



BIELD HOUSING & CARE

ANNUAL REVIEW
2023/24



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Acting Chief Executive's overview

Welcome to Bield Housing & Care's 2023/24 Annual Review. This tells you all about our performance over the last year as well as some of our plans for the future.

The past year has been one of significant progress and transformation for Bield. We have made significant strides in the delivery of our five year Strategy, "Setting the Pace...Our People, Our Homes, Our Communities". Highlights from the last year include the launch of our online customer portal, an increase in adaptations to properties, the identification of funding streams to support new build and remodelling plans and the development of an action plan to strengthen our workplace culture.

Looking ahead, our vision for the future is clear. We will continue to prioritise enhanced housing and care services to meet the evolving needs of our tenants and customers and address the growing demand for affordable housing. Our strategic plans for the coming year include:

- Developing our new Customer Contact Centre to cater for all customer enquiries
- Modernising our repairs service to deliver service excellence
- Creating connected communities to empower and support our tenants



Debbie Collins

- Improving workforce planning for healthier workplaces and greater cost efficiency
- Commencing work on our closed assets and new homes
- Continuing to be a leading specialist provider, increasing our influence in the shaping of public services and remaining innovative to improve outcomes for older people

I am excited about the opportunities that lie ahead. Together, we will continue to build a future where everyone can live with dignity, equality and care.

A message from the Chair

Having stepped into the role of Chair of the Board in September 2023, I am honoured to help lead an organisation dedicated to meeting Scotland's urgent housing needs, as well as providing innovative housing and care services that help older people to live independent and fulfilled lives.

The past year has been transformative for Bield. We have strengthened our partnerships, embraced innovative approaches and remained steadfast in our commitment to delivering sustainable, person-centred housing and care solutions.

I believe that providing homes for those who need them is one of the most meaningful ways to spend your life. One of our biggest achievements this year is our strategic partnership with Blackwood Homes & Care which will result in the delivery of 24 high-quality, sustainable properties in Dundee later in 2024. This represents a significant step forward in our efforts to enhance housing accessibility and community growth.

Our new Allocation Policy was approved by the Board in November

2023, following considerable consultation and collaboration with tenants and other stakeholders. This has helped to streamline our application and allocation processes and ensure that those most in need receive housing first.

Together with tenants and members of our Partnership Forum, we also co-produced our new Independent Living model. This is a framework which enables tenants to receive tailored support to meet their specific needs, without compromising their independence.

We were fortunate to be recognised for our efforts in transitioning our homes towards digital telecare and promoting digital engagement with three separate award wins this year. These serve as a reminder of the impact we can make when we focus on collaboration and putting tenants at the heart of what we do.

The Board continue to monitor the delivery of our Strategy and the progress being made in relation to our corporate priorities whilst simultaneously ensuring effective governance and accountability.

We were delighted to welcome two new members, Frances Wood and David Leaf, to the Board in September 2023. Both are housing professionals with extensive experience in property and policy development and will contribute positively to the delivery of high-quality housing and services.

The extended cost of living crisis continues to present significant challenges for Bield, impacting our operations and the communities we serve. Our Income Advice Officers remain committed to empowering tenants to navigate financial challenges, access available financial support and make informed choices to improve their economic stability and overall wellbeing. Since the beginning of the year, they have helped to secure an incredible £1.6 million in financial outcomes for tenants whilst a further 1,167 tenants have been supported by our Energy Advocacy Service delivered in partnership with Changeworks.

Looking back on the last year, I am immensely proud of the progress Bield have made. Despite the challenges, we have continued to provide safe, affordable and high quality homes, whilst expanding our services to better meet the needs of our tenants and customers. I extend my sincere thanks to our staff, volunteers and Board who dedicate their time and effort to make it possible for more people to live their best lives, at home, surrounded by a supportive community. Your collective contributions have truly made a difference.



Paul Edie

Our year in numbers



3

new Board Members appointed



We invested

£10.3m

on improvements to/maintenance on our properties



We achieved a

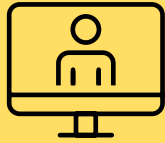
5.9%

reduction in energy consumption in 2023/24



22

solar panels installed at our Glasgow office



218

tenants signed up to My Bield customer portal



1,167

tenants supported via our Energy Advocacy Service



An estimated

£400k

of additional benefits secured for tenants via our Energy Advocacy Service



Over

1,500

applicants re-registered onto our new Allocations system



We received

10

Freedom of Information requests



100%

of properties have a valid gas safety certificate



We delivered

161,439

hours of care (Bield at Home and Retirement+)



Answered

747,914

incoming emergency alarm calls



Our Income Advice Officers helped our tenants to secure an incredible

£1.6m

of financial support

Corporate Services

STRATEGY UPDATE

Over the past year we have made significant progress delivering on our ambitious Corporate Strategy for 2023-2028, 'Setting the Pace: Our People, Our Homes, Our Communities'. This strategy puts our tenants and customers at the heart of everything we do. It is our vision for how we will continue to improve customer experience, invest in our homes and further achieve our purpose: to make it possible for more people to live their best lives, at home, surrounded by a supportive community.

Highlights from this year include:



We have improved our use of customer feedback and data and used this to create 'customer personas'. These personas will help us to better understand who our customers are, what their needs are, and we will use this to inform how we design our services. Using the personas will also make it easier for staff to put our tenants and customers at the heart of service improvements, projects and everyday service delivery.



In partnership with tenants, we have developed a new approach to independent living at Bield. This focuses on independent living in a more personalised way for our tenants, allowing them to take an active role in assessing their own situations and personal circumstances, what they want and need, and (where possible) connecting them with their local communities. This year we will begin piloting the approach in several of our developments, listening to tenants and staff to see what works best, before rolling it out nationally.



We have made improvements to our adaptations funding structure which allowed us to undertake 33 additional adaptations to tenants' homes this year - an investment of nearly £150,000. The overall number of major and minor adaptations completed increased by 120 compared to last year. By reducing the waiting times for these adaptations, tenants received much-needed adaptations to their homes far quicker than they previously would have.



We announced our partnership with Blackwood Homes & Care on a new build project. Bield will take possession of 24 new build properties from Blackwood in the Charleston area of Dundee later this year. Each home will include a range of features such as lift access, remotely controlled automated functions, and digital care and housing systems – all aimed at helping people to live as independently as possible

Throughout the remaining duration of our strategy, we will continue to expand on this work and deliver on our goals. In the next year we will: determine viable options to remodel our closed assets, seek opportunities to maximise the use of existing land for new build properties and enhance our existing homes through investment programmes, put together a proof of concept for preventative technology with partners and take steps to modernise our repairs and void maintenance service to deliver service excellence.

Corporate Services

HR

OUR PEOPLE

Throughout 2023/24 we have been focusing on Bield's culture and our commitment to being a supportive, healthy workplace that provides our employees and tenants with positive experiences. We have enhanced employee engagement with the launch of a new employee survey, more cross-organisational engagement opportunities and employee-led work programmes.

Working across Bield, we have developed a 'People' Action Plan which captures shared priorities for employees and aligns how we can support the delivery of Bield's strategic commitments and core services. We are working to grow how we effectively use our peoples' knowledge, skills and experiences to shape how Bield evolves and empower more flexible local solutions that are informed by the needs of tenants.

We have continued to review working conditions, with emphasis on a healthy work/life balance, for development-based roles and are enhancing our reward package to ensure Bield remains an attractive place to work within the sector.



LEARNING AND DEVELOPMENT

This year, we have remained dedicated to using technology to improve both the services and support we offer to tenants and this has also laid the groundwork for modernising and enriching roles across Bield. In 2023/24 we commenced the review and implementation of modernising core systems, focused on how we efficiently deliver quality services and grow digital skills and solutions.

Changes to internal systems have enabled us to make progress in reducing manual processes across customer service roles and improved alignment of information across business areas and for tenants.

For our people, this has been supported by a review of digital skills, enhancing core Bield training, refreshing our performance management procedures and

increasing training material and access for staff. We are working with our teams to ensure our people have the right skills across Bield to successfully support how we evolve, from on-the-job support to working with employees to obtain professional qualifications.



Corporate Services

GOVERNANCE

Over the last year, we have been taking steps to enhance our governance. At our AGM in September 2023, we appointed three new members to the Board including our Chairperson, Paul Edie. Paul has a wealth of experience as a non-executive director to draw upon to help the Board shape our strategy and deliver the best service to our tenants and service users.



In March 2024, Jonathan Fairgrieve joined our team as Governance & Assurance Manager to further enhance our governance arrangements and provide support to the Board, Committees and Executive Management Team. We also welcomed Rikki Young as Head of Assurance and Business Planning. Rikki brings broad experience in strategic planning, audit, business management and governance. Rikki leads Bield's business planning, performance and quality, projects and strategy delivery and governance teams.



From top: Paul, Jonathan and Rikki



We also recently concluded an independent review of our current model of governance. We are keen to ensure that the Executive Management Team and Board work collaboratively to enhance governance effectiveness.



DIGITAL STRATEGY

This year we developed our new person-centred Digital Strategy, which sets out how we will deliver our ambition to enhance our use of digital technology. We want to become more efficient, work in new ways, personalise our services, innovate, collaborate and reduce our carbon footprint.

Some of the priority areas from the strategy include: continuing to strengthen our cyber resilience and safety, developing our approach to using data to better inform our services and improvement priorities, improving our document management processes and supporting tenants, customers and colleagues to develop their digital skills and confidence.

Customer Experience

ALLOCATIONS AND EMPTY PROPERTIES

Over the past year, we successfully updated and implemented a new Allocation Policy and system.

Working in partnership with Hanover and Trust, we previously allocated a proportion of our properties across Scotland through a joint platform. As this platform, Home for You, was reaching the end of its life, a transition was necessary. After thoughtful consideration and collaborative discussions between all three organisations, we announced that we would each be pursuing separate paths regarding allocations to better reflect our strategic priorities to support our customers.

As a result, we each developed separate allocations and application processes and integrated these into our own housing management systems.

After consulting with tenants and stakeholders, Bield's new Allocations Policy was approved by the Board at the end of 2023. The policy now reflects changes in the calculation of points for needs which are supported by a move to more suitable housing. We also now require verification of some information before points can be awarded.

Staff across a number of different departments worked collaboratively to implement the new policy in our housing management system. This took months of designing, testing and refining and was achieved before the existing housing application system closed on 31st March 2024. This was a substantial undertaking, and we extend our sincere thanks to everyone involved for their contributions and support.

As our Allocations Policy had changed considerably, we required to contact every applicant (over 1,500 in total) to ask that they complete a new application form. This was then used to re-calculate their points meaning that, for a short period of time, we were limited in terms of being able to allocate properties. We wish to thank everyone who took the time to complete a new application.

As we move into 24/25, there are various benefits that the new Allocations Policy and system brings to Bield:



It reflects both the legal and best practices in terms of housing needs assessments.



We are confident that applicants who have re-registered are actively interested in housing and we now have their current details available.



The system has been streamlined to make it simpler to identify applicants for vacancies.

Work has also commenced on a review of our management of empty properties. A working group has been established to look at the whole process and this will conclude in 24/25. We have directly engaged with a number of Local Authorities in response to the housing emergencies which have been declared.

Customer Experience

INCOME MANAGEMENT



We updated our Rent Income Management Policy to reflect various operational changes. The policy seeks to address matters at the earliest possible stage – for example, new tenants are being contacted within the first month of their tenancy to make sure they are aware of how to pay and where to get help with their housing costs.

The policy also encourages the use of repayment arrangements and other support options where tenants are experiencing difficulty in paying their rent and/or other charges.

HOUSING AND SUPPORTED LIVING



Following the recruitment of a number of Area Housing Managers, we took the opportunity to review the operational arrangements between our Housing and Supported Living Services. This resulted in Area Housing Managers taking on responsibility for rent arrears, tenancy issues and serious Anti-Social Behaviour (ASB) within the Supported Living Services.

Our new Area Housing Managers are Kirsty Braid, Jacqueline Campbell, Lisa Crossan, Shona Rintoul, Natasha Stewart, Billy Thompson and Kirsty Wilson.



£1.6m
in financial gains
secured for tenants

INCOME ADVICE OFFICERS SECURE £1.6M IN FINANCIAL GAINS FOR TENANTS

This year our Income Advice Officers have continued to play a crucial role in supporting our tenants by offering personalised financial guidance and assistance. In 2023/24, the team helped our tenants to receive an incredible £1.6m of financial support. Thanks to the continued dedication of our officers, more and more tenants are becoming empowered to manage their finances effectively, reducing their financial worries and improving their overall wellbeing.

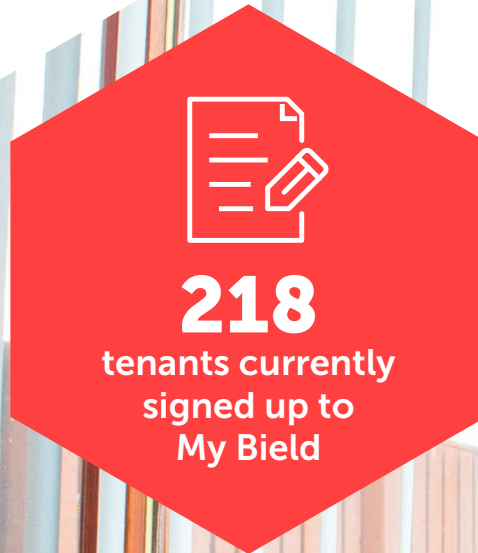
Customer Experience

MY BIELD

The official launch of My Bield, our Customer Portal, in February 2024 helped empower our customers to take control of their tenancies and agreements. In a world where convenience and efficiency are paramount, we are delighted to offer this option which provides customers with unprecedented control over managing their tenancies and agreements in ways that suit their unique needs and lifestyles.

The portal has simplified communication between Bield and our customers, providing the opportunity for tenants to log in at any time, from anywhere, and communicate directly with our teams. From accessing agreements and rent statements to requesting non-urgent repairs and viewing communications, all essential documents and updates are just a few clicks away. This level of accessibility ensures that tenants are always informed and can manage their tenancies proactively. No longer do they need to wait for office hours or sift through piles of paperwork; everything they need is conveniently housed within the portal.

To find out more, please visit:
www.bield.co.uk/my-bield



Customer Experience

TENANT ENGAGEMENT

Over the past 12 months, we have been delighted to support the growth and development of tenant engagement and participation, aligning with our strategic ambition to ensure tenants are at the heart of our decisions and services.

We visited nearly half of our developments to listen to tenants about their needs and expectations. This feedback has informed our new Tenant Engagement and Participation Strategy: "Connect".

As part of this strategy, we plan to introduce 14 regional forums over the next three to five years to meet the demand for local tenant involvement. The new strategy also refreshes our approach to scrutiny. This includes closing the Bield Improvement Group (BIG), and forming a new subgroup, the Tenant Inspection Committee (TIC). The TIC will meet

as often as required to undertake scrutiny work, supported by Bield officers. The group will still identify areas to scrutinise and explore in order to make recommendations for improvement. In addition, we plan to introduce Community Inspections at local developments to identify areas for improvement.

In the coming year, we are excited to establish our regional forums, with discussions already taking place in the Inverclyde area. We will continue reaching out to tenants to improve our services and engagement efforts.



This year:

- Our Customer Standards Administrator was promoted to Tenant Insight and Policy Officer.
- We appointed a new Customer Standards Administrator.
- Our Communication Champions group actively contributed their insights and perspectives to help enhance a variety of our publications including our 2022/23 Annual Review and Tenant Performance Report, tenant newsletters and tenant calendar.
- We took on board feedback from our Compliments and Complaints members and now invite Bield officers to participate in the group to help deliver a well-rounded review of complaints.
- We have adopted a new incremental approach to Tenant Satisfaction Surveys, in order to collect actionable comments and feedback.
- Our Interested Parties List has increased to more than 100 members, with regular correspondence issued four times a year.
- The Bield Equality Network contributed significantly to the review of our new Allocation Policy to ensure an inclusive approach.
- Our Partnership Forum welcomed one new member (bringing the total membership to 11).

Customer Experience

TAPPI

The Technology for our Ageing Population: Panel for Innovation (TAPPI) project aims to improve the way technology is used in housing and care for older people. Led by the Housing Learning and Improvement Network (Housing LIN), the TEC Services Association (TSA) and funded by The Dunhill Medical Trust, TAPPI seeks to address the opportunity that technology has to enhance the lives of our ageing population and the barriers that prevent its adoption.

In May 2023, we officially opened the Bield Tech Hub at our West Port development in Linlithgow. The hub allows tenants, staff and other stakeholders to trial and give feedback on digital care advancements of the future which can empower individuals to maintain their independence, enabling them to live confidently in their own homes while staying active, healthy and socially-connected to their loved ones and communities. Co-production was a key theme throughout, as we worked alongside tenants and two TAPPI Champions at every stage. They were involved in all decisions and project processes,

including the procurement of the technology to be showcased in the hub, ensuring that the solutions developed were closely aligned with the preferences and needs of our tenants. To date, 592 tenants, 18 local Health & Social Care Partnerships, 13 Housing Associations and four third sector organisations have visited the Bield Tech Hub. We have also been delighted to host a number of international study visits, providing a platform to showcase the Bield Tech Hub and future plans further afield.

In the last year we have also been conducting a trial of predictive and analytical AI devices to test preventative technologies within tenants' homes and measure the impact it can have on people's lives. The technologies installed include sensors which map individuals' daily routines, determine room presence and track mobility levels. If any abnormal action is detected, Bield staff are alerted immediately and can intervene to prevent crisis moments from occurring. This supports independent living for as long as possible by proactively averting potential injury or danger and

highlights how AI can help to support person-centred care.

Throughout the trial, we have found that tenants are open to having this new technology in place, as it provides additional reassurance which, in turn, supports independent living. Family feedback has also been positive - family members of the trial participants have had access to a family app enabling them to remotely check in on their loved ones in a non-evasive manner.

Feedback from some tenants involved in the trial is as follows:

“The care team can see how I am doing and when I need support. This gives me confidence I am getting the right help to live in my own flat.”

“The sensor technology, and more importantly how it works, gives me the peace of mind that I am getting the right support at the right time to help me live independently in my own flat.”

“My family are able to see that I am ok and it stops them from worrying about me too much. This makes me happy to know that they are comfortable with me living in my own home.”



Customer Experience

As we move forward, our commitment to co-production and leveraging the learnings from TAPPI will continue to shape and refine our initiatives in technology-enabled care for housing older and vulnerable people, ensuring our approach is proactive, preventative and rooted in real outcomes for the individuals we serve.

Together with our tenants, we are dedicated to shaping a new co-production strategy, crafting a digital design brief and exploring pathways that promote digital inclusion. We take great pride in being at the forefront of the technological revolution and are dedicated to enriching the lives of our communities and ensuring a brighter, more empowered future for our tenants and customers.



BR24

As Scotland's population ages, ensuring the safety and security of older individuals becomes increasingly crucial. Offering 24/7 support, a friendly voice on the end of the line and a rapid response to emergencies, Bield Response 24 (BR24), our accredited and fully digital alarm receiving centre, plays a vital role in supporting our tenants and customers to maintain their independence and continue living in their own homes for as long as possible.

747,914
incoming
emergency alarm
calls answered in
2023/24

236,732
incoming voice
calls answered in
2023/24

79,446
automated
reassurance calls
made in 2023/24

This year BR24:

Responded to **97.53%** of alarm calls within **60 seconds** (exceeding our TSA regulatory standards target)

Answered **17,234** fire/ smoke alarm calls

Responded to **99.5%** of fire alarm calls within **30 seconds**

Made **6,931** ambulance callouts

Passed **68,107** calls to external responder services

Made **8,459** calls to NHS24 for additional support

By offering an enhanced emergency response, improved security, peace of mind and support for independent living, BR24 plays a key role in safeguarding the wellbeing of our tenants and customers whilst also providing their families and friends with the reassurance that their loved ones are protected.



Development and Sustainability

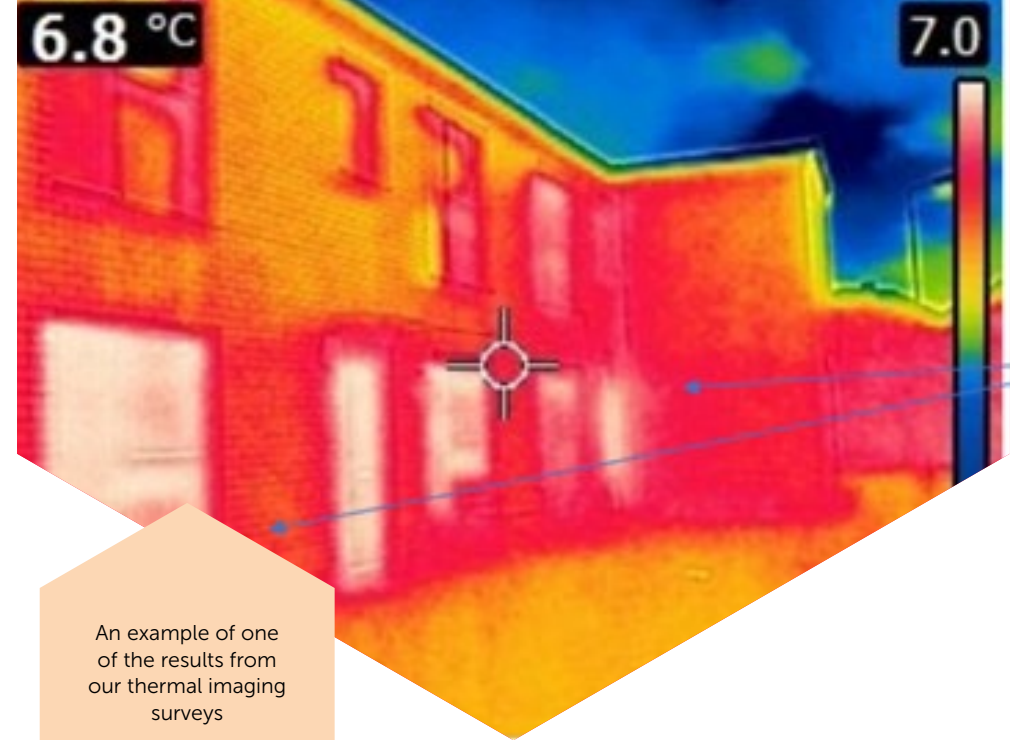
NET ZERO

Bield's new Strategic Asset Management strategy ('Setting the Standard'), was approved in May 2023 to support our new and ambitious corporate strategy. The aim of the strategy is to ensure we deliver good services to our tenants by providing them with warm, safe and affordable homes to allow them to live as independently as possible for longer in their own homes.

As an organisation, we must be sustainable by providing affordable, low-carbon living and working environments, so that we have greener and cleaner places and mitigate the impact of fuel poverty as far as is practically possible. Delivering a retrofit solution will improve the energy efficiency, and reduce the cost of heating, in our existing homes.

Making our buildings as energy efficient as possible will minimise the cost of heating our homes. We therefore need to understand the current performance of our buildings to design retrofit projects to the highest energy efficient standards possible. Over the last six months, it has been a key priority to complete thermal imaging surveys of all our homes. Our Development & Sustainability team are currently gathering and analysing all the data to identify poor performing buildings, in order to prioritise and establish solutions.

Some early work to research various retrofit solutions has commenced by commissioning a specialist consultant to carry out a heat demand analysis and feasibility studies at five of our developments: Manderston Court, Gordon Court, Donaldson Court,



An example of one of the results from our thermal imaging surveys

Craigengar Park and Dean Court. These feasibility studies establish the existing performance of buildings and their potential by implementing energy efficiency measures. Over the course of the next year our team will work to establish the most pragmatic approach for each of these sites and seek funding to allow retrofit works to progress.

Development and Sustainability

SUSTAINABILITY PROJECTS

Energy efficiency and working towards a target of Net Zero by 2045 remains a huge focus for Bield. Over the course of 2023/24 various projects were undertaken to save on energy consumption.

We achieved a **5.9% reduction** in energy consumption in 2023/24

This resulted in cost savings of **5.47%**

The 22 solar panels installed at our Glasgow office in August 2023 have already generated 48,000 kW of energy which equates to **£11,000** in cost savings.

Additional solar panel installations are now taking place at our Carron Court and South Loch Park developments in Bathgate.

Combined, both installations will generate around 9,775 kW of energy per year and result in cost savings of approximately **£1,055** per year.



Communal LED lighting has been installed at 4 developments and is expected to save **£23,000** per year.

Solar panel installations at our Carron Court development in Bathgate



Development and Sustainability

ENERGY ADVOCACY

Increased energy costs continue to have an impact on many of our tenants. Although energy prices have started to fall, costs remain higher than they were previously and are expected to increase again later this year.

Following receipt of grant funding, and in partnership with Changeworks, Bield launched a new Energy Advocacy Service in June 2023 to support our tenants by assisting with energy issues, providing energy debt advice and establishing any energy benefit support.

Due to the success of the service and the invaluable support it offers to our tenants, Bield have committed to continue it in partnership with Changeworks over the next two years.



1,167 tenants supported via the service to date



117 of those supported said they now had an increased level of financial awareness



200 of those supported have gone on to claim additional benefits that they previously didn't claim



This equates to an estimated £400,549 of additional benefits secured



Property Management

IMPROVING THE QUALITY OF OUR HOMES



This year we spent **£4.6m on our Programme of Works**, improving our properties and our customers' homes.

We did this by:

installing new kitchens at 4 developments at a cost of £645k



installing new warden call systems at 14 developments at a cost of £356k



upgrading the passive fire systems (fire doors and signage) at a cost of £1m



installing new bathrooms at 6 developments at a cost of £1.06m



upgrading the passenger lifts within 2 developments at a cost of £89k



upgrading boilers and controls at 6 developments at a cost of £411k



installing new windows and doors at 6 developments at a cost of £744k



upgrading the water supply system at 2 developments at a cost of £300k



installing new CO detectors at 7 developments at a cost of £31k



We also spent £8.8m on our properties to maintain stock condition and systems.

This included:

- **£4.7m on responsive and void repairs**
- **£1.2m on service maintenance of grounds, lifts, telecare, laundries and communal kitchens**
- **£1.1m on cyclical maintenance of our fire alarms, gas appliances, water systems and décor**
- **£646k on the maintenance of other plant and equipment**
- **£884k on major repairs to landscaping, trees, external structures/boundaries and internal refurbishment**

Property Management

STAGE THREE ADAPTATION PROGRAMME

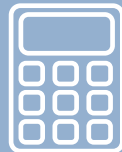
Adaptations to homes are essential for promoting safety, independence and quality of life. Modifications such as installing grab rails, ramps and accessible bathrooms support ageing in place by allowing customers to remain in their own homes for as long as possible and maintain their routines.



In 2023/24 we carried out 107 major adaptations



These included wet floor shower room installations, automatic door openers and ramps



The total cost of these adaptations was £546k

The programme for 2024/25 has now started, following grant awards of £53k to date



FIRE RISK ASSESSMENTS

Fire Risk Assessments (FRAs) have been completed at 148 Bield developments to reflect the requirements of new Scottish Government Fire Safety Guidance

Our Fire Risk Assessor is now carrying out three-yearly reviews

£1m of upgrade works was completed in 2023/24



GAS SAFETY

100% of gas safety inspections were completed during 2023/24

Property Management

APPOINTMENT OF DIRECTOR OF ASSETS

Back in February, we appointed Drew Moore to the position of Director of Assets.

With significant experience in the sector, Drew will oversee our investment programme, which includes targets to develop 400 new homes, improve the energy efficiency and cost of heating our existing homes and modernise our repairs and property management service to increase customer satisfaction.

Drew said: "Bield's commitment to working with its tenants to support the older generation and its ambitious vision and innovative solutions are seriously inspiring.

"Bield's vision is something that instantly resonated with me and I'm hoping I can support that drive to create a Scotland where people of all ages are respected, can make their own choices and are able to lead independent and fulfilling lives."

Drew's arrival comes at a critical juncture in the industry, with both challenges and opportunities within the housing sector. His guidance is set to be instrumental regarding in-home upgrades, community investments, addressing climate impacts and leveraging digital and technological advancements.



“Bield’s commitment to working with its tenants to support the older generation and its ambitious vision and innovative solutions are seriously inspiring.”

Property Management

TRIPLE AWARD WINS FOR DIGITAL TELECARE AND PROMOTING DIGITAL ENGAGEMENT

This year we celebrated a triple award win for our progress in transitioning our homes towards digital telecare and promoting digital engagement.

In March, we received the Gold Level Two Digital Telecare Implementation Award in recognition of our rollout of live digital telecare to 82% of our properties.

Presented by Digital Telecare for Scottish Local Government, the award honours housing providers that have successfully rolled out digital telecare services to at least 50% of residents and 50% of developments, operating without issues for at least six weeks.

Our Property Management, IT and BR24 teams collaborated to upgrade our development alarm units to digital, connecting more than 3,500 Bield homes across the country to BR24, our digital alarm receiving centre.

Achieving Gold Level recognition shows we have a robust and effective digital telecare solution that allows our residents to feel safe and secure whilst maintaining their independence.

Digital Telecare for Scottish Local Government noted that reaching this implementation milestone proves the real-world functionality of Bield's telecare solution.

As a result of our continued work to innovate in the sector, we were also awarded the Technology Enabled Independent Living Award at the 2024 Digital Health & Care Awards organised by Holyrood Connect and the Excellence in Digital Engagement Award at the 2023 TIS National Excellence Awards.

These awards serve as a reminder of the impact we can make when we focus on collaboration and putting tenants at the heart of what we do.



Bield staff are pictured with the Gold Level Two Implementation Award Certificate



Bield staff are pictured receiving the Technology Enabled Independent Living Award at the 2024 Digital Health & Care Awards



Bield tenants and TAPPI Champions, Alice and Peter, were delighted to accept the award on behalf of Bield together with staff at the TIS National Excellence Awards ceremony

Performance Highlights

Here are some of our highlights from 2023/24 and how our performance compares to last year:

CUSTOMER SERVICE & SATISFACTION



80.3% overall satisfaction with landlord services.

We are adopting a new incremental approach to Tenant Satisfaction Surveys this year, in order to collect actionable comments and feedback.



97% of Stage 1 complaints were responded to within target.

This is up a considerable 26% from last year (71%).



97.6% of rent was collected this year.

This is a decrease of 0.8% on last year (98.4%)



Average re-let time (days) decreased by 36.4 days to 61 days.



Rent arrears (as a % of gross rent) decreased by 0.14% to 2.41%.

Reducing this will continue to be a focus for 2024/25.

Performance Highlights

REPAIRS, MAINTENANCE, MANAGING YOUR HOME



The average time for emergency repairs increased (0.64%) from 6.05 hours to 6.69 hours. Reducing this will be a focus for 2024/25.



100% of properties have a valid gas safety certificate. This remains the same as previous years.



94.99% of our properties met the Scottish Housing Quality Standard. This is a slight decrease of 0.35% from last year.



97.53% of BR24 calls were answered within 60 seconds. This was an increase of 0.56% compared to last year.



Financial Highlights



Turnover from affordable letting activities was **£41m** with a deficit of **£0.3m**.



Turnover from other activities was **£7.1m** with a surplus of **£1.5m**.



We invested **£10.3m** on improvements to/maintenance on our properties.



At the end of the financial year, our borrowings have reduced to **£0.2m**.



We made an operating surplus of **£1.1m** and a net financial loss of **£0.4m** after a pension adjustment of **£1.5m**.





BOARD

Board Members during the year:

Derek Breingan (*elected 28/9/23*)

Paul Edie (Chair) (*elected 28/9/23*)

Robert Fernie

Lesley Holdsworth (*resigned 28/9/23*)

David Leaf (*elected 28/9/23*)

Angus MacRae (*elected 28/9/23*)

Isabel McGarvie

Brian McLaren (*elected 28/9/23*)

Margaret Moore

Dougie Peters (*elected 28/9/23*)

Graeme Russell

William Smalley

Cath Strachan (*resigned 31/3/24*)

Frances Wood (*Vice Chair*) (*elected 28/9/23*)

We would love to get your feedback on our 2023/24 Annual Review.

Please get in touch by emailing communications@bield.co.uk to let us know your thoughts!

 [bieldhousingandcare](#)

 [bield-housing-&-care](#)

 [BieldScotland](#)

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Property Factor Registration
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