



## **BIELD HOUSING & CARE**

### **Minutes of the meeting of the Partnership Forum**

**2<sup>nd</sup> May 2024** | Westport, Linlithgow

#### **Present:**

Deborah Docherty	DD	Bridge Court
Gillian Merrett	GM	Ashgrove Court
Joe McLean	JM	Jamaica Court
Charles Craske	CC	Kingsburn court
Iain Kirkman	IK	Dean Court

#### **Apologies:**

Maria Duncan	MD	Inchkeith Court
William Smalley	WS	Lynn Court Oban (Chair)
John Thompson	JT	Craigengar Park
Margaret Smith	MS	Gordon Court

#### **In Attendance:**

Zhan McIntyre (ZM)  
Head of Policy & Customer Standards

Alan Morris (AM)  
Tenant Engagement & Participation Lead

Caroline Picker (CP)  
Service contracts & Compliance officer

Tracey Howatt (TH)  
Director Customer Experience

Claire Hay (CH)  
Communications Manager

Gary Baillie (GB)  
Head of BR24 and Assistive Technology

Drew Moore (DM)  
Director of Assets

- Action 1. ZM to raise poster issue with AHMs and Local Managers.  
{post meeting note: have raised with AHMs and Local Managers, and have also escalated to Leadership Team to ask for assistance}
- Action 2. ZM to raise issue of restricted lounge use where lounge doubles as dining room where tables are laid night before  
{post meeting note: have raised with Catering Manager}

### **1. Welcomes & Introductions**

ZM extended a warm welcome to the Partnership Forum (PF) meeting.

Members introduced themselves.

### **2. Apologies & Absence**

Apologies received by Willie Smalley, John Thomson, Margaret Smith, Maria Duncan

### **3. Minutes of the Previous Meeting and matters arising.**

Minutes for the Partnership forum meeting held on the 1 February Agreed.

ZM – Updated on actions

Matters arising from the update on previous meetings actions

(Previous Action 4)

GM – Could it be possible to look at hot water as well as the heating as the hot water at Ashgrove is scalding to ensure that the water temperature is safe for tenants.

{ZM checked with Local Manager and PMO – highlighted it had been raised at Let's Meet, and electrician attended}

Previous Action

Posters – still issue – raised with AHMs and Local Managers as well as Leadership Team

#### **4. TAPPI House Visit**

GB gave a tour of the TAPPI house. This included a look at the bedroom, living room and kitchen. Devices included smart bulbs, smart speakers, passive sensors, robo-dog, vr headsets.

Explained Bield are looking at ways of integrating TECH and promoting with tenants to help sustain independence.

The PF gave thanks to GB for visit.

#### **5. Tenant Engagement Update**

AM summarised the development of the Tenant Engagement and Participation Strategy, which will be drafted and shared. Key elements included the development of the regional forums as well as new approach to scrutiny.

#### **6. TP Updates**

**PF Current Membership - 8**

**Communication Champions Current Membership – 5**

Current programme of work:

Performance report

Rent setting

Bield Calendar

Bield Bulletin

**Compliments & Complaints Collective Current Membership – 3**

Meeting Scheduled 27 August 2024 10.30 – 12.30

**Equality & Diversity Network Current Membership – 4**

Current and future Programme of work: **TP review**

**RTO's – 1**      Turnbull Court Residents Association.  
Work under way to provide grant to this group.

**Interested tenant list –105** tenants on list.  
Letters issued: Tenant Engagement and Participation Strategy

## **7. Repair Experience**

TH explained that a range of officers from across Bield had been meeting to review the repair experience in order to bring about improvements for tenants. This included Customer Contact Service, property colleagues, HR, finance as well as housing colleagues.

We will keep PF up to date with developments.

## **8. Independent Living Model**

TH gave an overview of the proposed Independent Living Model. This is a mindset rather than proscribed service. TH outlined that the proposal would be for new tenants to get a welcome visit within four weeks of moving in, and then an annual wellbeing visit, so there is an opportunity to identify any changing needs.

TH advised this was the start of engagement, and the model hasn't yet been taken to the Board as she wanted to get tenant perspective initially.

There was endorsement of this approach and welcomed the shift in engagement form Bield staff.

## **9. Customer Contact Service**

TH highlighted that the Customer Contact Service was being launched in May 2024.

The phone number is 03000 132 162

## **10. Learning and Networking Events**

ZM highlighted learning and networking available. Contact RB to book on any upcoming events.

## **11. AOB, Expenses**

Discussion relating to future meetings. ZM asked if PF members were happy with Westport as venue. While cost isn't the main factor, it was important to consider that hosting at a Bield venue would be considerably cheaper, meaning funds can be used elsewhere for tenant engagement and scrutiny.

The group agreed to this.

### **Dates for 2024/2025**

Date of next meeting:

1<sup>st</sup> of August 2024

7<sup>th</sup> of November 2024

6<sup>th</sup> of February 2025