



Tenant Engagement Report



Having Your Say 2015 - 2016

Prepared by Chris McShane, Tenant Engagement Officer



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Contents

Introduction 4

Key Tenant Engagement Achievements in 2015-16 5

Engagement at Developments 7

Tenant Surveys in 2015-16 13

Other Tenant Engagement Work in 2015-16 14

Conclusions 15

Introduction

Chris McShane, Tenant Engagement Officer



Welcome to the second Bield Annual Tenant Engagement Report. I was delighted with the response received to last year's first edition; I think people appreciated getting a thorough breakdown of tenant engagement activities within Bield. This year has seen some significant progress with the launch of the new Tenant Engagement Strategy in May 2015 and the foundations laid for the Bield Improvement Group to begin its important work. In this report we will highlight in more detail what we have achieved together, how we have measured against the goals set last year and the work ahead to continue strengthening the tenant's voice in Bield.

Thank you to everyone - tenants, staff and volunteers, who have contributed to promoting and supporting tenant engagement within Bield in 2015-16.

Bill Nicolson, Tenant and Chair of Partnership Forum & Vice-Chair of the Board of Management

I have now been a member of the Partnership Forum group for 4 years. I have found it to be an excellent platform for tenants to hear and discuss the key issues within Bield at a strategic level. Our recent redesigning of the Forum constitution has provided tenant members with even more responsibility, a tenant will now take up the role of Chair of the group and another as Vice-Chair. I was proud to be elected as its first tenant chair. I have also been increasingly involved at Board level, having taken up the post of Vice-Chair on that as well as attending the Remuneration Committee meetings. I believe the establishing of the Bield Improvement Group and embracing new engagement approaches such as 'Let's Meet' will help develop the opportunities for tenants to have a big say in Bield's future.



Key Tenant Engagement Achievements in 2015-16

Bield Improvement Group

The development and launch of the Bield Improvement Group (BIG) in 2015-16 marks arguably the biggest step forward in progressing tenant engagement at Bield since the Partnership Forum (PF) was formed in 2003.



The Scottish Social Housing Charter sets out requirements for housing organisations to ensure tenants can scrutinise how their landlord is performing and so Bield needed to look at how they can deliver this. An extensive consultation and planning process took place throughout the year with a view to having the group up and running by June 2016. Tenants were at the heart of this consultation and agreed on a number of aspects of the group including its structure, membership process and name.

From an initial 133 interested tenants we now have a core group of 15-20 who will take the group forward. The group will be completely tenant led and they will decide which areas of Bield's performance to review. The group will submit a report with findings and recommendations to the Performance & Audit Committee and the Board. To assist the group in delivering this Bield appointed Tenants Information Service (TIS), a specialised external support group, to take tenants through the training and assist in conducting initial review work. TIS were appointed after a successful recruitment process carried out by an interview panel made up of PF members.

We look forward to seeing how the group develops in the coming months in their role to help Bield continue delivering the highest possible service.

Partnership Forum

The Partnership Forum (PF) continues to go from strength to strength in this, its 12th year.



The main focus of the group's work this year was in shaping how the Bield Improvement Group would be established. This included a focus group session where members heard presentations from other housing organisations that have already set up and carried out similar work. They also heard from the two main external tenant engagement support groups – Tenants Information Service and Tenant Participation Advisory Service.

Along with the BIG work, the PF have discussed a wide range of issues including the redrafting of the Tenant Engagement Strategy, the budget for the year ahead and fire safety at developments. We are also proud to have continued high interest in places on the PF and the ongoing success of a tenant member in the role of Chair and another in Vice-Chair.

Key Tenant Engagement Achievements in 2015-16

Let's Meet

2015-16 also saw the launch of a new approach for meetings held by the Housing Officer and/or Property Officer when visiting a development. These meetings are now much more structured towards what the tenants want to discuss and the issues that are important to them. 'Let's Meet' sessions also have a system in place to ensure issues raised at meetings are followed up and responded to in a timely and appropriate fashion with open communication to all tenants via the development noticeboard and in person where needed.

Social Committee Information Pack

With the change in recent years from Sheltered to Retirement Housing, there has been a greater onus placed on tenants to organise and run social activities at their development. Setting up a tenant social committee can help tenants better organise social events as well as open up opportunities to receive external funding for future events and projects.

One such group has been the tenants at Abercrombie Court in St Monans. They have been working hard over the past 2 years and have now established themselves as an important part of the local community. These tenants are now working to design an information pack that covers all the essential details on creating a committee and available external support. This pack will soon be made available for all tenants to use at their own development.



Tenants from Abercrombie Court

Interested Parties List

The Interested Parties List continues to be an important way for tenants to have their say in Bield. With over 230 tenants, the group was surveyed in 2015-16 on the layout and content of the Annual Performance Report which is issued around October each year. We received a return of around 20% from those surveyed, which is a healthy reply rate but one we will continue to look to try and improve. As a result of their feedback, the report was redesigned ahead of its issue.

Engagement at Developments

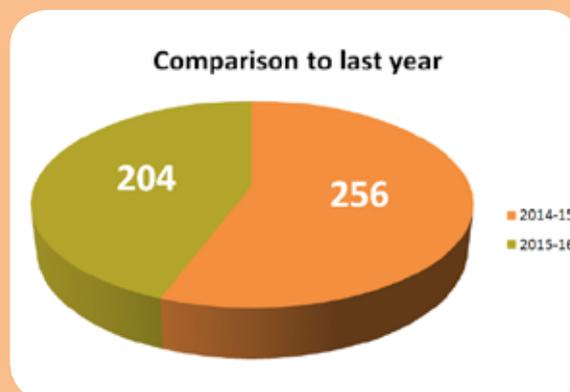
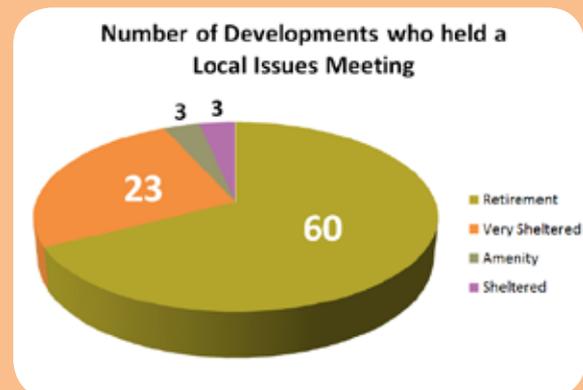
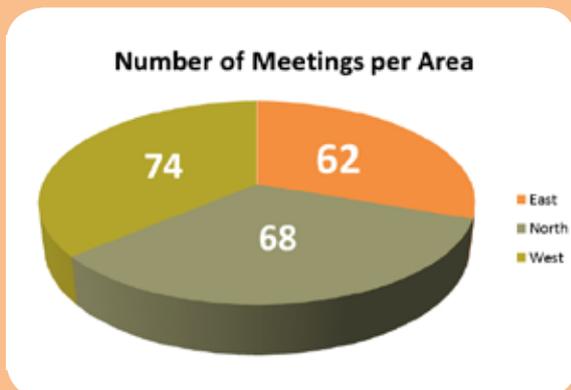
Local Issues Meetings

What are these?

Meetings with tenants about local issues such as laundry rotas or development refurbishment.

Key Stats:

- Total number held in 2015-16 is **204**
- Overall percentage of developments who held at least one local issues meeting during 2015-16 is **63%**
- Breakdown of information:



So what have we learned?

Although the number of these meetings have dropped, we believe that this is because we no longer include social activities under this title. Despite excluding these, there is still a healthy number of local issues meetings being held across Bield developments.

Engagement at Developments

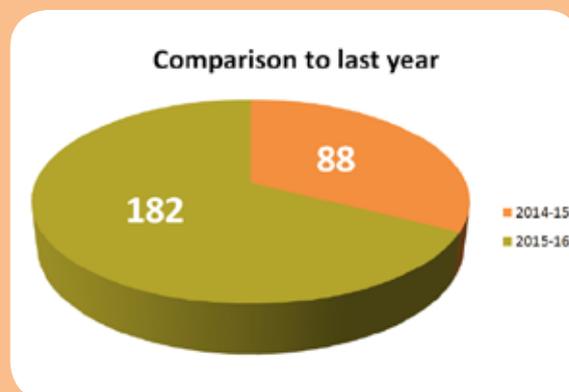
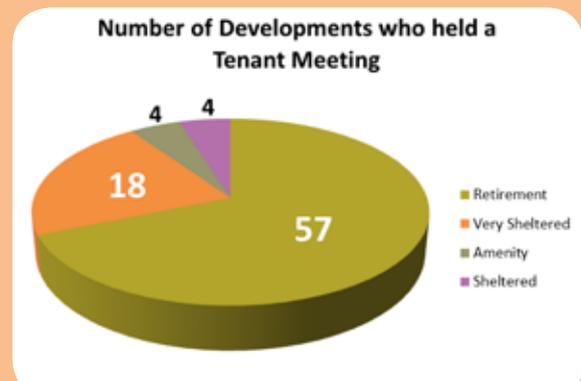
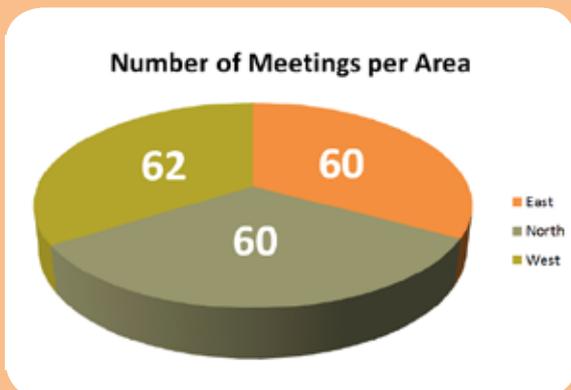
Tenant Meetings

What are these?

Informal meetings held by tenants to discuss social activities. They're often held without any staff present.

Key Stats:

- Total number held in 2015-16 is **182**
- Overall percentage of developments who held at least one tenant meeting during 2015-16 is **58%**
- Breakdown of information:



So what have we learned?

There has been a significant rise in the number of tenant meetings in 2015-16. This has been helped by our decision to include social activity meetings under this title for the first time.

Engagement at Developments

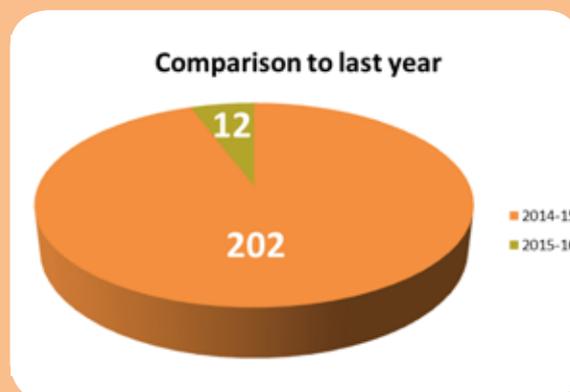
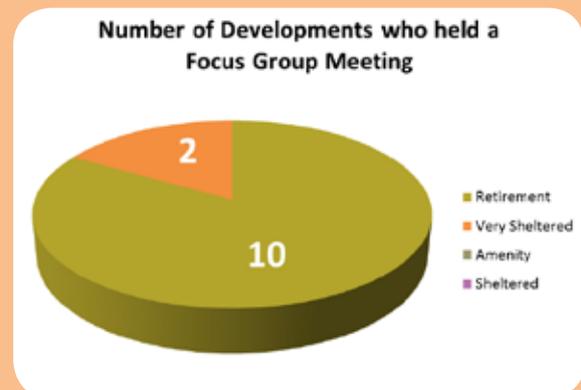
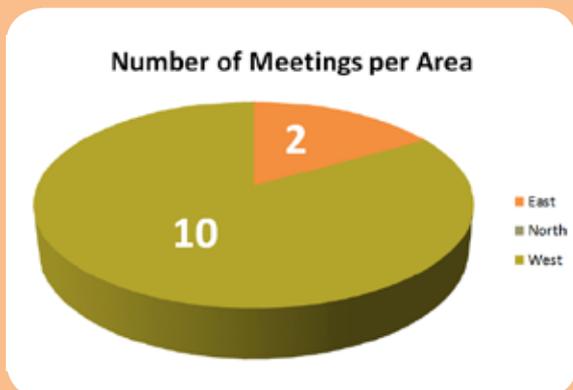
Focus Group Meetings

What are these?

These are consultation sessions with tenants on something that may lead to a key change to their services.

Key Stats:

- Total number held in 2015-16 is 12
- Overall percentage of developments who held at least one focus group meeting during 2015-16 is 8%
- Breakdown of information:



So what have we learned?

The number of focus group sessions has significantly fallen for 2015-16. There was a higher amount in previous years due to the change from Sheltered Housing to Retirement Housing for many tenants. With this now complete it has understandably dropped.

Engagement at Developments

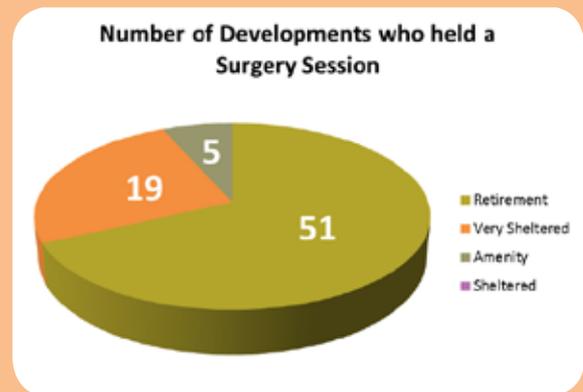
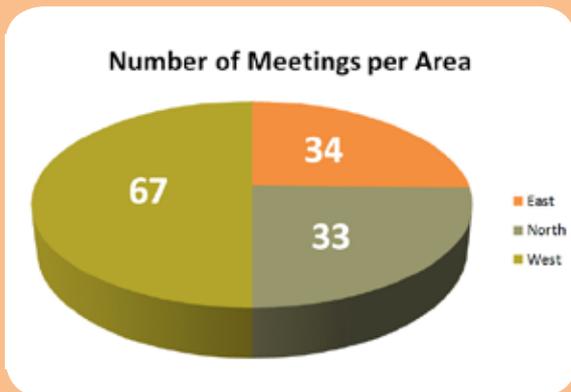
Surgery Sessions

What are these?

These are regular, scheduled tenant meetings with the Housing Officer and/or Property Officer.

Key Stats:

- Total number held in 2015-16 is 134
- Overall percentage of developments who held at least one surgery session during 2015-16 is 53%
- Breakdown of information:



So what have we learned?

The surgery sessions are included for the first time in the Engagement Report. This was as a result of refining the engagement information we have been receiving as these meetings had been previously entered under other meeting types. These sessions will now come under the title of Let's Meet for future reports.

Engagement at Developments

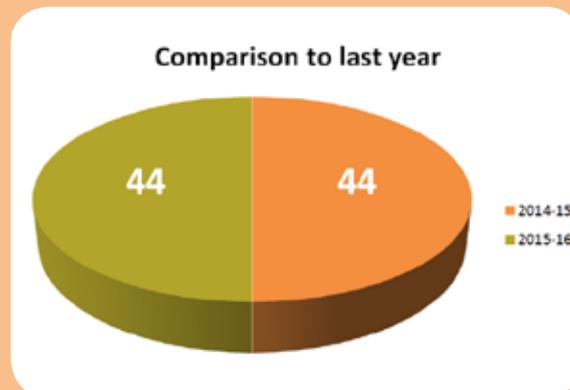
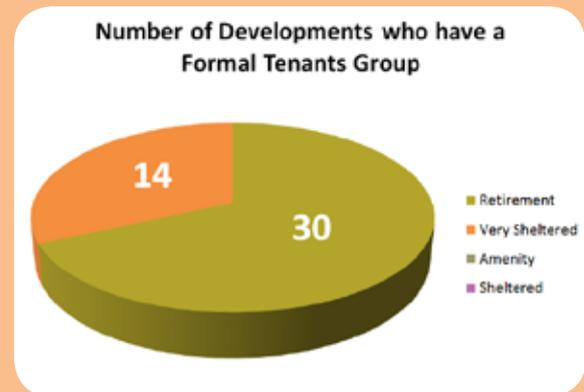
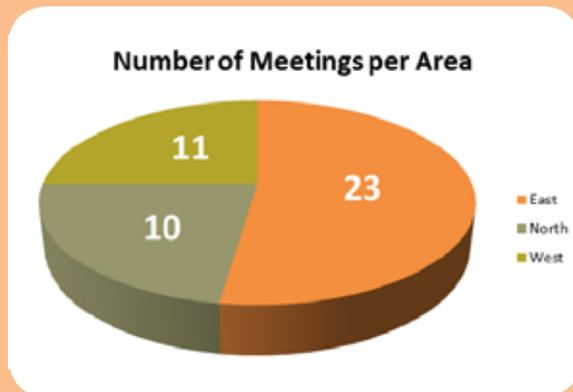
Formal Tenant Group

What are these?

Formal groups, sometimes with specified roles and a constitution, organised & run by tenants at a development.

Key Stats:

- Total number of groups in 2015-16 is 44
- Overall percentage of developments with a Formal Tenant Group in 2015-16 is 31%
- Breakdown of information:



So what have we learned?

There continues to be a healthy amount of more formal groups being set up and run by tenants at developments. A number of these have a constitution and agreed roles in place which can mean more opportunities for external funding. A soon to be launched information pack for tenants on how to set up a social committee at their development will soon be available which will hopefully encourage tenants who are keen to get started.

Engagement at Developments

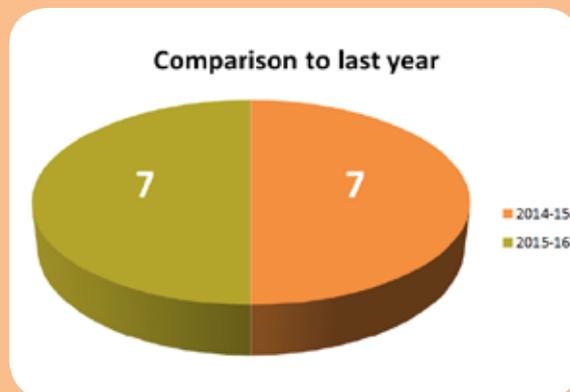
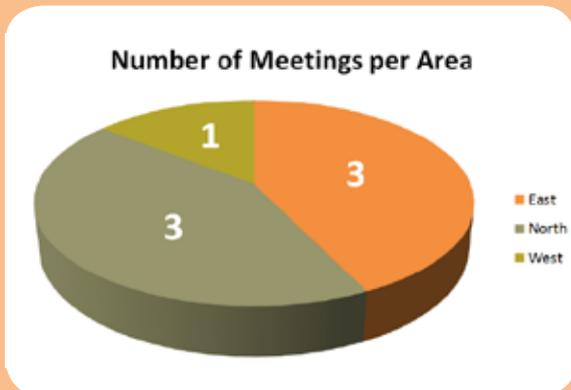
Newsletters

What are these?

A number of developments produce a localised newsletter with updates on activities and other relevant information.

Key Stats:

- Total number of locally produced newsletters in 2015-16 is 7
- Overall percentage of developments who create their own newsletter 2015-16 is 3%
- Breakdown of information:



So what have we learned?

This continues to be a very small percentage of developments who produce their own newsletter, either monthly or weekly. A template newsletter will be created for tenants and staff to use at developments should they wish to begin one.

Tenant Surveys in 2015-16

Rent Consultation

As with previous years, we issued out to all tenants information on the proposed rents and service charges for the year ahead and asked for their comments and feedback. This year we are pleased to report we received an increase in the level of responses with **653** replies which equates to over **15%** of Bield tenants. This represents a healthy return and the vast majority expressed they were happy with the planned new rates. Detailed feedback on the outcomes of the survey and the key comments raised by tenants were provided in the April Bulletin.

Guest Room Surveys

Everyone who stays in one of the Bield guest rooms has the opportunity to complete a short survey on their stay and suggest areas for improvement in the future. We received **51** of these surveys in **2015-16** with the majority of returns speaking positively of their guest stay experience. There were a number of additional comments made, some with good suggestions on how we can improve the service in the future and these will be taken into consideration when reviewing future guest room standards.

New Tenant Surveys

In October 2015 a revised New Tenant Survey was launched, one that allows us to collect more meaningful data to inform our current business needs. Overall, we received **293** replies for **2015-16**, a return rate of **47.6%**. Over **80%** were very satisfied or satisfied with the condition of the property when moving in. Over **60%** said the move had improved their physical health and over **80%** felt the move had improved their peace of mind. We added a new question to the survey which asked—"Would you recommend this development to others" and **99.1%** said yes.

Many additional comments were received, all of which will be reviewed and action plans drawn up where needed. There has also been a contact form added to the end of the survey and the details of those who completed these were passed to the relevant Housing Officer immediately so there would be no delay in responding to them.

Repairs Surveys

We continue to receive a high level of returns to the different surveys that are issued to tenants for their feedback on repairs work. For the routine repairs we issued **666** surveys during **2015-16** and received **285** replies, which equates to a **43%** return rate.

For qualifying repairs, **155** surveys were issued throughout the year and **48** returned, **31%**. With the major repairs surveys, **189** were sent out and **80** returned, a response rate of **42%**.

All the feedback that the Property Team receive is used to help shape how repairs work could be improved in the future.

Other Tenant Engagement Work in 2015-16

Complaints

Another important avenue for tenants engaging with Bield is through our complaints process. There are 2 stages within the complaints process. The first stage is where a complaint is attempted to be resolved as quickly as possible and with any immediate action taken to address the issue. Stage 2 is the investigation stage, where a complaint needs a more detailed review, usually as it's a complex situation.

During 2015-16 we received **193** Stage 1 complaints and **35** Stage 2 complaints. There was a wide variety of issues raised, including communication, staff issues and issues with contractors.

So what are we learning from these complaints?

There are a wide range of issues raised through the complaints process and it is important that these are regularly communicated through the relevant staff in order to ensure that Bield continues to deliver the highest possible standard of service. It is also vital that tenants continue to provide comments and compliments on how Bield is working for them. This can be done through any member of staff.

Sharing the Bield Story



John is pictured here, on the far left, at the event.

In early March 2016, one of our tenants was invited to attend a Scottish Federation of Housing Event at the Scottish Parliament where he had the opportunity to share his knowledge and experience of life as a Bield tenant.

John Thompson from Craigengar Park in Livingston has long played an active role in tenant engagement, including a lengthy spell on the Partnership Forum and now as part of the Bield Improvement Group. He was delighted to go along and tell his story and we look forward to many other tenants getting similar opportunities in the future.

What have we achieved this year?

We are pleased with the progress made in regards to tenant engagement within Bield during 2015-16. As the information shows, we are working hard to ensure that tenants have every possible opportunity to have their say.

There has been a lot of work done behind the scenes this year with the development of the BIG and Let's Meet and we are optimistic that next year's report will highlight the positive impact this will have for engagement in Bield.

Along with these new approaches, there continues to be several key ways tenants can be involved, from the Partnership Forum through to discussions at developments and completing surveys.

Last year's targets included improving engagement opportunities for tenants in Amenity and General Needs developments and this is something that is included in the Let's Meet approach - to ensure tenants at these developments have the chance for a collective tenant meeting if there is sufficient interest. We also have Amenity tenant representation on the Partnership Forum and on BIG.

What Next?

For 2016-17 the main targets are:

- The Bield Improvement Group carrying out its first scrutiny work. It is essential the group is supported in carrying out their work and that a review and evaluation of its progress is undertaken when appropriate.
- Developing a working relationship between the Bield Improvement Group and the Partnership Forum.
- Continuing to explore engagement opportunities for Amenity and General Needs tenants.
- Review how membership of Bield is promoted and encouraged.
- Work with the Care team on developing cross-departmental engagement opportunities, information sharing and good practice.
- Assess impact of both the Bield Improvement Group and 'Let's Meet'.
- Create a tenant engagement information film to promote and encourage future engagement work.

We hope you have enjoyed reading the tenant engagement story for 2015-16.

If you require a large print copy please contact your Local Manager or Housing Officer.

If you wish to chat about tenant engagement at Bield you can contact Chris McShane, Tenant Engagement Officer on 0141 270 7208 or c.mcshane@bield.co.uk

Alternatively, you can speak to any member of staff.



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