



BIELD HOUSING & CARE

Minutes of meeting of the Partnership Forum

7th May 2026 | Westport, Linlithgow

Present:

Deborah Docherty	(DD)	Bridge Court
Gillian Merrett	(GM)	Ashgrove Court
John King (observer)	(JK)	Priorwood Court
William Smalley	(WS)	Lynn Court

Apologies:

Maria Duncan	(MD)	Inchkeith Court
Joe McLean	(JM)	Jamaica Court
Margaret Smith	(MS)	Gordon Court
John Thompson	(JT)	Craigengar Park
Charles Craske	(CC)	Kingsburn Court

In Attendance:

Alan Morris	(AM)	Tenant Engagement & Participation Lead
Zhan McIntyre (TEAMS)	(ZMc)	Head of Policy & Customer Standards
Kalli Fox	(KF)	Community Connection Officer
Robert Black	(RB)	Policy & Insight Officer
Alison Cameron	(AC)	Customer Standards Administrator
Claire Macbeth	(CM)	Head of Customer Contact Services

1. Welcome & Introductions

DD chaired the meeting and extended a warm welcome to attendees of the Partnership Forum (PF). All parties present provided a brief introduction, including their role.

2. Apologies & Absence

Maria Duncan

Joe McLean

Margaret Smith

John Thompson

Charles Craske

3. Minutes of previous meeting and matters arising

Minutes of the Partnership Forum meeting held on 5th February 2026 were approved.

4. Agenda Restructure Proposal (Paper 2)

ZMc introduced presentation and paper and stated that the purpose of discussion was to propose reshaping the future of the Partnership Forum and to create a plan to do this, moving forward.

ZMc stated that the TP strategy would be looked at by staff and that priorities had been set out in the business plan. She continued that this was the first step and that it could be opened out for a wider discussion to agree the direction and purpose of the group.

ZMc stated that she believed that PF really mattered and that ideally the group would capture tenant thoughts and ideas and share them with other teams within Bield and with tenants.

ZMc highlighted the following:

- PF potential to influence services going forward is significant and is a place to improve services and agree what matters most to tenants and receive feedback on progress of service improvements.
- More focussed and more meaningful discussion about strategic issues. Also, aligning with the Business Plan and to show clear outcomes and the difference it makes.
- Meetings would be organised around...
 - Our Homes – repairs and maintenance, fire safety, damp and mould
 - Our Communities – tenancy management, connections, loneliness
 - Our People – customer experience, communication

ZMc stated that training delivered by TIS/TPAS would help members feel informed and confident by providing support to understand policies and services, alongside guest speakers on specific issues and networking with other tenant groups to turn discussion into action.

ZMc provided examples of how future meetings could look and asked for feedback from members.

A wider discussion on recruitment and retention of PF members then took place and it was agreed that more representation of the Bield community would be a positive step – eg members from ILH, tenants who were still working and those living in amenity housing.

KF suggested a separate meeting be held to discuss a restructure of the PF, prior to recruiting new members, which would include

Constitution, member roles and responsibilities, how the PF best represents tenants of Bield and how meetings and Agenda items are structured, moving forward. This was agreed.

5. ASB and Neighbour Concern Policy (Paper 3)

ZMc introduced the paper and stated that a member of PF had brought a 'horrible example,' of ASB a couple of years ago, the response received and how it could have been handled better. ZMc stated that she was grateful to the member for sharing and agreed that response had not been good.

Following on from this, an ASB question was included in the Tenant Satisfaction Survey which highlighted some instances of 'no action,' or 'being fobbed off,' responses in relation to ASB.

ZMc continued that the opportunity was taken to speak to staff who said that they sometimes didn't know how to deal with situations, didn't want to be seen as taking sides in neighbour disputes ('where was the line to remain impartial?'), and would benefit from training, therefore, highlighting that it was a systematic issue, across the whole business.

ZMc stated that some situations didn't meet ASB legislation but were still issues that tenants needed assistance with as it could have a big impact on their wellbeing and could develop into ASB if not acted upon.

ZMc continued that following this, the policy adopted a...

- Prevention
- Intervention

- Enforcement
- Resolution

approach and addressed the 'grey areas,' which were unclear and where execution was falling short.

ZMc highlighted in the paper, 'A new approach for neighbour concerns,' to recognise that Hub Coordinators should assist - whilst not taking sides and should be recording what's happening and when, then having conversations at an early stage to try and resolve as far as possible. It was recognised that some staff do have these conversations but that they are not recorded.

ZMc stated that the ASB Policy had been updated and was much clearer about information recorded on system and where threshold had been breached and addressed inconsistency in what staff deemed acceptable/not acceptable. She continued that it was understood that we should simplify our system to clearly record and show what enforcement action had taken place.

ZMc stated that training had been delivered by a solicitor for local managers and area housing managers for dealing with neighbour concerns, how to record them and take them through to conclusion and that it was hoped this training would continue so that everyone gets a refresher.

GM stated that excellent work in relation to this had been carried out and asked that where tenants who didn't have support, could they talk through their concerns with an independent staff member, nominated as an ASB Support Assistant? DD supported this and asked if 'mental health first aiders,' were available to tenants. KF replied that this

service was available to staff but not for tenants. AM stated that this was something that could be looked at.

LUNCH

6. Tenant input: the future Customer Contact Centre experience

CM thanked PF for having her along to the meeting to gather feedback on proposed changes within Customer Contact Centre, moving services around and how telephony services are managed.

She explained that it was an exciting time of the CCC and that around 3000 calls per month were received and that there had been an internal staff restructure.

CM asked members to discuss the following:

- Would you support introducing a 'press 1, 2, 3,' for each service when calling Customer Contact Centre?
- When was the last time you called customer service – what worked well and what didn't work well?
- If you could change one thing about contacting customer contact centre – what would you change to provide a better service?

A general discussion took place regarding Customer Contact Centre and a number of comments were captured:

"I haven't called customer contact centre but I did email and didn't get a response."

"I would rather speak to a person – think the 'dial 1,2,3,' option is a good idea and would get through to the proper department."

“We want to speak to people who have knowledge. I don’t mind being passed on but a call can be dropped.”

“Tenants are confused by what they are looking for. The call goes a whole lot better if the first person you are talking to knows what your query is.”

“Email should have an auto response saying where the enquiry will go and when will it be responded to.”

CM stated that when service was set up, it was thought that speaking to someone immediately was imperative, thanked PF for their comments and will take them on board and have a think about some issues that older people live with eg failing eyesight, limited dexterity.

DD asked CM re Mybiel app being operational and CM replied that it would hopefully be ready for testing in the next few weeks.

7. Satisfaction Survey Results (Paper 4)

RB introduced the paper and stated that Board and staff had viewed report and now it was time for tenants to receive results and be launched on Biel website.

RB stated that this was the second annual tenant survey and highlighted the following:

- Responses received increased by 5 per cent
- Over 400 feedback comments

- Return rate is very good where there is collaboration with Development Managers
- Overall satisfaction 84% - the same as previous year
- Decline in 'fairly satisfied' responses
- Team will work to increase tenant participation levels – around 10% of respondents stated that they 'wished to be involved'
- Multi channelled approach set to increase satisfaction around communication – new strategies, business plan, ILA and new Comms Officer coming on board
- Neighbourhood management satisfaction has significantly decreased – it's thought that respondents didn't wholly understand the question and this will be looked at, moving forward
- A 'You Said,' 'We Did,' feature will address some of the comments received

RB asked for questions and comments from the PF regarding the report.

GM asked regarding the annual one to one with tenants, carried out by Area Housing Manager, who should be present and where they should be held. RB stated that this would change to ILH Coordinator.

DD stated that there was a significant need for tenants requiring assistance to complete the survey, to which RB agreed and stated that staff, were encouraged to provide support to tenants wishing to complete the survey.

ZM assured members that the most urgent requests received via comments were actioned right away, whilst more complex requests

might need more time to implement. ZM also stated that a Tenant Satisfaction Survey was required by ARC every 3 years.

ZM summarised by stating that all information is very useful and that areas where tenants aren't majorly dissatisfied (satisfied or neutral) is where we can really make great strides to improve results.

8. Tenant Engagement & Participation Update

AM introduced the paper and highlighted the following for noting:

- Small grants fund has increased to £13k this year – majority of requests are for garden equipment and furniture and items to support social gatherings such as board games and crafts.
- Aimee Adam has joined the team as Communications Officer and will be involved with Comms Champions group
- Rainbow Network may cease as only has one member is attending regularly now
- New Scrutiny Group training is underway, provided by TIS, and will incorporate evening sessions

KF reported that she had visited 7 developments this quarter and provided an overview of recent events and activities related to Community Connections role:

- Bield Blether meeting scheduled for May
- Scottish Fire & Rescue information sessions continue and posters displayed at developments
- Info from local solicitor provided to tenants regarding having Power of Attorney in place

- ILH Café visit scheduled
- B&Q Funding has been applied for to support local developments upgrade as well and local contractors approached

9. AOB and Date of Next Meeting

Date of next meeting will be Thursday 6th August 2026.

ACTIONS

ZMc recapped on actions, prior to next meeting...

- Separate PF strategy meeting
- Separate TP strategy working group
- Structure & constitution review
- Equalities data reviewed
- Pathfinder for how best to engage ILH – get in at ground level!