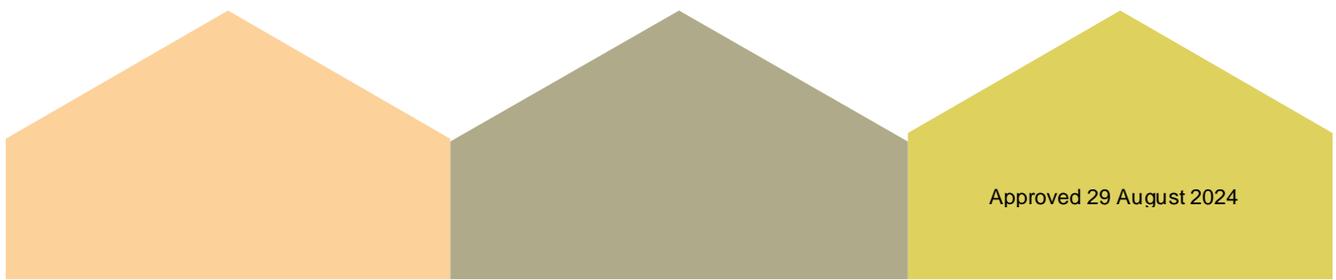


2024 - 2027

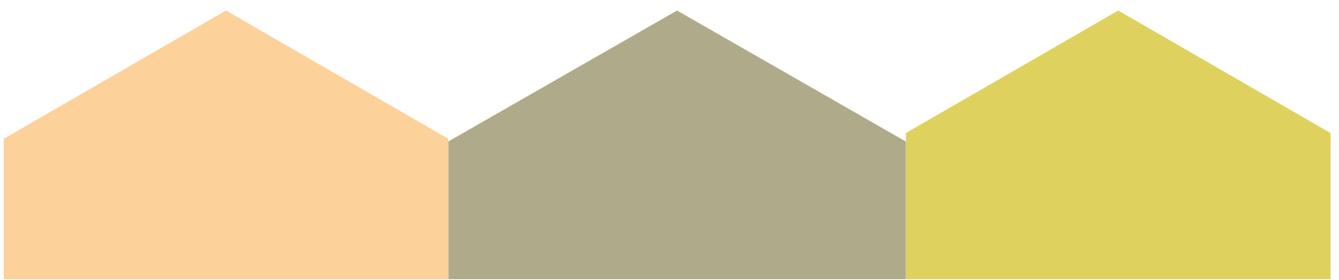
**CONNECT:
TENANT
ENGAGEMENT
STRATEGY**

Field Housing & Care



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Foreword



Bield Housing and Care offer housing and services for older people across Scotland. We want a Scotland where people of all ages are respected, can make their own choices, and lead independent and fulfilling lives.

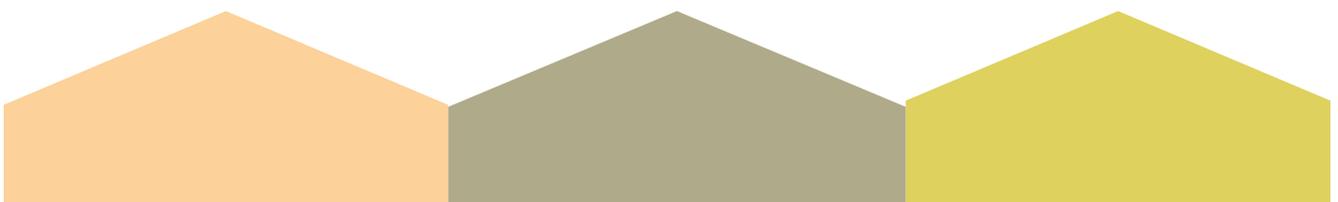
We do this by ensuring a diverse range of housing, care, and other service options tailored to the needs of our tenants.

We believe that positive tenant involvement and influence will help us to deliver better service delivery and improve outcomes for tenants which give value for money.

We will **work together** for common goals with respect and understanding.

We are pleased to introduce this update to our engagement strategy, which aims to give tenants the opportunity to scrutinise, influence, and shape our housing services for the next three years.

Tracey Howatt | Director of Experience



Co-operation and co-production

Your feedback is essential, and we are committed to putting you at the heart of everything we do to make sure our developments thrive. Your responses to our satisfaction survey, your comments, complaints, and compliments, as well as your development conversations influence and shape the way we operate and how we deliver your housing services. From time to time, we will also need to work more intensely with individuals and groups to explore specific projects, employing an approach called 'co-production'.

We will listen, learn, and act on what you tell us because your views are key to developing an improved service. Our first-hand experience shows the benefits of tenant involvement.

Together, we can make our housing services better for everyone. This tenant engagement strategy is to make sure you have your say on the issues that affect you in a way that suits you.

We expect the outcomes of this strategy to improve your housing services, make better use of resources, and provide a better quality of life for tenants at our developments.

This engagement strategy is for you, our tenant.

We recognise you as experts on living in our properties and we must listen, learn and work in partnership with you to make sure your housing services continually improve and offer a warm, safe, and secure home, now and in the future.

We need this engagement and participation strategy to help plan and set priorities, to meet your expectations to have your voice heard and be listened to.

We will understand your needs, aspirations, and experiences to improve services, and to empower and support you to hold us to account, scrutinise our performance and help make decisions.

We want you to be well informed, involved and actively influencing the services we provide and how we provide them to you.



Regulations

This strategy allows Bield to meet our regulatory and legislative requirements relating to tenant participation.

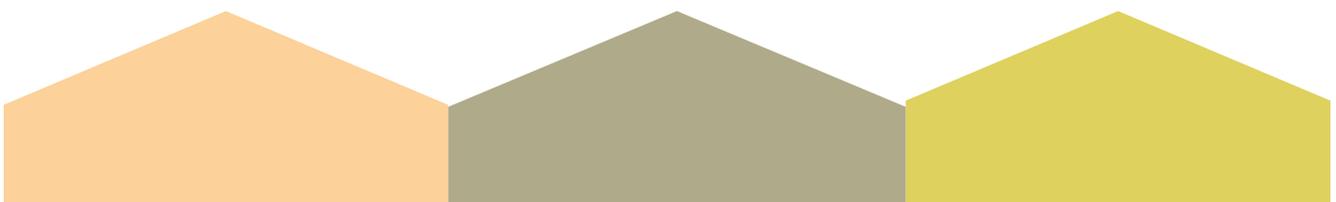
Scottish Law requires Registered Social landlords (RSLs) to engage with tenants and customers. We are regulated by the Scottish Housing Regulator (SHR) who set out standards associated with this Scottish Social Housing Charter, two of which are concerned with engagement and participation.

Since 2001 in Scotland, landlords have been required to support and develop tenant participation by actively encouraging the sharing of information to improve the standard of housing and services. Other legislation has strengthened tenants' rights and enhanced landlords duties including where we must consult with you on any proposed changes to rents or services. We must provide you with detailed information regarding our performance and encourage you to scrutinise this.

We also need to comply with Equal Opportunity legislation to ensure every voice within Bield is heard and listened to.

By 2027, this strategy will help us achieve a number of outcomes:

- Tenants can engage in service decisions at Bield at a level they choose
- Enhanced opportunities for increased participation
- Tenants have increased opportunities to scrutinise the services provided to them.



Involvement

Tenants will be given a wide variety of opportunities to get involved, choosing their level of involvement. This includes our national groups, more localised groups, and development meetings.

All tenants will be encouraged to get involved at any time through their relationship with Bield, and we will work to improve easy access through technology.

Colleagues and tenants will work together, demonstrating our values including honesty, equality and diversity, ambition, dignity, inclusion, caring, and kindness.

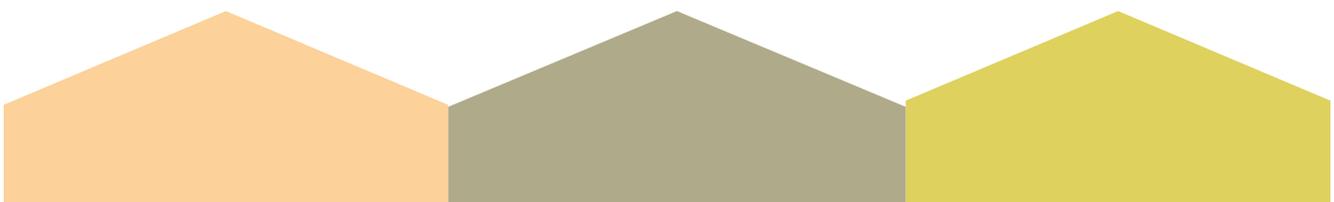
We will minimise barriers to influencing and involvement, including for those who are frail, LGBT+ tenants, or tenants from Black and Minority Ethnic Groups.

We will ensure this involvement and influencing is well resourced in terms of both staff time and finance, so that tenants feel supported and are never out-of-pocket.

Tenants will be supported to become more informed and confident, empowering them to set the agenda and prioritise their involvement.

Involving tenants will ensure that we deliver our Business Plan three strategic outcomes.

- Our tenants can live independently in their home as their needs change.
- Our tenants feel we offer value for money.
- The quality of our homes and services meet expectations.

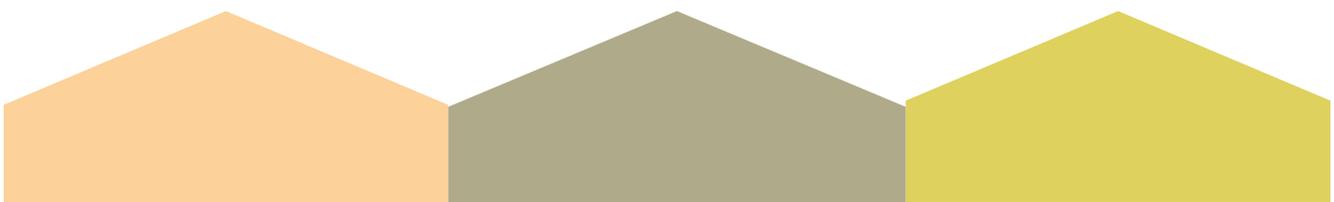


Where We Are

Bield already has several ways to get involved:

Partnership Forum	Meet on a quarterly basis to discuss matters relating to Bield issues. This group has a constitution and rules for membership.
Communication Champions	Meet four times a year to discuss bulletins, tenant reports and ad hoc tenant communication.
Compliment and Complaint Collective	Meet twice a year to discuss a selection of compliments and complaints and to look for best practice or lessons learned.
Equality Network	Meet twice a year to explore issues relating to how we deliver services to people with protected characteristics.
Rainbow Network	Meet every month to discuss life in Bield as a member of the LGBT+ community.
Interested Parties List	This group receives communication through post or online and are asked for their opinion on a variety of matters.
Scrutiny Group	We have plans to revitalise our scrutiny
Registered Tenant Organisation (RTO)	We currently have no RTO's within Bield and this is something that we will be promoting.

Additionally, there is tenant interest in starting discussions on sustainability, digital inclusion and property maintenance.



Action 1 – Formal Tenant Groups

Continue with these groups as a structured method of engagement, participation, and influence, as it has proved to be effective.

Action 2 - Increase participants

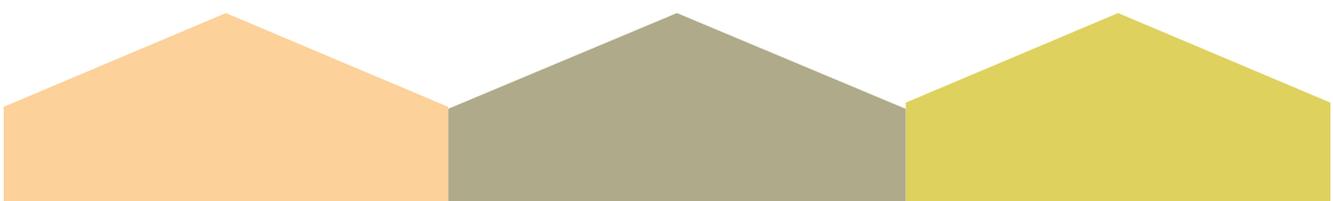
Promote across various channels to boost group involvement

Action 3 – Small Grant Fund

Transfer decision-making of the Small Grant Fund to the Partnership Forum to enhance tenant decision-making.

Action 4 – Establish new groups

Explore establishing groups reflecting tenants requests, which includes Sustainability, Digital Inclusion and Property Matters.



Where We Want To Be

In late 2023, our engagement team visited over half of our developments to talk to our tenants to find a way forward to improve engagement and participation. Tenants expressed a desire for more local, informal involvement, meeting around four times a year.

Regional forums

Based on the feedback we collected, we will work to establish around 14 Regional Forums to give tenants an opportunity to meet together to discuss local issues, social interaction, and wellbeing activities.

Action 5 – Regional Forums

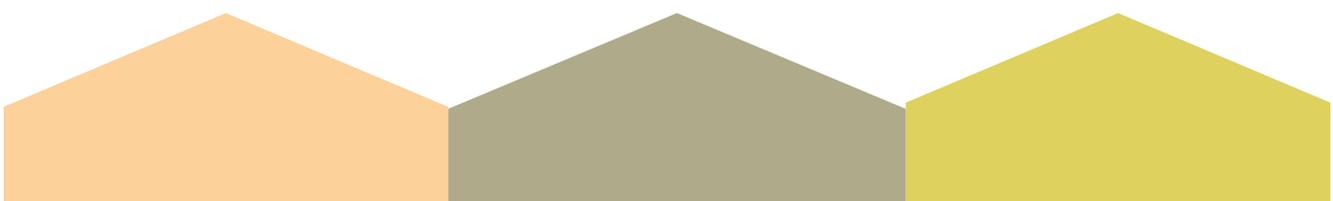
Introduce Regional Forums coinciding roughly with local authority areas, meeting two to four times a year. Matters can be referred to the Partnership Forum for further discussion. Support these groups to become Registered Tenant Organisations (RTOs), to embed their role within the organisation, as well as be in a position to apply for local and national funding programmes.

Tenant insight programme

We aim to base service planning on tenant aspirations and views, embedding a feedback loop shared across Bield teams. This will include the tenant satisfaction information that will be required for the Annual Return on the Charter.

Action 6 – Tenant Insight programme

Establish and grow our Tenant Insight programme to inform decision-making. This will include a Welcome Survey, Satisfaction Survey, as well as other surveys as required.



Tenant scrutiny

We acknowledge the decline in tenant scrutiny from 2022 to 2024 and aim to reinvigorate it. We will work to bring scrutiny back to the groups in a number of ways.

Action 7 – Community Inspections

Develop a ‘Community Inspections’ project with Regional Forums to conduct structured assessments identifying local issues in partnership with relevant officers.

Action 8 – Tenant Inspection Committee (TIC)

Establish a group dedicated to undertaking scrutiny projects. This group will leverage learning and insights gained from the Bield Improvement Group (BIG) to effectively oversee and assess services.

Funding

The current Tenant Engagement and Participation budget is £25,000. Table 1 shows the profile of intended spend.

Area of spend	Approximate budget
Partnership Forum	£3,952
Scrutiny	£3,000
Regional Forums	£4,000
RTOS	£1,500
Memberships and Learning and Networking	£5,000
Income Advice	£1,175
Back office (eg postage etc)	£1,500
IT kit	£3,500

Going forward, we will scope how to work collaboratively with contractors to achieve community benefits to improve the wellbeing of our tenants and customers.



What does success look like?

We will continue to measure our progress using a range of indicators that demonstrate our inputs, outputs and outcomes, shown in Table 2.

Indicator	Baseline 2024	2025	2026	2027
ARC: Indicator 2 % of tenants who feel their landlord is good at keeping them informed about their services and decisions	77.9%	80%	85%	89.7%
ARC: Indicator 5 % of tenants satisfied with the opportunities given to them to participate in their landlord’s decision-making processes	57.4%	60%	62%	65%
Number of opportunities to participate / engage	12	14	16	16
Number of tenants participating	22	30	40	50
Number of tenants on Interested Parties List	105	115	130	145

Conclusion

Our commitment to tenant engagement is unwavering. Through this updated strategy, Bield Housing and Care aims to foster a more inclusive, responsive, and collaborative environment where tenants are empowered to influence and improve the services they receive. By introducing new avenues for involvement, such as Regional Forums and the Scrutiny Group, and enhancing existing structures, we ensure that your voices are heard and acted upon.

Your participation is vital to our success. We believe that by working together, we can create a supportive community where everyone’s needs are met, and where our services continually evolve to provide the highest quality of life for our tenants. This strategy is designed not only to meet regulatory requirements but to truly place tenants at the heart of our decision-making processes.

