

Tenant Engagement Report 2016-17

Introduction

Hello and welcome to the 2016-17 Annual Tenant Engagement Report. This report sets out the tenant engagement activity that has taken place throughout Bield over the last year. This report is shorter than previous years, mirroring the way we continue to streamline and refresh the way we collect engagement stats to reflect the areas that are most important to tenants.

It has been another busy year of tenant engagement at Bield as we continue to develop and improve opportunities for tenants to have their say in how Bield is working, both at development level and on a national basis. This report will highlight some of the key engagement achievements during 2016-17 and what we are aiming to achieve in the future.

We are proud of what has been achieved so far on this engagement journey but recognise there are still plenty challenges to address and improve on if we are to become true engagement 'champions'. I hope you find this report interesting and, as always, I would love to hear your thoughts and feedback on what is included here.



Chris McShane,
Tenant Engagement Officer

Key Tenant Engagement Activities



Bield Improvement Group

The most significant progress made with tenant engagement during the last year has undoubtedly been the Bield Improvement Group carrying out its first review work since its formation in January 2016.

The group is Bield's tenant scrutiny body, an independent collective of Bield tenants who review aspects of our service and present a report and recommendations at the conclusion of each review to the Board of Management to consider.

The group chose to look at Bield's current **Ending a Tenancy** policy first and spent the next few months reviewing our current policy, consulting with key staff members and discussing how the policy could work best in the future. At the time of writing, the group are finalising their report which will be presented, with their recommendations, to the Senior Management Team and Board in May for them to consider.

We hope to provide a full report to all our tenants in a future edition of the Bulletin. There will then follow an evaluation of how the group is working ahead of any potential recruitment and commencing with their next work.

We are delighted with how the group has flourished in its inaugural year, along with the Partnership Forum they stand as a strong voice for tenants in how Bield moves forward in the future.

Partnership Forum

The Partnership Forum is a national body of Bield tenants who meet with senior staff throughout the year to discuss a wide range of issues affecting the organisation. The group continues to play a vital role in tenant engagement at Bield, in this its **14th** year.

The group consulted on a number of key areas of business, including communication within the organisation, the development of a social group guide and the budget for the year ahead. Several members also partook in a mystery shopping exercise, which formed an essential part of the guest room review process which is currently in progress.

We also continue to have two Partnership Forum members on the Board; ensuring tenants have a voice at the very top of the organisation.



Let's Meet

In 2016-17, we introduced a fresh approach to tenants meetings at developments – 'Let's Meet'. This had been created following discussions with tenants and staff and meant meetings would have a more open platform for discussion and raising matters. Following several months of these across developments, we decided to go back and consult with tenants on how well these were working.

The feedback was largely positive but some tenants felt that reducing the number of meetings whilst still ensuring that they have the opportunity to raise issues would be ideal. On review of all this, it was agreed that the best course of action would be to have 2 "Let's Meet" sessions each year for each development, in spring and in autumn. We will, of course, continue to monitor this approach and to listen to your feedback.

"You Said, We Did"

Key Tenant Engagement Activities

Guest Room Review

As mentioned within the Partnership Forum section, a review of Bield's guest rooms is in progress and at the forefront of this has been the detailed engagement with both tenants and staff throughout the process. Within this review, we are looking at all aspects of Bield's guest room service, from the booking process through to the standard of rooms themselves.

Several tenants from the Partnership Forum visited a selection of guest rooms during February and March 2017. Each then compiled a short report on their stay and the information gathered will be fed into the next stages of the review. The feedback we received on guest room stays was extremely positive, highlighting in particular the excellent service staff continue to provide and the very warm welcome many received from tenants at the developments they visited. The information gathered from surveys that are completed after a guest room stay will also be used to look at areas for improvement.

There will be further consultation with tenants and staff as this works progresses with a view to modernising the guest room standards and process going forward.



Meetings at Developments

Aside from the Let's Meet sessions, there have been a range of consultation meetings with tenants at developments during 2016-17.

In total there were **366** meetings held at Bield developments throughout the year, **243** of these were requested by staff and **123** by tenants.

This averages out at over **2** meetings per development each year. Topics for consultation at these meetings ranged from property matters such as repair work in the development to planning social activities.



Surveys

A vital part of tenant engagement is done through surveys and throughout each year, Bield tenants have the opportunity to give us their thoughts and opinions on a whole range of different topics. We are pleased to advise that the response rate to these surveys continues to be high, we have listed below some of the key survey figures from 2016-17:

There are four different types of repairs surveys sent out to tenants during the year. These are dependent on the type of work being done as we look for feedback on how well this has been carried out and what we can learn for the future. **929** repairs surveys were issued to tenants in 2016-17 and we received **433** replies – **47%**. The feedback is used to help us raise issues with our contractors and improve the service tenants receive.

517 surveys were sent out to new tenants following their move to Bield and over half of these (**266**) were returned with their thoughts on their experience of being offered and allocated a new home with Bield.

4,266 surveys were issued to tenants to ask for their opinions on the proposed rent and service charges for the year ahead and we received **706** replies, which is **16.5%**. This figure may seem low but is higher than many other organisations for this type of survey. The comments were then fed into the budget setting process.

What Next?

The work outlined in this report helps to give a snapshot of how Bield tenants were able to have their say – from something as simple as completing a feedback form right through to being a tenant representative on the Board. However there is plenty of work still to be done to continue strengthening the tenants' voice in the organisation.

In 2017-18 we plan to:

-  Liaise with the Bield Improvement Group on their first review experience and begin assisting them as they prepare for their next area of work.
-  Continue building up the relationship between tenant groups and the Board with a joint information session in June. We hope this will become an annual event.
-  Explore the possibility of more regionalised forums where tenants can engage with others in their area.
-  Through consultation with tenants and staff, we will look to finalise the guest room review and put forward any recommendations for improving the service.
-  Launch the Social Group Guide – this is something tenants have been working with us on over the past few months. It will be a guide which has information for tenants wishing to improve or develop social activities at their development.
-  Continue researching as many possibilities as possible for tenants to have their say in the issues that affect them.

We look forward to reporting back on these in next year's edition.

Many thanks to everyone who has been part of the tenant engagement journey in 2016-17.

If you have any queries or questions relating to this Tenant Engagement Report, or would like a copy sent to you, then please contact Chris McShane, Tenant Engagement Officer, at:



0141 270 7208



c.mcshane@bield.co.uk