BIELD HOUSING & CARE

Minutes of the meeting of the Partnership Forum

7th August 2025 | Westport, Linlithgow

Present:

Gillian Merrett	(GM)	Ashgrove Court
Iain Kirkman	(IK)	Dean Court
John Thompson	(JT)	Craigengar Park
Margaret Smith	(MS)	Gordon Court
Maria Duncan	(MD)	Inchkeith Court
William Smalley	(WS)	Lynn Court

Via Teams:

Joe McLean	(JM)	Jamaica Court

Apologies:

Charles Craske	(CC)	Kingsburn Court
Deborah Docherty	(DD)	Bridge Court

In Attendance: Alan Morris (AM)
Tenant Engagement & Participation Lead

Andrew Johnson (AJ)
Head of Housing and Communities

Gordon Buchanan (GB)
Finance Business Partner

Alison Cameron (AC)
Customer Standards Administrator

Action 1. Cleaning checklist to be positioned at washing machines.

Action 2. AM to clarify PF budget
*There is an overall Tenant Participation (TP) budget of £25,000. Charges to this account includes training for tenants and staff, all charges associated with meetings, travel expenses, memberships and adhoc TP items.

Action 3. AM to reply to TIS and TPAS
*Contacted TPAS to say bid was unsuccessful and thanked for their time and contacted TIS to say proposal was successful and to arrange a meeting to discuss.

Action 4. AM email service contracts for tree survey at Lynn Court
*I contacted service contracts who said '*I cannot comment on the tree concerned as I have yet to see the Tree Survey for Lynn Court. If it poses any risk, action will be taken to ensure that it is made safe.*'

Action 5. Numerous for AJ (to be tabled next meeting)

1. **Welcomes and Introductions**
   JT extended a warm welcome to the Partnership Forum (PF) meeting. The new faces in the room were asked to introduce themselves.

2. **Apologies and Absence**
   Charles Craske
   Deborah Docherty

3. **Minutes of previous meeting and matters arising**

   Minutes of the Partnership Forum meeting held on 6th February 2025 agreed.

   GM – There needs to be a cleaning check at the washing machines, similar to what you see at public toilets, where tenants can see when the machines were last cleaned.

AM – Is it a standard number for machines per development or does it fluctuate?

ALL – There are two washers and two dryers per development.

AJ – I'm assuming the machines are cleaned with a tablet on a certain cycle?

ALL – We think so.

4. **Andrew Johnson – Head of Housing and Communities**
AJ - Provided a presentation which is annexed to these minutes.

During the presentation, members of the group provided feedback; some for Bield in general and some for their own development.

MD – Spoke about the difficulties in communication where cottages, like her own at Inchkeith Court, are out with the main building so cannot see the notice board.

Also spoke about the role of development Managers being there for administration only.

ALL – Publications such as the Bield Bulletin are being left in the hallway and not being put through doors.

ALL – There should be a drive to ensure all queries are followed up to resolution.

IK – Raised various concerns (allocations confusion, the decision to close and not repair, bat infestation, ceiling tiles, process scrutiny, safety and security) regarding Dean Court and its closure. IK asked AJ to go to Dean Court this afternoon but AJ's diary was already filled, however AJ did say he would attend next Thursday 14th August.

AJ – Replied to the concerns and IK decided to leave the meeting. An email received by Tracey Howatt on 7th August confirmed IK wished to resign from PF effective immediately. AM will email IK to confirm his position.

GM – Spoke about her roles in Bield and made a few suggestions. Focus on tenant feedback as well as staff feedback. Tenants and staff will have different views on the same subject. More training for local staff and make them feel more wanted. More information regarding maintenance of the building and work schedules.

GM – There is also an issue with a fence post which is lying next to the bin area and needs to be removed.

ALL – The group raised the following points for AJ to look at: How many prospective tenants are spoken to face to face? What tech is there for door safety for people with cognitive impairments? Could developments have a budget to address items at a local level?

5. TP Update

AM – Provided a brief update regarding Tenant Participation

6. Training Update

AM – Proposals were requested from TIS and TPAS to provide one training session to the PF regarding meetings and chairing and a number of sessions for the soon to be new scrutiny groups. Both companies provided a proposal for your recommendation.

ALL - Preferred proposal was from TIS, with remarks stating cost and familiarity.

ALL – Can we get a budget update for the PF?

--------*Break for Lunch*-------

8. Gordon Buchanan – Finance Business Partner

GB - Provided a presentation which is annexed to these minutes.

GB – Provided a summary of the provisional accounts for the year 2024-2025.

The presentation started further conversations regarding poverty; such as how many pre-paid meters there are in Bield properties, could electric blankets be rolled out to the most vulnerable, raising awareness of the Income Maximisation Officers, applying for external funding for projects.

9. Video Doorbells

GM – raised a point regarding 6.4 of guidance and should be clear that the video doorbell should not be used as a way of recording at all times unless in ASB cases. It should be a doorbell first and foremost.

All – the law section towards the end of the guidance should be more prominent and moved towards the start of the guidance.

All – The guidance was very easy to understand, and it provided a firm understanding as to the do's and don'ts of installing a video doorbell.

MS – It would be beneficial to have the document available in large print.

10. AOB

JT – not available for next meeting on Thursday 6th November. Can the date be changed or maybe DD step in and chair.

Next meeting will now be on Thursday 13th November 2025 at West Port. Meeting brought to a close.

Introduction:
New Head of
Housing

Priorities for the
Next 6 Months

Andrew Johnson

7 August 2025

Who I Am

- Over 20 years in housing and community services
- Led transformation of housing services, improving tenant satisfaction by 25%
- Spearheaded community engagement initiatives – including scrutiny and building safety resident groups
- Joined Build Housing and Care to make a tangible difference.

The Role of Head of Housing

- Strategic leadership of housing services
- Oversight of service delivery and performance
- Championing customer experience and community engagement

Vision for Build Housing and Care

Commitment to quality, inclusion, and consistency

Value placed on team collaboration and innovation

Enable residents to live independently for longer

Overview—
Next 6
Months
Priorities

Get	Get to know the business
Get	Get to know customers
Review	Review service delivery
Ensure	Ensure consistency in approach

Business Deep Dive & Action Plan

- Scheduled site visits and department meetings
- 1:1s with team leaders and staff
- Reviewing core processes and performance metrics

Our Customers & Communities Listening and Engagement Plan

- Planned customer forums, surveys, and open-door sessions
- Commitment to transparency and responsiveness

Assessing Current Service Delivery

What services do we offer?

Current strengths and improvement areas

Service Delivery: Planned Review

Audit of housing and service provision

Setting up performance benchmarks

Processes for gathering feedback

The Importance of Consistency

Why a unified approach matters

Impact on quality, perception, and outcomes

Steps for Consistency

- Workshops and training sessions for teams
- Creation of best-practice guidelines
- Regular cross-team meetings
- Establishing standard operating procedures

The 6-Month Timeline

Month 1–2: Meet teams, intro to business & customer forums

Month 2–3: Service review, gather data & feedback

Month 3–4: Develop improvements, set consistency plans

Month 4–6: Implement changes, review progress, adjust

How Success Will Be Measured

- Employee and customer feedback
- Improvement in key performance metrics
- Evidence of consistency in service delivery

Your Role & How We'll Work Together

Invitation for collaboration and openness

Encouragement of ongoing dialogue and innovation

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Q&A /
Discussion

Thank You!

Q & A

Partnership Forum
7th August 2025
Report and Accounts

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Introduction

- Gordon Buchanan
- Finance Business Partner for Customer Experience
- Customer Experience covers Retirement Housing, Care, Meals, BR24, Customer Contact Centre and Policy and Customer Standards
- Five years in the role
- G.Buchanan@bield.co.uk
- 07919 400898
- www.bield.co.uk/annual-accounts/

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The Basics

- Financial Year runs from 1st April to 31st March
- Bield is a registered charity and is registered with the Scottish Housing Regulator
- Auditors are RSM UK

Strategic Intentions

Face the challenges	We do not underestimate the many challenges we face, nor the considerable efforts required to overcome these. Nonetheless, we will embrace challenge as an opportunity for change, collaboration, and innovation. We will start by asking ourselves the difficult questions and ensuring we have a full understanding of the challenges, risks, opportunities, and potential impacts.
Improve efficiency	We are fully committed to affordable rents and service charges and so will continue to seek sustainable and innovative ways to improve our efficiency, cost control and value for money. We know there is scope to further improve our efficiency and reduce some costs. We also know that this will be especially hard to do at a time of rising costs and economic uncertainty.
Harness our strengths	We have amassed considerable strengths over the past 50+ years but now need to fully appreciate these and put them to more effective use. For example, we want to make better use of our insight and specialist knowledge both internally and externally, and to reinvigorate our organisational culture with our specialist and talented workforce.
Enhance our impact	We know that we make a positive difference to our customers' lives and that demand for our homes and services is increasing. This partly explains why we are so eager to assist more people to live their best lives. In addition, the results from our customer survey indicate where there is room for improvement and our innovative projects and collaborations help us to understand how we can improve our performance and effectiveness.
Lead the way	We have clearly signalled the level of our ambition in our vision statement. We want to see housing for older people becoming the exemplar for mainstream housing. We also want to showcase a personalised and proactive approach to service delivery and promote the use of telecare and other innovative tools to enhance customer choice, engagement, and satisfaction.

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Key Performance Indicators

Indicator	2024/25	2023/24	Internal Target
Operational			
Reactive repairs carried out and completed right first time	79.6%	81.9%	85.0% or better
Social Housing Rent loss (Voids) due to empty properties during the year	3.3%	3.4%	Under 3%
Social Housing Rent arrears as a % of rent due	2.6%	2.7%	Under 2 %
Staff sickness absence	7.7%	6.2%	5.0% or less
Financial			
Quick ratio*	165%	203%	Over 100%
Surplus as a proportion of turnover	9.3%	2.4%	Over 4.4%

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*Quick Ratio is calculated as cash plus debtors plus current asset investments divided by current liabilities

Housing Stock

	2025	2024
Amenity	400	384
Retirement (including Sheltered)	2,823	2,787
Retirement Housing with Meals, Plus (including Very Sheltered)	1,041	1,078
General Needs	128	127
Shared Ownership / Equity	145	146
Owner Services	134	94
Total	**4,671**	**4,616**

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Statement of Comprehensive Income

	Notes	2025 £'000	2024 £'000
Turnover	2	50,284	48,195
Operating expenditure	2	(48,236)	(47,019)
Gain/(Loss) on disposal of Fixed asset (operating)	9	(229)	(55)
Operating surplus/ (deficit)		**1,819**	1,121
Gain/ (Loss) on disposal of fixed assets (non- operating)	9	2,681	-
Investment income and interest receivable	6	491	369
Interest and financing costs	7	(342)	(340)
Movement in fair value of current asset investments	14	7	44
Surplus/ (deficit) for the financial year		**4,656**	1,194
Other comprehensive income			
Actuarial gains/ (losses) in respect of pension schemes	24	417	(1,555)
Total comprehensive income for the year		**5,073**	(361)

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Statement of Financial Position

	Notes	2025 £'000	2024 £'000
FIXED ASSETS			
Intangible assets	11.A	204	303
Housing properties	11.B	121,944	113,874
Other fixed assets	11.C	5,656	5,643
		127,804	**119,820**
CURRENT ASSETS			
Properties held for sale	12	-	101
Trade and other debtors	13	4,007	4,936
Current asset investments	14	4,852	5,573
Cash and cash equivalents		7,153	8,871
		16,012	19,481
CURRENT LIABILITIES			
Creditors: amounts falling due within one year	15	(9,891)	(9,539)
NET CURRENT ASSETS		**6,121**	**9,942**
TOTAL ASSETS LESS CURRENT LIABILITIES		**133,925**	**129,762**
Creditors: amounts falling due after more than one year	16	(51,516)	(50,469)
Provision for pension liability (Growth Plan)	19	(8)	(3)
Pension - defined benefit liability SHPS	24	(5,975)	(7,936)
TOTAL NET ASSETS		**76,426**	**71,354**
RESERVES			
Revenue reserve		76,312	71,239
Restricted reserve		114	115
TOTAL RESERVES		**76,426**	**71,354**

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Questions

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