

Paper 5 Policies for Discussion

Date of meeting	1 August 2024
Purpose	For comment
Summary	Update Partnership Forum on proposed changes to how we undertake tenant scrutiny of our housing services.
Recommendation	Note proposals Approve subject to relevant feedback

1. INTRODUCTION

1.1. A number of policies need to be progressed to bring our policy framework up to date.

1.2. These policies include:

- Personal Mobility Vehicles (previously mobility scooter and powered wheelchairs)
- Domestic Abuse
- Unacceptable Actions Policy.

1.3. The Partnership Forum are invited to comment on the draft policies.

2. PERSONAL MOBILITY VEHICLES

2.1. Bield's Health and Safety Officer highlighted the growing popularity of electronic scooters and electronic bikes, and wanted to ensure we were aware of the risks.

2.2. The Mobility Scooter Policy was approved in 2021, to bring clarity and a framework for the storage and use of mobility scooters and powered wheelchairs in Bield developments.

2.3. This policy has been updated to include e-scooters and e-bikes, brought under a new heading of 'Personal Mobility Vehicles'.

3. DOMESTIC ABUSE

3.1. We would like to introduce a policy on how we will respond to domestic abuse to ensure applicants and tenants receive a consistent response that aligns with best practice.

3.2. This will help ensure that we respond in the best way possible to both applicants and tenants experiencing and escaping domestic abuse.

3.3. This will put us in a good position in relation to the upcoming legislation that is currently going through the Scottish Par

4. UNACCEPTABLE ACTIONS POLICY

4.1. In line with guidance from the Scottish Public Service Ombudsman, we have an Unacceptable Actions Policy. This policy sets out acceptable levels of conduct in relation to complaints and actions that will be taken when these standards are not met.

4.2. This includes limiting contact and specifying how contact can be made

5. CONCLUSION

5.1. We would appreciate comments or suggestions in relation to these policies.