Deborah	
Well run	BITMO People	Provide colleagues with the opportunity lead on a planned project	All BMT	
Well run	BITMO People	Produce tenants annual report	Deborah	

We will report on delivery against the plan throughout the year.

BITMO's GATE and Our Community Development Team

Being tenant led and investing in our community is what sets BITMO aside from other social housing providers. We can help our tenants in very practical ways to face the cost-of-living challenges they face and support them to achieve their goals.

Our Community Development approach has evolved to focus on families, hardship, and educational attainment. We are getting out and meeting tenants more, finding out how we can support them. At the last meeting the Board requested further clarity on how the valuable resource that is The GATE will be used, and how the Community Development Team use their time to deliver our goals.

Under the new operating model, the GATE is open a minimum of 24 hours per week. Staff time will be divided between planning and admin, outreach, and direct service provision in the GATE, supporting volunteers and facilitating partners to directly provide services that our community identify as beneficial to support the goal of empowerment.

We will continue to see people upon presentation, provide advice and support, followed by an appointment or referral within BITMO or to another organisation. The link with Tenancy Support is being developed. Belle Isle Senior Action have a funded worker located in the GATE for 15 hours a week.

We are currently recruiting a Community Builder.

Staff available	time	Planning & Admin	Outreach	Direct delivery
C1		30%	70%	
SO1		20%	30%	50%
C3		20%	30%	50%
PO3		40%	50%	10%

Planned investment programme

The information held in our stock condition data base assumes that building components have a specific lifecycle (see below). We aim to replace components when they reach the end of their assumed lifecycle, and not before, but, some components, particularly kitchens, windows and boilers do not last if is assumed in sector data.

Component	BITMO Lifecycle (Years)
Bathroom	35
Kitchen	25
Boiler replacement	15
Central heating	30
Electrical system (re-wiring)	30
Roofing	60
Windows	30
Doors	30

The planned maintenance programme is drawn up using information from the stock condition data base, repairs trends, local knowledge, and customer requests.

We prioritise in terms of condition of component lifecycle, capability of economic repair that will increase the life of the component, and impact on energy consumption, and health and safety.

If a component with a replacement cost of £6,000 can be repaired at a cost of 10% and its life extended by 20% of its total life, we will carry out the repair (10/20 ratio). If the cost /extension ratio is 10/10, or less we will replace rather than repair.

This may mean that a customer must wait for the programmed work, and that there will be an outstanding disrepair for a period. In this event we will make safe the defective component.

Procurement

Our priority in procuring programmes of work is to obtain value for money. Where we can do this by joining existing investment programmes being run by LCC, and thereby gaining from economies of scale we will do so.

Where this is not possible, we will explore frameworks operated by LCC. Programmes up to a maximum of £100k each p.a will be offered to our contractor Mears. Programmes in excess of this value will be procured by competitive tender. Mears have been unable to deliver our planned programme for Kitchens and bathrooms this year, and a proportion of the work has had to be diverted to Care and Repair under a Leeds City Council Framework.

Concern about lack of capacity within Mears means that we will explore a mixed procurement of the work in 2023/4

The planned programme for 2023/24 is presented below.

Budget	£1,720,000 plus draw down from reserves		
Scheme	Budget	Comments	Procurement
Kitchens and Bathrooms	£250,000	24 Kitchens and 4 Bathrooms - 24 x £9k = £216,000 & 4 x £5,500 = £22,000 (small hangover for variations)	Tender via LCC SoS April/May
Mansard Roofs	£185,148	Based on 15 roofs at Middleton Road (phase 2)	Project managed by LBS Houston Roofing SoS April.
Fire Remedial Works	£30,000		Mears
Boiler Upgrades	£150,000		Sayes
Thermal Efficiency	£637,352	Includes £200k from reserves	Tender via NPS SoS June
Chimneys/ Canopies	£20,000		Mears
Fencing	£30,000		Mears
Footpaths	£15,000		Mears
Electrical Remedial Works	£30,000		Mears
Windows and doors	£20,000		Mears
Roofing	£15,000		Mears
Adaptations	£200,000		Mears
Asbestos	£30,000		Mears
Structural Works	£30,000		Mears
Decency Failures	£15,000		Mears
Unadopted Roads	£15,000		Mears
Damp Works	£25,000		Mears
Capital voids	£150,000		Mears
Legionella	£2,500		Mears
Adhoc capital work	£70,000		Mears

The largest single element is the thermal efficiency work to 34 properties on Windmill Road. These properties, built in 1944 are identified through thermal imaging and physical surveys as having particularly poor thermal efficiency. The scope of work will comprise one or more components (see table below), depending on the individual property surveys.

Element	Cost
Roof	£5,500
Pointing	£5,000
Canopy	£2,000
Insulation	£2,000
Loft Insulation	£500
Rainwater Goods	£2,000
Ventilation	£1,000
Design Fees	£500
Total	Maximum £18,500 per unit

Community Consultation

As the Community Development Team evolves its role and work plan, meaningful consultation that informs Board decisions will be scheduled and reported to Board meetings throughout the year.

Gala

The Board asked for consultation on whether to run the Belle Isle Community Gala in 2023 or to keep running a large number of free food and activity events for families. We put an article on the website, with a form for people to register their view. This was included in the December tenant email and posted on Facebook, with a link to the website. We received three Facebook comments which were all in favour of more events, rather than the Gala. Four people completed the online form. Two of them were in favour of the Gala and two in favour of more local events.

<i>I attended nearly every event this summer and wow what an amazing summer we had and it didn't break the bank and the kids had so much fun</i>	<i>Keep the Gala. Its tradition, one that should be kept.</i>
<i>I love the gala we get to see what the kids have been up to and it brings people together for that day.</i>	<i>No disrespect but most of the things I saw put on made me feel it was only for families with children. Not for older or younger people without children. Plus miss the day trip to Bridlington</i>

Those who supported the Gala were asked if they could help run it. None said that they were able to.

Conversations held with parents during the Christmas events were overwhelmingly in favour of more events, rather than the Gala. Here are three quotes:

<i>My child has special needs and so we would not go to a big event</i>	<i>We enjoyed the Gala when we went, but you have to spend money there on food, ice creams and stalls.</i>	<i>I would rather the money was spent on a number of events across the summer rather than all on one day.</i>
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Two women (who don't live in Belle Isle) who run a majorette group said they would prefer the Gala as it would be a place to showcase their group.

Conclusion

There is a general lack of interest within the community, in the Gala. While there is some support it would not be supported at the cost of reducing the number of free food and activity events across the summer. The Board is asked to agree **not to hold a Gala in 2023**. The Board may want to consider holding a Gala in 2024 as part of a promotion of the next five-year continuation ballot to be held in September 2024.

Bowling Green orchard

Having already established that there is interest in this project, the Community Development Team are currently consulting with residents living near the bowling green to establish agree the layout and mix of the orchard. The intention is to grow apples, pears and soft fruit. We are working with Fruitworks and the students at Windmill primary on the project.

Belle Isle Circus

Community Development Team members knocked on all doors on Belle Isle Circus on 6 December. The view was unanimous that residents would like to see the fencing extended – and this was before the two incursions onto the Circus by cars, quads and motorbikes linked to funerals. There was also a very clear majority for discussion of improvements to Belle Isle Circus, but this support was dependent on completing the fencing. Ideas discussed for improvements include lighting, easier pedestrian access, a play area for small children, adult gym equipment and a bandstand.

Nine people who were not at home returned forms to BITMO later. All nine supported the fence, five said there should be further consultation on improvements and three said there should not seven said they would attend a meeting to discuss improvements.

Conclusion

It is clear that residents want the fence to be extended around the edge of Belle Isle Circus as a first step and at that point would be interested in discussing making improvements to the Circus.

Complaints

From 1st April 2022 to 31st December 2022 25 complaints were received. The majority involved Repair Issues (20) with the remainder being about Managing Tenancies (4) and Collecting Rent (1). Most (19) were resolved at Stage 1. 6 were escalated to stage 2. 14 out of the 25 complaints were responded to within the 10 working days timescale. 11 complaints (44%) failed to meet the deadline due to lack of information available to complete a response. Holding letters/email messages/telephone calls were sent to inform the complainants of the delays. Due to recent policy changes Stage 3 of the procedure has been removed and all complaints escalated to Stage 2 are now heard by a panel of Board members. Of the complaints escalated to Stage 2 during this period 1 complaint has been sent to the Housing Ombudsman. Of the 25 complaints received 5 (20%) were upheld in the complainants favour, 10 (40%) were partially upheld and 10 (40%) were not upheld. During this period 6 compliments were received. These were all responded to within the specified timescales and passed on and congratulations given to the relevant department/service and staff members involved.



COMPLAINTS AND COMPLIMENTS SUMMARY

1st April to 31 December 2022	Complaints						Compliments
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Total
<i>Providing local access to services</i>	0	0	0	0	0	0	0
<i>Letting empty properties</i>	0	0	0	0	0	0	0
<i>Carrying out repairs</i>	20	Service	10	5	8	6	6
<i>Collecting rent</i>	1	Policy	1	0	0	1	0
<i>Managing tenancies</i>	4	Policy	3	0	2	3	0
<i>Supporting older people</i>	0	0	0	0	0	0	0
<i>Offering advice, training and employment opportunities</i>	0	0	0	0	0	0	0
<i>Providing opportunities for tenants to get involved in their community and their TMO</i>	0	0	0	0	0	0	0
Total for this year	25	Service	14 out of 25	5 out of 25	10 out of 25	10 out of 25	6
	Previous Years						
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Compliments
April 2015 - March 2016	27	Repairs	25 out of 27	7 out of 27	8 out of 27	12 out of 27	5
April 2016 - March 2017	26	Repairs	26 out of 26	12 out of 26	1 out of 26	13 out of 26	7
April 2017 - March 2018	54	Repairs	53 out of 54	20 out of 54	11 out of 54	23 out of 54	11
April 2018 - March 2019	32	Repairs	32 out of 32	5 out of 32	5 out of 32	22 out of 32	20
April 2019 - March 2020	43	Repairs	43 out of 43	14 out of 43	12 out of 43	17 out of 43	2
April 2020 - March 2021	27	Repairs	22 out of 27	15 out of 27	4 out of 27	8 out of 27	2
April 2021 - March 2022	32	Repairs	20 out of 32	22 out of 32	7 out of 32	3 out of 32	11

Business Performance

Most areas of business performance are positive and improving. We have set a stretching target in terms of income collection, which we aim to achieve over the course of the next three years.

Mth end	BITMO 2022- 23	City 2022- 23
Apr	93.44	91.66
May	93.48	92.5
June	95.43	94.06
July	95.54	93.93
Aug	95.53	94.02
Sep	95.46	93.95
Oct	95.71	94.31
Nov	95.7	94.37
Dec	95.48	94.18
Jan		
Feb		
Mar		

We have successfully addressed the back log of voids and are now at our typical run rate. We expect next year's performance to be much closer to pre-covid levels. We have made good progress on annual tenancy contact and financial support.

Belle Isle TMO All KPI's 2022-23

KPI	Target	2021-22	2022-23 Q1	2022-23 Q2	2022-23 Q3
(RR1) Repairs done right first time	95.00%	no data	77.93%	Not available	Not available
(RR2) Repairs completed within target time	95.00%	no data	71.49%	Not available	Not available
(RR3) Repairs appointments made and kept	95.00%	no data	99.29%	Not available	Not available
Asbestos safety check	100.00%	no data	no data	no data	58.36%
Water safety checks	100.00%	no data	no data	no data	100%
Lift safety checks	100.00%	no data	no data	no data	59.09%
Customer satisfaction	90%	99%	99%	98.75%	98.56%
Properties meeting decency (Data under review)	no data	no data	no data	no data	no data
Properties with a stock condition survey (Annual)	no data	no data	no data	no data	no data
Lettings satisfaction	no data	no data	no data	no data	no data
Capital Investment programme completed (100% for the year)		100.00%	24%	47%	72%
All homes have a current gas safety certificate (Sayes KPI)	100.00%	98.87%	1841 (99.78%)	99.35%	99.67%
Number of homes with a Gas safety certificate overdue for 0-4 weeks	0	26 (1.4%)	8 (0.43%)	10 (0.54%)	7
Number of properties with a Gas safety certificate overdue for 1-3 months	0	1 (0.05%)	9 (0.49%)	1 (0.05%)	5
Number of properties with a Gas safety certificate overdue for over three months	0	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
All homes have a current electric periodic inspection certificate (PMS KPI)	100.00%	54.22%	62.07%	62.00%	69.12%
Fire Safety inspections to communal areas	100%	100%	100%	100%	100%
Annual secondary footpath inspection (100% per year)	100%	100%	100%	100%	100%
RR 1-3 data seems to be producing incorrect information at present. This will be looked at further. All repairs are followed by a phone satisfaction survey. ???% 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 electrical data cleansing exercise. This identified all the properties overdue to be completed in the 22-23 electrical programme where we aim to achieve 100%					
KPI	Target	2021-22	2022-23 Q1	2022-23 Q2	2022-23 Q3
Percentage of rent collected (Cumulative)	98.00%	96.11%	95.43%	95.46%	95.48%
Percentage of rent owed	3.00%	3.40%	3.38%	3.59%	3.84%
Amount of rent owed	£250k	£246,537	£251,510	£268,866	£287,662
% of arrears cases owing 7 weeks rent with a Notice in place	60.00%	Not available	6.16%	6.58%	7.05%
Number of Household Supported with Financial Hardship	N/A	103	28	12 (partial data)	100
Additional income generated for customers	N/A	£166k	£78k	£28k (partial data)	£97,000
Number of Notices served	N/A	32	1 IT / tbc Secure	1 IT / 9 Secure	16
Number of cases entered to Court	N/A	2	2	2	6
Number of Court orders obtained	N/A	Note	0	2	4
Number of evictions	N/A	Note	0	0	0
Collection remains 1.3% better than the City average at Q3. The significant uptick in support to tenants in financial hardship is as a result of a British Gas fund being made available, and having an additional FIO in place.					
KPI	Target	2021-22	2022-23 Q1	2022-23 Q2	2022-23 Q3
Number of complaints received	N/A	32	6	8	25
Percentage of complaints responded to within target	100%	62.5%	33.33%	62.50%	56%
Number of complaints at final stage	N/A	5	2	1	6
Number of complaints referred to the Ombudsman (cumulative)	N/A	0	1	1	2
Since reviewing our complaints process to simplify and streamline it we are receiving a higher level of stage 2 complaints. We currently have two cases at Ombudsman; one (re ASB), has been referred to LASBT. We have reviewed our process to make sure an independent manager investigates the complaint. We need to improve the management of the process to prevent investigations going out of time.					
KPI	Target	2021-22	2022-23 Q1	2022-23 Q2	2022-23 Q3
Number of tenancy terminations (cumulative)		85	28	62	66
Number of commencements (cumulative)		80	28	56	87
Number of voids at period end		30	29	19	10
Time taken to relet empty properties - Gross Relet (Days)		91.4	82.5	88	83
Void numbers are improving. Our priority is to make sure that commencements keep pace with terminations, and the number of relet days reduces.					
KPI	Target	2021-22	2022-23 Q1	2022-23 Q2	2022-23 Q3
Annual Tenancy Contacts (old methodology)		N/A	N/A	N/A	N/A
Annual Tenancy Contacts (new methodology)		24% (406)	0.00%	4.52%	40.67%
Number of ASB cases opened (cumulative)		75	25	42	52
Number of ASB cases closed		81	15	44	59
Due to staffing issues no ATC's completed during Q1 information – new process only commenced in May 2022. We have recruited a temporary member of staff to support the completion of ATCs. We expect to achieve over 80% by year end.					

Recommendation

Board is requested to:

1. ACCEPT, discuss, and comment on the contents of the report.
2. APPROVE the annual business plan
3. APPROVE the planned investment programme 2023-24
4. APPROVE a decision not to run a Gala in 2023

3. Scheduled Reports

3.1 Capital Accounts 2022-23 update

Scheme Title	2022-23	2022-23
	Budget	SPEND TO 17.1.23
	£000's	£000's
REACTIVE BOILER REPLACEMENT	0.0	0.4
PLANNED BOILER REPS	150.0	235.0
RE-ROOFING OF SLATE PROPERTIES	275.0	220.8
OTHER ROOFS	10.0	0.9
CHIMNEYS/CANOPIES	20.0	0.0
MUTUAL EXCHANGES	25.0	0.0
FIRE RISK	100.0	0.0
LEGIONELLA	5.0	0.0
TIMBER FRAMED PROPERTIES	175.5	154.9
Four Flat Blocks - ENTRANCES	0.0	10.5
REACTIVE ELECTRIC UPGRADES	30.0	0.5
KITCHENS AND BATHROOMS	125.0	305.2
THREE STOREY BLOCKS (externals)	75.0	150.1
THREE STOREY BLOCKS (internals)	0.0	0.0
ADAPTATIONS	280.0	166.3
DECENCY FAILURES	25.0	69.9
PUBLIC FOOTPATH RENEWAL SCHEME	15.0	0.0
Public Footpaths	15.0	0.0
RE-POINTING SCHEME	50.0	0.0
EXTERNAL GRP DOORS	15.0	1.7
FENCING	30.0	(0.0)
BELLE ISLE CIRCUS FENCING	81.0	0.0
PLANNED ASBESTOS	30.0	16.2
ENVIROVENT CONDITIONING	5.0	0.0
BITMO VOID REFURBS	180.0	71.1
Thermal Efficiency	212.5	0.0
Adhoc Capital	25.0	7.9
Total	£1,954.00	£1,411.36
		72.23%

Capital spend is well on target to fill budget for 2022-23, with 72% spent to mid-January and with considerable scope to achieve additional spend where possible (within budget).

Potential additional spend could be brought in relating to the following areas (with a cut-off point at the budget ceiling):

Scheme Title	2022-23
	POTENTIAL ADD'L
	£000's
PLANNED BOILER REPS	65.0
OTHER ROOFS	10.0
CHIMNEYS/CANOPIES	20.0
REACTIVE ELECTRIC UPGRADES	30.0
KITCHENS AND BATHROOMS	170.0
ADAPTATIONS	100.0
PUBLIC FOOTPATH RENEWAL SCHEME	15.0
RE-POINTING SCHEME	50.0
EXTERNAL GRP DOORS	13.0
FENCING	30.0
BELLE ISLE CIRCUS FENCING	86.0
PLANNED ASBESTOS	5.0
BITMO VOID REFURBS	40.0
Total	634.0

Spend in the last few weeks of the financial year will be closely monitored to ensure that funds are not over committed.

Recommendation

Board is asked to ACCEPT the above report.

3.2 Revenue Accounts 2022-23 update

Management accounts and projections

Revenue accounts for the 7 months to 31st October 2022 indicate a deficit of £89k.

The overall budget deficit for the year which was agreed by the Board was £153k pre Community Fund spend. A £70k Community Fund spend would then bring the reduction in reserves to £222k.

The deficit of £153k included some exceptional or one-off items of expenditure which amounted to £116k . These were:

- A contingency for staff inflationary increases (£29k). This has now been utilised following the local government pay increases brought.
- An amount to allow for additional electrical testing (£51k) to bring the programme fully up to date. Some 350 inspections have been completed of 935 to date (with 200 being cancelled as these have been done during the void process).
- An amount for void penalties (£36k), as the number of empty properties was high following the pandemic. The number of voids has now come down

Most of these costs will therefore be utilised.

Following on the issues encountered with the new Cx system, the Head of Repairs has undertaken a forensic review of all repair costs. This has resulted in an anticipated reduction in repair costs of some £100k.

Overall, the projection for the year is that the deficit will not be greater than budget.

Further Cx issues

A further issue around Cx has recently come to our attention, whereby invoices are able to be changed once they are paid. This does not lead to any adjustment to the payments but it does lead to some issues in reconciling records. The numbers of BITMO records affected are small – circa 30. The issue is being investigated by the LCC information technology team.

Since the introduction of Cx there has not been separate invoicing of LCC and BITMO items. This has meant that manual adjustments have had to be made to the process so that the correct paperwork has been produced. This in turn has led to some timing delays in claiming input VAT on repairs.

Work has been ongoing within LCC IT to split the invoicing but it has proved to be a lengthy process due to the complexities of the system.

Recommendations

The Board is asked to ACCEPT the above report.

4. Finance Committee Report

The Finance Committee is due to meet prior to the Board meeting and the recommendations of the Committee will be relayed at the Board meeting on 26th January.

4.1 Draft Capital Budgets 2023-24

Leeds City Council has given a provisional budget of £1.72m for 2023-24, subject to ratification by the LCC Full Council Meeting on 22nd February.

In addition to this budget, Board agreed at its meeting of 28th November 2022 that an additional £200k of reserves may be utilised to help kick-start the Thermal Efficiency project, enabling tenants to benefit from lower heating bills.

Budget source:	£
Leeds City Council	1,720,000
BITMO Reserves	200,000
Total	1,920,000

The Finance Committee met on 18th January 2023-24 and discussed the capital spend plan outlined in the Operational report above.

In terms of current spend for 2022-23 it is thought that budgets will be spent and that there will be no potential carry forward to 2023-24.

Recommendations

The Board is asked via the above Operational report to APPROVE the capital budget 2023-24.

4.2 Draft Revenue Budget 2023-24

Expenditure	Budget 2022-23 £	Budget 2023-24 £	Variance 2022-24 £	Notes
Responsive Repairs	1,264,732	1,386,129	121,398	1
Cyclical Maintenance	556,251	598,520	42,269	2
Other Staffing Costs	1,063,321	1,207,201	143,881	3
Office Overheads	264,685	291,886	27,201	4
Service Level Agreements	58,881	60,582	1,702	5
Retirement Life	93,205	97,736	4,531	6
Total Expenditure	3,301,074	3,642,055	340,981	7
Income				
Management Fees, Grants, Misc	3,236,688	3,557,592	320,904	8
(Deficit) on normal operating activities	(64,386)	(84,463)	(20,077)	
Other costs and contingencies:				
One-off expenditure - (i) electrical tests	(51,420)	0		9
(ii) void penalties	(36,692)	0		10
(Deficit) after exceptional items	(152,498)	(84,463)		11
Prospective Community Fund costs	(70,000)	(70,000)		12
Agreed injection to Capital Programme	0	(200,000)		13
Reduction in Reserves 2023-24	(222,498)	(354,463)		14

Notes:

1. Responsive repair costs subject to maximum 9.25% inflation – reducing towards the end of the year.
2. Cyclical costs have been budgeted to increase by an average of some 7.6%.
3. Other staffing costs increased by 9.5%. This includes the Financial Inclusion Officer post for part of the year plus a forthcoming Community Development ABCD post as previously approved in principle by Board with funding now confirmed . It also includes anticipated wage rises for 2023-24 and an enhanced staff training budget of £10k as approved by Board.
4. Office overheads increase overall by some 10.2%. This includes an uplift for most items of 7.4% plus some additional costs for the STAR surveys – resumed on a quarterly basis from 2022.
5. Service Level Agreements. LCC has agreed that many of these will remain as at present.
6. Retirement Life costs increase overall by only some 5%, as there was considerable investment in furniture and equipment in 2022-23.
7. Total expenditure increases overall by 8.8% as a combination of the above factors.
8. Income increases by 9.9% as a result of:
 - The increased LCC fee levels of up to £289k (8.2%).
 - Grant income from the ABCD project £25k – less contingency
9. The prior year has certain one-off potential expenditures which were budgeted for but which are not felt to be applicable for 2023-24. In particular the additional electrical testing was necessary to ensure that compliance records were up to date.
10. A further contingency cost for the prior year was anticipated penalty costs regarding the numbers of void empty properties in the housing stock through the year. This figure has actually reduced considerably and we are now within target.
11. The budgeted deficit for 2023-24 of £37k includes an injection of funds into the additional Financial Inclusion post of some £25k.
12. The projected Community Fund spend of £70k for 2023-24 is to be put to Board on 26th January 2023.
13. At the November Board meeting it was agreed to inject up to £200k into the Thermal Efficiency capital programme.
14. The level of Reserves is detailed below.

	£ (000's)
General Reserves as at 31 st March 2022	1,763
Potential reduction in reserves 2022-23	(223)
Potential reduction in reserves 2023-24	(354)
Residue	1,186
Minimum level	750
Excess	436

Going forward, there is an expectation that the majority of reserves are spent on repairs, maintenance and estate investment.

The present Community Fund spend profile allocates 65% of funds spent through that mechanism to property and estate enhancement along with green initiatives.

If breakeven budgets are achieved going forward then the Community Fund could continue to be rolled out for a further 6 years after 2023-24, unless other mechanisms are identified for estate investment.

Assumptions

The provisional figures above have been used to model the revenue Account finances for 2023-24, using the following assumptions:

1. Leeds CC Fees are provisional and full agreement is hoped for on 22nd February 2023.
2. Main contractor works will continue at present levels with an inflation of no more than 9.25%
3. Other costs will increase by an inflationary level of 7.4% - the forecast figure for 2023 given by the Office for Budget responsibilities. The current rate is 10.7% and the Bank of England expects inflation to fall sharply from the middle of 2023.
<https://www.bankofengland.co.uk/knowledgebank/will-inflation-in-the-uk-keep-rising>
4. Some Service Level Agreement costs from LCC will be held at current levels (confirmed 12.2.23).

Conclusion

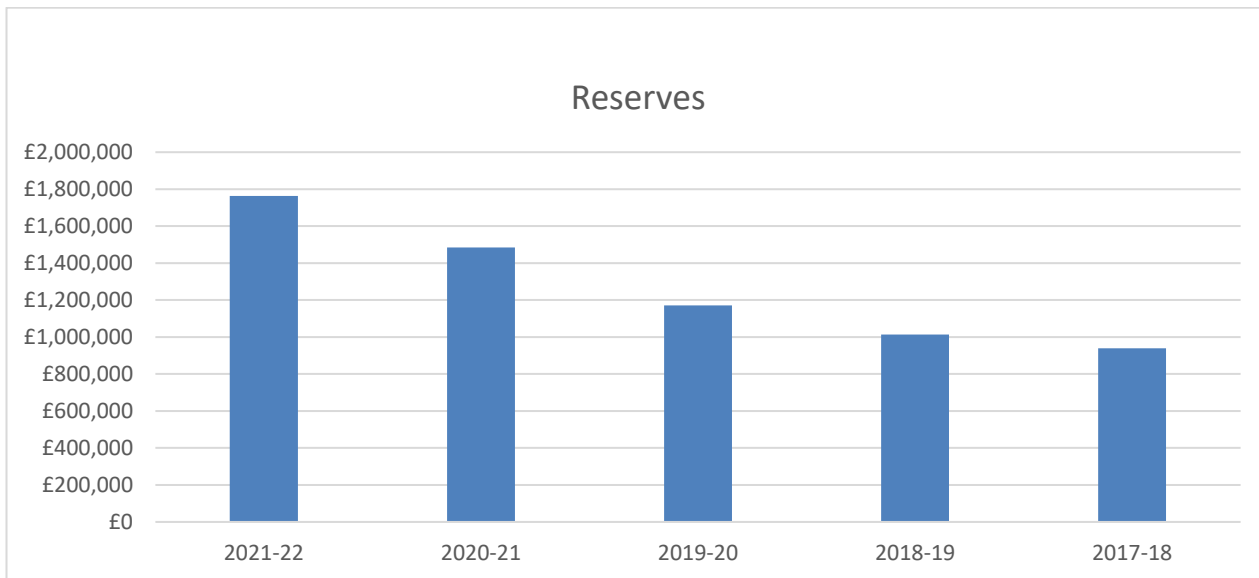
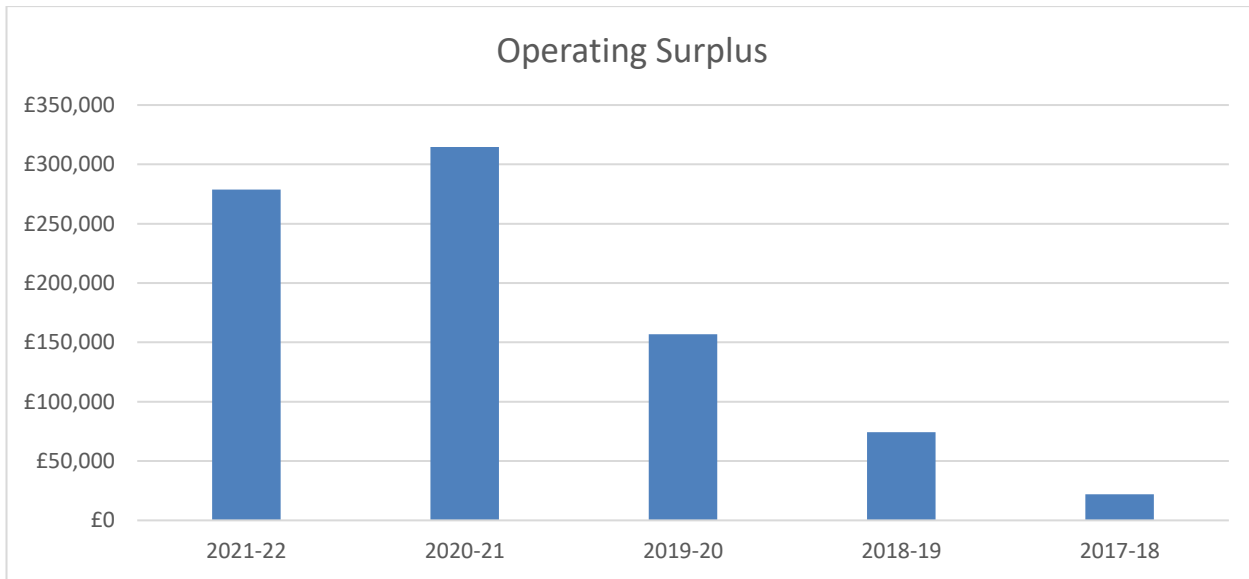
The draft budget above indicates that the year 2023-24 will again be challenging financially. An operating deficit of some £84k is indicated, although the majority of this relates to particular staff post circumstances.

It includes some £25k relating to the additional fixed term post for a Financial Inclusion Officer as previously agreed by Board a part of the Tenant Aid Action Plan. It also includes some £42k relating to a performance officer post which is presently unfilled. Some £67k of the £82k deficit on normal operating activities relates to these two posts.

Spend on the Community Fund and on estate investment will increase the amount that is being drawn from reserves, although residual reserves over and above the minimum threshold will be available for further potential action in due course.

By way of context it should be noted that additions to reserves in recent years were as follows:

2020-21	£316k
2021-22	£279k



Board members are of course most welcome to go through the detailed Revenue income and expenditure budgets at any time. Please contact the Head of Governance & Finance on 0113 378 2189 peter.olver@belleisletmo.co.uk.

Recommendation

The Board is asked to APPROVE the proposed Revenue Budget 2023-24 as outlined above.

4.3 Tutor Scheme

The Chairs Group agreed that further funding of the successful Tutor Scheme should be put in place to cover the period to 31st March 2023. This would be funded from the residue of funding already agreed by Board.

Weekly session will therefore take place in BITMOs GATE from 3.30pm – 5.30pm aimed at families of primary aged pupils with a hot meal and both parents and pupils present in a warm place where homework can be done.

External funding for continuation of the service is being sought.

Recommendations

Board is asked to ACCEPT the above report.

4.4 Community Fund application

Whitehouse Farm Allotment Association

The Whitehouse Farm Allotment Association manages 11 East Grange Drive, Belle Isle, Leeds LS10 3EH Allotment Site on behalf of Leeds City Council for the benefit of the community in Belle Isle and surrounding areas.

An application was made to the previous meeting of the Board for a grant of £140 to aid toilet facilities. Further information was requested about beneficiaries.

We therefore asked about the percentage of plot holders at Whitehouse Farm Allotments who are BITMO tenants. The Allotment committee do not hold this information. They have however provided us with the postcodes of all plot holders. This shows the following:

There are 61 plot-holders.
24 of them have “LS10 3” postcodes (Belle Isle)
16 have “LS10 2” postcodes (Hunslet)
11 have “LS10 4” postcodes (Middleton)
The others are from further afield.

This shows that a minority live in Belle Isle – around 40% - and it would be safe to assume that not all of them are BITMO tenants.

Recommendation

Board is requested to CONSIDER the application in light of the new detail above.

4.5 Housing Advisory Panel applications

(i) Manorfield Hall

A grant is requested to help maintain the Foodbank service for a further year. £1,400 is needed to fund the Fairshare service which supplies foodstuffs for distribution. See Appendix 2.

Recommendation

Board is requested to consider the APPROVAL of a HAP grant to Manorfield Hall regarding the above application.

(ii) Octavia House (Inspire North, Community Links)

A grant of £1,000 has been requested to enhance public services near Octavia House, by the provision of a free library casement (to be stocked with books by Octavia House). It would also enable a link to the Little Leeds Free Library Network.

The project is seen to be important in breaking down barriers between communities. An update report from Community Links will be given to the Board in January 2023.

Application is detailed per Appendix 3.

Recommendation

Board is requested to consider APPROVAL of a HAP grant in relation to the above application.

(iii) Hunslet Initiative

Part of Leeds Christian Community Trust.

Proposed new community sports use of the MUGA (Multi Use Games Area) at the corner of West Grange Road and Winrose Crescent. See Appendix 4.

The aim of this project is to deliver a free weekly sports session in the heart of the community. These sessions will give opportunity for young people to be physically active, meet other youngsters, develop their sports skills and build positive relationships with a team of leaders.

The grant claim is for £1,506, but others will also be asked to contribute towards these costs.

Recommendations

Board is requested to consider the above application and to APPROVE if it is considered suitable.

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	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour – deferred
December		No Meeting	N/A
January 26 th		Supported Living via Community Links	Budgets Repairs Finance Committee
March 30 th		STAR Survey	Budgets Safeguarding Retirement Life Anti-Social Behaviour (from Nov)
May 25 th		To be set by Board	GATE Programme Performance KPI's Risk Register 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	Session postponed due to lack of time
Jan 2023	Handling Complaints How the process works and what a complaints panel will examine
March 2023	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture. AND/OR 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. Any Other Business

6.1 Complaints Policy review

An annual self-assessment exercise is necessary to ensure that the Complaints Policy and Procedures are in line with the requirements of the Housing Ombudsman's Code. The last assessment resulted in some minor changes to the Complaints Policy last year and this years assessment has also thrown up some minor changes.

The potential changes are highlighted as tracked changes to the Complaints document per Appendix 5.

There are also some changes to administration of the process, including the use of questionnaires to complainants to gauge how well the process was administered. A report on complaints will also be included in the Board report section of the annual Reports and Financial Statements.

We are also undertaking further complaints training for staff and board members. A recent session on lessons learnt was given to staff and available board members on 18th January. The bitesize session at the start of the meeting on 26th January will also focus on complaint handling. This was postponed from the last board meeting due to time constraints.

Recommendations

The Board is asked to ACCEPT the above report and APPROVE the complaints policy amendments detailed per Appendix 5.

APPENDIX 1

BELLE ISLE TMO FULL BOARD

Minutes of a Meeting Meeting held on Thursday 24th November 2022

Present: Sharafath Ghafiri (Chair)
Harry Austin
Lisa Caley
Lamin Makalo
John Oddy
Julie Rhodes
Ashley Knowles
Rose Hodgkinson
Tracey Morris
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)

PART A – Public Agenda Items

Apologies

Apologies were received from: Jean Burton, Margaret Brown, Steven Lamb

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. Minutes and Matters Arising

Matters Arising from the Board meeting held on 6th October 2022 were as follows:

Item	Update
Election of Tenant Board Members	Ten out of the twelve spaces were filled. Recruitment campaign will be needed for 2023 elections to ensure a full tenant board.
Co Opted Board Members	Five out of the six available spaces were filled.
Board Engagement	<p>Expressions of interest from Board members is sought for the following roles/area of activity;</p> <ul style="list-style-type: none">• 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 – quarterly estate walkabouts• Finance (revenue and capital) – on a regular liaison basis• Recruitment – participation in recruitment

Recommendation

The Board was asked to accept the draft minutes of the Board meeting of 6th October 2022 and to note any matters arising. Expressions of interest were also requested for areas of operation above.

Noted and Accepted.

2. Operational Report

The CEO presented the operational report on matters arising since the meeting held on 6th October 2022. It included a review of the five-year plan, the outcomes of the strategy away day, and a proposed five-year plan for the Board to adopt to guide priorities going forward. High level performance and challenges were presented. A revised GATE strategy was presented for discussion and approval.

Performance

- Rent arrears recovery was improving and compared favourably to the LCC city wide position.
- Lettings activity had been fully resumed and levels of empty properties was down to 1% of housing stock.
- Annual home visits had been disrupted by significant staff absences but solid progress was now being made.
- The planned capital maintenance programme is expected to reach budget at the year end.
- Responsive repairs has faced significant issues with processing and reporting due to new system introductions outside our control. Forensic work is being conducted to ensure correct outcomes and LCC internal audit have been asked to conduct investigations.

Staff changes

- Mark John shas started as the additional Financial Inclusion Officer.
- Jo Wood moved to the Community Development Team on 21st November on a temporary basis.

Policy reviews

A Managing Change and Communications Policy was presented for approval.

Health & Safety

A 'near miss' incident occurred concerning a gas leak. This was being investigated by the contractor and a full report will be brought to the next Board meeting.

Property condition

One property was reported as a cause for concern.

Community Garden

A steering committee had been established to oversee the project.

Bowling Green community orchard

Consultation had shown a good level of support for the project

East Grange Square

Community Links would like to improve links with BITMO and the local community. They are looking to enhance the local area and install a mini library. Consultation with residents is ongoing.

Five Year plan

Revisions to the existing plan were presented to Board, following the Board and Staff strategy day in October.

GATE Strategy

Following discussions at the Board meeting held in October 2022 the Community and Tenant Support Manager outlined the proposed future GATE Strategy Framework.

A GATE Mission Statement was proposed as follows:

'To work with tenants to build a resilient inclusive community where opportunities to parent, learn, work and influence local decisions are supported'.

The Strategy was intended to drive a shift to more outreach community development by being more active on the estate and introducing flexible opening hours.

The work of the team, and the programme they run will reflect the priorities of: health, educational attainment, income maximisation and reducing domestic violence.

Tenant Aid Action Plan

An update was given on financial inclusion work, food provision and the tutor scheme.

A further tranche of funding was requested for the new term starting in January. This would only be used if evaluation at the end of December indicated that there is ongoing value to this provision.

Belle Isle TMO Events

Board members were asked to discuss what events they would like to be held. The Belle Isle Gala is an annual event and is well attended by the community. During this year a series of free family activity days have been held at various locations across the estate. These have also been very well attended.

In previous years coach trips have been held. The costs of coach trips in 2019 was £9 per adult and £6 per child. Due to the cost of living crisis, it was felt that BITMO's priority should be on free food and activities to support vulnerable families.

It was suggested that if we wish to continue running coach trips, they should be offered free of charge to people who are in financial hardship and who could not afford to take their families on a trip otherwise.

Board members requested that a tenant consultation be undertaken to assess what the tenants and residents of Belle Isle would prefer to be held.

A consultation exercise will be undertaken as soon as possible.

Recommendations

The Board were asked to ACCEPT the report (**ACCEPTED**) and to:-

- AGREE the framework for the GATE

AGREED

- Agree amended opening hours for a period up to end of March 2023 on a trial basis

AGREED

- Support a variety of events across the year that benefit the whole community and are provided free of charge

AGREED pending the results of a tenant consultation exercise

- Provisionally agree further funding of the tutor scheme, approval to be delegated to the Chairs Group

AGREED.

3. Finance Committee Reports

3.1 Training Plan

The Finance Committee has reviewed the following proposal to provide a training budget of between 3-5% of the salary bill. A budget of 3% would equate to £42k at BITMO.

There has been a significant shortfall in the investment in training and development of staff at BITMO.

The work done on the staff survey, and the issues raised at the Strategy Day with staff and board members held on 30th September 2022, indicated that there is considerable appetite to improve how staff and Board members are supported with comprehensive training.

A detailed training plan was presented which encompasses both legally required training and compliance regimes, along with upskilling which allow the most effective ways of working.

It is proposed that funding for long from qualifications will be subject to repayment on a sliding scale if the student leaves BITMO's employment within 3 years of completing the course.

It was proposed that the annual training budget should be increased from £5k pa to £10k pa.

Recommendation

Board were asked to AGREE the recommendation of the Finance Committee to increase the training budget by an additional £5k spend in the budgets of the current and future year

AGREED

3.2 Key Performance Indicators

The CEO provided an update on performance up to 30th September 2022. She advised that overall there are improvements to service delivery but also challenges still to be addressed.

The Head of Governance and Finance reported that the Finance Committee had requested that an expanded set of performance indicators be provided at future meetings.

Recommendations

The Board were asked to ACCEPT the Performance report, including the recommendation of the Finance Committee for an expanded set of indicators to be produced.

ACCEPTED.

3.3 Community Fund

Opportunities to apply to the Fund have been relayed to tenants through newsletters, emails, social media and the website:

We have received 47 applications for financial assistance in total since the launch of the Scheme.

The Finance Committee recommended that the fund be re-opened for further applications due to funds still being unspent and available.

Recommendation

The Finance Committee recommended that the report is **ACCEPTED** and that the Community Fund is re-opened for applications whilst budget remains unspent.

Board is also asked to **SUGGEST** any potential future alterations in the Scheme from 2023-24 onwards, particularly in light of the item on Estate Investment.

ACCEPTED

3.3.2 Applications

3.3.2 (i) Whitehouse Farm Allotment Association

The Whitehouse Farm Allotment Association manages 11 East Grange Drive, Belle Isle, Leeds LS10 3EH Allotment Site on behalf of Leeds City Council for the benefit of the community in Belle Isle and surrounding areas.

The Association asked for help towards the cost of a toilet on the allotments. A contribution of £140 to cover half of the annual cost of the toilet facilities was requested.

The Finance Committee had asked the organisation to confirm whether it has a majority of BITMO tenant members.

Recommendation

The Finance Committee recommended to the Board that the application is reconsidered once BITMO has been informed whether the organisation has a majority of BITMO tenant members

TO BE RE-CONSIDERED

3.3.2 (ii) Belle Isle Circus Garden

The Finance Committee were asked to recommend to the Board a grant of up to £2,000 for the prospective Belle Isle Circus bowling green orchard.

Recommendations

The Finance Committee recommended that the Board AGREES to award up to £2,000 for the establishment of a Community Fruit Garden in the old bowling green off Belle Isle Circus.

AGREED

3.4 Revenue & Capital Accounts

3.4.1 Revenue Accounts

The Head of Governance and Finance presented the Revenue accounts for the period ending 30th September 2022.

He advised that the draft deficit (pre-exceptional repairs adjustments) shown in the first six months of the current financial year is £112k. This deficit is due to repairs costs – but a considerable reduction in those costs is anticipated following a review of all jobs in the year to identify errors and duplicates. At the moment the amounts are unquantified. This process should be completed by 30th November 2022 and costs should come towards target at that point.

It is anticipated that when the exceptional repairs adjustments are made, that the overall result for the 6 months will be towards a break-even position. It should be noted however that the inflationary uplift for the main repairs contract has taken effect since 1st October and that further pressures will be evident by the year end.

Recommendations

The Finance Committee recommends that the Board ACCEPTS the above report and raises any queries.

ACCEPTED

3.4.2 Capital Accounts

The Head of Governance and Finance gave an update on Capital Expenditure for 2022/2023 and presented the Capital Accounts to 21st October 2022.

He highlighted that the expected cost of the Belle Isle Circus fencing had increased again, this time from £81k to £86k (the final price may vary at the time of commissioning). The Finance Committee had asked why costs have increased from the level of some £60k of 3-4 years ago. LCC has stated that the increase is simply due to the cost of materials.

Overall it was expected that the allocated capital budget for the year will be fully spent although there will be some re-allocation between schemes.

Recommendations

A] The Finance Committee recommended that the Board **ACCEPTS** the above report and raises any queries;

ACCEPTED

B] Board is also asked to **AGREE** as to whether to proceed or not with the Belle Isle Circus fencing project.

AGREED TO PROCEED

3.5 Estate Investment & Reserves

The Head of Governance and Finance advised that the Board had previously agreed that thermal efficiency work is very important for tenants in the present cost of living crisis and provided an update on the work currently being undertaken. A draft 5-year investment plan was provided.

The Current reserves stood at £1,763k as at 1st April 2022. Of this amount £750k is required as a minimum level of reserves. Therefore £1m is available for spend on the estate. The present mechanism for spend is the Community Fund. The present rate of usage of the fund is relatively low and so some acceleration of spend to invest in thermal efficiency work would be of benefit to tenants.

He advised that an injection of £200k would add significantly to the budgeted spend on this area for 2023-24. It may be that some, if not all, of this sum may be brought in by way of grant funding as above. If so then further investment can be considered to help in this area of investment which has a direct impact on tenants wellbeing and financial resilience.

Recommendations

The Finance Committee recommended that the Board:

- **ACCEPTS** the above report and raise any queries.

ACCEPTED

- **APPROVES**, in principle, that an element of the planned thermal efficiency budget for 2023-24 may be paid from reserves (up to £200k). To be confirmed at Board budget discussions in January 2023.

APPROVED

3.6 Charity application

The CEO updated the Board on the response from the Charity Commission on the Charity application.

There had been two principal issues raised by the Charity Commission as follows:-

(i) Charitable Objects - The Charity Commission has commented that it has no objection to the following form of words. It was proposed that the constitution is therefore amended as follows:-.

“The objects of the CIO are to relieve poverty for the public benefit of those living in Belle Isle, Leeds by the provision of all the necessary support designed to enable individuals to enjoy self-sufficiency through a sustainable income, improved well-being and a healthy environment.”

(b) Independent Trustees - The Charity Commission requested that a majority of trustees be independent from BITMO control.

It was therefore proposed that the three BITMO nominated trustees be reduced to two; being the BITMO Chair & Chief Executive

It is also proposed that requests be made to:

- Local schools – Clapgate, Windmill, Springfield
- South Leeds Youth Hub
- Belle Isle Senior Action
- Manorfield Hall.

A minimum of three additional trustees will be required but more can be appointed if possible.

Recommendations

The Finance Committee recommended that the Board (as controlling entity of the charity):

1. ACCEPTS the above revised Objects Clause;

ACCEPTED.

2. Approves for the above organisations be approached in order to gather at least three additional independent trustees

APPROVED.

3.7 National Federation of Tenant Management Organisations

Following discussions there is now agreement from the NFTMO Executive that the arrangement discussed with the Board at an earlier Board meeting can now go ahead.

A Service Level Agreement will be signed shortly and work will begin on two initial areas of work:

- (i) Website upgrade
- (ii) Membership contact with a renewal campaign

The Finance Committee had requested a copy of the final agreed Service Level Agreement and this will be submitted to the Board shortly.

Recommendations

The Finance Committee recommends that the Board ACCEPTS the above report.

ACCEPTED.

4. Scheduled Reports

4.1 Safeguarding

The Board were advised that a Safeguarding Log is maintained and reviewed every two weeks by the Chief Executive, Head of Governance and Finance and tenancy Support Manager.

Liaison with relevant agencies is maintained depending on the circumstances of each case.

Quarterly reports are submitted to Leeds City Council (LCC) management about the level of cases being dealt with.

BITMO also undertakes regular monitoring of perceived Tenants at Risk to try and identify potential cases where early intervention could prevent a safeguarding concern arising.

National Safeguarding Adults Week commences on 21st to 27th November.

BITMO has signed up with the Ann Craft Trust via LCC so that additional messaging may be relayed to residents by website, social media and posters.

Recommendations

The Board is asked to ACCEPT the above report.

ACCEPTED.

4.2 Complaints

A summary of complaints and compliments for the period 1st April to 31st October 2022 was submitted at the meeting.

Nine complaints were received in October 2022. Historically the number of complaints increase in the months before Christmas as people want their repairs doing before Xmas.

Two of the nine complaints received in October complaints were at Stage 2. Note that each stage is counted as a complaint.

The other seven complaints were:-

- Tenancy management – breach of tenancy – subletting/unauthorised repairs.
- Tenancy Management – Rents Policy - letter sent to an elderly person re arrears.
- ASB issue – untidy garden – complaint about inaction to resolve.
- 3 were repairs – alleging lack of communication/not undertaking repairs in a timely manner.
- 1 was repair and racism – delay in undertaking repairs with accusation of systemic racism

Recommendations

The Board is asked to ACCEPT the above report.

ACCEPTED.

5. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for the forthcoming year 2022/23 was presented at the meeting.

(ii) Board Member Bitesize Learning Sessions

Board members were asked to note the Bitesize Learning Sessions. The session scheduled for this meeting – Handling Complaints – will be rescheduled due to time constraints.

Recommendation for Approval

Board members are asked to discuss and approve the forward plan

APPROVED.

6. Any Other Business

6.1 Christmas Office Opening Times

The Board were advised of the proposed opening times during the Christmas and New Year period:-

- The office and will be closed from 4pm on Friday 23rd December and will reopen on Tuesday 3rd January.
- The GATE will be open on Wednesday 28th, Thursday 29th, and Friday 30th December to provide meals, hot drinks and support and advice between 10am and 4pm.
- Repairs and tenancy enquiries will be dealt with by telephone.

People who do not wish to take leave may be asked to attend the office to support GATE colleagues on 28th, 29th and 30th December.

All services for Retirement Life customers continue as normal.

6.2 Christmas Food Events

The following Christmas food events will take place:-

14th December - Retirement Life meal

20th December - Families Xmas buffet and film

21st December - Two meal session 2 x 30 people for those in need (nominations welcome)

28th December - Meals for residents

29th December - Food available for residents

30th December - Breakfast available

Recommendations

The Board is asked to ACCEPT the above operating plan over the Christmas period.

ACCEPTED.

Date of Next Meeting: Thursday 26th January 2023 at 6.00pm

APPENDIX 2

Housing Advisory Panel

Grant Application

Manorfield Hall - Foodbank

Housing Advisory Funding Panel- Application Form

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

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

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

1. Your Information		
Full Name:	(Mr/Mrs/Miss/Ms) Mrs Emma Pogson-Golden	
Organisation or Group:	Manorfield Hall	
Address (incl. postcode):	Newhall Road, Leeds, LS103RR	
Telephone Number(s):	Landline:	Mobile: 07794577586
Email Address:	Emapog1@googlemail.com	
How did you hear about the Advisory Funding Panel?		

2. The Project Overview	
What is the name of your project or idea?	Manorfield Hall Food Bank

Where would your project take place?	Manorfield Hall Newhall Road
Please give a brief overview of the project:	As you know we are a food bank in the Belle Isle/ Middleton We want to continue to help the vulnerable people in the surrounding area who are having problems feeding their families at this tough time. We have successfully helped many families since we started the project and think with the growing concern of fuel poverty in the area it is going to be needed going forward.

3. Your Group or Organisation

What are your group's aims or objectives:	To help as many people who may need help with food.
Where does your group operate:	Manorfield Hall Newhall Road Leeds Ls103RR
How is your group currently funded:	We apply for grants to help with projects we have run in the past. We also hire out the hall for events, parties, activities and workshops.
What support does your group currently receive from BITMO:	We work closely with BITMO and if they find that someone is in need they are able to send them to us.

4. The Project- In Detail

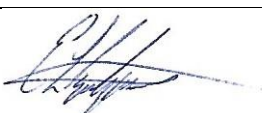
Please describe your idea or project:	Food Bank for the vulnerable and needy
How does this project meet our funding criteria:	
How will you know whether your project has been a success:	We will assess how often the food bank is accessed and how many families or individuals use us this will determine how successful the project will be.
How much funding is required from the Housing Advisory Funding Panel for your project:	£1400.00

Has this project received any funding/ is funding being sought from elsewhere:	We have asked for the public to pay £2 when they use the food bank some can pay but other cannot. This extra money helps to bring in other things people may need such as lady products or items we don't get from FaireShare that people have asked for such a nappies, baby milk etc.
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5. The Project Costs

Please list each individual element of expenditure, including the suppliers details, date the quote/ price was obtained and amount. Should you have any written quotes, please attach copies of these to your application form			
Item:	Supplier:	Date:	Amount:
Food Items	FairShare	2022-2023	£1400

6. Declaration

I declare the above information in this application for Belle Isle TMO Housing Advisory Panel Funding is accurate and no relevant information has been omitted from this application. I am aware that payment of any funding approved and authorized by the Belle Isle TMO Board will be subject to specific conditions attached to this award being adhered to.			
Name:	Emma Pogson-Golden Manager/Activities and Events Co-ordinator Rose Keebles Director		
Signed:		Date:	06.12.2022

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

APPENDIX 3

Housing Advisory Panel

Grant Application

Octavia House (Inspire North, Community Links)

Housing Advisory Funding Panel- Application Form

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

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

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

1. Your Information	
Full Name:	(Mr/Mrs/Miss/Ms) Miss Jess Adcock
Organisation or Group:	Octavia House (Inspire North, Community Links)
Address (incl. postcode):	Octavia House, 15 East Grange Drive, LS10 3EH
Telephone Number(s):	Landline: 01132715855 Mobile:
Email Address:	Jess.Adcock@commlinks.co.uk (individual, best contact) Team.Octavia@commlinks.co.uk (team)
How did you hear about the Advisory Funding Panel?	Peter Sutton

2. The Project Overview	
What is the name of your project or idea?	Improving Belle Isle
Where would your project take place?	East Grange C-Square, Opposite Octavia House

Please give a brief overview of the project:	As part of our social values initiative, Octavia House wants to collaborate with local residents to improve the area for them. We plan to paint the walls and benches and implement a 'Little Free Library' as well as an 'Insect Hotel', involving our hostel residents, staff and residents from our sister service next door, and adults and children from the community.
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3. Your Group or Organisation

What are your group's aims or objectives:	Our aims are to improve the area, provide residents with an outdoor place to spend positive time, and improve our relationship with the community.
Where does your group operate:	Octavia House
How is your group currently funded:	Via Community Links
What support does your group currently receive from BITMO:	We are working in partnership on this project, with Peter Sutton as our contact

4. The Project- In Detail

Please describe your idea or project:	<p>We want to paint the wall with inspirational quotes or positive messages/images to bring a splash of colour to the area. The hedges will be trimmed in line with feedback from residents about feeling safer if this happens. Benches will be painted brightly and a Little Free Library will be installed next to the benches, filled with books for all ages. We want to get the community involved in decorating, and have also contacted 'Burley Banksy' (Andy McVeigh), an artist who creates murals with links to specific areas, who is willing to also collaborate with us. The hedges/planters are often littered in, and are very bare. We hope to plant into these to discourage littering. We have consulted residents on several occasions. Initially, we posted letters to residents with an overview of the project as well as an email and phone number for them to express any opinions. We then, alongside BITMO representatives, conducted a door-knocking session to speak with residents face to face and give them updated consultation letters. Following this, we hosted a coffee and cake consultation with the support of Councillor Wayne Dixon and a representative from BITMO. Throughout all contact with residents, they have been extremely supportive and enthusiastic, providing their own ideas which we have incorporated into our project outline.</p>
How does this project meet our funding criteria:	This is a community project to improve the environment, which tenants have stated they support. They feel it will benefit them and improve the area, which is important to them. We are funding the painting and planting but are asking for funding for the 'Little Free Library' for which many residents have expressed enthusiasm for.
How will you know	We will consult with residents again once the project has been fully implemented and gain their views on the success of the project. Aside from this, we will observe the area (which can be seen from our office) for the

whether your project has been a success:	amount of use that the library gets, as well as the interaction with the area following the decoration.
How much funding is required from the Housing Advisory Funding Panel for your project:	£1,000 for the library.
Has this project received any funding/ is funding being sought from elsewhere:	Funding for the paint and insect hotel is being sought internally. We will submit an internal grant application for this.

5. The Project Costs

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

Item:	Supplier:	Date:	Amount:
Little Free Library	Leeds Little Free Library	15.11.22	£1,000

6. Declaration

I declare the above information in this application for Belle Isle TMO Housing Advisory Panel Funding is accurate and no relevant information has been omitted from this application. I am aware that payment of

any funding approved and authorized by the Belle Isle TMO Board will be subject to specific conditions attached to this award being adhered to.			
Name:	Jess Adcock		
Signed:	J.Adcock	Date:	02.12.22

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

APPENDIX 4

Housing Advisory Panel

Grant Application

Hunslet Initiative

(part of Leeds Christian Community Trust)

Housing Advisory Funding Panel- Application Form

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

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

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

1. Your Information		
Full Name:	(Mr/Mrs/Miss/Ms) Ben Hutchinson	
Organisation or Group:	Hunslet Initiative – (part of Leeds Christian Community Trust.)	
Address (incl. postcode):	c/o Involve Centre, Whitfield Avenue, Hunslet Ls10 2qe	
Telephone Number(s):	Landline:	Mobile: 07419 366 058
Email Address:	ben.hutchinson@hotmail.co.uk	

How did you hear about the Advisory Funding Panel?	Peter Sutton BITMO
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2. The Project Overview

What is the name of your project or idea?	Community Sports for children & young people
Where would your project take place?	On the MUGA just off the corner of West Grange Road and Winrose Crescent
Please give a brief overview of the project:	<p>We will deliver a free weekly sports session in the heart of the community. These sessions will give opportunity for young people to be physically active, meet other youngsters, develop their sports skills and build positive relationships with our team of leaders.</p> <p>Our experienced team will facilitate games and activities that are safe, fair and inclusive and cater for a range of ages and sports ability/experience – this is essential on an open community session like this.</p>

3. Your Group or Organisation

What are your group's aims or objectives:	<p>We aim to bring about positive change in the lives of children, teens and young adults across Hunslet and Belle Isle - to build bridges in the community, invest in the well being of children, young people and their families and empower them to reach their potential.</p> <p>We do this through the provision of high quality activities and support programmes, which include children's and youth clubs, detached sports activities, mentoring, community events and trips for young people living in the areas of Hunslet and Belle Isle. We believe in the potential of this community and are committed to working with our participants to enable them to take the next steps in fulfilling their potential.</p>
Where does your group operate:	We are based from the Involve Centre in Hunslet – next to Hunslet Library & Community Hub – but deliver activities/events out in the community throughout the year. We have delivered community sports activities on the West Grange MUGA each summer since 2008 so have a strong reputation in that area.
How is your group currently funded:	All our projects and activities are funded through grants from a range of trusts and organisations. Examples for 2022/23 include: Pears Youth Fund, Flint Family Fund, Liz & Terry Bramall Foundation, Sir George Martin Trust.
What support does your group currently receive from BITMO:	BITMO kindly allow us to use the MUGA which they maintain. We are also grateful for the assistance with publicising our activities/events to residents/tenants through emails, social media and letters.

4. The Project- In Detail

Please describe your idea or project:	This project will replicate/develop the successful project from 2022 taking sports to the doorsteps of local children providing a unique accessible opportunity to try a range of sports and be inspired to be physically active as they grow up. Sporting
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	<p>participation can have a significant impact on physical, emotional and social wellbeing however positive experiences at a formative age are crucial for sustained participation.</p> <p>These FREE activities will take place in the public space (West Grange MUGA) in the heart of the Belle Isle community within walking distance for all participants. The location is on a main pedestrian route through the estate near Windmill primary school and Cockburn John Charles Academy.</p> <p>Activities will take place during the light evenings of spring and summer (April-October).</p> <p>This combination reduces major barriers for participation and in 2022 effectively engaged people who wouldn't otherwise participate or benefit from existing sports provision.</p> <p>We provide a nurturing environment empowering all participants to join in with a high emphasis on fun and building confidence to inspire ongoing sporting choices benefitting physical, mental, social and emotional wellbeing.</p> <p>We expect 35-50 local children and young people to engage with our activities throughout the project and anticipate around 25 of these to benefit significantly from regular participation.</p> <p>Having done similar work in the area since 2008, and particularly during 2022, we know there is a need for these activities as local young people, parents and other residents tell us there is a lack of good stuff happening for them.</p> <p>The activities will be delivered by a Lead worker, a sessional support worker and at least one volunteer.</p>
<p>How does this project meet our funding criteria:</p>	<p>This project meets several of the Leeds City Council “Best City Priorities” including:</p> <ul style="list-style-type: none"> • Health & well being: supporting healthy, physically active lifestyles • Child friendly city: improving social, emotional and mental health and wellbeing • Safe, strong communities: reducing antisocial behaviour & promoting community respect and resilience
<p>How will you know whether your project has been a success:</p>	<p>In 2022 we delivered a similar project which was successful evidenced by:</p> <ul style="list-style-type: none"> • High participation and retention rates – over 30 local youngsters took part regularly with a core of 15 attending most weeks. • Social integration between children and young people from a range of cultural and ethnic backgrounds. • Participants took part with a smile on their face whilst benefitting their physical and mental well being. • Children and their parents will experience greater community pride as they see positive activities taking place in the heart of their neighbourhood. The MUGA is sometimes a location for antisocial behaviour or the games the local youngsters initiate themselves are often not safe, fair or inclusive – our presence and engagement provides a

	better experience for all.
How much funding is required from the Housing Advisory Funding Panel for your project:	The total cost for the project is £1506. It would be wonderful if the Housing Advisory Panel could cover the whole cost – however I understand resources are stretched and there is great need across the community. Any contribution would be gratefully received – we would hope to obtain the remainder from other sources.
Has this project received any funding/ is funding being sought from elsewhere:	We intend to approach Leeds Federated Housing and local councillors about the project and are hopeful of receiving a small contribution from them. If unsuccessful we will explore other sources of funding to fill any gaps.

5. The Project Costs

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

Item:	Supplier:	Date:	Amount:
Lead worker	Hunslet Initiative - approx £15 per hour x 2 hours per week x 32 weeks (April-October) <i>Lead worker responsible for all areas of the project – risk assessments, health and safety, publicity, coordinating the team, communication, admin etc</i>		£960
Sessional support worker	Hunslet Initiative – approx. £13 per hour x 1.5 hours per week x 28 weeks <i>Support worker responsible for direct delivery of the activities.</i>		£546
Equipment costs (balls, cones, bibs, bats, rackets, nets etc)	Provided by Hunslet Initiative from existing supplies or replenished through other funding.		
We also deliver trips in July & October as a celebration of participations – cost approx. £150-200 each depending on destination.	Participants will pay a token fee with remainder of costs covered by Hunslet Initiative reserves or funding we obtain elsewhere (e.g. Councillor MICE money)		

6. Declaration

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

Name: Ben Hutchinson

Signed: *Ben Hutchinson* Date: 12/01/2023

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

APPENDIX 5

COMPLAINTS POLICY REVISIONS



BELLE ISLE TMO COMPLAINTS January 2023

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

We welcome complaints and feedback from all tenants and residents within our area as understanding when and where things go wrong, helps us to improve what we do. In considering complaints about our service we will investigate whether approved policy has been applied in a correct and timely way, whether all relevant matters have been taken into consideration, and whether the service has been provided courteously, objectively and properly.

What is a complaint?

A complaint is defined as:

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

What is not a complaint?

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

A matter will not be normally considered under this policy if:

- the issue giving rise to the complaint occurred over six months ago,*
- it is subject to legal proceedings*
- it has already been considered under the complaints policy.*

How can I complain ?

Complaints can be made:-

- In person at the Housing Office (address below)
- To any member of staff when they are on the estate
- By telephone (0800 389 5503 or 0113 378 2188)
- In writing to B.I.T.M.O (address below).
- By e-mail to - bitmocomplaints@belleisletmo.co.uk
- Via our website - www.belleisletmo.co.uk
- Via a third party authorised to act on their behalf
- *Initial complaint communication may be made via BITMO social media. Subsequent dialogue will be conducted via private means.*

What should I expect when I complain?

There are 2 stages to managing complaints:

- Stage 1 10 working days
- Stage 2 15 working days

Stage 1

When a complaint is made, we will seek to remedy it immediately. It will be registered, acknowledge and allocated to an investigating manager.

Stage 1 complaints will be investigated by a member of the BITMO Management Team, other than the CEO, and Heads of Service. The complaint investigator will not have management responsibility for the service complained about.

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

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

Stage 1 Complaints Outcome

When we have investigated your complaint, we will send you a letter or email that confirms:

- The complaint stage
- The complaint definition
- The decision on the complaint
- The reasons for the decision made
- The details of any remedy offered to put things right
- Details of any outstanding actions

- Details of how to escalate to stage 2 if you are not satisfied with the outcome. *You must make any escalation request within 28 days of the stage 1 outcome notification.*

Stage 2

If you are not satisfied with the response at Stage 1, you can ask for a review by a member of the Senior Management Team and a panel of a minimum of 2 Board Members (The Complaints Panel). You have the opportunity to meet with The Complaints Panel in person to explain your concerns.

The purpose of the review at Stage 2 is to consider whether all appropriate factors were taken into consideration at Stage 1, whether the conclusions reached were reasonable, and to understand whether there are valid reasons for your ongoing dissatisfaction.

Stage 2 Complaints Panel Outcome.

At this Stage, the Complaints Panel will determine whether the complaint is “Upheld” “Partially Upheld” or “Not Upheld”. A Stage 2 outcome letter will be sent which confirms:

- The complaint stage
- The complaint definition
- The decision on the complaint
- The reasons for the decision made
- The details of any remedy offered to put things right
- Details of any outstanding actions
- Details of how to escalate the matter to the Housing Ombudsman Service if you remain dissatisfied.

Confidentiality

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

Equality

We will seek to make any reasonable adjustments to process necessary in order to comply with requests under the Equality Act 2010.

Compensation Policy

We have a compensation policy which provides for payment of compensation in circumstances where we have failed in our service delivery, and you have suffered a material and evidenced loss as a result of our failure.

Housing Ombudsman

If we are unable to resolve your complaint to your satisfaction, you have the option to refer your complaint to the Housing Ombudsman. They will review your complaint and consider whether BITMO have acted correctly in the way we have dealt with it. If they are not satisfied that we have acted correctly they can instruct us to resolve the matter in a way that they consider appropriate.

Housing Ombudsman Contact details:

PO Box 152, Liverpool, L33 7WQ

Phone: [0300 111 3000](tel:03001113000)

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

The Housing Ombudsman Complaint Handling Code is available at:
<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

[Belle Isle Tenant Management Organisation](#)

[Registered Office:](#)

[Aberfield Gate,](#)

[Leeds](#)

[LS10 3QH](#)

[Registered with the Financial Conduct](#)

[Authority: Number 29817R](#)