



Tenant Engagement Report 2017-18



Welcome to the 2017-18 annual Tenant Engagement Report, in this the 5th year since I was appointed as Bield's first Tenant Engagement Officer.

We have achieved quite a lot in that time as we strive to strengthen the tenants' voice within the organisation.

Looking back at the targets we set ourselves for 2017-18, I am pleased to report we succeeded with much of what we set out to do and this is highlighted in the following pages.

As ever, there is still much work to be done and the next 5 years will hopefully see us continue to make great strides forward in tenant engagement, exploring new and innovative ways that tenants can have their say.

Thank you to all those who played their part in championing tenant engagement during 2017-18, particularly to the tenants who have volunteered their time and skills to complete surveys, attend development meetings and be part of Bield's national engagement groups.

Here's to the next 5 years.

Chris McShane
Tenant Engagement Officer

Engagement at National Level



Partnership Forum

Bield Improvement Group

Bield's tenant scrutiny body has had another busy year following completion of their first review.

The group reconvened in August 2017 and agreed that their next area of work would be looking at how repairs are reported. In doing this, they have carried out job shadowing, as well as surveying both tenants and staff to get their views on the process and any ways it can be improved. Their findings will be shared once the report has been finalised and gone to the Board.

We are also proud to advise the Bield Improvement Group has been nominated as a finalist in the 2018 National Excellence Awards run by Tenants Information Service. This highlights the fantastic work they have done so far. The results for this will be announced in early June.

Partnership Forum

It's been another productive year for the Partnership Forum. The group have deliberated on a range of issues with staff throughout the year, including the 2018-19 Bield budget, the Volunteer Strategy, the conclusion of the social group guide work and Bield's business transformation plans.

Bill Smalley from Oban, Chair of the group, has continued with his role on the Board of Management, ensuring a tenants' voice at the top of the organisation. He is joined this year by Joan Fowler, fellow Partnership Forum member, who will attend the Board initially as a co-optee. We were also delighted to welcome several new members onto the group during the year, ensuring that the group will continue playing an important role in Bield's future.

Joint Session

The relationship between tenants, staff and the Board is vital in progressing tenant engagement and so we were proud to have our first ever Joint Engagement Session in June 2017.

This session brought together tenant members of the Partnership Forum and Bield Improvement Group, as well as staff from the Senior Management Team, and representatives from our Board of Management.

It gave everyone an opportunity to learn more about the role of each group and discuss some of the key topics affecting Bield tenants. The Owners Services Forum will also be represented at this year's event which will now be held annually.

Tenant Engagement Video

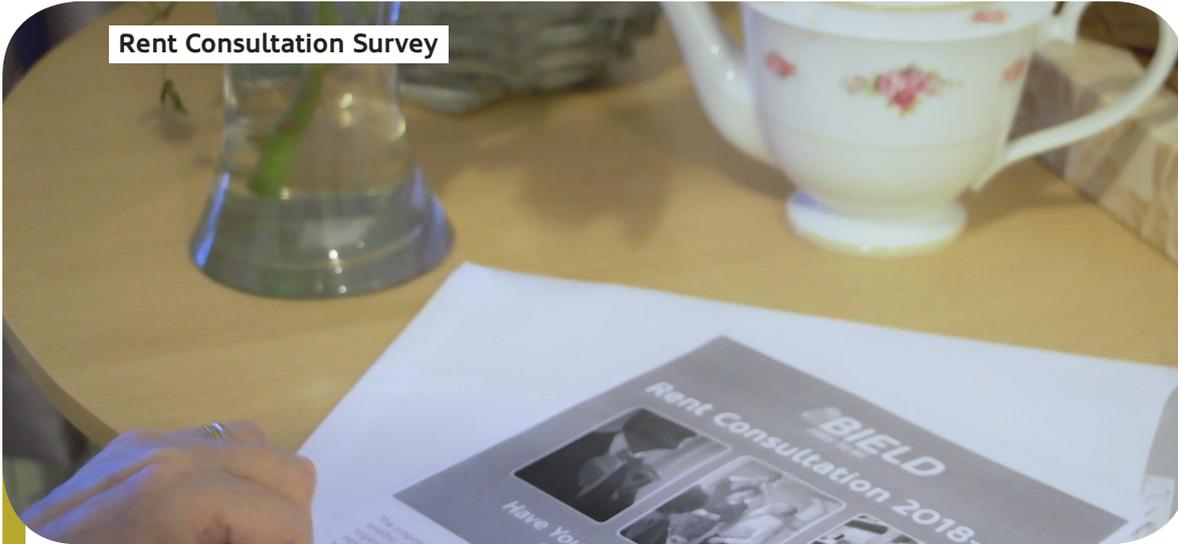
We had been planning to develop a tenant engagement video for some time and were delighted to have this filmed and ready to share by March 2017. The video is an excellent way to promote the range of engagement opportunities available across the organisation.

Several tenants took part in the process, explaining their roles and all developments will have a DVD copy that anyone can have a look at, or alternatively you can find it online:

<https://youtu.be/SHYLNnSSNCQ>

Engagement at Local Level

Rent Consultation Survey



Let's Meet

Let's Meet sessions continue to be held at least twice each year across Bield developments. These are proving to be a great platform for tenants to discuss development issues with their Housing Officer and Property Officer.

There have been a significant number of other development meetings during 2017-18, primarily due to the service changes taking place across the organisation. In addition, where there is redevelopment or major works planned, consultation with tenants has taken place to ensure their views and opinions are taken into account.

Interested Parties List

We have just under 100 tenants on our Interested Parties List. These tenants are contacted from time to time to get their thoughts on some of the big topics in Bield today. During 2017-18, this group were surveyed on the role of volunteers at developments and also formed part of the consultation process for Bield Improvement Group's second review. The Interested Parties List continues to be a very useful tool in gathering the wider opinions of tenants.

Surveys

Surveys are an excellent, straightforward way for tenants to engage with Bield and here are just some of the different topics that tenants were surveyed on during 2017-18:

274 new tenants completed a survey on how well their move into a Bield development went. Within these surveys there was a wide range of positive feedback from tenants and this, along with suggestions on ways we can improve, are all taken into consideration by Bield staff.

Here are a couple of comments:

"Very impressed by the service received and with my home visit once I was settled. Thank you."

"We received excellent service and everything was explained to us by the Manager and Housing Officer."

In mid-December 2017, we sent out a survey on the proposed rent and service charges for the year ahead to tenants and received 750 replies, an increase from just over 700 the year before. Like the new tenant surveys, tenants had the opportunity to provide their own thoughts and comments on the planned charges and we picked out some of the key topics from these and asked senior staff to provide a response. This feedback was then published in the April 2018 Bulletin.

Throughout the year, different surveys on repairs are sent to tenants following completion of work within the development. In 2017-18 404 of these routine repair surveys were issued and we received 207 replies. The feedback from these goes to the Property team to help improve the services contractors provide.

Looking Ahead

2018-19 promises to be another busy year for tenant engagement. We have begun work on developing a framework for regional get-togethers, which will give tenants from different developments in the same area a chance to meet and share their experiences as a Bield tenant and discuss issues that are important to them.

We will continue to work at promoting tenant engagement opportunities for Amenity and General Needs tenants as this is a gap that needs to be addressed.

For tenants who are keen to be involved but may struggle to make it to meetings, we will look to develop our digital services, such as Skype, to assist those in taking part.

Getting Involved

This report shows we have an excellent number of dedicated tenant volunteers keen to help shape how Bield delivers its services. However we need more tenants to engage with us and this can be done in a way that suits you.

Engaging through groups such as the Partnership Forum or Bield Improvement Group is an interesting, enjoyable and rewarding way to meet other tenants and be part of something worthwhile.

We would love to hear from you. If you are interested please speak to any member of staff or contact me, Chris McShane.



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If you have any queries or questions relating to this Tenant Engagement Report, please contact Chris McShane, Tenant Engagement Officer.