



# **BIELD HOUSING & CARE**

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

**1<sup>st</sup> August 2024 | Westport, Linlithgow**

### **Present:**

William Smalley	WS Lynn Court (Chair)
Margaret Smith	MS Gordon Court
Joe McLean	JM Jamaica Court
Maria Duncan	MD Inchkeith Court
Deborah Docherty	DD Bridge Court
Iain Kirkman	IK Dean Court
John Thompson	JT Craigengar Park

### **Via Teams:**

Gillian Merrett	GM Ashgrove Court
Charles Craske	CC Kingsburn Court

**In Attendance:** Zhan McIntyre (ZM)  
Head of Policy & Customer Standards

Alan Morris (AM)  
Tenant Engagement & Participation Lead

David MacInnes (DM)  
Head of Housing

Robert Black (RB)  
Policy & Insight Officer

Kalli Fox (KF)  
Customer Standards Administrator

Action 1. When RB sends posters to developments for Satisfaction Survey will ask development managers if all posters that are not needed taken down. [Complete]

Action 2. DM to find out how furniture will be maintained if gotten through the small grant fund. [Plastic furniture purchased]

Action 3. ZM and DM to look at tenancy agreement in regards to drug use. [Section 3.3 of Tenancy Agreement]

#### 1. Welcomes & Introductions

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

#### 2. Apologies & Absence

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

Minutes for the Partnership Forum meeting held on 2<sup>nd</sup> May 2024 agreed.

ZM – Updated on actions

No matters arising from the previous meeting.

#### **4. Small Grants Fund:**

ZM summarised new model of small grant fund. The members of the PF will vote on who will receive the money in the pot. £2000 in the overall pot, but looking to allocate £1000 per session, so one now and one later in the year. However ZM explained that there was some movement to this if needed.

AM explained to the group he was doing work with a contractor – Bell Group – and they were willing to donate items. So once the applications had been scored he would contact Bell Group to see if they could help out.

ZM read through all applications that were submitted and the group scored the applications.

AM reminded the group needed to stay consistent through the process.

(Members whose development is on the list cannot vote on their development).

(0 no contribution, 5 contribution)

Application	Social isolation	Health & wellbeing	Safety & security	Fostering homeliness	Score
Fairbairn Court	4	5	2	0	11
Kingsburn Court	2	5	0	0	7
Foley Court	3	4	0	0	7
Allan Park House	4	4	0	0	8
Jamaica Court	4	5	0	4	13
Craigengar Park	4	3	0	4	11
Crosshill Gardens	3	3	2	0	8
Shiell Court	4	4	0	0	8
Donaldson Court	4	3	0	3	10
Fife Court	4	4	0	3	11
Kirkton Court	4	4	0	0	8
Camperdown Court	4	3	2	2	11
Inglefield Court	3	4	0	2	9

Clyde Court	3	4	0	0	7
Langvout Court	5	5	5	5	20
Dean Court	4	3	2	2	11
Douglasfield	4	4	0	0	8
Carwood Court	4	4	0	2	10
Armadale Court	5	4	0	0	9

IK asked if garden furniture is given, will this be lacquered?

DM – we can look into that

IK – we have spent a long time doing this, when we should be looking at policies, is there a different way to do this?

DD - suggested subgroup

ZM – agreed to subgroup as we are wanting tenants involved.

GM wants to know what kind of garden materials and explains this is important as it needs to last and have longevity.

DM explained this is something we can look into. He also explained that there is a lot of applications this year and it is more than usual.

ZM suggested having the subgroup meet earlier and report back to the PF.

MD asked if tenants can apply for this?

ZM answered yes to tenants applying for this and AM is trying to get more tenant groups organised. ZM informed the group that not every development will get money . If they are successful they would not be eligible for the coming session pots.

JT suggested looking at communities such as the prison service.

AM agreed with this.

ZM thanked everyone for their involvement and scores and suggested AM will speak to Bell Group.

## **5. TP Activity Update:**

ZM runs through the current groups –

**BIG** – Covered in Paper 4

### **Communication Champions**

- Current membership: 5 (no change)
- Current work: performance report
- Future programme: Tenant Bulletin, Annual Report, Calendar

### **Compliments and Complaints Collective**

- Current membership: 3 (no change)
- Future programme: Meeting scheduled for 27<sup>th</sup> August 2024

### **Field Equality Network**

- Current membership: 5 (no change)
- Future programme: Meeting Scheduled for 8<sup>th</sup> October 2024

### **Tenant Action on Sustainability**

A lot of interest and meeting will be getting scheduled soon.

AM is still in discussions with other areas of the business and how to get to Net Zero

### **RTOs**

Number of RTO's: 1 in the process of being registered  
ZM informs the group MS is interested in setting up RTO  
in development.

AM hoping Inverclyde will soon have regional forum  
JM notified group he was still trying to get more individuals  
interested.

**Interested Tenants List:** Currently 105 will increase to  
175 due to RB's work on the Satisfaction Survey  
Letters issues June 2024: Update on TP strategy, info on  
Board minutes.

### Tenant Satisfaction Results Q1

	Q1	Baseline
% tenants who feel their landlord is good at keeping them informed about their services and decisions	73.5%	77.9%
% tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	53.2%	57.4%

ZM explained new way of doing Tenant satisfaction  
Survey by doing this based on patches, this new approach  
is to give an insight into the issues in areas rather than a  
whole company giving the chance to pinpoint problems.

WS any more questions or comments?

GM asked how many responded?

RB said 405 tenants for Quarter 1

DM said 3500 tenants in full

MS said that some tenants already feel like decisions are  
made so they do not bother filling in forms/surveys.

ZM wanted to let the members know that Bield were  
nominated for 2 TIS awards and came runner up in both  
categories.

## 6. Tenant Scrutiny Proposal

WS firstly I was apart of the first group previously known as BIG and this group needs to be standalone and not a subgroup.

IK we were previously told these could not be merged.

Where we misinformed?

ZM explained it should be alone

WS scrutiny needs to be independent

ZM explained we need to do this group, by law and we need it as a company.

WS told the group that members cannot be in both groups

IK suggested no more PF

WS PF is the voice for tenants

IK wanted to know why it failed in the first place to enable him to vote on this.

ZM explained there were a few reasons – Covid, mismanagement, minutes for lost and loss of trust. The changes in going forward and also agreed that their would be no subgroup and a whole new group. Have walk around inspections and getting officers of Bield involved. Suggests there needs to be a constant dialogue, and while all issues may not be fixed due to budgets that there could be some works within budgets. Only one individual able to be a member per development.

DM agreed that people need to be out and about and walking around and this could be extremely beneficial.

WS said that until Covid, the board used to go around developments. Suggested this needs to happen again.

WS needs to be a change of name

ZM agreed for new group and not subgroup

## 7. Policies for discussion

### Personal Mobility Vehicles (previously mobility scooter and powered wheelchairs)

ZM explained that the Health & Safety Advisor made note of an increase in electric scooters and bikes being used within developments. These contain the same type of batteries. ZM explained that Class 3 mobility scooters should not be in the buildings at all. ZM was explaining that the policy is not changing it is just the name to include electric scooters and bikes. ZM also mentioned that visitors are asked to adhere with policy and be respectful.

### Domestic Abuse Policy

ZM explained that this how the company responds to domestic abuse across Bield, how this impact applicants who are applying and with current tenants who are experiencing it. The policy explains what the company can do as a landlord. ZM explained that future applicants would get extra points if they are victims of domestic abuse.

IK suggested it would be good to have a good mission statement.

GM suggested that if there is a joint tenancy then the abuser must leave and not the victim.

ZM says the new Housing Bill it states that the abuser would be made to leave. Currently Police remove rather than the landlord.

### Unacceptable Behaviours Policy

ZM explained that this is modelled on the guidance given by the Scottish Public Service Ombudsman. This sets out the unacceptable behaviours of the tenants and how it will be dealt with. This is mostly used for extreme cases.

IK asked if this could apply to staff also.



DM explained that staff are bound by their own rules and a set of code of conduct.

GM wanted to discuss drug use at developments. She explained that the drug use was the use of cannabis and this is an illegal substance. GM read a statement from Police Scotland. GM explained that not only was the drug use an issue but also the individuals that are coming into developments to supply this. With demographics in tenants changing, more things need to change.

DM explained for things to do done then the police need to be involved and the individual needs to be convicted.

GM believes something should be in the tenancy regarding this issue.

ZM agreed that this could be looked at.

DD mentioned that more and more medical cannabis is being prescribed and used for pain management. With more individuals using this form of pain management.

## **8. AOB**

IK wanted to discuss licensing and laws primarily surrounding –

TV Licensing

MPLC

Public entertainment

Music License

IK suggested that if things were the way they were before, then developments would be exempt.

DM disagreed with this.

JT said entertainer should have entertainment license.

WS anymore matters to discuss?

DM wanted to discuss a couple of points.

Holiday club has to end due to the change in short term letting law. Tenants only allowed to use Bield guestrooms. Guestrooms available for family and friends also.

Rent Review is up in April 25. We are looking to consult with various areas of business and with tenants on this. It would look like we are being more transparent when it comes to rent. It would look like it did a couple of years ago when things are broken down. We are wanting to strip back rent and look at a different way to calculate it. Just wanted to make you aware, the plan is to go to Board March 25 but will not be implemented till 2026.

## 9. Networking Events

ZM informed everyone that if they wish to attend any networking events please contact KF.