



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 30th March 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 30th March 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
1. Community Partners Development – Windmill Children’s Centre (page 5)
 2. Bitesize training – Financial Inclusion (page 5)
 3. Minutes and Matters Arising from the Board meeting held 26th January 2023 (page 6 and Appendix 1 – page 21)
 4. Operational Report (page 7 and Appendix 2 – page 30)
 5. Finance Committee report
 - Capital Accounts 2022-23 (page 10)
 - Revenue Accounts 2022-23 (page 12)
 - Community Fund (page 15 and Appendix 3 – page 35)
 6. Safeguarding update (page 16)
 7. Board Forward Plan – meeting dates and times for the coming year (page 18)
 8. Any other business (page 20)

Part B – Confidential Items

Separate agenda and papers.

BITMO Board meeting 30th March 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
Presentations	Partnership opportunities and Bitesize training	Strategic partnerships are a vital part of the forward strategy. Board training is essential for organisational development.	Enhance ways of working.	Review and assess.
Operational Report	Key updates to include expanded key performance indicators.	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.
Finance Committee Report	<ul style="list-style-type: none"> - Capital Accounts 2022-23 - Revenue accounts 2022-23 & 2023-24 - Community Fund update 	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. Partnership development – Windmill Children’s Centre

Julie Prentice of the Windmill Children’s Centre will attend to outline its services and potential for further partnership working.

Recommendation:

Board is asked to NOTE the matter and discuss any matters arising.

2. Bitesize learning - Financial Inclusion

Stephen Oldham, Income and Tenancy Manager, will outline existing services and invite input into areas for further development.

Recommendation:

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

3. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 26th January 2022 (Appendix 1)**. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

Full Board 26th January 2023

Item	Update
Fruit orchard on the old bowling green at Belle Isle Circus	A highly successful community planting event was held on 23 rd February: https://southleedslife.com/windmill-pupils-plant-an-orchard-for-belle-isle/
Belle Isle Circus fencing	Work due to begin 27 th March 2023.
Board and volunteer recruitment	A series of interactive sessions are being held to inform shareholders of key activities and to recruit new prospective volunteers and board members. The events will be held on 19 th April, 14 th June and 13 th September. See also Operational Report on recruitment.
Board engagement	Expressions of interest from Board members are currently being gathered for the following roles/area of activity; <ul style="list-style-type: none"> • Retirement Life Housing (MB, SL) • Equalities • GATE and Community Events (MB) • Publicity & Communications • Repairs and Maintenance • Estate and Environment • Recruitment
Charity application	Three independent trustees attracted. Meeting arranged to plan route forward.

Recommendation:

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

4. Operational Report

Introduction

The purpose of this report is to provide a high-level update on BITMO activity in the last quarter. sets the scene for the priorities we will be working on in the coming months. A review of the Mears responsive repairs contract is provided for discussion and approval. A proposal around Board and volunteer recruitment is provided for discussion and approval. Performance information is presented.

Board is requested to

1. Discuss and comment on the contents of the report.
2. Approve the proposal to incentivise Board membership and volunteering
3. Approve amendments to the Community Fund

GATE activity

BITMOs GATE was previously a 9-5 Monday to Friday service. The Board have wanted to be able to make the GATE available at a wider variety of times and as a result we have reduced some of the daytime opening and extended evening and Saturday openings for a limited time. There have been mixed results.

Tuesday evenings have been popular as there is the free meal and tutoring until 6pm and a number of people stay on until the MINT men's group at 7pm. In the trial four-month period no-one has ever arrived to use the GATE after 6pm. In contrast the Thursday session has not proved popular, with between zero and four people attending after 6pm.

The monthly Saturday morning sessions have also had mixed results:

- January – the film show attracted a family of three from Middleton and three people visited the GATE
- February – the baking session aimed at families attracted fourteen people but no-one to use the GATE
- March – a total of eighteen people attended to use the GATE or make mothers' day cards.

Community Development staff will talk to volunteers and residents to find what other activities might be useful to make the Thursday sessions more popular – for example film shows and community meals.

Repair Café

Repairs Cafes are regular events where people can bring broken household items to fixers who will attempt to repair them. Items could vary from bikes to laptops, hair straighteners to school blazers. There are a number of precautions including insurance held by the Leeds Repair Café and disclaimers for people to sign before the fixer attempts to repair their item.

A repair café would help people who would struggle to pay to replace broken items as well as being good for the environment. We propose to run three sessions, one a month in May, June and July. We will be staffed by volunteer fixers from the existing repair cafes, while we try to recruit more local fixers.

The Board are asked to continue running the Tuesday and Thursday weekly sessions until 7pm and opening one Saturday a month until a further review at the July Board meeting, which would also review the repair café.

Community Builder

We have successfully recruited Ben Mills as Community Builder, who will start on 2 May. Ben will not be staffing the GATE or running services. The job is to hold conversations in the wider Belle Isle community and to find connections. He will be contacting Board members and asking to meet at a time that suits you for a chat about Belle Isle's strengths and other people you think he should talk to. The post is funded by the government via Leeds City Council.

Community Fund

We have referred elsewhere in the papers to a request to close the community Fund for a period until May, and to remove the assistance with decorating from the community fund scheme. We are seeking approval to amend the scheme to remove the decoration stream and add in support with small businesses, and assistance with gardening equipment for those who our Tenancy Support Team are working with on garden improvements

Board membership and volunteering

The BITMO plan 2023 includes workstreams to generate interest in volunteering and board membership, and training for Board members.

We propose to advertise to recruit up to 6 potential BITMO trainee board members and volunteers and to offer access to, and support to achieve, nationally accredited training and level 2 qualifications in housing and community development. In addition to access to training we would provide the opportunity to work with the community development team on existing community projects, running social events and community engagement. As well as providing access to internationally recognised qualifications we would offer reasonable expenses, including childcare, and in-house training and mentoring to develop self-confidence, skills and knowledge.

The opportunities will be advertised via South Leeds Life, on our website, and via FaceBook, and available to all BITMO tenants aged 18 and over.

Volunteer with BITMO and benefit from

a nationally accredited qualification worth £1500, making a difference to your community, developing new skills, new connections, improved self-confidence. If you have any spare time and want to make a difference to Belle Isle, gain business experience and qualifications to take your next step in work or college, Belle Isle TMO are offering 6 opportunities to join our volunteer programme.

Whats involved ?

Working with a team of Community Development staff on a community project, it could be our community kitchen, community garden, or community orchard, or another project that you would like to get off the ground.

Running social events for BITMO tenants to support community engagement
Studying with support to gain a nationally recognised qualification, completely free of charge
In-house training and mentoring to develop your self-confidence, skills and knowledge.

All expenses including childcare are paid

What qualifications are on offer?

CIH Level 2 Certificate in Housing Practice

- Housing Provision and housing organisations
 - Customer Service
 - Assets repairs and maintenance
 - Professional development in housing
- CIH Level 3 Certificate in Housing Practice

- The housing system
- Professional practice skills for housing
- Occupancy tenure and lettings
- Rental income management
- Dealing with ASB
- Delivery of housing services
- Involving housing service users
- Sustainable communities

Each module last about 5 weeks, with 8 hours study required each week. You will be supported to succeed every step of the way.

Key Performance Indicators Quarter 3 2022-23

Operational performance is mixed. Income collection is good, compliance is good, and void management has improved considerably. There remain significant challenges in terms of repairs completions, and void turnaround times. These are being addressed through open and constructive dialogue with Mears and monitoring of an improvement plan. We have identified further issues with the way in which Cx has been set up, and further development work has been requested.

See Appendix 2 below.

Recommendation:

Board is asked to:

- (i) ACCEPT the report following discussion and comment
- (ii) APPROVE the proposal to incentivise Board membership and volunteering
- (iii) APPROVE amendments to the Community Fund

5. Finance Committee Reports

The Finance Committee is due to meet on 24th March and the recommendations of the Committee will be relayed at the Board meeting on 30th March.

5.1 Capital Accounts 2022-23 update (as at 14/03/23)

Scheme Title	2022-23	2022-23	2022-23
	Budget	Spent and committed	Variance
	£000's	£000's	£000's
REACTIVE BOILER REPLACEMENT	0.0	0.4	(0.4)
PLANNED BOILER REPS	150.0	239.8	(89.8)
RE-ROOFING OF SLATE PROPERTIES	275.0	223.3	51.7
OTHER ROOFS	10.0	6.9	3.1
CHIMNEYS/CANOPIES	20.0	20.0	0.0
MUTUAL EXCHANGES	25.0	0.0	25.0
FIRE RISK	100.0	0.0	100.0
LEGIONELLA	5.0	0.0	5.0
TIMBER FRAMED PROPERTIES	175.5	155.0	20.5
Four Flat Blocks - ENTRANCES	0.0	10.5	(10.5)
REACTIVE ELECTRIC UPGRADES	30.0	33.0	(3.0)
DECENCY FAILURES	25.0	334.5	(309.5)
THREE STOREY BLOCKS	75.0	150.2	(75.2)
ADAPTATIONS	280.0	226.6	53.4
		2.9	(2.9)
KITCHENS AND BATHROOMS (WTP)	125.0	167.5	(42.5)
PUBLIC FOOTPATH RENEWAL SCHEME	15.0	15.0	0.0
UNADOPTED ROADS	15.0	4.2	10.8
WATER SUPPLIES - HOUSES		1.1	(1.1)
RE-POINTING SCHEME	50.0	50.0	0.0
EXTERNAL GRP DOORS	15.0	16.7	(1.7)
FENCING	30.0	30.0	0.0
BELLE ISLE CIRCUS FENCING	81.0	35.0	46.0
PLANNED ASBESTOS	30.0	22.2	7.8
ENVIROVENT CONDITIONING	5.0	1.2	3.8
BITMO VOID REFURBS	180.0	169.5	10.5
Thermal Efficiency	212.5	0.0	212.5

Adhoc Capital	25.0	30.6	(5.6)
Total	£1,954.00	£1,946.10	£7.90
		99.60%	£7.90

Capital spend is well on target to fill budget for 2022-23, as indicated above, with an expected spend of nearly 100% of budget.

Belle Isle Circus fencing materials have now arrived and work will commence from 27th March. Bollard-stones will be placed behind the fencing which has been cut down and the fencing section will be replaced.

Spend continues to be monitored closely towards the final year-end figures.

Recommendation

Board is asked to ACCEPT the above report and raise any queries.

5.2 Revenue Accounts update

5.2.1 Management accounts 2022-23

Revenue accounts for the 11 months to 28th February.

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance	Notes
RESPONSIVE MAINTENANCE	1,385,590	1,267,721	1,143,759	123,962	1
CYCLICAL MAINTENANCE	<u>588,052</u>	<u>479,690</u>	<u>479,464</u>	<u>226</u>	
TOTAL MAINTENANCE`	1,973,643	1,747,411	1,623,223	124,188	
GATE	157,586	139,873	140,379	(506)	
INCOME AND TENANCY	244,638	224,252	219,782	4,469	
TENANCY SUPPORT	229,029	209,943	199,144	10,799	2
RETIREMENT LIFE	102,304	93,779	101,795	(8,017)	3
CORPORATE RUNNING COST	146,933	120,793	117,163	3,629	4
CORPORATE STAFFING COST	393,407	359,857	346,866	12,991	5
SERVICE LEVEL AGREEMENTS	58,881	53,974	53,974	0	
DEPRECIATION					
TOTAL EXPENDITURE`	3,306,420	2,949,881	2,802,326	147,554	
Income					
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,236,688	2,944,078	2,977,703	33,625	6
OPERATING SURPLUS/(DEFICIT)	(69,733)	(5,803)	175,377	181,180	
One-off expenditure -Electrical	(51,420)	(47,135)	0	47,135	7
One-off expenditure -Voids	(36,692)	(33,634)	0	33,634	8
Community Fund Costs	(70,000)	(35,000)	8,979	43,979	9
(Deficit) after exceptional items	(227,845)	(121,572)	184,356	305,928	

NOTES

1. Systems issues have led to a now agreed credit note on the main repairs contract.
2. Savings in some staff costs.
3. Additional staff costs due to staff changes.
4. Additional expenses re funded Belle Isle Stories project, offset by savings in certain areas.
5. Staff cost savings re pension costs.
6. Additional grant income for Belle Isle Stories as well the Kickstart Apprentice Scheme and other funding streams.
7. Electrical testing programme under review.
8. Potential void penalty avoided by reduction in number of empty properties
9. Community Fund re-launched and further spend expected.

As previously reported, there have been issues around how two key systems have been talking to each other. The main contractor has been issuing invoices for payment, but the amount of payment made through the Cx system has subsequently differed. We have also had issues around errors and duplicates raised. A thorough review of all these transactions has resulted in an expected credit note of over £155k. This figure relates to the period since the introduction of Cx in August 2021. This has been agreed by both parties and adjustment has, therefore, been made to the accounts.

An audit of the Cx issues has been requested. This was initially requested from LCC Internal Audit but this is not feasible and so we have asked for our external auditor to undertake the exercise.

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. It has also led to a VAT inspection which is ongoing. Work to split the invoicing has proved to be a lengthy process due to the complexities of the system.

Overall, the expected Revenue Account outturn for 2022-23 looks to be positive and levels of reserves are expected to remain healthy.

5.2.2 Revenue Budgets 2023-24

For the 2023-24 financial year there are three additional funding requirements:

- (i) The board and volunteer training initiative detailed on the Operational Report will have a potential cost. It is estimated that this may be up to £6k per year.
- (ii) Further support for the successful tutoring scheme. This scheme has now been operating for 6 months and has proved popular. The intention is to apply to external funders to ensure that this continues in the longer term, but this has not been possible as yet. The Board is therefore asked if will continue to support the scheme in the short term. This would be up to a maximum of £6,300 for the next 6 months.
- (iii) BITMO has benefitted from supplies from Foodbank for some time on a gratis basis. Foodbank now need to charge in order to continue their services and Board is therefore asked to support this aspect of operation at a cost of £500 for the next year.

The existing budget for the year has an operating deficit of some £17k prior to unusual items. Those items include: (i) the agreed additional Financial Inclusion Officer post for part year (£25k), (ii) a

vacant post (£42k), (iii) Community Fund spend (£70k) and (iv) the agreed capital injection from reserves (£200k). Reserves as at 31.03.22 were £1,764k and the budget as agreed would take that to £1,751k.

Recommendations

The Board is asked to:

- (i) ACCEPT the above report and raise any queries.
- (ii) AGREE funding of the Board and volunteer recruitment initiative c £6,000
- (iii) AGREE further support for the GATE Tutor scheme up to £6,300
- (iv) AGREE to an annual subscription to Foodbank of £500.

5.3 Community Fund

5.3.1 Overview

The Community Fund has been open at various stages over the last two years and processes have been developed to both market the scheme and administer the logistics.

The applications by tenants and groups to the scheme are listed by type below to give a sense of the areas of greatest need.

Community Fund	
Applications from tenants by category	Number
Community groups	2
Estate improvements	1
Environment - gardens	1
Group sessions	1
Training	3
Beds	6
Bed and sofa	1
Bedroom furniture	1
Bed and kitchen essentials	1
Beds and washing machine and dryer	1
Carpets	11
Carpets and cooker	2
Flooring and carpet	1
Decorations	4
Cooker	5
Cooker and washing machine	2
Oven and utensils	1
Shower	1
Fencing	1
Household goods	1
Fridge freezer	7
Microwave and blankets	1
Decorating and washing machine or carpet	2
Paint wallpaper and flooring	1
Paint	1
Paint, wallpaper, sofa	1
Sofa/ottoman	1
Sofa and fridge/freezer	1
Washing machine	1
Washer/dryer, airfryer	1
Other	5
Total	69

At present there are a considerable number of applications still in process and it would be greatly appreciated by the team if there could be a pause in incoming applications as we approach the financial year end. The aim would be to then re-open the scheme in May 2023. This course of action has been agreed by the Chairs and is brought to Board for ratification.

The numbers above indicate that the scheme is popular. One of the categories that proved less attractive is the offer to aid painting and decorating. It is proposed in the Operational Report above that this area is, in future, replaced by some funding to aid small business run by BITMO tenants as well as assisting with gardening equipment for garden improvements.

Recommendations

The Board is asked to ACCEPT the above report and to RATIFY that:

- There is a temporary closure of the Community Fund Scheme around the financial year end to allow a catch-up exercise to take place and then a re-opening again in May 2023.

5.3.2 Application

Board is asked to consider an application for a new round of funding for Craft Conscious wellbeing group activities (10 sessions). It is recommended that the Community Fund gives £500 with grant conditions that the sessions are held in an accessible venue in Belle Isle, that Craft Conscious work with BITMO to publicise the sessions and that they seek partial or full funding externally for future sessions. BITMO would also agree to give them free use of BITMO's GATE for the 10 sessions if they wish to run them at Aberfield Gate.

Please see Appendix 3.

Recommendations

The Board is asked to AGREE a Community Fund grant of £500 regarding the application above.

6. Safeguarding

Safeguarding issues continue to be reviewed every two weeks by the lead team (Deborah Kelly, Lesley Fothergill and Peter Olver). There are currently no open cases on the Safeguarding Log. Twenty-nine cases have been dealt with in 2022-23 to date.

Potential Tenants at Risk of harm are also discussed by a cross team forum each month.

A review of the Safeguarding Policy and Procedures and the Domestic Violence Abuse Policy and Procedures has been undertaken and revised documentation has been cleared with relevant personnel in Leeds CC. These documents are now going for further review and will then be brought to Board in May 2023.

Recommendations

The Board is asked to ACCEPT the report.

7. 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		Financial Inclusion	Budgets (agreed in January) Safeguarding Expanded KPI's
May 25 th		STAR Survey	GATE Programme Performance KPI's Risk Register Health & Safety Report Anti-Social Behaviour (from Nov) Retirement Life (from March)
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.

8. Any Other Business

None reported to date.

Date of Next Meeting: Thursday 25th May 2023 at 6.00pm

APPENDIX 1

BELLE ISLE TMO FULL BOARD Minutes of a Meeting Meeting held on Thursday 26th January 2023

Present: Jean Burton
Margaret Brown
Harry Austin (Acting Chair for the meeting)
Lisa Caley
Ashley Knowles
Steven Lamb
Lamin Makalo
Tracey Morris
Julie Rhodes
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)
Peter Sutton (Community & Tenant Support Manager)
Karen Hoole (Governance & Admin Support Officer)
Howie Williams (Repairs Team)
(Ben Joslin and Jess Adcock, Representatives from Community Links)

PART A – Public Agenda Items

Apologies

Apologies were received from: Sharafath Ghafiri, John Oddy and Rose Hodgkinson

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.

Presentation – Representatives from Community Links attended the meeting and gave a presentation on Supported Living in the East Granges.

Bitesize Training – Complaint Handling – to be rescheduled due to time constraints.

1. Minutes and Matters Arising

The minutes of the meeting held on 24th November 2022 were approved.

Matters Arising from the Board meeting held on 24th November 2022 were as follows:

Full Board 24th November 2022

Elections	A recruitment campaign is required in time for the 2023 elections to ensure a full tenant board. A number of shareholder event are being planned to aid in this.
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 has expressed an interest. minimum of two others sought via local organisations
Key Performance Indicators	Work is currently ongoing to provide a revised list of KPIs for Quarter 3 of 2022-23.

2. Operational Report

The CEO presented the operational report on matters arising since the meeting held on 24th November 2022 and highlighted the following:-

Annual plan

The CEO presented the annual business plan and advised that this was developed with staff and Board members throughout the year. She explained that 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.

Regular reports to the Board will be provided.

BITMO's GATE and Our Community Development Team

At the last meeting the Board requested further clarity on how The GATE will be used, and how the Community Development Team will deliver our goals.

The GATE is now open a minimum of 24 hours per week. Staff time is divided between planning and admin, outreach, and direct service provision in the GATE.

Belle Isle Senior Action have a funded worker located in the GATE for 15 hours a week and we are currently recruiting a Community Builder.

Planned investment programme

The planned maintenance programme for 2023/24 was presented. This is drawn up using information from the stock condition data base, customer requests and repairs trends. Repairs are prioritised by condition, whether an economic repair can be undertaken, energy consumption and health and safety.

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

Procurement

Programmes up to a maximum of £100k each per annum will be offered to our contractor Mears.

A procurement exercise will be undertaken for programmes in excess of this value.

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

Gala

The Board had requested that a consultation exercise be undertaken on whether to run the Belle Isle Community Gala in 2023 or run a large number of smaller events providing food and activities.

The consultation has now been completed and it was found that there a general lack of interest in the community for the gala amongst those involved in the consultation.

The Board were asked to agree not to hold the Gala in 2023 but to hold a Gala in 2024 as part of a promotion for the five-year continuation ballot to be held in September 2024.

Bowling Green orchard

Consultation is currently being carried out with residents living in the vicinity of the bowling green. Work to install the orchard will be done in conjunction with Fruitworks and pupils from Windmill Primary School.

Belle Isle Circus

The Community Development Team undertook a consultation with Belle Isle Circus residents. The residents were unanimous that they wished to see the Belle Isle fencing extended but also that they would like to see other improvements. Some of the suggestions were easier pedestrian access, lighting, play area, bandstand and gym equipment.

Recommendation

The Board were requested to:

1. ACCEPT, discuss, and comment on the contents of the report.

Approved

2. APPROVE the annual business plan

Approved

3. APPROVE the planned investment programme 2023-24

Approved

4. APPROVE a decision not to run a Gala in 2023

Approved

3. Scheduled Reports

3.1 Capital Accounts 2022-23 update

The Head of Governance and Finance gave an update on the Capital Accounts report. He explained that spend in the last few weeks of the financial year will be closely monitored to ensure that funds are not over committed.

Recommendation

The Board were asked to ACCEPT the Capital Accounts 2022-23 Update report.

Accepted

3.2 Revenue Accounts 2022-23 update

The Head of Governance and Finance presented the Revenue Accounts for 2022 to 2023 and highlighted that the 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.

He advised that a further issue regarding CX has been encountered which has led to some issues reconciling records although the number of accounts affected is small. The issues are currently being investigated by the LCC Information Technology Team.

Recommendations

The Board were asked to ACCEPT the Revenue Accounts 2022-23 update report.

Accepted

4. Finance Committee Reports

4.1 Draft Capital Budgets 2023-24

The Head of Governance and Finance advised that LCC has given a provisional budget of £1.72m for 2023-24, subject to ratification by the LCC Full Council Meeting on 22nd February.

He advised that the Board had 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, to enable tenants to benefit from lower heating bills.

Recommendations

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

Approved

4.2 Draft Revenue Budget 2023-24

The Head of Governance and Finance presented the draft Revenue Budget and highlighted that the Budget indicates that the year 2023-24 will 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.

Recommendations

The Board were asked to APPROVE the proposed Revenue Budget 2023-24.

Approved

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 the Board. External funding for future sessions is being sought.

Recommendations

The Board were asked to ACCEPT the Tutor Scheme Report.

Accepted

4.4 Community Fund application

Whitehouse Farm Allotment Association

An application was made to the previous meeting of the Board for a grant of £140 to provide toilet facilities. Further information was requested about the members of the Allotment Association and whether these are tenants of Belle Isle TMO.

Unfortunately, the Association does not hold this information although the postcodes of plot holders were provided.

Recommendations

Board was requested to CONSIDER the application in light of the new detail provided.

The application was Approved.

4.5 Housing Advisory Panel applications

(i) Manorfield Hall

Manorfield Hall had requested a grant of £1400 towards maintaining the Foodbank service for a further year.

Recommendations

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

Approved.

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

Representatives from Community Links attended the meeting to discuss their request for a grant of £1,000 to provide a free library casement near Octavia House. The casement will be stocked with books by Octavia House. This would also enable a link to the Little Leeds Free Library Network.

Recommendations

Board was requested to consider APPROVAL of a HAP grant in relation to the Octavia House application
APPROVED

(iii) Hunslet Initiative

A request for a grant of £1506 has been received for the Hunslet Initiative. The aim of this project is to deliver a free weekly sports session in the heart of the community with a view to building positive relationships.

Other organisations will be asked to contribute towards the Initiative.

Recommendations

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

Approved

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 the January meeting – Handling Complaints – will be rescheduled due to time constraints.

Recommendation for Approval

Board members were asked to discuss and approve the forward plan

Approved.

6. Any Other Business

6.1 Complaints Policy Revisions

The Chief Executive Officer advised that 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.

Some minor changes to the Complaints Policy were proposed as follows:-

- *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.*

- Initial complaint communication may be made via BITMO social media. Subsequent dialogue will be conducted via private means*
- 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.*
- We will seek to make any reasonable adjustments to process necessary in order to comply with requests under the Equality Act 2010.*
- The Housing Ombudsman Complaint Handling Code is available at: <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code>*

The use of Complaints questionnaires has been introduced to monitor how well the process was administered along with staff training on staff training for Board and staff.

A Complaints report will be included in future Board Reports.

Recommendation for Approval

Board members were asked to accept the report and Approve the Complaint Policy amendments.

Accepted and Approved.

Date of Next Meeting: Thursday 30th March 2023 at 6.00pm

APPENDIX 2

Key Performance Indicators

Quarter 3 2022-23

Aim: Provide High Quality Services

**2022-23
Q3**

Aims	Goals	Ownership	Indicators of progress	TSM	Curr target	2022-23 Q3	RAG	Comments
Provide High Quality Services	A quick and reliable repairs and maintenance service that gets the job done right first time	Repairs and Maintenance	(RR1) Repairs done right first time		95%	N/A	Red	Issues with BI Power reporting
			(RR2) Repairs completed within target timescale	RP02	95%	16%	Red	Urgent discussions with contractor
			(RR3) Repairs appointments made and kept		95%	N/A	Red	Issues with BI Power reporting
			(Mears) Repairs - Post Inspections		10%	0%	Red	Lack of resource - to begin April 23
			(BITMO) Repairs - Number of post inspections		10%	0%	Red	Started 17.2.23
			(Mears Only) Repairs - Customer satisfaction surveys		90%	No data	Red	From April 23
			Satisfaction with repairs	TP02	90%	99%	Green	Contacting 100% prior to illness
			Satisfaction with time taken to complete most recent repair	TP03	99%	Via TSM	Blue	Awaiting TSM Q4
			Percentage of estate issues completed from 1/4ly estate walkabout		100%	100%	Green	
			Quality and targeted investment that maintains decent homes	Repairs and Maintenance	Homes that do not meet the Decent Homes Standard	RP01	0	0
	Percentage of communal areas meeting the required standard	NM			100	100	Green	Inspections completed weekly
	Properties with a stock condition survey completed in the last 5 years				1843	c 200	Red	Depends on surveyor availability
	Capital Investment programme completed (100% for the year)				100%	72%	Green	On track
	Maximise rent collected with timely intervention and support	Income & Tenancy	Percentage of rent collected		98%	95.48%	Yellow	Ahead of city average in upper quartile - top 3 last 3 mths
			Percentage of rent owed		3%	3.84%	Yellow	Ahead of city average
			Amount of rent owed		£250k	£287,662	Yellow	
			% of arrears cases owing 7 weeks rent plus		9.44% (LCC end Jan)	7.05%	Green	6.78% at 31.1.23 wk 44
			Number of Household Supported with Financial Hardship		TBC	100	Yellow	Target to be set based on resource
			Income generated		TBC	£97,000	Yellow	Target to be set based on resource
			Number of notices served		N/A	62 (7.62%)	Green	Hunslet 61 (6.99%) Middleton 45 (4.55%) Beeston 97 (9.61%)
			Number of cases entered to court		N/A	6	Blue	
			Number of Court orders obtained		N/A	4	Blue	None in January
			Number of evictions		N/A	0	Blue	
	Local and responsive Tenant and Customer Contact	Tenancy Support	% of Financial Hardship cases closed with a positive outcome		N/A	N/A	Blue	
			Quick and reliable telephone service - number of successful calls		Not Available	Not Available	Blue	Phone statistics no longer available.
			Tenancy Amendments completed within target time		10 working days	25	Green	100% within target
			Mutual Exchanges completed within target time		42 days	19	Green	100% within target
	Effective reletting of properties to minimise time properties are empty	Tenancy Support	Time taken to relet empty properties - Gross Relet		N/A	82.74 days	Red	Issues with repair turnarounds
			Number of tenancy terminations		N/A	66	Blue	No target
			Number of commencements		N/A	87	Blue	No target
			Number of voids at period end		18.43	10	Green	Decreased substantially
			Percentage of properties untenanted		1.00%	0.50%	Green	Decreased substantially
Support for those older tenants who need it	Tenancy Support	Retirement Life Residents with a Support Plan		N/A	105	Green	Annual	
		Support Plan reviewed within target time		95%	96.20%	Green	Annual	
		RL Residents receiving Warden Service		N/A	62	Blue	Annual	
		Number of residents signed up for floating support		N/A	4	Blue	Annual	
		Yearly RL service review report		May annually	May-22	Green	Annual	

BITMO Aim: Build a Stronger, Safer and Greener Community

BITMO Aim: Build a Stronger, Safer and Greener Community								
Aims	Goals	Owner	Indicators of progress	TSM	Curr target	Q3 2022-23	RAG	Comments
Build a Stronger and Safer Community	Make homes and the environment as safe and secure as possible	Repairs and Maintenance						
			All homes have a current gas safety certificate (Gas safety checks)	BS01	100%	99.40%	Yellow	11 properties o/s with issues of no access
			Number of homes with a Gas safety certificate overdue for 0-4 weeks		0%	0.38%	Yellow	7 properties
			Number of properties with a Gas safety certificate overdue for 1-3 months		0%	0.22%	Yellow	4 properties
			Number of properties with a Gas safety certificate overdue for over three months		0%	0.00%	Green	Zero properties
			All homes have a current electric periodic inspection certificate (Electrical safety)		100%	89.12%	Red	LBS contracted to bring to 100%
			Fire Safety inspections to communal areas (Fire safety checks)	BS02	100%	100%	Green	157 areas checked
			Asbestos safety checks - new	BS03	100%	100%	Green	1074 properties have asbestos records from a total of 1842
			Water safety checks - new	BS04	100%	100%	Green	Saves done 1.8.22 (6 items). Due annually.
			Lift safety checks	BS05	100%	100%	Green	66 checks commissioned.
	Annual green spaces and footpath inspection (100% per year)		100%	100%	Green	Annual inspections complete.		
	Expect tenants to abide by their tenancy agreements and hold them to their	Repairs / Tenancy Support / Comm Dev	Respond to tenant permission requests within 10 days (See Permissions log)		100%	100%	Green	
			Annual Tenancy Contacts		100%	40.7%	Yellow	Significant improvement on 4.52% in last
	Tackle anti-social behaviour quickly and effectively	Tenancy Support	Percentage of new tenant visits completed		50%	TBC	Blue	
			ASB - number of cases opened		N/A	52	Blue	
			ASB - number of cases closed		N/A	50	Blue	
			ASB cases relative to the size of the landlord	NM01	N/A	2.82%	Blue	
			Support - opened and closed		N/A	17/26	Blue	
			LASBT Number of cases closed - situation improved		66.67%	TBC	Blue	LASBT asked for data
LASBT service satisfaction % of customers very satisfied/satisfied		100.00%	TBC	Blue	LASBT asked for data			

BITMO Aim: Be a Well Run, Tenant Led Organisation									
Aims	Goals	Owner	Indicators of progress	TSM	Target current	Q3 2022-23	RAG	Comments	
Be a Well-run organisation	Maintain an organisation that is tenant led	Governance and Finance	Full Tenant Board membership		100%	85%	Yellow	average 10.2 places filled out of 12	
			Increase in Number of shareholders		10%	0%	Red	shareholder recruitment planned	
			Complaints relative to the size of the landlord - Stage 1 (% for each 1,000 homes)	CH01	N/A	1.03%	Blue	19 complaints / 1843 homes	
			Complaints relative to the size of the landlord - Stage 2 (% for each 1,000 homes)		N/A	0.33%	Blue	6 complaints / 1843 homes	
			Complaints responded to within Complaint Handling Code timescales - Stage 1	CH02	100%	47.37%	Red	9 of 19 responded to within 10 w days	
			Complaints responded to within Complaint Handling Code timescales - Stage 2		100%	86.67%	Red	4 of 6 responded to within 15 w days	
			Number of complaints referred to the Ombudsman in period		0	1	Blue	Outstanding	
			New indicator - A Five Year Business Plan that will be reviewed annually. This will include a review of Governance and Finance arrangements as well as establish and review BITMO's Mission, Aims, Goals and Values.		100%	Partial	Yellow	Strategy updated.	
			New indicator - An online Annual Report produced by BITMO for all tenants		100%	100%	Green	Format to be reviewed	
	Support and develop skills within the organisation	Governance and Finance	%of Board members attending all Full Board meetings		100%	71.91%	Yellow	64 attended from 89 possible	
			Board appraisal - number who complete this within the year		100%	86%	Yellow	12 out of 14	
			Board training - all Board members to attend at least two formal training sessions in the year		100%	82.4%	Yellow	All provided internally	
			Staff attendance - Number of days lost through absence (average per employee)		10	11.55	Red	UK average 4.6 days 2021 (ONS)	
			Staff appraisal - number who complete within the year		100%	97%	Yellow	1 appraisal awaited	
	Manage Money and Resources	Governance and Finance	Budget surplus/(deficit) target and projection		£222k	£72,000	Yellow		
Unqualified annual audit by independent organisation				100%	Unqualified	Green	Annual - Green		

APPENDIX 3

COMMUNITY FUND APPLICATION

Name

Teresa Mack (Craft Conscious)

First line of your address

64 Windmill Road,

Email

craftconscious@yahoo.co.uk

Which budget are you applying to?

Community group or activity

Please use this space to tell us more. What will the money pay for?

£300 for teaching and £200 for materials for 10 craft and mental health support sessions. Each session is advertised for 1 hour but there is 2 hours in total for people to get extra support and the session can run longer where necessary.

The sessions are run every 2 weeks however people have questioned why this can't be run weekly. We are in the process of sourcing additional funding to plan and run the groups weekly and to fund the time needed to prepare for the sessions including sourcing the materials.

So far, the time to prepare for the mental health part and source and purchase the materials has been funded fully by Craft Conscious CIC. The organisation also donated some of their materials.

The sessions have run with a minimum of 1 and maximum of 5 people to date as this is a pilot group. The sessions have not been advertised outside BITMO as we were not sure whether people would be open to discussing their mental health problems, however the sessions have proved to be really successful. People are now bonding and are opening up about issues that they wouldn't normally discuss outside of our group.

So far in the sessions people have shared traumatic losses, relationship difficulties, talked about suicide and other mental health issues in their families, transgender issues, childhood trauma, neurodiversity, relatives in prison, addiction, depression, anxiety and feeling low, physical health issues such as cancer and chronic pain plus other disabilities. Other areas of discussion were around loneliness and financial difficulties.

Each session has a theme to enable people to learn strategies to enable them to manage the above issues and become more resilient, learning skills that they can continue at home and pass on to help other friends and family too.

Here is what some of our participants had to say:

“As a carer I am limited with time to do activities, my daughter (23) attends a group for adults with special needs twice a week so this frees up a couple of days where I can actually have some time for me. I found this crafting group which Teresa runs & it's

local, It's been so lovely to get out of the house, to have time to focus on what I enjoy. It's been great chatting & getting to know the other ladies that attend, building friendships and having an escape for a little while. We are all mum's, we all have our own little troubles but for that short time we have crafting together it makes a big difference. It's a way of socialising & destressing and for some of us that's a rare thing. We learn new crafting skills, offer our advice to one another & discuss things we can all relate to in one way or other. This helps a great deal with mental health, the group and the people have had a really positive outcome for me. I look forward to the sessions and really hope they continue, it is also something my daughter can attend with me, something we can do together on her days off and I know she has really enjoyed the sessions we've attended together" – ND

"The sessions have really helped me escape the pressures of home life with young challenging children. The crafting sessions have enabled me to meet new people and talk about my issues in a safe place and have an outlet to do something for me and to destress. I have met some lovely people that can relate to the issues I have and we support each other. I always leave the session feeling really positive. It's so refreshing to be part of a group with a difference. Teresa makes the sessions fun with some useful and helpful crafts which we can takeaway such as the pamper boxes." JR

Sent from [Belle Isle TMO](#)

