



Shaping
our future
together

ANNUAL REPORT / 2017-18

Our future, in our hands

Chair and Chief Executive Introduction

The way organisations such as Bield provide services to older people has changed significantly from the position we were in 20-30 years ago. As well as changes in technology, we find that the expectations of our tenants, service users and future customers have moved on considerably.

Like others in the social care sector, the challenges and financial constraints facing Bield mean we constantly have to look differently at how we operate. We have a new strategic direction and we made this public mid-way through the year. A new strategy inevitably brings change.

We've often described Bield as being on a journey. It's not been easy, and we still have further to go, but we're proud of the changes and modernisations we've made over the last year.

Whilst there have been many significant achievements, 2017 will no doubt be remembered by many as the year we ended our long standing involvement in the residential care home sector.

The extremely difficult decision to withdraw from the care home market affected 12 care homes. It was by far the toughest decision in our 47-year history.

The impact on the lives of the people affected by this decision was without doubt significant, whether service users, their relatives and carers, or the staff who worked in the care homes.

The months following the announcement were challenging for everyone. The media used Bield to highlight the growing national care crisis, frequently criticising the decision we made without being in possession of the facts. It was sometimes hard for us to maintain a dignified silence in the face of such public criticism. But we chose to focus on supporting those who would be directly impacted by the care home closures.

We know we made the right decision. Securing the long term future of Bield was paramount and necessary for the many thousands of older people who live in our homes and use our services.

One of our core strengths is our recognition that change is constant. We look ahead, anticipate change and adapt.

In doing so, we have often led the way for others. Our new strategic direction is bold and ambitious and there is more change ahead. But, where there is change, there are opportunities.

Whilst this year has seen much sadness, we continued with the day-to-day work – the things we do to support thousands of Scotland's older people. This report is full of examples of how we have done this.

We have new modern homes at Fleming Place in Edinburgh (page 4). Faced with significant funding cuts, we remodelled services in Glasgow to enable tenants to remain in their homes. Read about the tenants who live at Carntyne Gardens in Glasgow (page 8). And Bield's very first development at Dean Court (page 7) is a great illustration of how older people can be an integral part of the local community.



Pictured: Pauline & George Lennie (front cover), Brian Logan, Chief Executive & Susan Napier, Chair (right)



The work of Bield Response24 (page 14) highlights that we can and will help to shape future services for older people. With the help of our partners, we are providing technological, digital solutions that will really help reform the way care and support are delivered.

Not only are we embracing technology, we're encouraging our tenants to do the same and make the most of technology through projects like Fit2gether (page 12).

During the year we took the opportunity to visit many of our developments, speaking to tenants and service users, seeing first-hand the difference we make to older people's lives. It's what drives us forward.

We remain one of the largest specialist providers of housing and care for older people in Scotland and we will develop and grow for many years to come.

Brian Logan, Chief Executive and Susan Napier, Chair

Special thanks

Having strong leadership is crucial to the success of any organisation and we are fortunate to have dedicated and committed Board members who guide and support the Senior Management Team.

There have been changes to the Board during the year, as we said farewell to long standing members Jacqueline McCormick, Michael McFee, Mohanjit Singh and Bill Nicholson, our first ever tenant to be Vice Chair. Their contribution to Bield over the years has been much appreciated.

Visits to developments, meeting tenants and service users, and local staff teams bring to life the aims and objectives of Bield. We are a strong and innovative organisation and that is thanks to the people who live in our homes and use our services, the staff who work to deliver those services, and the volunteers who give their time. We wouldn't be who we are without them.

Pictured: Helen and Derek Borthwick (bottom left), George Lennie (top left), Howard Tang and Herbit Odili (top right), Brian Logan, Chief Executive & tenants at Fleming Place (bottom right)

Living life to the full

We continue to invest in building and maintaining homes where older people can live independent, joy-filled lives. So while we have plenty to report about bricks and mortar projects, the real story of our properties is the people who live in them.

Fleming Place, Edinburgh

Fleming Place, the newest addition to Bield's housing stock, features 40 one and two bedroom apartments for social rent for people aged 50 and over.

Fleming Place is one of the final phases of the redevelopment of the former NHS General Hospital positioned in the north-east of Edinburgh, overlooking Craigentinny golf course. A number of the flats benefit from stunning views across the Firth of Forth, Calton Hill and the world-famous Edinburgh cityscape.

The specification and location of these flats reflects the older person housing model that is now in demand: fit for now and the future. They enable people to stay in their local area and to downsize from their family home to a flexible, energy efficient and accessible lifetime home.

Although we have established a number of new build developments across key locations in Scotland in recent years, Fleming Place is the first development in Edinburgh in almost 15 years, which has been achieved through a successful partnership with Edinburgh based J Smart & Company.

Partnership is a continuing theme at Fleming Place. Five properties have already been leased to The Action Group, enabling five adults with support needs or learning difficulties to live independently in their own home.

Trevor Wood, Development Manager at The Action Group said "Working in partnership with Bield has been an extremely positive experience for us as an organisation and ultimately for those that use our services. The moves to the properties in Fleming Place and Darvel Gait have been very positive, ensuring that the people we support can live independent lives but in an environment that suits their needs as they get older. We really hope that this is the start of ongoing partnership that really delivers the housing that our older service users really need. Thank you!"

Caryn Innes, Head of Development at Bield, said the completion of Fleming Place has cemented Bield's ongoing commitment to provide quality housing for older people in Edinburgh.

"This development is a fantastic example of what can be achieved by the private and public sectors working in partnership and will provide superb living spaces for 106 people.

"These properties enable people to live independently, but also provide them with the security that, as their needs change, they can continue to live in their home with the assistance of digital connectivity through Bield Response24."

"I have recently settled into my home in the Fleming Project in Edinburgh, and would like to express my appreciation for the excellent quality of the flat and the estate. Bield Housing Association should be very proud of their high standards. I must say that all your staff involved in my application were excellent and extremely professional. I appreciated very much the improvement in the quality of my life as a result of living in a Bield flat."

Mr Howard Tang, Tenant at Fleming Place



Pictured: (left to right) Alison Lowe, Local Manager & tenants at Dean Court, Alec Murray & nursery child, Jean Sommerville



Dean Court, Bo'ness

Whilst Fleming Place showcases the newest addition to Bield's housing stock, the activities at Dean Court in Bo'ness provide a fantastic example of a housing development that is well established in the local community – and that has stood the test of time.

Built in 1971, Dean Court was Bield's very first housing development. In recent years the service was modernised from traditional sheltered housing to a new retirement housing service.

Alison Lowe, the Local Manager, has a brilliant 'let's try' attitude that has brought sociable, stimulating, intergenerational activities to the tenants – which have reaped numerous benefits for all involved.

Fun for young and old(er)

The benefits of intergenerational activity are well documented. Tenants at Dean Court have enjoyed weekly visits by children from nearby Kinneil Nursery, enabling them to do the things adults love to do. From holding baby chicks, creating models from Play Doh and making food fun to eat, these activities never fail to bring a smile to the face of tenants.

Meanwhile, students from Bo'ness Academy have been teaching tenants the advantages of technology. The teens and tenants have one-to-one sessions, where the older generation can learn from those who have grown up in the technological revolution.

Alison said: "Having the pupils here has been brilliant for everyone at the development. They come down from school and immediately get involved with the tenants. It's been amazing to see them all working together.

"The nursery visits are wonderful too. I feel inspired and energised after each visit. It's fantastic the children can get to know their community and the lovely people who live at Dean Court. It would be great if these types of visits could be expanded out to all Bield developments. Tenants really do get a lot out of the experience and it has been a bright topic of conversation amongst all involved."

Pictured: William Glen (bottom left), Isabella Crawford & Bernadette Halligan, Development Manager with her team (top left), Jeannie Reeve & Betty Haddleton (top right), Mary Walker, Irene Hillan & Isabelle Bruce (bottom right)

Carntyne Gardens

A well-established housing development in Glasgow is Carntyne Gardens, one of 12 developments we own in the city. Here our tenants enjoy the benefits of living in their own home with a range of services on site. They are surrounded by friendly faces and can have their meals in a safe, shared environment.

Bernadette Halligan, Development Manager, Carol Harvey, Deputy Manager, and their team love to arrange events and activities to celebrate special occasions and achievements.

The novelist in our midst

William Glen, a 97-year-old tenant at the development, is all set to publish his second novel – just months since his first became a national media sensation. William Glen, pseudonym ‘Glen Williams’, took up writing after he retired as a plumber.

Bernadette Halligan, Development Manager, said: “Mr Glen’s practically a celebrity here. Everyone’s been so inspired by his passion for writing. His whole attitude to trying something new, and with such great confidence, really embodies Bield’s Free to Be ethos.

“Mr Glen proves that age should be no obstacle when it comes to taking up a new hobby. His free spirit is inspiring and encourages everyone at Carntyne Gardens to seize the day and not be afraid to try something new.”

183 candles on a royal cake

To mark a combined age of 183 years, the staff team arranged for two tenants to dress up to the nines to celebrate their double-birthday on the day of the royal wedding.

William Glen, who turned 97, and Polly Macallum, who turned 86, called in their friends and family for a very British get-together, as they celebrated their birthdays with Kings and Queens themed festivities. In costume as the newlywed royal couple, the pair greeted guests donned with crowns and feather boas. They were entertained with a free bar, a buffet and singing old classics on karaoke – proving that old age is a time for celebration.



Creating homes for the future

Behind the scenes we have been getting on with the day-to-day activities – maintaining and improving our properties to ensure they remain desirable, now and in the future. This is of course for the benefit of current tenants, as well as helping us provide the highest quality options for prospective occupants.

Investing in Properties

This year we have invested more than £5 million installing new kitchens and bathrooms, upgrading facilities and decorating communal areas across many of our properties. Here are just three examples.

Home improvements at Turnbull Court, Duns

Improving access: As part of a ‘Step Free’ project, we invested £200,000 in four state-of-the-art internal platform lifts and an enclosed external vertical platform lift at the development.

New kitchens: As part of our annual programme of kitchen replacement works, all the outdated kitchens at Turnbull Court were completely revamped. Two happy tenants are Margaret Naim and her husband Billy.

“We are highly delighted by the new kitchen fitted by Bield. It is a great asset and well thought out for storage and convenience. A big thank you from us to all involved.”

Modernising at Restondene, Livingston

Bedsits to apartments: Thanks to a £119,000 investment, seven of the 26 apartments at Restondene have been converted from bedsits to one bedroom flats. This is part of a rolling programme to provide more contemporary accommodation for current and future tenants.

An enhanced exterior: The exterior of the development was also updated to provide a more modern setting.



New bathrooms at Robertson Court, Stenhousemuir

The tenants at Robertson Court were so delighted with their new bathrooms, they arranged a thank you lunch for the contractors!

The new facilities, which took three months to plan, programme and install, were completed in February. Each shower room took three days to install from beginning to end, and tenants were offered a wide range of finish and colour options to choose from.

Sam Mackenzie, Property Operations Manager at Bield, said: “The bathroom replacement project was carried out as part of our annual programme of works. We have recently reviewed our specification to provide a more up to date, contemporary design and always consult tenants in advance regarding their choice preferences.”

Pictured: Restondene, Livingston (left),
Linda Lee, Asset Management Co-ordinator (top right),
Turnbull Court external and new kitchens (right)



Adaptations

Investing in properties takes many forms, but one that is valued immensely by tenants is adaptations to their homes. Things like wet floor or level access showers. These are often simple alterations to make, but they enable people to maintain their independence and remain in their own home.

A first class service at Springfield Gardens, Uddingston

Shortly after an elderly couple moved into our development at Springfield Gardens, the husband's health deteriorated drastically. Their occupational therapist advised a wet floor shower was a priority. The adaptation was organised much to the delight of the gentleman and his family. Their daughter took the time to email us.

"I would just like to take this opportunity to thank you and your wonderful team. I have had the pleasure of dealing with one of your staff members Linda Lee and as I am sure this is not news to you, but she is an absolute credit to Bield.

Linda has been so kind and compassionate and has such a wonderful way in dealing with people. Sadly through life, people only take the time to complain, and never seem to compliment when it's due. I just wanted to share my appreciation."

Linda Lee is the Asset Management Co-ordinator who works in our Glasgow office. With 26 years experience in the Bield Property Team, she is responsible for co-ordinating stage 3 adaptations. Her knowledge is invaluable and as this feedback shows, provides a first class service to tenants and their families.

Linda said: "What I love to hear most is when works are completed and I know we are helping a tenant to continue to live independently, making their lives easier and more comfortable. Or we help them to become more mobile, enabling them to meet up with friends in the communal lounge or maybe enjoy a meal service. But more importantly, helping them to retain their dignity in everyday life where perhaps others may take this for granted."



Bringing joy across the generations

The tenancy sustainment team take time and care to build good relationships with our tenants. This involves taking steps to reduce social isolation, encouraging tenants to join in group activities and doing everything they can to ensure they live life to the full.

Fit2gether

Thanks to the generosity of the Scottish Government's People and Communities Fund, the Tenancy Sustainment Team have continued to roll out a number of 'fit2gether' projects, enabling a growing number of tenants to become technical whizz-kids!

We enlist the help of pupils from local schools who visit nearby developments and provide one-to-one tutoring on using computers, tablets and mobile phones. Many of our tenants are now speaking with family and friends using Facetime and Skype, sending emails and shopping online.

It's just another example of successful intergenerational work that helps to break down barriers between older and younger people.

Wheatley Gardens, Saltcoats

Pupils from St Matthew's Academy in Saltcoats have been visiting Wheatley Gardens for the last two years.

In the first year, the pupils spent time showing tenants how to use iPads, improving their skills and encouraging interaction between people of different ages.

In the second year, these sessions developed into a more sociable activity, with tenants and pupils spending time chatting, playing games, using iPads and generally getting to know one another. The younger people enjoyed the opportunity to learn from a generation that is unknown to them. The older generation took great pleasure from spending time with the pupils, seeing their enthusiasm and watching their confidence grow.

Pictured: Alex Elliot & Caitlyn Tough,
Care Assistant at Carntyne Gardens





Whitehill Court, Kirkintilloch

At Whitehill Court, Kirkintilloch, pupils from Merkland School (an additional needs school) come along to interact with the tenants during games afternoons. We've also welcomed two girls from the school who joined us on work experience, helping to prepare, serve and clear up after a tea and toast morning.

Both the tenants and pupils have thoroughly enjoyed these times together and hate it when they finish!

Cathy McGarry, Tenancy Sustainment Officer, said "It's lovely seeing the interaction between the pupils and the tenants. The wonderful thing about such projects is that everyone is learning something. The pupils feel listened to and know the tenants value the time and effort they put in."

Leading the digital revolution

Planning ahead

Our Emergency Call Systems provide a lifeline for tenants should they need to contact Response24, so it's essential that they're fit for purpose. This year we have continued to upgrade our Warden Call Systems as part of our planned maintenance programme – thankfully, with relatively little disruption for tenants.

The Scottish Government has recognised the potential of digital technology and together with City of Edinburgh and Perth and Kinross Councils, we are working together on ways to maximise the opportunities of digital technology.

We currently transmit using analogue phone lines, so following BT's announcement that they will switch off its analogue telephone system from 2025, we began looking at what this will mean for BR24.

2025 may seem a long time away, but we need to start work on planning how we move telecare links both in Bield and for the 50 other organisations we provide services for.

Sharon Ewen, Response24 Manager said: "It's a fantastic opportunity to partner with the Scottish Government. As a result this year, 3 developments will migrate from analogue to digital with the support of the system manufacturers. This means our customers will see improvements in call connectivity. As every second is critical when responding to smoke, fire or medical emergencies, this is a huge step."

Always on call

Who can forget the Beast from the East? It's something the staff team at BR24 won't forget in a hurry. Along with many other colleagues across Bield, they went to great lengths to keep services running and to ensure tenants and service users were kept safe.

Focusing on the future

We are known for being proactive, anticipating change and delivering innovative solutions. Whilst this year has seen many changes, we continue to seek out opportunities and develop new initiatives.

We are investing in a Bield at Home service, where home care is delivered to Bield tenants and those in the local community. And we will continue to grow our Factoring Services to support older people who own their own homes.

Over the next year and beyond, we will continue to develop innovative ways to support Scotland's older people, developing new services that meet the aspirations of existing and future customers.

There is much to look forward to.



Volunteering to make a difference

Our volunteers make a hugely valuable contribution to enhancing the lives of older people. Their energy, imagination and care makes so much difference to the service Bield offers, and we are always extremely grateful for the time and skills they bring to this vital role.

Rachel Muir

Rachel Muir supports tenants at Saunders Court, Edinburgh. She was inspired to volunteer over a year ago, having seen how important social interaction is for older people.

Initially Rachel attended afternoon tea, to get to know the tenants and find out what they might like to do. Bingo is always popular, but the tenants opted for the alternative Irish Bingo. It's now a weekly session and the tenants love it!

Rachel says: "I love watching the tenants interact with one another. We have a laugh and there can be some real but very friendly competition! They are genuinely interested in how everyone is and it is lovely to see that bond, and to be part of it myself."

Everyone gains so much through volunteering, as Rachel points out:

"When I first joined Bield, I wasn't sure if the tenants would get much out of my sessions, but looking back on this year, an hour a week makes a huge difference to their lives. It has also made my confidence grow and given me opportunities I don't think would have been possible before."



Ingirid Deuling

Ingirid Deuling is one of our longest serving volunteers. Not only does Ingirid volunteer at a local development, she is also a member of the Board of Management and Chair of the Remuneration Committee – both voluntary roles. Here she shares her story.



Pictured: Rachel Muir, Volunteers & tenants at Saunders Court, Gorebridge and Motherwell (left), Ingrid Deuling, Volunteer (right)



How time flies when you volunteer!

I can't believe 35 years have passed since Alistair Green, former CEO of Bield Housing Association, invited me to join the Housing Management Committee. I guess I must be the longest serving volunteer!

Over the years, Bield has grown in size and stature to a major Scottish player in the field of housing for older people. Personally, it has been an incredible journey.

When not wearing board or committee hats, I have been volunteering at Allan Park House, Stirling, since 2012. Initially as a social activities volunteer (lunch club) and then starting up a chair exercise group for tenants. I then reinvented myself to become a befriender to one of the older tenants who used to be a member of the chair exercise group.

Volunteering at a development is a very rewarding experience, as you become involved with the tenants and participate in a variety of activities. Nowadays, Bield tenants certainly know what they want from life and from their housing provider! They have taken me to their hearts and thankfully ignore that I'm also a board member!

Last year my family took on a new westie puppy (named Ola) and she has become a regular visitor at Bield developments and offices. My most lasting experience occurred last November when my husband and I were invited to visit Mary's Kitchen at Whitehill Court, Kirkintilloch. Not wanting to leave Ola alone in winter, I contacted staff prior to the evening who went out of their way to make arrangements to look after Ola. She joined a service user on respite at the development

while we attended Mary's Kitchen for dinner. She used to have a dog, so she very much enjoyed having Ola sit on her knee – and of course Ola loved the attention!

Volunteering with Bield has given me great pleasure and lots of fun times with many rewarding opportunities at both board and development levels. Hopefully in return, I have been able to contribute something to the workings of the organisation and perhaps enhanced the lives of tenants and service users along the way.

Ingrid Deuling, Volunteer, Allan Park House, Stirling & Board Member

Keeping up the good work

It's been an extremely successful 12 months for fundraising. The years of hard work have paid off, resulting in many successful funding applications and a number of legacies.

Our largest ever single grant

Following a very competitive application process, we successfully secured the largest single revenue grant in our 47-year history.

The generous award from the Bank of Scotland Foundation of just under £100,000 will fund new and existing projects over two years at Whitehill Court in Kirkintilloch:

- Evening Care service
- Mary's Kitchen restaurant
- Playlist for Life project
- A new volunteer-led walking group.

Ongoing fundraising projects

The generosity of local groups, individual donors and funding bodies has helped provide a wide range of projects that enhance the lives of Scotland's older people. From craft activities to fit2gether projects, it's often the little things that bring so much pleasure. And they're only possible thanks to the generosity of our supporters, and the tireless efforts of our fundraising team.

Special thanks to:



The year in numbers

754
new tenants
welcomed

£5M
invested to
upgrade
properties

£2.5M
spent on
repairs

13,762 repairs
completed –
more than 260
every week

993
staff

160
volunteers

£22.85M
spent on
salary costs



Pictured: (left to right)
Turnbull Court, Duns,
Marie Barratt & nurse's child,
Howard Tang

Board of Management, Directors and Advisers

Board of Management:

Susan Napier, BSocSc, FRICS (Chair)

Bill Nicolson* (Vice Chair)
(Retired 14 September 2017)

David Scobie, FRICS (Vice Chair)

Lesley Holdsworth, PhD, MPhil,
FCSP, SRP, DPT (Appointed Vice Chair
27 September 2017)

Hugh Carr, BA (Hons), ACA, CPFA
(Resigned 22 March 2018)

Pat Dawson
(Appointed 14 September 2017)

Ingirid Deuling, Dip COT, COTSS-
Housing, HCPC (Retired), BEM

Robert Fernie, ACMA, CGMA
(Appointed 14 September 2017)

Jacqueline McCormick, MA (Hons), FCIH
(Retired 14 September 2017)

Michael McFee, LLB, CA, ATII
(Retired 14 September 2017)

Isabel McGarvie
(Appointed 14 September 2017)

Gerry O'Sullivan, BA

Moira Sibbald, LLB
(Appointed 14 September 2017)

Mohanjit Singh, BSc
(Retired 14 September 2017)

William Smalley*

* Tenant of Bield

Company Secretary:

Clare Beesley

Directors:

Chief Executive
Brian J Logan, BCom (Hons), CPFA

Asset Management
Stuart Dow, MCI0B

Care Services
Housing Services (Interim)
Charlie Dickson, RMN, CSWM, CHM

Finance & ICT Services
Scott M Smith, FCMA, CGMA

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Property Factor Registration
Number PFO00146