



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 27th July 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 27th July 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. Presentation – Climate Action Leeds (page 5)
 2. Minutes and Matters Arising from the Board meeting held 25th May 2023 (page 5 and Appendix 1 – page 29)
 3. Operational Report (page 6 and Appendices 2, 3 – pages 37, 43)
 4. Annual General Meeting 28th September 2023 (page 12)
 5. Finance Committee Reports
 - Draft Reports & Financial Statements 2022-23 (page 13 and separately enclosed)
 - Revenue accounts – update (page 15)
 - Community Fund update (page 18 and Appendix 4 – page 47)
 - Capital accounts – update (page 19)
 6. Other Scheduled Reports
 - Health & Safety report (page 21 and Appendix 5 – page 49)
 - Anti-Social Behaviour Report 2022-23 (page 22)
 - Retirement Life Report 2022-23 (page 25 and Appendix 6 – page 61)
 7. Board Forward Plan – meeting dates and times for the coming year (page 26)
 8. Any other business (page 27)

Part B – Confidential Items

Separate agenda and papers.

BITMO Board meeting 27th July 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	- Reports and Financial Statements - Capital & Revenue Accounts 2022-23 - 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.
Other Scheduled Reports	- Health & Safety Report - Anti-Social Behaviour report - Retirement Life Report	Annual update reports on vital areas of operation.	Review and continue to enhance services.	Board is asked to review the reports and raise queries and suggest any improvements.
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. Climate Action Leeds

Joy Justice of Climate Action Leeds will join online to give an overview of the work done by that Group and ways in which it can work with and help BITMO.

Board is asked to discuss and suggest potential ways in which we can potentially apply for an amount of funding for training or consultancy in the following areas: housing; energy; transport and mobility; food; nature and biodiversity; keeping money locally; waste and recycling; education and young people; climate justice or racial justice.

Recommendation:

Board is asked to receive the presentation, discuss and consider improved partnership working.

2. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 25th May 2023 (Appendix 1)**. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

Full Board 25th May 2023

Item	Update
NFTMO Conference 2023	The Manager of the Year Award was presented to Peter Sutton, Community Development Manager.
GATE Kitchen	We await a consultant's report on the proposed kitchen development and associated works.

Recommendation:

Board is asked to APPROVE the minutes and Matters Arising not covered elsewhere on the agenda.

4. Operational Report

Introduction

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

Performance

The performance grid is presented at [Appendix 2](#). In general terms performance continues to be good and improving. Of note is performance on rent debt collection and income generation. Our rent performance is ahead of the city average, and we are consistently in the top three performing areas across the city. Our levels of support and enforcement are high, as can be seen from the level of income generated and the number of notices served, and evictions carried out.

The performance indicators show that BITMO have maintained collection rates throughout December 2022 to March 2023. These months are typically when collection rates can reduce as household budgets are squeezed after the increased expenditure over the festive period, along with increased household bills due to colder weather.

BITMO debt value £s at month end (lower is better)

- End June 2023 £259,772
- End Mar 2023 BITMO is £268,069
- End Dec 2022 BITMO is £287,662

BITMO debt % at month end (lower is better)

- End June 3.27%
- End Mar2023 BITMO is 3.58%
- End Dec 2022 BITMO is 3.84%

BITMO collection % at month end (higher is better)

- End June 95.24% - currently ranked 1st in league table
- End Mar 2023 BITMO is 95.99% - ranked 2nd in league table
- End Dec 2022 BITMO is 95.48% - ranked 3rd in league table

We are continuing to work on improving our voids performance. We have experienced an upturn in tenancy terminations recently as households have moved from Belle Isle to the new build properties in Middleton. Mears resource for voids continues to be challenging and we are working with them to prioritise properties to be returned and ready to let. The recent changes to the tenancy support team will deliver significant improvements in void performance when fully implemented and when Mears are in a better position to resource the work needed.

We have improved our performance on handling complaints, 90% of which are now responded to within time.

Progress is good on investment work. We are working with LCC to procure works that Mears will not carry out through a framework.

The GATE

Twelve months ago, in response to information provided in the Health Needs Assessment, and the cost-of-living crisis, we re-examined the GATE operating model and developed a new strategy framework to shift emphasis and change opening hours. In the last twelve months the work of the Community Development Team has evolved to cover much more than the activities and services that are run out of the GATE. We have developed a programme of community projects: community garden and orchard, school holiday family activities and extended our food offer. We have also carried out tenant consultation exercises, and increased activities in the GATE to include tutoring in Maths and English, a children's film club, and repair café. This work has been recognised by the National Federation of TMOs in awarding Peter Sutton TMO Manager of the Year 2023.

Community Garden and Community Orchard

The community garden is now open every Wednesday 10am-12pm and there is a core group of volunteers who work throughout the week. There are four planters which are mostly filled with vegetables and a greenhouse with further plants on their way. Board members are invited to visit on Wednesday 2 August at 10am.

There are 10 trees and 15 fruit bushes at the community orchard. They are being looked after by community garden members and Circus residents. Groundwork will soon be starting two weekly half-day gardening and exercise sessions based in the community orchard.

Tutoring

Tutoring finished for the summer with games and awards on 18 July. It will continue with the same age group in the next school year – so Years 4 and 5 instead of 3 and 4. We will also take pupils in Year 6 if they are struggling. We have asked the four local primary schools to circulate a letter we provided to all Year 3 and 4 parents before the end of the school year confirming that the free tutoring and meals will continue throughout the 23-24 academic year and inviting them to an open evening on 12 September, before the first session of the new year on 19 September.

Food offer

Meals are now available at BITMO three days a week throughout the year. We also have a large delivery from the foodbank every Thursday and from a local church most Thursdays. The food is cooked by our volunteers, distributed to tenants, and passed on for distribution by Belle Isle Senior Action and the Manorfield Hall foodbank.

We have put together a schedule of where food support is available throughout the week in partnership with local community centres and churches. There is good provision on Friday morning and then nothing until Tuesday when there is a food pantry at Cranmore & Raylands, and the meal provided at BITMO after school. We are opening discussions on a local food provision in Belle Isle over the Saturday to Monday period.

Repair café

We have held three repair cafes – on Saturdays in May, June, and July. From our Board, Lamin and Shaf have worked as fixers, Harry has run the front of house and Tracy has prepared drinks and food – along with the Belle Isle Community Kitchen volunteers. We have recruited an experienced fixer who will attend each time but are still trying to recruit a wider pool of local fixers. We have repaired 15 items so far. In July we also hosted Leeds Bike Mill, who repaired 22 bikes – almost all for children.

We received a grant of £1,400 from Accenture which we used to buy a sturdy but easy to assemble marquee that measures 6m x 3m, with the BITMO logo on it. We have now unlocked a second grant

of £600, which we will use to buy some equipment for the repair café and to pay the Leeds Bike Mill to attend sessions.

BITMO agreed to run three repair cafes from May to July and then to review the position. The Board are asked to agree to running four more sessions, monthly from September to December.

Partnerships

Windmill Children's Centre

We have now provided £250 in vouchers following the Board's decision. They are using the GATE for their weekly Stay & Play pre-school sessions (term time only) and are completing a 5-week baby massage course. They are holding a family first aid course in the GATE on 20 September, with the trainer paid for by the Board. The children's centre is nominating families to BITMO to receive air fryers or slow cookers.

We have put together a schedule of where food support is available throughout the week in partnership with local community centres and churches. There is good provision on Friday morning and then nothing until Tuesday when there is a food pantry at Cranmore & Raylands, and the meal provided at BITMO after school. We are opening discussions on a local food provision in Belle Isle over the Saturday to Monday period. There will be a further meeting of Belle Isle community centres in September, hosted by Cranmore & Raylands.

Mears

We have agreed a plan with Mears to work together to help them recruit locally. This will include a social media and poster campaign as well as recruitment days in September and March. The March session will include promotion of Mears apprenticeships, before their recruitment period in April-June. If the Board agrees to run more repair cafes, Mears will attend the September session with a demonstration of DIY joinery skills and possible future sessions on other skills. We aim to work closely with the Leeds Rhinos Foundation around the launch session of our air fryer/slow cooker programme and to involve them in our summer events.

Manorfield Hall

Manorfield Hall now has a functioning Board of five members, including Peter Sutton representing BITMO. Ben Mills, the Belle Isle Community Builder has spent a long time in the Newhall and Manor Farms area speaking to people in the street and knocking on doors. He will report to the Manorfield Hall Board about his findings. Belle Isle Senior are now running a weekly computer support session for over 60s at Manorfield Hall and their walking group will hold weekly Tai Chi sessions there in the winter months.

Belle Isle Network

We are encouraging co-operation between community centres, churches and others involved in the community in Belle Isle. We hosted a first meeting in March, which agreed to co-operate on the food offer and promoting volunteering and arranged a trip to the South Leeds Youth Hub to see their facilities. There will be a further meeting of Belle Isle community centres in September, hosted by Cranmore & Raylands, which we expect Clapgate School and St Vincent's to attend as well. Board Members and Ward councillors would also be welcome to attend.

Learning from complaints

A year ago, we reviewed and streamlined our complaints policy in line with the Housing Ombudsman's best practice guidance, reducing the process to two stages. This has meant much more involvement in complaints for Board Members. Over the same period three complainants have specified that they believe racism to be the underlying cause of their perceived poor service.

This is a very serious and concerning assertion, and so we wanted to have the situation reviewed by an independent organisation with some expertise in the area. We commissioned Housing Diversity Network to review the service that had been provided in relation to the three complaints to consider whether racism had been a factor in them and make some recommendations for improved practice where weaknesses were found.

The review was completed, and a report was provided in July. The outcome of the review was critical but ultimately concluded that there was no evidence of racism, or of customers being offered a lesser service.

However, HDN did find that there were weaknesses in the way we provided services to the complainants that leave us vulnerable to accusations of differential service provision.

The main weaknesses found were around communication and record keeping and not having a clear policy on disabled adaptations.

The communication issue was around listening to customers, and being clear at the point of sign up, and subsequently, about what the landlords and tenants' responsibilities are in terms of repairs and improvements. The second issue relates to a period before the current CRM system was implemented when record keeping around customer contact was very poor. We were criticised for not having a disabled adaptations policy and clear information for customers that will specify what works we will carry out and those which we won't.

We have done work with staff around tenants' responsibilities, but there is more to do. We have implemented a CRM system which we are using well to record customer contact, and we have produced a disabled adaptations policy and customer leaflet.

Staffing matters

Board are aware that we have struggled with staff absence in the first half of this year which has had a significant impact on customer service performance and the workloads of colleagues. Detailed information is given in the HR report. The Managing Attendance Policy which is presented in part 2 sets out how we will work to improve attendance in future years.

At a time when staff absence has improved, as some long-term absentees having returned to work, we have had a turnover of staff. We have recruited to vacant Tenancy Support and Enforcement Officer and Sheltered Warden posts and we are currently recruiting for two Repairs posts.

We currently have 2 temporary staff in place and are offering a fixed term contract to attract a temporary Customer Assistant.

Procurement

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

Stage	Timeline
Tender documentation	Early September 2022
Publish invitation to complete stage 1	26 th September 2022
Stage 1 evaluation	Mid-November 2022
Invitation to tender notification	9 th January 2023
Tender return	28 th June 2023
Tender evaluation	1 st August 2023
Award Report	18 th September
Contract award	25 th September
Mobilisation period	January 2024
Contract Start	1 st April 2024

NFTMO Conference Feedback

Margaret Harry and Peter Sutton attended the conference and delivered a presentation produced by Shaf which was well received. Our profile at the conference was strong partly because of this, and then because of the work we are doing on consultation and engagement which Peter highlighted. Of particular interest were meetings in 2021 with 3-storey blocks and 4-flat blocks and the results that came out of them as well as the open-air meetings and barbecues we are having this summer. Delegates were also interested to hear about the shareholder meetings, we are hosting. We propose to offer a series of webinars in conjunction with the NFTMO to draw out and share best practice across a range of issues.

We learnt about the work of Four Million Homes. This raised some issues like:

- Should we build more links with the wider tenant movement in Leeds?
- How can we promote tenant management to councillors from all parties on Leeds City Council?
- Can we hold a husting for the general election? This would involve inviting all candidates for the next general election and questioning them on what they would do for Belle Isle and tenant management.

Board Away Day

The Board away day is scheduled for Saturday 19th August at The Queens Hotel in Leeds City Centre. The purpose of the event is to focus on key issues for the organisation over the next number of years. We have the continuation ballot next year, and we will use this away day to agree an approach to preparing for the ballot and to discuss how we safeguard the organisation for future years.

It is very common for organisations to have growth as part of their core objectives. In the social housing sector this usually means increasing the number of homes in management and increasing turnover. Each year the number of properties we manage reduces, because of people exercising the Right to Buy. This means that the financial viability of the organisation reduces each year.

There are opportunities to explore growth and to bring the benefits of tenant management to a larger number of people. We will discuss this at the away day.

Policy Updates

The Disabled Adaptations policy is presented at **Appendix 3**. It provides a framework against which we will consider requests for disabled adaptations in line with statute and best practice. It is informed by discussions with LCC, our own experience of administering requests in Belle Isle and the recommendations of HDN in terms of clarity and equality of opportunity.

The Managing Attendance policy is presented in Part B.

Safeguarding

The lead safeguarding team continues to meet fortnightly. At time of publication there is one outstanding case of potential neglect which has been reported and monitored.

Conclusions

The organisation is performing well. As always there are areas where we can strengthen our arrangements and the service we provide. Where this is the case, the whole organisation is working to make improvements. The work of the Community Development team in increasing engagement, consultation and support for our community is a source of satisfaction and pride for the organisation, and we intend to focus on actively promoting this in preparation for the continuation ballot next year.

Recommendations:

Board is asked to:

1. ACCEPT the above Report
2. AGREE to the running of four further repair APPROVE café sessions, monthly from September to December.

4. Annual General Meeting 2023

The meeting will take place in the GATE on 28th September at 6pm.

It will be preceded by a presentation – we are looking to have a rugby league presence at the meeting to discuss how to approach challenges in life.

One third of Board members are due to stand down each year and may stand for re-election.

Three spaces are also vacant for potential new members and we had expressions of interest from three tenants. A call for nominations will be sent shortly via tenant email and the website.

Nominations for candidates should be received by 4pm on Friday 8th September 2023.

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

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

The draft Agenda is given below:

- 1. Welcome and Introduction**
- 2. Presentation**
- 3. Procedures for the AGM**
- 4. Minutes and Matters Arising from the 2022 AGM**
- 5. CEO report**
- 6. Reports & Financial Statements 2022/23**
- 7. Election of Tenant Board Members**
- 8. Appointment of Auditor**
- 9. Arrangements for the first meeting of the new Board**

Audited Accounts 2022/23 – with attendance by Beever and Struthers (External Statutory Auditors)

Provisionally: Thursday 12th October 2023 (To Be Confirmed)

Recommendations:

Board is asked to ACCEPT the above report.

5. Finance Committee Reports

The following items have been reviewed and agreed by the Finance Committee on 3rd May 2023.

5.1 Draft Reports and Financial Statements 2022-23

As reported to the Finance Committee:

Audit work is nearing completion and an initial draft set of reports and accounts is presented for review. See separate attachment.

The draft result for the year was a smaller than expected deficit and overall was around a breakeven position (a deficit of £8.6k).

Income rose by 2.4% - mainly because of an increase in the management fee from Leeds City Council, associated with funded salary increases.

A detailed analysis of income and expenditure is given at the end of the financial statements document. There are major balance sheet movements in debtors, creditors and pension details.

The movement in debtor and creditor balances is primarily to do with the timing of payments to and from Leeds City Council regarding the offset of management fee and operational costs.

The reduction in the pension scheme asset and liability is due to a three yearly actuarial valuation which was conducted March 2023. There is no overall financial effect on the accounts as the pension liability is associated with a guarantee from Leeds City Council that a pensions shortfall would be covered should the need arise. The 2023 valuation has reduced the pensions liability from £2.6m to £290k. This is based upon market conditions at any one time and the liability could of course increase again in the future.

The draft financial statements include a statement about any potential risks facing the organisation and the internal control framework that exists to mitigate against risk. The detailed Risk Register has been updated and no major changes are reported from the summary included in the Board report. Copies of the Register are available on demand for Board members.

Auditors have made some minor presentational changes to the accounts. They also they wish to have a statement of re-assurance from the Board that the organisation is expected to continue in operation for a period of 12 months from the signing of the accounts. That period would not be past the 5 Year Ballot date in September 2024. BITMO would still therefore be operating under the current Management Agreement with Leeds CC.

It is suggested that the Statements therefore include a form of wording as follows:

Going concern

The Organisation's financial statements have been prepared on a going concern basis which assumes an ability to continue operating for the foreseeable future.

The Board has reviewed and considered relevant information in terms of its levels of free reserves and spending and income levels in making its assessment. In particular, the Board has considered any risks to income and the effect of inflation, alongside the measures that they can take to mitigate any negative impact.

Given the strength of the balance sheet and availability and liquidity of assets, totalling £1.75m, as well as the expected continuing Management Agreement with Leeds City Council until at least September 2024, the Board believes that the Organisation is well placed to manage its business risks successfully.

Based on these assessments, the board has a reasonable expectation that the Organisation will continue in operational existence for the foreseeable future, being a period of at least twelve months after the date on which the report and financial statements are signed. For this reason, it continues to adopt the going concern basis in the financial statements.

Recommendation:

Board is asked to APPROVE the draft Reports Financial Statements for the Year Ended 31st March 2023 along with the above amendment.

5.3 Revenue Management accounts

(i) 2022-23 - update

A summary of the management accounts for the year to 31.3.23 is as follows:

Expenditure	Budget 2022-23 £	Actual 2022-23 £	Variance 2022-23 £	Notes
RESPONSIVE	1,386,257	1,363,850	22,407	1
CYCLICAL MAINTENANCE	588,331	593,807	(5,476)	2
TOTAL MAINTENANCE`	1,974,588	1,957,657	16,931	
GATE	157,893	157,501	203	
INCOME AND TENANCY	245,092	245,800	(708)	
TENANCY SUPPORT	229,535	225,118	4,417	
RETIREMENT LIFE	102,474	110,705	(8,231)	
CORPORATE RUNNING	146,933	146,333	600	
CORPORATE STAFFING	394,128	360,653	33,475	3
SERVICE LEVEL AGREEMENTS	58,881	54,096	4,785	4
DEPRECIATION				
TOTAL EXPENDITURE`	3,309,524	3,257,863	51,472	
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest, including Exceptional Income	3,236,688	3,262,678	25,991	5
OPERATING SURPLUS/(DEFICIT)	(72,837)	4,815	77,463	
One-off expenditure -Electrical	(51,420)	0	51,420	6
One-off expenditure -Voids	(36,692)	0	36,692	7
Community Fund Costs	(70,000)	(13,389)	56,611	8
(Deficit) after exceptional items	(230,949)	(8,574)	222,186	

Notes:

1. A modest underspend on responsive day to day repairs. This comprises an underspend of £30k on the main Mears contract along with an overspend of £10k on asbestos works.
2. An overspend of £5k on cyclical planned works resulted from some additional works on electrical testing and less spend on gas servicing.
3. An underspend on corporate staffing resulted from a variety of factors – including vacancies through the year.
4. Service level charges from Leeds CC were less than indicated – particularly on IT charges.
5. Income was higher than budget as grant monies was received from the Kick Start apprentice scheme, for the Belle Isle Stories project, bank interest and for tenant hardship grants.
6. The one-off electrical testing charge was less than expected. Some 627 of the 950 tests were accounted for.

Reserves

BITMO's reserves as at 1st April 2023 stood at £1,755k

Minimum reserves are £750k.

The Revenue budget for 2023-24 has a potential deficit of £354k (including £200k designated for thermal efficiency work and £70k for the Community Fund).

This leaves some £660k – notwithstanding the final results for 2022-23. This could potentially support the Community Fund or successor distribution mechanism for several years. It should however be borne in mind that inflation is likely to affect future years outcomes and there is likely to be further pressure on future years management fees from Leeds City Council.

(ii) 2023-24

Management accounts for the quarter to 30th June 2023 are being finalised. Preliminary figures are given below. Repair costs are somewhat light at present and there is no indication that budgets are overspent at present.

We do however have an empty property voids penalty of some £4k for the quarter. This was because of a spike in numbers in June 2023 and considerable effort is being made to bring the number back below target.

Expenditure	Actual Spend £
RESPONSIVE MAINTENANCE	243,661
CYCLICAL MAINTENANCE	<u>131,560</u>
TOTAL MAINTENANCE`	375,221
GATE	49,734
INCOME AND TENANCY	70,116
TENANCY SUPPORT	41,288
RETIREMENT LIFE	15,067
CORPORATE RUNNING COST	21,713
CORPORATE STAFFING COST	92,644
SERVICE LEVEL AGREEMENTS	14,720
TOTAL EXPENDITURE`	680,501
Income	
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest, including Exceptional Income	870,144
OPERATING SURPLUS/(DEFICIT)	189,643

Recommendation:

Committee is asked to ACCEPT the above report

5.3 Community Fund update

A sub-committee of Board was established to manage the Community Fund spend going forward. It comprises Jean Burton, Harry Austin, Sharon Burke, Lamin Makalo, Steven Lamb and John Oddy. It met on 11th May.

Planned expenditure:

Category	Codes	Scope	Decision	Sum designated per annum
Property and estate enhancement	38112 208 21	Fencing, seating, planting	Board	£40,000
Green Strategy	38112 208 22	Green energy solutions, planting	Panel	£5,000
Training and qualifications	38112 208 23	Paid for qualifications up to £1k p.a 50% contribution	Panel	£5,000
Decorating and minor works	38113 208 24	1 room per 3 years 50% financial contribution	Panel	£10,000
Tenancy sustainability	38114 208 25	Provision of household goods	Panel	£5,000
Voluntary Group initiatives	38115 208 26	Grants up to £500 p.a	Board	£5,000
Total				£70,000

From the estate enhancement budget a sum of £10k has been allocated for tree planting. Discussions have been ongoing with Leeds CC for the planting of 'standard' trees along Belle Isle Road. Site surveys are expected soon and planting should take place in the Autumn.

The recently appointed Asset Based Community Development Officer is looking at potential projects suitable for this grant funding.

Community Fun Days:

Funding is available for local community fun days.

Details of the scheme are here: [Run your own community fun day - Belle Isle TMO](https://www.belleisletmo.co.uk/news_post/run-your-own-community-fun-day/#!)
https://www.belleisletmo.co.uk/news_post/run-your-own-community-fun-day/#!

The decision on the community element of the Community Fund is currently with the Board, but it would greatly streamline the process and ease expenditure if this can be delegated to staff management for the purpose of these fun days.

Applicants need to give us the name and addresses of three neighbours who support the proposal, so we know if there is community support. We will meet them on site and help them work up a plan for the day.

The cost of each fun day is £272.50, which is broken down as £175 for the bouncy castle, £50 for a generator (if needed) and £50 for a supermarket voucher. We want to offer a maximum of seven of these fun days, so the cost would be £1907.50 at most. The budget for the year is £5,000.

If we get an application that does not have a majority of BITMO tenants, we could potentially agree to pay some or all of it from the Small Sparks fund (part of the ABCD funding). Small Sparks is coming from the Community Fund (which allowed us to get more hours for Ben). It is requested that approval for this allocation can come from the management team.

Pavement Painting project:

A proposal to spend £522 plus VAT on a pavement painting project on Belle Isle Circus is attached per **Appendix 4**.

Recommendation:

Committee is asked to:

- (i) ACCEPT the above report
- (ii) AGREE staff management sign off responsibilities as detailed above.
- (iii) AGREE the Pavement Painting project

5.4 Capital accounts update 2023-24

Scheme	23/24 programme update
Kitchens and Bathrooms	The programme has commenced and the first 5 replacements are underway. There are 24 kitchens and 4 bathroom in the programme which will be complete by the end of March 24.
Mansard Roofs	The Middleton Road Mansard roofs are on this year's replacement programme (13 in total) and are due to commence in August
Boiler Upgrades	The programme is well underway and on track with 17 replacements completed to date
Thermal Efficiency	We are expecting preparation of full tender documentation by the end of July. A mini competition will be carried out with the successful contractor starting on site in September. We have a full suite of thermal imaging surveys detailing what works are required which include loft insulation, wall insulation, windows, doors, roofing and pointing
Chimneys/ Canopies	Adhoc - works to be capitalised
Fencing	A commitment of £14,000 from the £30,000 budget
Footpaths	Footpath inspections are not due until the end of the year
Electrical Remedial Works	The electrical testing programme and any roofing works resulting from this is underway and on track. We have just over 700 tests to be carried out this year
Adaptations	Adaptation referrals have been coming thick and fast with a quarter of the budget already committed. There are some larger adaptations in the offing with the budget of £200k likely to be exhausted
Capital voids	Works to be capitalised

BITMO				
2023/24 Capital Budgets (30.6.23)				
			Net spend	Residue
Scheme	Budget	Comments		
Kitchens and Bathrooms	£250,000	1	71,923	£178,077
Mansard Roofs	£185,148	2		£185,148
Fire Remedial Works	£30,000			£30,000
Boiler Upgrades	£150,000		17,123	£132,877
Thermal Efficiency	£637,352	3	0	£637,352
Chimneys/ Canopies	£20,000		0	£20,000
Fencing	£30,000		0	£30,000
Footpaths	£15,000		0	£15,000
Electrical Remedial Works	£30,000		8,824	£21,176
Windows and doors	£20,000		0	£20,000
Roofing	£15,000		0	£15,000
Adaptations	£200,000		88,180	£111,820
Asbestos	£30,000		0	£30,000
Structural Works	£30,000		0	£30,000
Decency Failures	£15,000		0	£15,000
Unadopted Roads	£15,000		0	£15,000
Damp Works	£25,000		0	£25,000
Capital voids	£150,000		10,500	£139,500
Legionella	£2,500		0	£2,500
Adhoc capital work	£70,000		151	£69,849
Total	£1,920,000		196,700	£1,723,300

Comments									
1	24 Kitchens and 4 Bathrooms - 24 x £9k = £216,000 & 4 x £5,500 = £22,000 (small hangover for variations)								
2	Based on 15 roofs (phase 2)								
3	Includes £200k from reserves								

Recommendation:

Board is asked to ACCEPT the above reports on Revenue and Capital and make any enquiries needed.

6. Other Scheduled Reports

6.1 Health & Safety report 2022-23

The report per **Appendix 5** is the Annual Health and Safety Report to the Board and provides key Health and Safety Information as follows;

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

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

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

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

- The Health & Safety Policy was last re-issued in February 2021. No amendments were made during 2022. A review is scheduled for August 2023.
- West Yorkshire Fire Service attended due an accidental fire in a visitors car due to an overheated engine. There was no severe damage or injuries and no further action identified. A new fire extinguisher was purchased to replace the used one from the GATE to extinguish the fire.
- Staff continue to monitor health and safety and regular checks are undertaken.
- Recommendations made by Health and Safety Consultants other authorities are complied with.
- All health and safety issues raised by staff were addressed, recommendations made during the compliance review in 2021 were, and continue to be addressed.

Recommendations:

Board is asked to ACCEPT the above Report and COMPLETE the above checklist.

6.2 Anti-Social Behaviour report 2022-23

Report from the tenancy Support Manager

Introduction

The purpose of this report is to provide an update on the types and number of ASB cases managed since April 2022.

I have split the data in to two sections BITMO and Leeds Anti-Social Behaviour Team (LASBT). The number of ASB cases dealt with at BITMO has increased in the last 12 months with many being multifaceted involving several service areas. The types of incidents now being reported are often of a more complex and serious nature and as a result these are escalated to our partners at LASBT.

Apart from a small number of ASB incidents which are immediately forwarded to LASBT the Lettings & Tenancy Support team will triage all incoming complaints. This can involve speaking to the victim and if appropriate the alleged perpetrator, completing vulnerability matrixes and identifying any support needs, making initial investigations, and conducting interviews as well as obtaining any supporting evidence such as nuisance diaries, recordings, or photographic evidence.

Depending on the outcome the case will be either managed in house, referred to Legal Services or escalated to LASBT if it meets the threshold.

Weekly meetings take place with the Lettings & Tenancy Support team to discuss current cases.

BITMO

April 2022 – March 2023 case dealt with by BITMO.

Case Owner Org: BITMO	
Case Area: BITMO, Apr-22 to Mar-23	
Cases Opened	*79
Cases Closed & Outcomes	82
SITUATION IMPROVED(HM)	54
INSUFFICIENT EVIDENCE TO PROCEED	14
COMPLAINT WITHDRAWN(OK)	4
NO CORROBORATION	2
EVIDENCE INCONCLUSIVE	2
COMPLAINANT MOVED	2
PERP SUPPORT SUCCESS	4

*This does not include cases transferred to LASBT

The breakdown of reported new cases since April 2022 are:

New - Type	Yr. 21- 22	Yr. 22- 23
Noise Nuisance	17	45
Misuse of Public Space*	16	5
Nuisance Vehicles	5	2
Verbal Abuse	4	6
Animal	2	9
Litter	2	2
Drug	1	1
Rowdy Behaviour	1	6
Vandalism	1	1
Alcohol	0	1
Sexual Acts	0	1

* Examples – neighbour disputes, fencing/boundary issues and ball games.

Leeds Anti – Social Behaviour Team

April 2022 – March 2023 - cases transferred to LASBT

Case Owner Org: LASBT South	
Case Area: BITMO, Apr-22 to Mar-23	
Cases Opened	35
Cases Closed & Outcomes	31
SITUATION IMPROVED(HM)	11
INSUFFICIENT EVIDENCE TO PROCEED	6
COMPLAINT WITHDRAWN(OK)	4
NO CORROBORATION	2
PERPETRATOR MOVED(HM)	2
PERPETRATOR EVICTED(HM)	1
Perpetrator warnings	5
Tenancy Action	2
Closure Order	2
Injunction/Undertaking	1

The breakdown of new cases transferred from BITMO since April 2022 are:

New - Type	No 21/22	No 22/23
Noise	7	7
Verbal Abuse	5	2
Misuse of Public Spaces	4	3
Threat/Actual Violence	3	7

Rowdy Behaviour	2	1
Hate Crime	1	6
Drugs	0	1
Criminality	0	3
Animal	0	1

Regular monthly meetings take place with LASBT to receive updates on cases and to ensure that they are moving forward in a timely manner and share any relevant information. This also gives us an opportunity to discuss any potential cases that might be escalating to obtain advice and to give them a heads up.

Trends

As you will see from the data Noise is the main complaint from residents and has increased by approx. 60% on last year’s figures. This could be in part due to an increase in mental health illness across the estate which has had an impact on people’s behaviours and how they react to what is more often than not only low level ASB.

Complaints around animals particularly dogs have also grown and is likely the knock-on effect of Covid. It has become apparent that during that time tenants acquired pets when Annual Tenancy Contacts were not taking place and without seeking permissions first. Now these tenants are back at work or out during the day, leaving animals in unsuitable property types or on their own for extended periods of time during which they are causing a nuisance.

Another worrying trend is around the increase in Hate Crime against individuals and families within the area. Recorded in this 12 month period are 3 Race, 2 Sexual Orientation and 1 Disability. All Hate Crime reports are taken very seriously and are escalated to LASBT immediately.

We have also seen an increase of rowdy or threatening behaviour incidents.

Quad bikes continue to be an ongoing problem although do not feature highly in the figures as residents are asked to report directly to the police.

Additionally, we are finding that people’s expectations of how we respond to ASB is much higher as tolerance levels appear to be lower, and more people are coming forward and reporting ASB now that normal services have resumed.

Actions

We have had a successful outcome from the Leeds Watch camera that was sited outside local stores, this had proven invaluable to reducing the number of people congregating in that area and causing ASB.

During the last 12 months I have attended TASKING this is a joint meeting between the Police, Local Councillors, BITMO, Leeds Fed, Middleton Housing and LASBT.

The purpose of these meetings is to discuss any ASB or trends that are occurring in the Middleton Park ward. As a result the Leeds Watch camera was installed, and the Trojan bus identified a number of youths who were causing problems in the area.

Conclusion

Although the reporting of ASB has increased most incidents are resolved quite quickly or tend to

be one off events.

Where incidents are of a more persistent and repetitive nature the team will use the tools we have to hand including Warnings, Cautions, extension of IT tenancies or Notices to Seek Possession (NISP), as well as providing a more holistic approach to resolving conflict between neighbours.

This includes identifying any support needs or vulnerabilities either party may have and signposting to the relevant services, as the most successful outcomes are those where tenants feel supported and are empowered to maintain their tenancies.

Recommendations

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

6.3 Retirement Life Annual Report 2022-23

A report from the Tenancy Support Manager is attached per **Appendix 6**.

It includes details on:

1. Information about the service (Web based and printed)
2. Lettings and allocations (Processes and numbers)
3. Key policies
4. Risk assessments (How and why these are done)
5. Support planning (Review of this process)
6. Home visits (Process, targets and achieved)
7. Communal facilities (Current programme)
8. Positive outcomes (Service or Personal Stories – anonymised)
9. Resident involvement (Schedule of meetings – key issues)
10. Feedback

Feedback has indicated that residents are happy overall with the level of service received, but have raised concerns about anti-social behaviour and also about levels of cleaning of communal rooms. We are in discussion with the contractor about this issue.

Recommendations

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

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		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Health & Safety Report (July) Anti-Social Behaviour (July) Retirement Life
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	Financial Inclusion Achievements and opportunities Rents and Tenants Responsibilities (postponed) An update on rent collections and how we support a positive payment culture. AND/OR Lettings & Tenant Support (postponed) How we let properties and support our tenants.
May 2023	Policy Reviews Priorities and focus Health & Safety (postponed) 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 prior to paper distribution.

Date of Next Meeting: Thursday 7th September 2023 at 6.00pm

APPENDIX 1

Board Minutes 25th May 2023

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 25th May 2023**

Present: Jean Burton
Tracey Morris
Margaret Brown
Harry Austin
Lisa Caley
Julie Rhodes
Ashley Knowles
John Oddy
Rose Hodgkinson
Sharafath Ghafiri
Lamin Makolo
Cllr Sharon Burke

In Attendance: Peter Olver (Head of Governance & Finance)
Alex Orange (Head of Repairs, Maintenance and Investment)
Peter Sutton (Community & Tenant Support Manager)
Stephen Oldham (Income & Tenancy Manager)
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from: Deborah Kelly and 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. Presentation - Leeds South & East Foodbank

Wendy Dixon of the Leeds South & East Foodbank presented an overview of the work done by the Leeds South & East Foodbank.

Recommendation:

The Board were asked to receive the presentation, discuss and consider improved partnership working.

The Board agree to discuss and suggest potential ways in which we can work with the Foodbank.

2. Bitesize Training – Financial Inclusion

The Income and Tenancy Manager gave a presentation on the progress of the Rent Account Team processes and financial inclusion.

3. Minutes and Matters Arising

The minutes of the meeting held on 30th March 2023 were approved.

Matters Arising from the Board meeting held on 30th March 2023 were as follows:

Item	Update
Windmill Children's Centre	A Support package was proposed to be submitted at the next meeting.
Belle Isle Circus Fencing	This was discussed in the Operational Report.
Repairs Cafe	This commenced on Saturday 20 th May in the GATE.
Training programme	A revised programme is being constructed.

Recommendation:

Board was asked to APPROVE the minutes and Matters Arising not covered elsewhere on the agenda.

Approved

4. Operational Report

The Chief Executive Officer presented the Operational Report and highlighted the following:-

Belle Isle Circus

The enclosure of the Circus has now been achieved and to date there has been no damage encountered.

Work will continue to be undertaken to install boulders or bollards behind the fence at the south side where it has typically been accessed.

Tenant liaison has been carried out to assess long term ideas dependent upon funding as well as quick fix improvements that can be made immediately.

Some of the suggestions received are:-

- bushes to attract butterflies
- kids' games painted on the footpaths

Long-term ideas if funding becomes available include improved lighting, play equipment and safer pedestrian access.

An event will be planned shortly to consult with Belle Isle Circus residents.

Community Engagement

A Repair Café has been established and the first session was held on 21st May 2023. This was well attended. A special thanks was given to Board member Lamin Makolo for his attendance and for his repair skills.

The Gate Community Builder is now in post and this will strengthen our community Development approach considerably.

Links with partners in the area are being strengthened with a view to complement each other's priorities and to work in a collaborative way to maximise services to the community. As a result the Gate is hosting Windmill Children's Centre staff to provide a Stay and Play session in the GATE and working with them to provide support to women and children in crisis.

Recruitment

There are currently 3 people working on fixed term contracts in the organisation providing cover for sickness absence and vacancies. We are in the process of recruiting a fourth person to provide support in the customer service team.

We are recruiting to the posts of Maintenance Surveyor, Caretaker and Lettings and Tenancy Support Officer and Retirement Life Officer. Once these posts are recruited to, we will review the fixed term contracts that are currently in place.

Community Fund Working Group

A working party on the BITMO Community Fund met on 11 May.

The total budget is £70,000 but less that £10,000 of the budget was spent in the period 1 February 2022 – 31 March 2023.

Due to a great deal of need in the community we are looking to increase the spend significantly in this financial year.

The Community Fund will not be extended to cover any other areas at the moment and will instead focus on processing all existing applications and promoting the Community Fund to bring in new applications.

It was agreed that greater clarity is needed for people to understand what they can apply for. Improvements to the claim form are being looked at.

A package to support new and existing small businesses is currently being investigated and will likely involve offering advice on how benefits are affected and funding for equipment and publicity following attendance at a free course run for small businesses by Leeds City Enterprise Partnership. All claimants would have to attend the course to show their commitment. Cllr Burke requested that we be careful that we do not replicate services for business start up that people can access elsewhere.

Support for the Windmill Children's Centre

Following the Children's Centre's attendance at the March Board a weekly Stay & Play session has been running at BITMO's GATE on Tuesday mornings and forty three people attended a session on 16th May.

The Board were asked to consider funding £580, made up as follows:

- Two-hour Family First Aid course for up to fifteen parents. Provision of BITMO's GATE for free plus £80 for the training provider.
- £500 for provisions for families with babies, to be released in two parts.

Key Performance Indicators Quarter 4 2022-23

The Head of Governance and Finance presented the latest Key Performance Indicators and advised that performance remains strong, but with challenges around the Mears contract. A reporting mechanism is awaited from Leeds City Council on several of the key repairs items.

Policies for approval

The following policies were presented to the Board for approval:-

- A new Disabled Adaptations
- A revised Domestic Violence Policy
- A revised Safeguarding Policy

The proposed changes to the Domestic Violence & Abuse and the Safeguarding Policy have been reviewed by relevant personnel at Leeds City Council and views have been obtained on the Disabled Adaptations Policy. Leeds City Council have intimated that they are happy with the amendment to the policies.

Cllr Burke suggested that greater scrutiny of the policies is required and that they should be clearly articulated in case of a challenge.

Board members were invited to discuss the policies further before approval is granted.

Recommendation:

Board was asked to

1. ACCEPT the above report and discuss any matters arising.

Accepted

2. *Approve the presented policies for*

- (i) Disabled Adaptations
- (ii) Domestic Violence and Abuse
- (iii) Safeguarding

The Board agreed that greater scrutiny of the policies should be undertaken before Approval is granted.

5. Finance Committee Reports

5.1 Capital accounts update

The Head of Governance advised that all items in Item 5 have previously been agreed by the Finance Committee at a meeting held on 3rd May 2023.

(i) Financial Year 2022-23

The Head of Governance and Finance gave an update on the Capital accounts for the Financial year 2022-23 and highlighted that 99.96% of the budget had been spent of committed to spend.

(ii) Financial Year 2023-24

The Head of Governance and Finance advised that the 2023-24 budget was set by Board in January 2023 and highlighted that the largest single element is the thermal efficiency work to 34 properties on Windmill Road at a cost of £18,500 per unit.

Recommendation:

Board is asked to ACCEPT the Capital Accounts Update report and discuss any matters arising.

Accepted

5.2. Revenue accounts 2022-23 update

The Head of Governance and Finance gave an update and presented a first draft of the Revenue Accounts for the period ending 31st March 2023 as follows:-.

Budget Monitoring for the period ending 31st March 2023

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance	Notes
RESPONSIVE MAINTENANCE	1,386,257	1,386,257	1,346,949	39,308	1
CYCLICAL MAINTENANCE	577,353	577,353	569,151	8,202	
TOTAL MAINTENANCE`	1,963,611	1,963,611	1,916,100	47,511	
GATE	157,893	157,704	151,400	6,305	
INCOME AND TENANCY	245,092	245,092	239,571	5,521	
TENANCY SUPPORT	229,535	229,535	218,474	11,061	2
RETIREMENT LIFE	102,474	102,474	110,144	(7,670)	3
CORPORATE RUNNING COST	146,933	135,439	161,486	(26,047)	4
CORPORATE STAFFING COST	394,128	394,128	381,342	12,786	5
SERVICE LEVEL AGREEMENTS	58,881	58,881	58,881	0	
DEPRECIATION					
TOTAL EXPENDITURE`	3,298,547	3,286,863	3,237,397	49,466	
Income					
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest, including Exceptional Income	3,236,688	3,213,988	3,257,105	43,117	6
OPERATING SURPLUS/(DEFICIT)	(61,859)	(72,876)	19,708	92,584	
One-off expenditure -Electrical	(51,420)	(25,710)	0	25,710	7
One-off expenditure -Voids	(36,692)	(36,692)	0	36,692	8
Community Fund Costs	(70,000)	(64,167)	(11,481)	52,686	9
(Deficit) after exceptional items	(219,971)	(199,444)	8,227	207,671	

ii) Reserves

BITMO's reserves as at 1st April 2023 is £1,764k

Minimum reserves are £750k.

The Revenue budget for 2023-24 has a potential deficit of £354k (including £200k designated for thermal efficiency work and £70k for the Community Fund).

This leaves some £660k – notwithstanding the final results for 2022-23. This could potentially support the Community Fund or successor distribution mechanism for several years. It should however be borne in mind that inflation is likely to affect future years outcomes and there is likely to be further pressure on future years management fees from Leeds City Council.

Recommendation:

Board was requested to ACCEPT the Revenue Accounts Report update and make any enquiries needed.

Accepted

6. Other Scheduled Reports

Retirement Life Report

The latest Retirement Life Report was presented at the meeting.

Feedback has indicated that residents are happy overall with the level of service received, but have raised concerns about anti-social behaviour and also about levels of cleaning of communal rooms. This is being monitored and has shown an improvement.

Recommendations

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

The Retirement Life Report will be rescheduled to be discussed at the next Board meeting.

7. 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

Recommendation for Approval

Board members were asked to discuss and approve the Board Forward Plan

Approved

8. Any Other Business

The GATE Kitchen

Due to a lack of space and the increased use of the Gate Kitchen surveys are being undertaken to improve its capabilities. A consultant has inspected the kitchen and feedback and costs are awaited.

Recommendation for Approval

Board members were asked to Note the ongoing work to improve the Gate Kitchen

Noted

Date of Next Meeting: Thursday 27th July 2023 at 6.00pm

APPENDIX 2

KEY PERFORMANCE INDICATORS

QUARTER 1 - 2023-24

DRAFT

Aim: Provide High Quality Services						2022-23 Q1-4	2023-24 Q1				
Aims	Goals	Ownership	Indicators of progress	TSM	Curr target			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%	Not available	Not available	R	Issues with BI Power reporting		
			(RR2) Repairs completed within target timescale	RP02	95%	Not available	96.64%	G	Manual interrogation of data		
			(RR3) Repairs appointments made and kept		95%	Not available	Not available	R	Issues with BI Power reporting		
			(Mears) Repairs - Post Inspections		10%	0%	0%	R	Lack of resource - was to have begun April 23		
			(BITMO) Repairs - Number of post inspections		10%	2%	10%	G	Started 17.2.23		
			(Mears Only) Repairs - Customer satisfaction surveys		90%	No data	No data	R	Was planned from April 23		
			Satisfaction with repairs	TP02	90%	98.14%	96.76%	G	Contact by phone.		
			Satisfaction with time taken to complete most recent repair	TP03	99%	72%	Via TSM	N/A	Via TSM surveys - small no of sample returns		
			Percentage of estate issues completed from 1/4ly estate walkabout		100%	100%	100%	G			
	Quality and targeted investment that maintains decent homes	Repairs and Maintenance	Homes that do not meet the Decent Homes Standard	RP01	0	0	1	G	Surveys to be re-started		
			Percentage of communal areas meeting the required standard	NM	100%	100%	100%	G	Inspections completed weekly		
			Properties with a stock condition survey completed in the last 5 years		1843	c.200	c.200	R	Depends on surveyor availability		
			Capital Investment programme completed (100% for the year)		100%	100%	10%	G	Major thermal programme to tender soon		
	Maximise rent collected with timely intervention and support	Income & Tenancy	Percentage of rent collected		98%	95.99%	95.24%	A	Ahead of city average in upper quartile - City 93.41%		
			Percentage of rent owed		3%	3.58%	3.27%	A	Ahead of city average		
			Amount of rent owed		£250k	£268,069	£259,772	A			
			% of arrears cases owing 7 weeks rent plus		9.44% (LCC end Jan)	5.70%	4.98%	G	5.70% at end Mar 2023		
			Number of Household Supported with Financial Hardship		TBC	160	39	A	Target to be set based on resource		
			Income generated		TBC	£107,170	£107,684	A	Target to be set based on resource		
			Number of notices served		N/A	98 (11.38%)	29 (3.29%)	G	Hunslet 22 (2.32%) Middleton 11 (1.10%) Beeston 17 (1.75%)		
			Number of cases entered to court		N/A	9	3	N/A	1 April, 1 May, 1 June		
			Number of Court orders obtained		N/A	8	3	N/A			
			Number of evictions		N/A	3	5	N/A	1 April, 1 May, 3 June		
			% of Financial Hardship cases closed with a positive outcome		N/A	N/A	N/A	N/A			
			Local and responsive Tenant and Customer Contact	Tenancy Support	Quick and reliable telephone service - number of successful calls		Not Available	Not Available	Not Available	N/A	Phone statistics no longer available.
					Tenancy Amendments completed within target time		10 working days	35	6	G	100% within target - 3 April, 2 May, 1 June
	Mutual Exchanges completed within target time				42 days	26	7	G	100% within target - 1 April, 2 May, 4 June		
	Effective reletting of properties to minimise time properties are empty	Tenancy Support	Time taken to relet empty properties - Gross Relet		N/A	72.96 days	43.94 days	R	Issues with repair turnarounds and staffing		
			Number of tenancy terminations		N/A	85	24	N/A	No target		
			Number of commencements		N/A	101	18	N/A	No target		
			Number of voids at period end		18.43	9	25	R	Increase in evictions, deaths and transfer to new builds at Middleton		
			Percentage of properties untenanted		1.00%	0.40%	1.36%	R	25 of 1843		
Support for those older tenants who need it	Tenancy Support	Retirement Life Residents with a Support Plan		N/A	108	107	G	Reviewed annually			
		Support Plan reviewed within target time		95%	97.22%	97.20%	G				
		RL Residents receiving Warden Service		N/A	63	67	N/A				
		Number of residents signed up for floating support		N/A	3	4	N/A	Annual			
		Yearly RL service review report		May annually	May-22	May-23	G	Annual			

BITMO Aim: Build a Stronger, Safer, Greener Community

BITMO Aim: Build a Stronger, Safer, Greener Community									
Aims	Goals	Owner	Indicators of progress	TSM	Curr target annual	Q1-4 2022-23	Q1 2023-24	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%	98.75%	99.13%	A	16/1840, 0.87% 14 Served (S80 notices) 1 Warrant 1 New
			Number of homes with a Gas safety certificate overdue for 0-4 weeks		0%	0.65%	0.65%	A	12 Served (S80 notices) 1 New
			Number of properties with a Gas safety certificate overdue for 1-3 months		0%	0.60%	0.22%	A	2 Served (S80 notices) 1 Warrant
			Number of properties with a Gas safety certificate overdue for over three months		0%	0.00%	0.00%	G	Zero properties
			All homes have a current electric periodic inspection certificate (Electrical safety checks)		100%	77.56%	82.68%	R	LBS contracted to bring to 100%
			Fire Safety inspections to communal areas (Fire safety checks)	BS02	100%	100%	100%	G	157 areas checked
			Asbestos safety checks - new	BS03	100%	TBA	TBC	A	1206 properties have asbestos records from a total of 1842. 86 Communal areas identified for Re-inspections scheduled created and with contractor
			Water safety checks - new	BS04	100%	100%	100%	G	Saves done 1.8.22 (6 items). Due annually.
			Annual green spaces and footpath inspection (100% per year)		100%	100%	100%	G	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%	100%	G	160 of 696 properties completed in quarter
			Annual Tenancy Contacts		100%	69.1%	23.0%	A	Significant improvement on 4.52% in last
			Percentage of new tenant visits completed		50%	TBC	TBC	N/A	
	Tackle anti-social behaviour quickly and effectively	Tenancy Support	ASB - number of cases opened		N/A	79	24	N/A	Cumulative
			ASB - number of cases closed		N/A	82	22	N/A	Cumulative
			ASB cases relative to the size of the landlord	NM01	N/A	4.30%	1.31%	N/A	Cumulative
Support - opened and closed				N/A	23/29	08-Aug	N/A	8 opened 8 closed	
LASBT Number of cases closed - situation improved				66.67%	Not available	12 / 5	R	12 closed / 5 improved	
		LASBT Number of cases opened		N/A	Not available	4	N/A		

BITMO Aim: Be a Well Run, Tenant Led Organisation

BITMO Aim: Be a Well Run, Tenant Led Organisation									
Aims	Goals	Owner	Indicators of progress	TSM	Target current	Q1-4 2022-23	Q1 2023-24	RAG	Comments
Be a Well-run organisation	Maintain an organisation that is tenant led	Governance and Finance	Full Tenant Board membership		100%	85%	58%	R	average 7 places filled out of 12
			Increase in Number of shareholders		10%	0%	0%	R	shareholder recruitment underway
			Complaints relative to the size of the landlord - Stage 1 (% for each 1,000 homes)	CH01	N/A	1.65%	0.54%	N/A	10 complaints / 1843 homes
			Complaints relative to the size of the landlord - Stage 2 (% for each 1,000 homes)		N/A	0.45%	0.16%	N/A	3 complaints / 1843 homes
			Complaints responded to within Complaint Handling Code timescales - Stage 1	CH02	100%	69.69%	90.00%	G	9 of 10 responded to within 10 w days
			Complaints responded to within Complaint Handling Code timescales - Stage 2		100%	66.66%	100.00%	G	3 of 3 responded to within 15 w days
			Number of complaints referred to the Ombudsman in period		0	2	0	N/A	2 referrals post quarter end
			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	Partial	A	Strategy updated.
			New indicator - An online Annual Report produced by BITMO for all tenants		100%	100%	100%	G	2023 report to be line with new Social Housing Bill
	Support and develop skills within the organisation	Governance and Finance	% of Board members attending all Full Board meetings		100%	72.17%	92.31%	G	12 attended from 13 possible
			Board appraisal - number who complete this within the year		100%	86%	21%	R	3 out of 14
			Board training - all Board members to attend at least two formal training sessions in the year		100%	85.7%	N/A	A	Financial Inclusion in May
			Staff attendance - Number of days lost through absence (average per employee)		10	19.4	5.01 (20 annual)	R	UK average 5.7 days 2022 (ONS)
			Staff appraisal - number who complete within the year		100%	97%	N/A as yet	A	Appraisals to begin July 23
	Manage Money and Resources	Governance and Finance	Budget surplus/(deficit) target and projection		£222k	£74,000	N/A	A	Management accounts in preparation
			Unqualified annual audit by independent organisation		100%	Unqualified	Available soon	G	Annual - Green

APPENDIX 3

Disabled Adaptations Policy

DRAFT

Disabled adaptations

Date July 2023

1 Purpose

The purpose of the policy is to establish a clear and consistent approach to carrying out disabled adaptations to properties under BITMO's management.

2 Policy statement

BITMO's aim is to support people to who are disabled to continue to live in their homes with the benefit of reasonable adjustments, where it is practical to do so. Where it is not practical to do so because the adaptation required is structural, significant and/or not practical in terms of the best use of council housing stock, consideration will be given in the first instance to whether suitable alternative accommodation is available that would meet the physical and practical needs of the household.

Work will be undertaken where it is necessary and appropriate, and it is reasonable and practicable to adapt the property. Decisions on the interpretation of legislation and guidance rest with BITMO. Advice is taken from Occupational Therapists.

The work undertaken will be the most reasonably practicable adaptation to meet the assessed needs of the disabled person whilst protecting the long-term viability of the asset. The work will be carried out by BITMO's retained contractor. If the work is outside the capability of the contractor, it will be offered by tender to suitably qualified and experienced contractors that are approved by LCC.

3 Eligible works

Adaptations will be considered to:

- Facilitate access by the disabled occupant to and from the dwelling
- Make the dwelling safe for the disabled occupant and other persons living with them
- Facilitate access by the disabled occupant to a room used or usable as the principal family room
- Facilitate access by the disabled occupant to a room used or usable for sleeping
- Facilitate access by the disabled occupant to a room in which there is a lavatory
- Facilitate access by the disabled occupant to, or providing for the disabled occupant, a room in which there is a bath or shower (or both),
- Facilitate access by the disabled occupant to, or providing for the disabled occupant, to a room in which there is a wash hand basin,
- Facilitate the preparation and cooking of food by the disabled occupant
- Improving any heating system in the dwelling, to meet the needs of the disabled occupant
- Facilitate the use by the disabled occupant of a source of power, light or heat by altering the position of one or more means of access to or control of that source or by providing additional means of control
- Facilitate access and movement by the disabled occupant around the dwelling, to enable them to care for a person who is normally a resident there and needs such care

SOP No.	SOP Title:	Issue No.	Sheet 4 of 5 Sheets
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- Facilitate access to and from a garden by a disabled occupant or making access to a garden safe for a disabled occupant.

4 Ineligible works

Provision of secondary access from the dwelling house, unless there are exceptional circumstances as approved by the LCC Panel

Formation of patios, decked areas, garden paths, walkways from garages and sheds
Storage areas and charging points for wheelchair/scooters.

Creating a safe play area and/or fencing, unless there are exceptional circumstances as approved by the LCC Panel.

Storage areas, for example children’s equipment, medical equipment etc.

Parking bays/disabled parking areas

Dropped kerbs, hard standings, and ramps for non-wheelchair users/non-drivers (dropped kerbs, hard standings and ramps will only be considered when a person has been assessed by the Wheelchair Service as meeting the criteria for wheelchair provision), unless there are exceptional circumstances

Automatic door opening systems to main doors will not be provided unless the disabled person is otherwise unable to open the door, to safely access and leave the property independently (this would usually only apply to wheelchair users).

5 Suitable alternative accommodation

To make best use of Council stock we will consider rehousing to suitable alternative accommodation before agreeing to carry out extensive adaptation work. Suitable alternative accommodation includes LCC owned properties across the city, and Housing Association owned properties.

6 Under occupation and over occupation

If the property is too large for the needs of the resident according to LCC’s allocations policy, suitable alternative accommodation will be offered rather than adapting a property for e.g., a single occupant living in a two- or three-bedroom family house requests a wet floor shower room. We will aim to offer a property that is already adapted, or that is level access accommodation, and that has the required number of bedrooms, thus releasing family accommodation for use.

If the property is too small for the needs of the household, we will aim to offer suitable alternative accommodation.

7 Reasonable and practicable

Following the OT assessment and recommendation, BITMO must determine whether it would be “reasonable and practicable” to adapt the property. The considerations made as to whether it is “reasonable and practicable” are as follows:

The layout, construction, age, and condition of the property, e.g., narrow stairs and corridors.

SOP No.	SOP Title:	Issue No.	Sheet 5 of 5 Sheets
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The number, ages and needs of the other occupants of the accommodation.

The use of the accommodation by the disabled person and any other occupants, including relationships and how they interact.

The location of the accommodation, e.g., steep access to the property.

Any other options that have been considered less practicable than the proposed work.

Planning and Building Regulation constraints.

Successful adaptations carried out in similar types of accommodation.

The implications of carrying out the required adaptation with regard to its future use and classification and potential hardship issues, e.g., spare room subsidy.

8 Gardens and fencing

Access to a garden can be considered, to enable the disabled person to dry clothes, play, or supervise play or carry out gardening. The specific access would need to be determined by the OT.

The most reasonably practicable solution for providing access to both the dwelling and the garden will be provided and wherever possible, one access would be provided to access the dwelling and garden. The work to be considered will not include landscaping gardens or fencing, etc.

Work will not be done to provide for the disabled person to access different levels of the garden. In the case of a child who has an identified need due to a learning disability, affecting behaviour and safety of the child, consideration will be made for the provision of a safe outside area of no more than five square metres, with appropriate fencing if required.

Work will not be carried out to extend an existing access e.g., creating a side access so a person can also go around the side of a house, if there is already suitable access.

Where homes have communal gardens (e.g., blocks of flats served by a single access), we will not undertake work to provide for an individual to access the garden unless it can be demonstrated that, because of the disabled person's condition, the travel distance to the garden would be excessive and unreasonable.

Decking in any form will not be considered for assistance.

9 Decision and Appeal

Decisions are made by BITMO. On occasions where the situation is complex, or the work required is extensive the OT recommendation will be referred to the LCC adaptations panel for advice.

A decision will be made and notified within 3 months of a referral being made by the Occupational Therapy Service.

If the subject of the referral, their carer, or the Occupational Therapy service, are not satisfied with the decision they can request a review by the Independent Appeal Panel at LCC.

APPENDIX 4

COMMUNITY FUND APPLICATION

Request for BITMO Community Fund Environmental Funding

As part of the work to reclaim Belle Isle Circus for the community and following the installation of the fence, Community Development staff have consulted with Belle Isle Circus residents about both their long-term ideas and quick changes they would like to see.

The idea of kids' games painted on the pavement has proved to be very popular. We have spoken to Parks & Countryside who have given permission as long as we use their approved contractor Creative Playground Markings.

We have visited the Pepper Road skatepark (see photos below) and seen the quality of the work. We are proposing to install one 32m Fitness Trail, which we think would be appreciated by residents of all ages. If agreed in July it could be in place during August. We propose to put it in just after the first bench on the main path heading into town.

Putting in one of these pavement paintings in August would have two benefits:

- So residents can see that we are keeping the momentum going on improvements to the Circus
- Make consultation – with different groups such as residents of the Circus, Windmill Primary and Hunslet Carr children – easier as people are aware of what is possible and may be inspired to create their own designs.

The quote we have received is for £522.50 +VAT.

There will be a consultation event on Belle Isle Circus in September, where residents will be consulted on possible further improvements to Belle Isle Circus as well as other green spaces in Belle Isle such as Low Grange View, improvements in and around the MUGA off West Grange Road.



APPENDIX 5



Annual Health and Safety Report

July 2023
(2022-2023)

Contents

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1. Introduction and Summary

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

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

2. The Health and Safety Policy

The Health and Safety Policy was last issued in February 2021, minor amendments made related to Covid legislation and safety requirements.

The policy was reviewed by Moorepay in August 2022, no amendments were made and the annual review is due in August 2023.

3. The Enforcing Authorities

The enforcing authorities comprise;

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

West Yorkshire Fire Service attended Aberfield Gate once during 2022/23. This was in May 2022 due to an accidental car fire (visitors car) in the car park. The fire was extinguished using a GATE fire extinguisher and the fire service attended. The car engine overheated causing a fire when the tenant was in the GATE and there was no severe damage or injuries. No preventative actions were identified and a new extinguisher was purchased to replace the one used during the incident.

4. Health and Safety Consultants

Moorepay provides 24/7 telephone advice and support for Health and Safety issues, as well as support with policy reviews, audits and customised H&S documentation.

The Health and Safety Policy was last revised in February 2021 and an onsite health and safety audit was completed in September 2021. A review meeting and H&S policy review is arranged for August 2023.

5. Monitoring Checklists

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

5.1 Office Checklist for Line Managers

Managers undertake daily office checks as part of their duty manager responsibilities and the caretaking team check the external areas of Aberfield Gate. Full checks are completed regularly, all staff remain vigilant to hazard reporting and risks are dealt with immediately. Over the last year, staff have completed regular checks in the office, on the estate and in communal areas, any concerns raised have been resolved.

5.2 Checklist for Chief Executive/HR Manager

The Chief Executive and HR Manager complete the following checklist;

	Item	Yes/No	Evidence
1	Review the Health and Safety Policy Annually	Last issued Feb 2021, no amendments made in 2022. Due for review Aug 2023.	This report.
2	Are insurances adequate?	Yes	Certificates viewed & available.
3	Are sufficient funds available for Health and Safety purposes?	Yes	All areas of operation have budget for PPE, First Aid, Training and equipment.
4	Have you submitted an annual report on Health and Safety to the Board?	Yes	July 22 and this report for 2023.
5	Has each team completed risk assessments of all activities?	Yes	Teams undertake RA's as part of their daily duties & for any specific tasks or events. RA's amended if significant changes made to duties. All new starters complete RA's as part of induction plans. All RA's will be reviewed during the Ask Me Once process in Q3 of 2023.
6	Have all accidents and incidents been reported?	Yes	Logged & records kept by HR Manager
7	Have all incidents covered by RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) been reported?	Yes	Yes. Government & HSE guidance for reporting Covid cases was followed 21/22.
8	Have all statutory inspections been carried out at the specified intervals?	Yes	Reports & certificates for Gas, Electric checks and Fire Inspections available.
9	Is a copy of the Employee Liability Insurance Certificate on display?	Yes	Reception, the Gate & notice boards.
10	Is the Health and Safety Law poster on display?	Yes	Reception, the Gate & notice boards.

Fire			
1	Has a fire risk assessment been completed for the Office/GATE ?	Yes	Completed 29/11/22, due November 2023.
2	Are there any alterations anticipated that may require approval by the Fire Authority?	No	N/A
3	Are there any changes or alterations anticipated that may require modifications to fire alarm/procedures or equipment?	No	N/A
4	Is all firefighting equipment maintained and serviced by a competent person?	Yes – Churches Limited	Checked by Repairs & Maintenance team.

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

5.1 Checklist for Board Members

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

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

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

- The Health & Safety Policy was last re-issued in February 2021 ; no amendments were made during 2022. A review is scheduled for August 2023.
- West Yorkshire Fire Service attended due an accidental fire in a visitors car due to an overheated engine. There was no severe damage or injuries and no further action identified. A new fire extinguisher was purchased to replace the used one from the GATE to extinguish the fire.
- Staff continue to monitor health and safety and regular checks are undertaken.
- Recommendations made by Health and Safety Consultants other authorities are complied with.
- All health and safety issues raised by staff were addressed, recommendations made during the compliance review in 2021 were, and continue to be addressed.

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

6. Accidents and Incidents at work

Reporting of accidents is provided to the Board annually.

6.1 Accidents reported April 2022 to March 2023

There were **7 accidents** reported in 2022/23 (vs 3 in 21/22).

Quarter	Location & status	Type of accident	Outcome & Actions taken
July to Sept (3 accidents)	GATE 2 x visitors	Two minor accidents involving children at GATE events (1 x grazed knee, 1 x bruised leg).	Minor accidents. Assessed and logged by first aiders, no further action required.
	Office 2 x employees	Minor bump in office corridor by 2 colleagues.	One off incident, no injuries or further action required.
Oct to Dec (4 accidents)	GATE 1 x visitor	Visitor was breathless and struggling to breath.	First Aider attended; emergency services called & ambulance attended.
	GATE 2 x volunteers	1 x cut finger when chopping sausages. 1 x cut thumb due to a chipped glass plate.	First Aiders attended, minor cuts. Volunteers to be mindful when using kitchen equipment. Glass plate removed.
	GATE 1 x visitor	Visitor slipped and fell onto a nearby chair.	First Aider attended, no injuries. No hazards caused incident & no further action required.

8 employees are qualified First Aiders and there are 4 additional qualified mental health first aiders. First Aiders are on hand to attend any accidents and provide first aid. As part of the accident investigation process, preventative actions are discussed and identified where necessary.

6.2 Incidents, Hazards & Near Miss Reporting

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

10 incidents were identified in 2022/23 (vs 5 in 2021/22) a summary is provided below.

Quarter	Location/Site	Type of Hazard	Actions completed
April to June (4 reports)	Office (car park)	Accidental car fire (GATE visitor)	Fire was extinguished and the Fire service attended. Fire was caused by an overheated engine. No injuries or further damage. Extinguisher was replaced and vehicle removed by owner when safe to do so.

	Office (car park)	Drugs found outside the office.	Item was stored safely and reported to the police. Also reported frequent gangs of youths hanging around the office to the police, LASBT & community youth services.
	Estate (Belle Isle Road)	Dangerous quad bikes driving up and down BI Road and in and around the KASA car park.	Staff advised and reported to the police and LASBT.
	Office (work mobile).	Explicit video sent by tenant to employee.	Reported to the police. Warning letter sent to tenant.
July to Sept (3 reports)	Estate (Winrose Approach)	Reports of an air rifle at a property and it being fired at properties, cars and people.	Reported to the Police and LASBT, staff made aware and systems updated.
	Estate (Aberfield Rise)	Reports of a stabbing at a property and a missing tenant.	Police were aware of the incident, staff made aware and systems updated. MARAC contacted due to ongoing safeguarding issues with the tenants at the property.
	Estate (Belle Isle Road)	Dangerous quad bikes and motorbike racing up and down BI Rd into traffic.	Staff advised and reported to the police and LASBT (ongoing ASB issues with quads).
Oct to Dec (3 reports)	Estate (Belle Isle Road)	Gas leak not dealt with properly by contractors, major potential risk to property	Immediate remedial action undertaken by contractor and formal investigation commenced.
	Estate (Aberfield Gate)	Fire at property, attended by emergency services and tenant arrested.	Property inspected and made safe, repairs ongoing. Tenant charged and remanded for reckless arson, court hearing scheduled August 2023.
	Office (the GATE)	Two mobiles (1 x personal & 1 x work) stolen from the GATE.	CCTV identified unknown male leaving the GATE with two mobiles. Reported to the police.

All incidents are dealt with immediately and actions identified where necessary. Reports are logged and retained by the HR Manager. Reports are available for viewing by the Board. Incidents are reported annually and quarterly to the Board.

6.3 Violent/Aggressive Incident Reporting

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

There were **12 incidents reported** in 2022/23 (vs 8 during 2021/22), a summary is provided below

Location	Type of Incident	Outcome & Actions
Telephone (3 incidents)	<p>Threatening behaviour by tenant's partner towards employee.</p> <p>Tenant was aggressive towards employee when trying to arrange a home visit.</p> <p>Verbal abuse and accusations of racism by tenant to employee.</p>	<p>Warning letter sent, police contacted, LASBT notified, staff advised and systems updated.</p> <p>Letter sent and systems updated.</p> <p>Letter sent and systems updated.</p>
Estate (2 incidents)	<p>Tenant tried to attack operative when working in their home.</p> <p>Abusive & threatening behaviour towards employee by tenant.</p>	<p>Operative immediately left the property and reported to incident teams and authorities. Ambulance attended as assessed as possibly mental health related. Systems updated.</p> <p>Police contacted and warning letter sent to tenant.</p>
Office/ GATE/ carpark (7 incidents)	<p>Intimidating behaviour by youths towards voters & staff during polling station at the GATE.</p> <p>Tenant was aggressive towards duty manager & reception staff.</p> <p>Inappropriate remarks made by tenant towards employee in the car park.</p> <p>Tenant was aggressive, threatening and confrontational towards staff</p> <p>Tenant verbally abusive to employee.</p> <p>Tenant verbally abusive to employee when outside to collect keys (tenant banned from the office).</p> <p>Tenant arrived at reception in a very distressed state over a letter he had received from BITMO.</p>	<p>Police contacted and attended, discussions within BMT/ LCC regarding future security for voting events.</p> <p>Tenant asked to leave premises, warning letter sent, systems updated.</p> <p>Warning letter sent to tenant and systems updated.</p> <p>Police contacted, tenant barred from reception, warning letter sent and systems updated.</p> <p>Warning letter sent and systems updated.</p> <p>Warning letter sent to tenant.</p> <p>Tenant calmed and supported by staff. Appointment made for tenant to discuss the issue with team manager. Tenant added to safeguarding log.</p>

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

7. Risk Assessments

Teams undertake risk assessments as part of their daily duties and for any irregular specific tasks or events. Risk assessments are amended if significant changes are made to duties, processes or roles, or risks identified. All new starters complete risk assessments (task and role specific) as part of their induction plan.

All staff have previously completed risk assessments for their roles and they will be reviewed during the Ask Me Once process during July to September 2023.

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

8. Fire Risk Assessments

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

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

As detailed in the 2022 health and safety report, it was identified during the Compliance review in 2021/22 that previous fire risk assessments were not be in line with best practice, nor carried out by an accredited third party. This has now been rectified and an external organisation, Firntec, was appointed in 2022 to carry out all Fire Risk Assessments.

The annual fire risk assessment for the Aberfield Gate office and the GATE was completed in November 2022. The annual Sheltered Housing communal areas were completed in October 2022 and the annual assessments for communal areas in flats were completed during October 22 to March 2023.

9. Health and Safety Actions

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

Item	Action required	Target Date	Date Completed	
1	Health and Safety Policy & Audit (Moorepay)	Review & re-issue H&S policy annually. Annual Audit.	2022	Annual review completed August 2022; no amendments made. Scheduled August 2023.
2	Fire Risk Assessments	All Fire Risk Assessments to be reviewed annually <ul style="list-style-type: none">• Broom Nook Sheltered Housing Communal Room	2022	21/10/22

Item	Action required	Target Date	Date Completed
	<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	2022	03/10/2022
	<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	2022	12/12/2022
	<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	2022	06/10/2022
	<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	2022	29/11/2022
	Residential Flats <ul style="list-style-type: none"> (Aberfield Drive, Aberfield Rise, Town Street, Winroses) Aberfield Crest) 	2022	A Drive: 10/10/22 - 14/03/23. A Rise: 11/10/22. Town Street: 29/11/22. W Approach: 10/01/23 - 14/03/23. W Avenue: 13/12/22 & 21/03/23. W Cresc: 13/12/22 - 21/03/23. W Drive: 12/12/22 - 21/03/23. Ab Crest: 12/10/22.
3	Fire Equipment	Ensure checks for all fire safety equipment completed	Weekly
	<ul style="list-style-type: none"> Weekly Fire Alarm Tests 		Undertaken weekly and system checks are undertaken daily.
	<ul style="list-style-type: none"> Monthly Alarm Checks by Competent Person 	Monthly	Completed monthly by contractor (Mayfair)
	<ul style="list-style-type: none"> Fire Drills (2 per year) 	2 annually	Completed September 2022 and February 2023.
	<ul style="list-style-type: none"> Emergency Lighting (Full tests completed Quarterly, Visual Check Monthly) 	Monthly/ Quarterly	Completed by Property Maintenance Services (LCC) & Mayfair.
	Fire Extinguisher inspection/testing via external contractor (Churches) annually. <ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	September 2022	October 2022
	<ul style="list-style-type: none"> 26 Belle Isle Circus 	May 2022	May 2022 & June 2023
	<ul style="list-style-type: none"> 3 Winrose Grove (formerly 35 Belle Isle Circus) 	September 2022	October 2022
	<ul style="list-style-type: none"> 58 – 64 Belle Isle Circus 	October 2022	October 2022
	<ul style="list-style-type: none"> Aberfield Gate 	November 2022	October 2022

Item		Action required	Target Date	Date Completed
		<ul style="list-style-type: none"> Means of escape (checks undertaken by Duty Manager as part of daily checks) 	Daily	Daily
4	First Aid Assessment	Maintain sufficient number of trained First Aiders.	Annually / Ongoing	<p>3 x annual refreshers were due in 2022/23 and 3 were completed.</p> <p>5 x new qualifications were completed in 2022.</p> <p>8 x annual refreshers are due in 2023-24, all booked.</p> <p>4 x mental health first aider requalification's are due in 2023.</p>
5	<p>Statutory Examinations and Workplace Inspections:</p> <p>Electrical hardwiring inspection to be completed by competent person every 5 years</p> <p>Electrical Portable Appliance Testing to be undertaken by a competent person annually for all</p>	<ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 26 Belle Isle Circus Sheltered Housing Communal Room 3 Winrose Grove Sheltered Housing Communal Room 58 Belle Isle Circus Sheltered Housing Communal Room Aberfield Gate (Including the GATE) <p>4 Sheltered Housing Communal rooms and Aberfield Gate.</p>	<p>July 2022</p> <p>Sept 2025.</p> <p>July 2022</p> <p>Nov 2025</p> <p>Sept 2024.</p> <p>Sept 2022</p> <p>Sept 2022</p>	<p>July 2022 (LBS), due July 2027.</p> <p>September 2020, due September 2025.</p> <p>August 2022 (LBS), due August 2027.</p> <p>November 2020, due Nov 2025.</p> <p>September 2019, due Sept 2024.</p> <p>October 2022, due October 23</p> <p>October 2022</p>

	Statutory Examinations and Workplace Inspections cont..	<ul style="list-style-type: none"> Broom Nook Sheltered Housing Communal Room 	November 2022	December 2022
	Gas Safety Service inspection by GasSafe accredited competent person annually.	<ul style="list-style-type: none"> 26 Belle Isle Circus Sheltered Housing Communal Room 	October 2022	September 2022
		<ul style="list-style-type: none"> 3 Winrose Grove Sheltered Housing Communal Room 	2022/23	June 23
		<ul style="list-style-type: none"> 58 Belle Isle Circus Sheltered Housing Communal Room 	October 2022	August 2022
		<ul style="list-style-type: none"> Aberfield Gate (Including the GATE) 	February 2022	Dec 2022
6	Asbestos Management	Asbestos Management is undertaken as part of the Construction Design and Management (CDM) Regulations with any remedial actions closed out as necessary.	In place & ongoing.	Ongoing. Asbestos property surveys & remedial works are logged & managed by the Repairs Team.
7	Monitoring	Maintain regular monitoring in accordance with the Health and Safety Policy: <ul style="list-style-type: none"> Annual Monitoring undertaken by Chief Executive 	Annual	Completed 2022. Ongoing 2022/23.
		<ul style="list-style-type: none"> Annual Monitoring undertaken by Board 	Annual	Completed 2022 (previous report), due July 23 (this report).
		<ul style="list-style-type: none"> Regular Monitoring undertaken by managers and all staff 	Regular	Daily checks ongoing by all staff and duty manager. All hazards raised are dealt with. Regular checks ongoing.
		Estate spot checks by Repairs team.	Ongoing	Regular estate checks are ongoing by all staff & repairs team.
8	Health & Safety Forum	Regular meetings.	Annual	No meeting in 2022, to be scheduled 2023.

APPENDIX 6

RETIREMENT LIFE SERVICES REPORT

2022-23

This report – aims and sections

This report compiled by The Tenancy Support Manager covers BITMO's Retirement Life Schemes and aims to

- Provide an ongoing update on the service
- Review working practices and policies
- Provide an ongoing action plan for service development and improvement

This report contains the following sections.

11. Information about the service (Web based and printed)
12. Lettings and allocations (Processes and numbers)
13. Key policies
14. Risk assessments (How and why these are done)
15. Support planning (Review of this process)
16. Home visits (Process, targets and achieved)
17. Communal facilities (Current programme)
18. Positive outcomes (Service or Personal Stories – anonymised)
19. Resident involvement (Schedule of meetings – key issues)
20. Feedback

Information about the Service

Information about the Retirement Life service can be found on the BITMO website and in the Sheltered Housing Handbook.

Lettings and Allocations

Lettings Figures for Retirement Life services - April 2022 to March 2023

Type	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023
1 Bed Flats	0	0	0	0	0	0	1	0	0	1	0	1
1 Bed Bungalows	1	0	0	0	1	0	1	0	0	1	3	0
Total	1	0	0	0	1	0	2	0	0	2	3	1

Tenancy Terminations & Reasons for Termination for April 2022 – March 2022

Termination Reasons	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023
Death of Tenant	1	0	0	0	0	0	0	0	0	0	3	1
Admitted to Care Home	0	0	0	0	0	0	1	0	0	0	0	0
Internal Transfer	0	0	0	0	0	0	1	0	0	1	0	0
Transfer to Other area	0	0	0	0	1	0	0	0	0	0	0	0
Live with family or friends	0	0	0	0	0	0	0	0	0	1	0	0
Rehoused by Housing Association	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	1	0	2	0	0	2	3	1

Key Policies

No Policies have been reviewed during the last 12-month period. The relevant policies for Retirement Life are listed below

Professional Boundaries

Service Standards & Working Practices

Lone Worker Policy

Assessing Needs & Risk Assessment

Needs & Risk Assessment Form

Communal Room/Laundry Room Policy

Policy for Key Holders & Booking of Communal Rooms – No change except these are now accessed by a fob

Registered Fob Holder Form

Non-Sheltered Housing Residents Registration Form

Support File Policy & Procedures

Safeguarding

The key policies will be reviewed as required.

Risk Assessments

A Needs and Risk Assessment should be undertaken with an applicant prior to an offer of sheltered accommodation. The reason for this is to help identify that sheltered housing is the most appropriate type of housing for the applicant and if so will help to determine what care packages need to be put in place for example whether there are any mental health issues, substance and/or alcohol abuse issues. The warden conducts the Needs and Risk Assessment usually at the applicants' home. Applicants are contacted by phone in the first instance or by letter if required.

Support File

The support file is divided into four sections:

- Resident Core Information
- Support File Summary
- Support File Updates
- Outcome Form

Section 1 - Resident Core Information – Personal Information

This section contains all the residents' personal details and must be completed within one week of a new tenant moving into a sheltered property.

The resident information sheet needs to be reviewed on a six-monthly basis to ensure that all the information is up to date or prior if you know or the tenant advises that there has been a change in any of the information.

Section 2 - Support File Summary

There are six headings in the Summary Section, and all must be completed over the first 56 days of the resident moving into a property, this should include the recording of any actions taken in relation to the information gathered and a risk rating of low/medium or high given.

Section 3 – Support File Updates

This section is used to log notes, issues, events, concerns relating to the tenant and should be completed at anytime that is needed.

Section 4 – Outcome Form

This form is completed when there is a positive outcome for the tenant.

Support File Six Monthly Reviews

During the 12-month period April 22 - March 2023 97.2% of residents support plans were reviewed. Sadly, we have a few residents who either refuse to or are difficult to engage with and it can often take several attempts and many staff hours to gain access and conduct their reviews. All residents know that they can request a review at any time in between if they feel they need additional support. The wardens will always report any concerns to the Tenancy Support Manager if they notice any changes or hear of any concerns from other residents, BITMO staff or family members.

Independent Outcome Stars

In April 2022 we implemented a new type of support review called an Outcome Star, these were conducted by members of the Tenancy Support Team and not the Wardens as in the case for the normal six-monthly review.

The purpose of this alternative type of contact by other staff members was to look at residents from a different viewpoint and to measure and plot any changes in their needs through using the Independent Outcome Star.

We will be continuing these throughout 2023/24.

Home Visits

From 1st June 2009 a choice of contact was introduced to all Retirement Life customers living in LCC Category 2 Sheltered accommodation. The service allows for a variety of types of contact i.e. daily visits, occasional contact, phone call, text, email, or the customer can choose to decline contact. Extra contact can be made in the event of a sheltered customer being ill or particularly vulnerable. The choice is the customers own, to suit their lifestyle.

The warden has a checklist with details of the customer and what type of visit is required and will record each contact when it takes place on a spreadsheet.

Communal Facilities

Communal Rooms

There are three Retirement Life Communal Rooms on Belle Isle Circus and one at Broom Nook. These facilities are provided for the use and enjoyment of all Retirement Life customers including their invited guests.

Retirement Life staff actively encourage social activities within the communal rooms. Activities include bingo sessions, coffee mornings/afternoons and craft sessions. Retirement Life customers are encouraged to initiate activities with the assistance of the Wardens. Wherever possible assistance is offered to those Retirement Life customers who wish to attend but require help to participate.

Where possible these activities are opened out to other older people living in the wider community and they are welcomed to join in any activities taking place.

Current Programme of Events

DAY	AM	PM
Monday		Bingo – Broom Nook from 13:00
Tuesday	Bingo – 58 BIC from 09:30	
Wednesday		Craft Club – Broom Nook
Thursday	Bingo – 58 BIC from 09:30 Coffee Morning – 26 BIC from 09:30	Cuppa & Natter – Broom Nook from 14:00
Friday	Ancestry – 26 BIC from 09:30	Ancestry – 26 BIC

Both Bingo groups on a Thursday morning are now also using the rooms to cook a communal meal.

We have in the last 12 months tried to encourage residents to use the communal facilities more regularly outside of the planned activities, as we are acutely aware that the cost-of-living crisis and social isolation is having a significant impact on our elderly residents.

Private Use

The private use of a communal room by a Retirement Life resident is acceptable for special occasions. Common requests include birthday parties and funeral services. If all Retirement Life residents are invited this is not regarded as a private use.

Laundry Facilities

There are laundry facilities located in all communal rooms. The washer and dryer machines are provided for Retirement Life customers use only but may be used on their behalf by relatives or carers.

Positive Outcomes

We were able to conduct all our visits and reviews face to face with residents – we continue to check the health of residents before entering their property and are vigilant around any covid type symptoms that are being displayed.

Newsletters were sent out to all residents including those who we do not have regular contact with, to ensure that they were kept up to date with any changes and what was discussed at the Quarterly Residents meetings.

In December 2022 we hosted a Christmas party – there was a charge to residents towards the cost of food and entertainment. The food was cooked and served by BITMO volunteers in the GATE.

The new furniture for the communal rooms has now arrived completing the refurbishment.

The FOB system is now in place - after some initial teething problems residents are delighted that they can access the rooms over a longer period and that they are also able to use them on bank holidays. The extension of the opening hours also appears to have resolved the issues around the use of the laundry facilities.

Guest Speaker – with assistance from BITMOs GATE we were able to hold several Guest Speaker slots at both Broom Nook and Belle Isle Circus. Speakers who attended were from

Age UK, the Police, Leeds Safeguarding, Green Doctors, 100% Digital Leeds and Leeds Older Peoples Forum. The residents who attended found these sessions informative and interesting. We are continuing to look for suitable speakers and have also asked residents if they have any suggestions.

The warden at Broom Nook has started a new club on a Wednesday afternoon – it is a craft club which the residents are thoroughly enjoying, and we are looking to replicate something similar at Belle Isle Circus soon.

Residents at Belle Isle Circus were consulted on a proposal to plant a fruit orchard to the rear of 58 Belle Isle Circus on the site of the old bowling green. Residents were happy with this suggestion and planting has started – they are looking forward to seeing what fruits might be available over time.

Fencing is being installed on Belle Isle Circus with the hope that this may reduce the number of quad bikes that cause anti – social behaviour in the area.

Resident Involvement

Residents’ meetings are held on a quarterly basis: -

Broom Nook

Date	Time
Wednesday 19 th April 2022	10:00 – 11:00 – Face to Face + Newsletter
Wednesday 20 th July 2022	10:00 – 11:00 – Face to Face
Wednesday 19 th October 2022	10:00 – 11:00 – Face to Face + Newsletter
Wednesday 18 th January 2023	10:00 – 11:00 – Face to Face + Newsletter

26 and 58 Belle Isle Circus (Meeting to be held in 58 Centre)

Date	Time
Wednesday 19 th April 2022	11:30 – 12:30 – Face to Face + Newsletter
Wednesday 20 th July 2022	11:30 – 12:30 – Face to Face
Wednesday 19 th October 2022	11:30 – 12:30 – Face to Face + Newsletter
Wednesday 18 th January 2023	11:30 – 12:30 – Face to Face + Newsletter

The key issues for these meetings are focused on Safeguarding, Health & Safety and Future Events giving the residents an opportunity to put their ideas and concerns forward to BITMO Retirement Life Staff.

In addition to the face-to-face meetings, I also send out a newsletter to all residents and have outlined below the contents of these.

Residents Letter April 2022

Impact that Covid and Brexit are having on our ability to conduct repairs and turn round Voids, requesting that residents bear with us at this time if repairs are delayed. Concerns raised around the grass cutting service – Head of Maintenance and Repairs to speak to Leeds. Update on the fob system for the communal rooms – this is still ongoing. The new furniture for the communal rooms is expected delivery on 4th July, the delay is due to the company supplying these having difficulties in manufacturing due to Covid and Brexit. Reminding residents to make use of the communal facilities. Update on Guest Speakers.

Residents Letter July 2022

No letter sent due to staff absence, although face to face meetings took place lead by Peter Olver and all issues raised were actioned.

Residents Meetings October 2022

Opening times for the communal rooms. These rooms are warm, welcoming, and recently refurbished and are under used by residents. Timetable for current planned activities. Reminder about behaviour in the communal rooms towards the facilities, staff, and other users. How to request out of hours use of the communal rooms. Update on the installation of the fob system. Staying safe following an increase in opportunist burglaries. Bulky waste collections and that we will no longer be collecting items left outside. Details given on how to dispose of bulky waste items. Update on Guest Speakers.

Residents Meeting January 2023

Repairs and Maintenance – concerns raised about footpath to rear of Broom Nook and Ramp to rear of 58 Belle Isle circus. Copy of tenant's responsibilities around repairs distributed. Communal Room Fobs – work has now started on these – the fob system will be rolled out in stages to ensure that everyone has a slot for the use of the laundries and understands how it works.

Digital/GATE –Tracey is hoping to be able to schedule sometime to come to the communal rooms or meet people at the GATE to support residents in using their devices. Tracey will also provide details of events going on in the GATE. Tracey is also looking to set up a film afternoon at the GATE beginning in April – more details to follow. PCSO's – several concerns were raised regarding drug dealing in the vicinity of retirement life properties and the ongoing issue with Quads on Belle Isle Circus. They have asked that any incidents are reported as and when they are happening but that residents do not put themselves at risk when doing so. Suggestions requested for Guest Speaker.

Residents Feedback

Contact made with Retirement Life residents asking them for feedback on the quality of the service that is provided and any concerns they have:

Residents overall are happy with the level of service received.

Due to staffing issues, we have had a number of staff members carrying out the daily visits, but residents are not concerned by this and have been happy to see new faces.

Residents are happy with the fob system as it allows them better access to use the facilities and means that there are more slots available in the laundries.

Residents have been worried about recent events that have taken place on Belle Isle Circus involving quad bikes, motor bikes and other motor vehicles – they have been advised to report any concerns to the police but to keep themselves safe whilst doing so.

Residents are happy with the refurbishment but have asked for additional chairs at 58 Belle Isle Circus.

Residents have raised concerns about the cleaning of the communal lounges, toilets, and laundries.

