



AMANDA MILLER

DIRECTOR OF HOUSING SERVICES

BIELD HOUSING ASSOCIATION



Overview of Bield

- Provide range of housing, support, personal care and community services to over 15,000 older people in Scotland
- Own and manage over 4,100 sheltered and very sheltered tenancies across 21 local authorities
- Also provide housing support services to 88 sheltered tenants of other landlords



Scenario 1

Where Bield tender to become replacement housing support provider of accommodation based, sheltered services

Scenario 1

- LA invite approved providers to tender through a Framework Agreement
- Assessment criteria – 40% costs, 60% quality. Affordability and BV to be demonstrated.
- No detailed info on Service Users
- 3 year contract provided to successful provider

Scenario 1

Service Users Role in Process:

- Consulted on changes and tendering process
- Not involved in appointment of new provider
- Concerns throughout for staff and implications for service delivery
- Post appointment, Bield work with Service Users but challenges due to process

Scenario 2

Remodelling of own housing support services due to underfunding in Housing Support Grant

Scenario 2

- Range of changes from minor reduction in staff hours through to remodelling of services from sheltered to retirement housing
- Due to contract arrangements with LA, options for change generally agreed between both parties
- Staff implications of change also critical

Scenario 2

Service Users Role in Process:

- Service User consultation generally after decision made
- Concerns for staff and implications for service delivery
- Reasons for change complex to explain and understand – not based on quality

Common Themes

- Local Authorities as commissioners are drivers for change
- Due to complexity around the tendering process, Service Users excluded from process
- Providers and their staff are restricted in how much control they have in process