



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 12th October 2023 at 6.00pm

Refreshments from 5.30pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With Skype Available)**

Note:

This is the agenda and papers for the Full Board of Belle Isle Tenant Management Organisation (BITMO)

For each item on the agenda there is narrative describing any issues and details of any recommendations requiring Board approval, where appropriate there may be separate reports attached as an appendix

Part A of the Board meeting and related papers are open to the public

Part B is reserved for matters confidential to the Board

Board members who wish to discuss any area of the board papers that requires further information or clarification are welcome to contact Deborah Kelly (CEO) via Karen Hoole 0113 378 2182

FULL BOARD MEETING

Meeting to be held on
Thursday 12th October 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

Bitesize training – (i) Being a Board member & (ii) Policy Reviews

1. Minutes and Matters Arising from the Board meeting held 7th September 2023 (page 5 & Appendix 1, page 23)
2. Election of Board members at the Annual General Meeting held 28th September 2023 (page 6)
3. Appointment of Co-optees to the Board (page 7)
4. Election of Board Officers and areas of special interest for Board Members (page 8 & Appendix 2, page 33)
5. Grant applications (page 10)
6. Community development update (page 15)
7. Board Forward Plan – meeting dates and times for the coming year (page 18)
8. An overview of the organisation (page 20 & Appendix 3, page 39):
 - BITMOs Mission, Aims and Goals – what are we trying to achieve?
 - Code of Conduct for Board members – a standard for positive behaviour
 - Information learning and development
9. Any other business
 - Christmas opening times (page 22)

Part B – Confidential Items

1. Minutes of the Board meeting of 7th September 2023 to be circulated for the Board meeting on 30th November 2023

BITMO Board meeting 12th October 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
Annual General Meeting 2023	To note the results of the Board elections and of any other discussions	To welcome new members and to review feedback on the work of the organisation from tenants, shareholders, stakeholders and the wider public.	Plan for the future.	Note the matters agreed at the AGM.
Appointment of Co-optees	Co-optees are appointed annually.	To help enable good governance and oversight by the Board.	Review where further expertise may be required for the future.	Appoint up to 6 Co-optees to the Board for the year to 26 th September 2024
Election of Board Officers	Election of Chair and Secretary and Treasurer as Vice-Chairs.	Required by the Constitution.	Help ensure good governance.	Elect Chair and Secretary/Treasurer as Vice Chairs from amongst their number.
Grant applications	Applications under various schemes	Grants can have a multiplier effect in helping people and localities	Review and develop	Review and approve recommended applications
Community development update	Consultation update	Such consultation is good governance and is increasingly required by government	Review the consultation structure and its constituent reports	Review and approve recommendations
Board Forward Plan	To agree meeting and development event dates.	Required for good governance.	To ensure business is carried out correctly and to aid development of Board skills and experience.	Agree the current forward plan.

Part A – Public Agenda Items

Apologies: To be reported at the meeting.

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

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

1. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 7th September 2023 (Appendix 1)**. The table below summarises some of the matters arising from this meeting and other issues that have arisen since.

Full Board 7th September 2023

Item	Update
Health & Safety Forum	Board members will be asked if they wish to be on the Forum and a meeting will be scheduled.
Gas Contract Procurement	A contract has been awarded following a procurement process and details will be relayed at the meeting.
Growth Plan	To be presented to the November Board meeting
GATE kitchen	Initial costs have come in higher than expected and so further quotes are being obtained.
Stock Condition Officer	This was recognised as an important potential resource by the Board and so full details are being prepared and budgeted for budget sign off in November.
Additional seasonal grounds maintenance staff	This resource was again approved in principle subject to budget sign off in November/January.
Tenant Management awareness raising campaign.	To be reported to Board in November.

Recommendation:

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

2. Annual General Meeting Elections

The following tenants were elected to the Belle Isle TMO Board at the Annual General Meeting held on 28th September 2023:

- Kim Asquith
- Harry Austin
- Leon Kirkham
- Sharafath Ghafiri
- Rose Hodgkinson
- John Oddy
- Emma Walkley

These uncontested elections were validated by shareholders at the AGM. They mean that BITMO has a full complement of tenant Board members.

Recommendation:

Board is recommended to NOTE and ACCEPT the report.

3. Appointment of Co-optees to the Board

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

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

The nominations were:-

- Cllr Sharon Burke
- Cllr Wayne Dixon

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

- Margaret Brown
- Ashley Knowles

In addition, Paul Truswell is seeking co-option onto the Board. Paul has previously been a Leeds City Council nominated co-optee Board member. If Paul is co-opted that would leave one vacant co-option place.

Recommendations for approval:

Board is recommended to approve;

- Further Co-option of Cllr Sharon Burke and Cllr Wayne Dixon
- Further Co-option of Margaret Brown and Ashley Knowles.
- New Co-option of Paul Truswell.

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

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

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

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

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

If you are interested in taking up any of these roles could you please register your interest with the Chief Executive Officer or Head of Governance & Finance no later than 12 noon on Wednesday 11th October 2023 so this can be reported on the night of the meeting and ballot arrangements made should this be necessary.

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

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

Current expressions are as follows:

BOARD MEMBER SPECIAL INTERESTS 2023/24	
Kim Asquith	
Harry Austin	Recruitment/Repairs and Maintenance
Jean Burton	Recruitment/Retirement Life/Community & Gate Events
Margaret Brown	Retirement Life/Community & Gate events
Lisa Caley	Community & Gate events
Cllr Wayne Dixon	
Sharafath Ghafiri	
Rose Hodgkinson	
Leon Kirkham	
Ashley Knowles	Retirement Life
Lamin Makolo	
Tracey Morris	Community & Gate events
John Oddy	
Julie Rhodes	
Cllr Sharon Burke	Training conducted on Equality & Diversity
Emma Walkley	

Recommendations for Approval

Board members are asked to approve;

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

5. Grant applications

5.1 Community Fund

(i) Planters for Belle Isle Circus

Proposal for 4 planters for Belle Isle Circus

Belle Isle Senior Action are requesting funding of £2500 for four planters for the Belle Isle Circus area. Three would be located on Belle Isle Circus and one in the grounds of the 59 Centre.

Parks & Countryside have requested that the planters are the same as planters being installed elsewhere in Middleton Park Ward as shown in the photo below.



The cost of the planters is £2246 for four. The additional costs are for compost to fill the planters and for some plants.

Belle Isle Senior Action have an active gardening group who will maintain the planters. The location of the three planters on the Circus will be discussed at a public consultation event to be held on the Circus on 20 September.

Details of planters:

- steel planter in 3mm galvanised steel, with single galvanised steel liner
- 1500mm length
- 500mm wide
- 600mm high
- Free-standing
- Coated black RAL 9005
- 2x gold alloy bands

Senior Action Planters
Folder - additional info.

Application Form

Please ensure all sections are complete. Please use one application per submission. If you need help filling in this form, please contact BITMO's Community Development Team.

Contact Information

Name:	BELLE ISLE SENIOR ACTION - BISA - SONNY GARENAL.
Address (incl. postcode):	26 BROOM CRESCENT, BELLE ISLE, LEEDS LS10 3JN.
Mobile number:	
Email:	info@belleisle.org.uk

If you are applying on someone else's behalf, please give your name, contact information, and state your connection with that person:

N/A

Which budget are you applying to? (please tick one)

- Estate enhancement and the Green Agenda
- Training, development and qualifications for tenants and their families
- Contribution to decorating costs for older tenants
- Household goods to improve the living conditions of vulnerable tenants
- Community group or activity

How much money are you requesting?	See attached information
What will the money pay for?	
Why do you need this?	

Please return this form to:
a: Belle Isle Community Fund, BITMO, Aberfield Gate, Belle Isle, Leeds LS10 3QH
e: gate@belleisleimo.co.uk

Recommendation for Approval

Board members are asked to APPROVE the above application (£2,500).

(ii) Ginnel gate at Broom Crescent

A consultation has been carried out on a proposed ginnel at Broom Crescent. It supports both the case that there is ASB and the proposal for a gate. We understand that it will take a long time to get the gate delivered.

Members of the Community Development Team knocked on doors of those who would be affected by installing a gate to ask about their experience of ASB. Where they had experienced ASB we asked if they supported a gate being installed. We found three alcohol tins in the ginnel.

One resident mentioned that they had experienced ASB and found people using drugs and alcohol in the ginnel. It was also reported that they had experienced theft and attempted break ins to outdoor buildings. The resident frequently cleans litter from the ginnel.

Of the 7 residents door knocked, we managed to speak with three and all of those had experienced regular ASB in the ginnel.

The proposal is that the c.£6k funding is provided 50% from capital works and 50% from the Community Fund.

Recommendation for Approval

Board members are asked to APPROVE the above application (for a contribution of £3,000).

(iii) Enhancements re Town Street

Application for water butt and planter plus compost for local enhancement of environment around 2-10 Town Street.

£500 requested.

Application below:

Application Form

Please ensure all sections are complete. Please use one application per submission. If you need help filling in this form, please contact BITMO's Community Development Team.

Contact Information

Name:	Bernie Brennan
Address (incl. postcode):	2 Town Street
Mobile number:	
Email:	

If you are applying on someone else's behalf, please give your name, contact information, and state your connection with that person:

Which budget are you applying to? (please tick one)

- Estate enhancement and the Green Agenda
- Training, development and qualifications for tenants and their families
- Contribution to decorating costs for older tenants
- Household goods to improve the living conditions of vulnerable tenants
- Community group or activity

How much money are you requesting?

£500

What will the money pay for?

Water butt and planter with top soil

Why do you need this?

Local enhancement for 2-12 Town Street

Recommendation for Approval

Board members are asked to APPROVE the above application (£500).

5.2 Housing Advisory Scheme (HAP)

(i) Clapgate Primary School

Following the Board decision to ask for clarification on the last bid, a revised application is now being considered:

I think we may have sourced some funding for the climbing wall etc. what has suddenly become a big priority is supporting our families with the costs to send their children on residential. With money being so tight for families they are really struggling and we have reduced and helped as much as we can. Would helping our children go on residential and supporting parents to reduce the costs with a grant be something that would be considered?

(ii) Westwood Primary School

No further detail has been received as to whether the majority of beneficiaries would be BITMO tenants or leaseholders. No further action is proposed on this project at present.

Recommendation for Approval

Board members are asked to ACCEPT the HAP report and to await any further detail.

6. Community Development Update

BITMO's GATE membership

In 2019 the Board approved a membership system for BITMO's GATE. This was implemented until the Covid lockdown in March 2020. At that point there were 358 members from BITMO households and a further 210 members from non-BITMO households, who were overwhelmingly LS10 3 or LS10 4 addresses. The GATE gradually reopened from July 2021 under Covid-safe conditions and only fully reopened during 2022.

BITMO's GATE membership will be reintroduced from January 2024. Staff have already asked all visitors to the GATE to sign in every day during the week 25-29 September, the results of which are shown here. Please bear in mind that we are aware that significant numbers did not sign in during the busiest periods – for example the tutoring session showed eight people, but there were 12 pupils present and with family we estimate 30 people attended.

Total attendance in the week 120

Belle Isle postcodes 97

Middleton postcodes (including Cranmore & Raylands) 11

Others 12

Busiest sessions:

Tutoring 30 (estimate)

Breakfast 31

Men's group 8

Sixteen people came in for digital support during the week.

GATE users will be asked to sign in again for a single week in October, November and December. This is so GATE users and staff get used to a signing in system. GATE users will be asked to sign up as GATE members during December 2023.

The main features of the BITMO's GATE membership system are:

- Information for the Board on numbers of people using the GATE, including where they come from and purpose of visit.
- Members express interest in area of our work – such as help finding work, help getting online, gardening or volunteering – and so staff can contact them directly through calls, texts and emails about their interests.
- GATE users tick to accept conditions for use of the computers.
- Privacy of GATE users is maintained as they sign in with a membership number and so no-one can see their personal details.

Belle Isle Gala

The Board have agreed to hold the Belle Isle Gala again in 2024. Windmill Primary have agreed to host the event and it will be held on Saturday July 6. No further decisions have been made, but they will need to be made soon, including use of Parkside as well as the school. **The Board are asked to nominate members on a working group**, which ward councillors, partners and residents will also be invited to join.

Belle Isle Green Spaces

BITMO Community Development staff are working with Leeds City Council Public Health and Climate Energy & Green Space (formerly known as Parks & Countryside) to consult on improvements on green spaces in Belle Isle. The consultation process has already narrowed down the focus to Belle Isle Circus, Low Grange View, the area around the MUGA (which may be used for housing) and the green space at the top of Middleton Ring Road.

Residents around Belle Isle Circus have already been consulted on short term improvements and have agreed to fun trails on the pavements, planters and bushes.

On 20 September we held an event on Belle Isle Circus to consult people on possible improvements to Belle Isle green spaces. Residents were asked for their priority green space from Belle Isle Circus, Low Grange View, the green around the MUGA and Middleton Ring Road and asked for their ideas on large improvements if money was available.

On Belle Isle Circus the most significant result was concerns about safety - a safer crossing and more lighting in the area receiving an equal level of importance in the voting system. This was followed by planters, a band stand and a trim trail, which all received an equal number of votes. There is also support for a picnic area.

Other notable outcomes of the consultation were support for:

- repainting the Sporty Space MUGA off Winrose Crescent/West Grange Road
- improving Low Grange View was a popular second choice site for improvement. The installation of a kids' playground received the highest vote with eighteen. Twelve points were allocated for a shelter and six for an orchard.
- improving play facilities on the green off Middleton Ring Road received the least amount of weighted votes; one person voted this area as their most important site, with three people giving their second choice place and seven people voting it as their third choice place. New play equipment received the most votes for this site. It was also raised on Facebook.

Nineteen people commented on Facebook, online or via text. Comments are recorded below and covered a variety of issues, some of which are not relevant to green spaces. A number of people asked for more trees, improvements to Low Grange View and dedicated dog exercise areas. Dog exercise areas are not supported by Climate Energy & Green Space.

Nicola Kelly-Johnson of Public Health and Vicky Nunns of Climate Energy & Green Space will come to the November Board to present more on the consultation. They will bring proposals for priorities for improvements to Belle Isle green spaces over the next two years.

The Board are asked to note the findings, including public support for:

- improved lighting and pedestrian access to Belle Isle Circus. BITMO staff will work with the Council on the feasibility and funding options for these improvements.
- improvements to Low Grange View. Community Development staff will consult residents in the surrounding area about proposals including a children's play area, shelter and orchard.

The Board are asked to note the popularity of the fun trail on Belle Isle Circus. BITMO staff will consult with residents living around Belle Isle Circus and Windmill Primary School pupils about designs for two more fun trails. We will initially seek external funding for two more fun trails.

Comments received

- *Is there any plans to do anything where windmill Park once was poor little ones have nothing round here*
- *More trees, benches, a small enclosed area for dogs to be let off*
- *Parking spaces in belle Isle road from 271 onwards . The half circle .Disabled really struggle especially in winter time . Thanks*
- *Lighting! It's dark walking across that circus*
- *Parking spaces for Aberfield Rise we don't have any*
- *The grass and weeds cutting would round Aberfield Crest. 3 months since I've asked about it.*
- *More trees, please*
- *Definitely more fruit trees, community allotment?*
- *On Middleton road there's a green where a park used to be, still a single baby swing and like an old cobble stone mountain. It's a shame that a park area with maybe a few picnic tables or benches couldn't be put there as it is a big space and near two primary schools so it would be nice for the walk home to see children not having to argue over one swing!*
- *"A playground, sports area or skate park back here would be great. The closest we have is middleton park! *edited to say its near clapgate school**
- *Belle Isle TMO what about on the field you get to when you go through the ginnel off of the circus. Big closed off field that would make a great park specially with it been fenced in*
- *Parking spaces on Middleton road would be great. Parking is a nightmare most evenings. The kids also need a space to play but motorbikes can still get on the green space. It's such a large area something could be done to please everyone x*
- *There should be a specific place to walk dogs and make it enclose with only one entrance!! Just for the safety of little children x*
- *The park at the side of Winrose Grove could do with something. Dog poo bins at least*
- *There should be a specific place to walk dogs and make it enclose with only one entrance!! Just for the safety of little children "*
- *Its not safer at all motorbikes still get on so all the money doing nice things are a waste of time*
- *Playground on Low Grange View, there is loads of young kids on this street and can't go off it so a park on the field would be good.*
- *Play spaces and equipment for children. Somewhere where parents/carers can sit and watch, keeping the children safe. Nicer green spaces to walk the dog.*

Recommendation for Approval

Board members are asked to discuss and APPROVE the above report.

In particular Board is asked to:

- (i) NOMINATE members on a Gala working group,
- (ii) NOTE the findings, including public support for: improved lighting and pedestrian access to Belle Isle Circus and improvements to Low Grange View,
- (iii) NOTE the popularity of the fun trail on Belle Isle Circus

7. Board forward plan

(i) Meetings schedule

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

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 before Board meetings from November onwards.

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 12 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections
November 23 rd		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour – deferred
December		No Meeting	N/A
January 25 th 2024		Supported Living via Community Links	Budgets Repairs Finance Committee
March 28 th		Financial Inclusion	Budgets (agreed in January) Safeguarding Expanded KPI's
May 30 th		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Retirement Life
July 25 th		To be set by Board	HR Report Statutory Accounts Key Performance Indicators Health & Safety report Safeguarding Anti-Social Behaviour Complaints Finance Committee
August		No meeting	N/A
September 5 th		To be set by Board	AGM Repairs GATE programme
September 26 th			

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2023	(i) Being a Board Member Skills training and responsibilities. (ii) Policy Reviews Priorities and focus
Nov 2023	(i) Social Housing Act 2023 Responsibilities of social housing providers (ii) Handling Complaints How the process works and what a complaints panel will examine
Jan 2024	Community Development activities, including the GATE Impact and development
March 2024	Lettings & Tenant Support How we let properties and support our tenants.
May 2024	Health & Safety Primary areas regarding TMO operations
July 2024	Repairs & Maintenance An overview of Responsive and Planned works
Sept 2024	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.

Recommendation for Approval

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

8. An overview of the organisation

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

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

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

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

The current BITMO 5 year strategy was reviewed by Board on 19th August and details are provided as part of the information pack below.

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

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

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

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

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

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

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

c. Information, learning and development for Board members

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

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

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

d. Background information

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

- Map of Belle Isle *
- BITMO Strategy *
- BITMO Organisational Chart *
- Rules of the TMO *
- Code of Conduct **
- Schedule of all organisational policies *

* included in a Board pack separately enclosed

**included below (an updated version of the Code will be brought to the Board shortly)

Recommendations for Approval:

Board members are requested to ACCEPT the above report will be asked to complete and sign the following paperwork (per Appendix 3 below and separately enclosed for signature and return):

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

9. Any Other Business

9.1 Christmas opening times

Thursday 21 st December	Friday 22 nd December	Saturday 23 rd December	Sunday 24 th December Christmas Eve	Monday 25 th December Christmas Day	Tuesday 26 th December Boxing Day	Wednesday 27 th December
Business as usual	9am to 4pm	Closed	Closed	Closed	Closed	Limited hours and staff 10am – 4pm
Thursday 28 th December	Friday 29 th December	Saturday 30 th January	Sunday 31 st January New Years Eve	Monday 1 st January New Years Eve	Tuesday 2 nd January	Wednesday 3 rd January
Limited hours and staff 10am – 4pm	Limited hours and staff 10am – 4pm	Closed	Closed	Closed	Business as usual	Business as usual
Thursday 4 th January						
Business as usual						

Recommendation for Approval:

Board is requested to APPROVE the above office main opening times.

APPENDIX 1

FULL BOARD MEETING MINUTES

7th September 2023

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 7th September 2023**

Present: Jean Burton
Tracey Morris
Harry Austin
Julie Rhodes
John Oddy
Sharafath Ghafiri
Cllr Sharon Burke
Cllr Wayne Dixon

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Alex Orange (Head of Repairs, Maintenance and Investment)
Peter Sutton (Community Development Manager)
Mandy Sawyer (Leeds City Council)
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from: Margaret Brown, Ashley Knowles, Lisa Caley, Lamin Makolo, Rose Hodgkinson

Questions from the Public

Emma Walkley attended the meeting. There were no questions raised.

Issues raised by Board Members for the Agenda

There were no issues raised.

1. Bite Size Learning – Policy Reviews

The Bite Size Learning session will be rescheduled to a future meeting due to time constraints.

2. Minutes and Matters Arising

The minutes of the meeting held on 27th July 2023 were approved.

Matters Arising from the Board meeting held on 27th July 2023 were as follows:

Full Board 27th July 2023

Item	Update
Climate Action Leeds	A funding application has not yet been submitted. It is suggested that the kitchen redesign should form the basis for a bid, under the food provision remit of the scheme.
Learning from Complaints	The Self-Assessment re complaint handling is detailed under AOB.
Gas Contract Procurement	The recent procurement exercise is now complete and the results will be announced shortly.
Health & Safety Forum	The Forum is due to meet on 27 th September.

Recommendation:

The Board were asked to approve the minutes and Matters Arising not covered elsewhere on the agenda

Approved

3. Operational Report

The Chief Executive Officer presented the Operational Report and highlighted that the report summarises the discussions held at the BITMO Board strategy day in August 2023 and invited the Board to discuss and support adoption of three key strategic aims as follows:-

1. To develop a new improved repairs service
2. To grow the organisation through extending BITMO's area of Benefit
3. To prepare for a successful ballot in 2024

Proposals were presented that require additional funding over the next twelve months to support these strategic aims.

The proposals are:

- Improve the kitchen repair/ replacement service offer
- Increase the size of the caretaking team to employ additional grounds maintenance staff.
- Employ a stock condition officer to update our stock condition data base.
- Include additional properties in a communication campaign raising awareness of and promoting tenant management

There was unanimous agreement on the Strategy Day that Board members want the management team to explore options around reshaping our repairs service, and growing our area of benefit to include additional Leeds Council owned properties.

The Board had asked the management team to provide an options paper for Board that includes a plan to grow by a minimum of 20 units per year within 5 years. This will be submitted at the November Board meeting.

The Continuation Ballot

The continuation ballot is scheduled for September 2024.

The Chief Executive Officer advised that we need our customer service to be very strong and we need to work hard to promote what BITMO does that is unique and beneficial to our community.

A schedule of community engagement events for Board members to meet with tenants and promote the organisation will be developed and presented to the Board meeting in November.

Recommendations:

The Board were asked to CONFIRM 3 key strategic objectives:

- (i) Growth of housing stock
- (ii) A new improved repairs service
- (iii) A successful 2024 ballot.

And to SUPPORT:

- (i) Funding of in-house completion of stock condition surveys
- (ii) Recruitment of additional seasonal grounds maintenance staff
- (iii) Improving the kitchen repair/ replacement offer
- (iv) Creation of a Tenant Management awareness raising campaign

The Board confirmed their acceptance and support for the contents of the Operational Report

4. Annual General Meeting

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

A presentation will be provided by the Leeds Rhinos Foundation to discuss how to approach challenges in life.

At every AGM a minimum of one third of Board members must step down and will be free to stand for re-election should they wish to do so. A total of seven vacant spaces are available for nominations. The deadline for receipt of nominations is 8th September 2023.

The following nominations have been received so far:-

- Rose Hodgkinson
- Harry Austin
- Sharafath Ghafiri
- John Oddy
- Emma Walkley
- Kim Asquith
- Leon Kirkham

All co-opted Board members must also step down at the AGM and seek reappointment at the first Board meeting after the AGM to be held on 12th October 2023. 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.

Recommendation:

The Board were asked to ACCEPT the Annual General Meeting Report

Accepted

5. Finance Committee Reports

The following items have been reviewed and agreed by the Finance Committee on 21st August 2023.

5.1 Letter of Representation to Auditors

The Head of Governance & Finance advised that the BITMO external auditors, Beever and Struthers, require a letter to be signed on behalf of the Board. The letter confirms that the Board realises its responsibility for the preparation of the Financial Statements of the organisation and are satisfied that the Statements contain all due disclosures and known assets and liabilities.

A draft letter was presented at the meeting.

Recommendation:

The Board were asked to APPROVE the signing of the Letter of Representation.

Approved

5.2 Revenue Management accounts

5.2.1 Management Accounts to 31st July 2023

The Head of Governance & Finance reported that a slightly revised summary of the management accounts for the 4 months to 1st April to 31st July 2023. The Management accounts were presented at the meeting and the Board were advised that an update on figures from Mears relating to jobs which have commenced but not yet finished have been included.

The Head of Governance & Finance highlighted that Surplus in the first four months of the current financial year is £46.5k after exceptional Community Fund expenses of £13.2k. Income in first six months was 4k less than budgeted. This is mainly due to penalty on Voids (£3.7k).

Recommendations:

The Board were asked to ACCEPT the Report on the Management Accounts for the period 1st April to 31st July 2023.

Accepted

5.3 Community Fund

A report on the Community Fund spend for the period 1st April to 30th June 2023 was provided

The total spend for this period is Total April to June 2023 is £3,226.40. £10,000 has been committed for Tree planting on Belle Isle Road.

A sub-committee of the Board has been established to manage the Community Fund spend going forward

Further advertising of the Fund will follow on Facebook and tenant emails.

As part of the ongoing work to make Belle Isle Circus a safer place for the community, a 32-metre fun trail has been installed on the pavement, where children and adults alike can jump, hop and skip while crossing the Circus.

Residents and Windmill Primary pupils will be consulted about designs for other trails, while we seek funds to put more in.

BITMO Community Development staff are working with Leeds Parks & Countryside and Public Health to hold an event to consult residents on further improvements to Belle Isle Circus and Belle Isle green spaces in general. It will be held in a marquee on Belle Isle Circus on Wednesday 20 September from 2.30-4.30pm. Board members were invited to attend.

Recommendation:

The Board were asked to NOTE and ACCEPT the Community Fund report provided.

Noted and Accepted

5.4 GATE Kitchen Development

The Chief Executive Officer advised that Firntec Consultancy have recently undertaken an office fire risk assessment and advised that the extractor capacity in the GATE kitchen is not sufficient for the operation of the services we are providing.

Design services have been sought and the firm ACME has provided plans to update and improve the kitchen facilities and these were provided at the meeting.

Leeds CC has been approached to give consent as landlord of Aberfield Gate. A full costing is being produced but it is expected that the cost will be in the region of some £25k. A quotation has been received but this was deemed to be too expensive and therefore further quotations will be sought.

The cost can be written off over the remaining period of the lease on Aberfield Gate, so that the entire cost is not borne in current the financial period.

The kitchen facilities will be out of use for at least two weeks and will therefore look to avoid the busiest times for the improvements to be undertaken.

Recommendation:

The Board were asked to ACCEPT the report and to APPROVE a spend of up to £27k on the GATE kitchen re-development.

Accepted and Approved

5.5 Capital accounts update 2023-24

An update on the 2023-24 Capital Projects and 2023-24 Capital Budgets was provided at the meeting.

Recommendation:

The Board were asked to ACCEPT the report provided on the 2023-24 Capital projects.

Accepted

5.6 Housing Advisory Panel Grants

Two Housing Advisory Panel Grant applications have been received.

(i) Clapgate School

Clapgate School have requested £2,800 for a climbing wall as part of a wider well-being project. The Finance Committee have previously considered this request and considered the cost to be too high. A request has been made for some further clarification on the application.

(ii) Westwood Primary School

An application has been received from Westwood Primary School for an outdoor space, a science space and a forest area. Because the school is located away from Belle Isle estate, an enquiry has been made as to what proportion of children at the school may be from families living on the estate. A reply is awaited.

Both applications are on hold and will be brought back to the Board for further consideration once the requested clarifications have been received.

Recommendation:

The Board were asked to ACCEPT the Housing Advisory Panel Grants report.

Accepted

Both Housing Advisory Panel Grant applications will be brought to a future meeting for decisions once responses are received to current queries.

6. Other Scheduled Reports

6.1 Asset Based Community Development update

The Chief Executive Officer advised that the Belle Isle Community Builder, Ben Mills, has been with us since 2nd May 2023. During this time Ben has held hundreds of conversations with residents, attended numerous events and attended various organisations around Belle Isle.

He has also found individuals who would be interested in organising community groups, such as a “men’s mental health walking group”, “Belle Isle fruit picking group”, and a group working on renewing the mural in the M621 underpass near the Cranmore Bowling Club as well as uncovering a huge interest in angling.

Support has been provided to residents in Belle Isle Close and Windmill Road to organise their own community fun days.

People in over 40 households in the Newhalls and Manor Farms area have been asked about what they would like to see in the Manorfield Hall community centre. This was written up as a report for the Manorfield Hall Board and was followed up by a coffee morning to get further views. Ben will attend their next Board meeting to discuss this further.

Recommendations:

Board is asked to ACCEPT the Asset Based Community Development Report.

Accepted

7. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for 022/23 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 and to note the Bitesize Learning Sessions.

Noted and Approved

8. Any Other Business

8.1 Complaints Self-Assessment.

It is a requirement of the Housing Regulator that all social housing landlords undergo a self-assessment exercise to ensure that their policy and procedures are in line with requirements.

BITMO has undertaken a self-assessment exercise in order to feed into the responses made by Leeds CC as a social landlord.

The Self-Assessment was provided at the meeting.

Recommendations:

The Board were asked to ACCEPT the Self-Assessment as provided at the meeting.

Accepted

8.2 Lift off Charity

The Chief Executive Officer advised that a meeting of the charity trustees took place on 22nd August 2023 and reported the progress on the set up of the charity.

Recommendations:

The Board were asked to NOTE the current progress being made on the formation of the 'Lift Off' Charity.

Accepted

Date of Next Meeting: Thursday 12th October at 6.00pm

APPENDIX 2

BITMO BOARD OFFICER ROLES

BITMO

Board Officer Roles

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

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

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

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

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

APPENDIX 3

BELLE ISLE TMO BOARD MEMBER CODE OF CONDUCT



Belle Isle TMO - Board Code of Conduct

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

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

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

The rest of the document looks at

- BITMO's Service Promise
- BITMO's Values

Please do;

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

Please do not;

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

BITMO's Service Promise



BELLE ISLE TMO

OUR SERVICE PROMISE TO YOU AND OUR EXPECTATIONS.

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

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

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

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

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

The Board of Belle Isle TMO.

BITMO Values

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

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

Belle Isle TMO Standards Panel

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

Membership of the Panel

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

The role of the Standards Panel

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

Informal Resolution

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

Formal Resolution

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

Your commitment to the Code of Conduct

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

Signed _____

Print Name _____

Date _____



BELLE ISLE TENANT MANAGEMENT ORGANISATION

DISCLOSURE OF INTERESTS FORM

NAME: _____ **DATE:** _____

Please note:

An individual is prohibited from being both a Board Member of Belle Isle Tenant Management Organisation and in a management position of a commercial organisation providing services to the organisation (or having a close family member in such a position). Any other activity of an individual or a close family member which could potentially lead to a conflict of interest in carrying out BITMO Board duties should also be disclosed.

Positions of Public Responsibility

Membership of any other Voluntary, Community or Statutory body

Any business interests which could conflict with your position as a Board Member

Any other interest/position/relationship or close friendship which could potentially conflict with your duties as a member of Belle Isle Tenant Management Organisation

Signature: _____

Date: _____



CONSENT FOR FOR THE USE OF PHOTOGRAPHIC IMAGES FOR PUBLICITY PURPOSES

We may occasionally take photographs of BITMO Board Members for publicity purposes.

These images may be used on our website, Facebook, newsletters and other promotional activities.

We need your permission before we can photograph you and we therefore request that you answer questions below, then sign and date the form.

	YES	NO
Are you happy for BITMO to use your photograph in publicity material?		
May we use your image on the BITMO website?		
May we use your image for other promotional activities?		

NAME.....
(IN BLOCK CAPITALS PLEASE)

SIGNED.....

DATE.....

