

BITMO Aim: Be a Well Run, Tenant Led Organisation								
Aims	Goals	Owner	Indicators of progress	Target current	Q1-4 2022-23	Q1-4 2023-24	RAG	New Comments
Be a Well-run organisation	Maintain an organisation that is tenant led	Governance and Finance	Full Tenant Board membership	100%	85%	83%	A	10 places filled - 2 recently resigned.
			Increase in Number of shareholders	10%	0%	2.2%	R	Forthcoming raffle in next newsletter to attract new shareholders.
			Complaints relative to the size of the landlord - Stage 1 (number for each 1,000 homes)	LCC c56/1000	30.41	18.01	A	Q1 10/ Q2 10/ Q3 6/ Q4 7 (33) complaints / 1832 homes.
			Complaints relative to the size of the landlord - Stage 2 (number for each 1,000 homes)	N/A	8.29	6.55	A	Q1 3/Q2 2/Q3 5/Q4 2 (12) complaints / 1832 homes.
			Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	69.69%	87.88%	A	Q1 9/Q2 9/Q3 5/Q4 6 (of 10/10/6/7) responded to within 10 w days (29/33). LCC 80% Q1.
			Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	66.66%	75.00%	G	Q1 3/Q2 2/Q3 3/Q4 1 (9) of 3 & 2 & 5 & 2 (12) responded to within 15 w
			Number of complaints referred to the Ombudsman in period	0	2	3	N/A	One case of maladministration subject to appeal.
			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	End of 5 year plan (2019-24). New strategy planning initiated.
			An online Annual Report produced by BITMO for all tenants	100%	100%	100%	G	2023/24 report online www.belleislelmo.co.uk
	Support and develop skills within the organisation	Governance and Finance	% of Board members attending all Full Board meetings	100%	72.17%	77.14%	A	14/15 (28.3..24), 10/17 (25.1.24), 10/17 (30.11.23), 15/17 (12.10.23), 8/13 (7.9.23), 12/13 (27.7.23), 12/13 (25.5.23).
			Board appraisal - number who complete this within the year	100%	86%	21%	R	7 Board appraisals in April 2024 (47%).
			Board training - all Board members to attend at least two formal training sessions in the year	100%	85.7%	94%	A	Includes Equalities training and internal training.
			Staff attendance - Number of days lost through absence (average per employee)	10	19.4	11.0	A	43% improvement on prior year. Some long term sickness (LTS) during 23-24 which has impacted the figures. Breakdown 23-24 LTS 8 days, STS 3 days.
			Staff appraisal - number who complete within the year	100%	97%	81%	A	One team in particular did not have appraisals during the year. This is being rectified asap.
	Manage Money and Resources	Governance and Finance	Budget surplus/(deficit) target and projection	(£354k)	£74,000	£35k Jan 24		Year end accounts in preparation.
			Unqualified annual audit by independent organisation	Unqualified	Unqualified 2021-22	Unqualified 2022/23	G	Annual