

Nomination Form

Outstanding Contribution to

Tenant Participation **Frances Nelson MBE**



TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

The closing date for applications is 5:00pm on Thursday 11th July 2024. TIS accepts submissions in more than one award category.

Category Overview

The **Outstanding Contribution to Tenant Participation** award recognises an inspiring, individual tenant who has demonstrated an exceptional commitment to driving tenant participation practices forward to achieve great practice that others can learn from.

Submissions must evidence how **the individual has demonstrated an exceptional commitment to adding value to their local area and improving community spirit,** empowered other tenants, residents, and communities to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, and **championed tenant participation practices.**

Who you can nominate

This award is open to an individual tenant.

About you

Please note information about the individual, organisation, or group submitting the application:

Name	Zhan McIntyre
Position	Head of Policy and Customer Standards
Organisation	Bield Housing and Care
Email address	z.mcintyre@bield.co.uk
Telephone number	

About the nominee

Please note information about the individual you are nominating:

Name	Deborah Docherty
Position	Tenant activist
Organisation	Bield Housing and Care
Email address	
Telephone number	

Background

Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.
- When and why the individual first got involved in tenant participation.

Deborah became a Bield tenant in June 2018 and has been a positive influence on tenant engagement and participation over the past six years. She was particularly steadfast during the COVID-19 pandemic, providing support and encouragement to fellow tenants during a challenging time.

Deborah has undertaken various roles while volunteering with Bield. Most recently, she is a valuable member of the Partnership Forum, our tenant representative group. In addition, she actively participates in several adjacent groups, including the Compliment and Complaint Collective and the Communication Champions. Her involvement in these groups has been instrumental in shaping the tenant experience and ensuring their voices are heard.

Deborah's dedication to tenant participation is evident from the very beginning of her tenancy. Leveraging her background in tenant participation and engagement from her professional life, she brought a wealth of knowledge and experience to our community. With a clear understanding of both the challenges and benefits of tenant engagement, she has been a constant positive force since arriving at Bield.

She has never shirked responsibility, consistently demonstrating a willingness to step up and take on new challenges. Deborah has also been actively involved in our recruitment practices, helping us refine how we involve tenants in our decision-making processes. Her insights have been invaluable in ensuring that tenant perspectives are integrated into our policies and practices.

Deborah's consistent preparedness and willingness to contribute make her an indispensable asset to our tenant groups. Her skills and experiences in tenant engagement and participation have been invaluable in supporting her fellow tenants.

Actions

Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to driving tenant participation practices forward.

For example, outline:

- How the individual has gone above and beyond in championing tenant participation practices.
- How the individual empowered other tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual explored innovative new ways to get people involved.
- How the individual has championed tenant participation practices.
- The work involved and their overall aim.

Deborah has been a cornerstone of tenant engagement at Bield since becoming a tenant in June 2018. Her proactive and positive attitude has been especially critical during times of change and challenge.

Bield's significant restructure in 2019 left tenant engagement practices stagnant. Deborah's unwavering positivity and proactive contributions were vital. She consistently showed up with a positive attitude, contributing ideas and fostering a collaborative environment. Her presence was a source of motivation and inspiration for other tenants and staff alike.

One of Deborah's notable contributions was during the scrutiny of our complaints process. Recognizing the need for continuous improvement, she suggested creating a group dedicated to reviewing and learning from complaints. Demonstrating her commitment, Deborah volunteered to be part of this group and, in its early days, was the only tenant member. Her dedication to improving the system and ensuring tenant voices were heard and acted upon was evident.

Deborah's commitment didn't stop there. When Bield aimed to enhance its communication strategies, she willingly stepped up. She attended extra meetings to help draft the performance report, ensuring it was comprehensive and reflective of tenant concerns and achievements.

Furthermore, she dedicated time to ensure the Bield calendar was beautiful, relevant, and useful for tenants. This involved meticulous planning and attention to detail, reflecting her dedication to enhancing the tenant experience.

Additionally, Deborah played a crucial role in updating the wording of many of our standard letters sent to tenants. Her input helped make these communications clearer, more empathetic, and tenant-friendly, ensuring the information conveyed was both accessible and respectful.

One of Deborah's most significant contributions has been her involvement in introducing the tenant portal, My Bield. As a key tenant tester, she provided valuable feedback that was instrumental in shaping the portal to meet the needs of the tenants effectively. Her insights ensured that the portal was user-friendly and truly served its purpose as a tool for tenant engagement and information dissemination.

Deborah's actions extend beyond formal meetings and structured activities. She is known for her willingness to engage with tenants informally, listening to their concerns, and bringing these issues to the attention of the relevant groups and committees. Her approachability and genuine interest in improving tenant experiences have made her a trusted and respected figure within the Bield community.

Her exceptional commitment to driving tenant participation practices forward is not just about the tasks she undertakes but also about the attitude and spirit she brings to her role. Deborah embodies the principles of collaboration, inclusivity, and proactive engagement. She has been a driving force in revitalizing tenant engagement at Bield, ensuring that tenant voices are not only heard but also valued and acted upon.

In addition to the formal engagement, Deborah has been involved in the social side of life at her development, ensuring her community is a great place to live. Deborah's exceptional commitment is demonstrated through her consistent involvement in various initiatives, her proactive approach to problem-solving, and her dedication to improving communication and engagement practices at Bield. Her contributions have had a lasting impact, making her an invaluable asset to our tenant community.

Outcomes

Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to empowering tenants, residents, and communities.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- Adding value to their local area and improving community spirit.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- The skills and knowledge of other tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

Deborah has been a driving force in tenant engagement at Bield since becoming a tenant in June 2018, consistently demonstrating proactive leadership and a positive attitude, particularly during times of organizational change and challenge.

Her quiet leadership has resulted in a significantly expanded schedule of tenant engagement activities, which have been instrumental in keeping the community active and involved. Deborah's initiative and dedication have ensured that tenants have numerous opportunities to participate in events and initiatives that enrich their lives and strengthen community bonds.

Furthermore, Deborah has played a pivotal role in establishing a robust system for learning from complaints at Bield. Recognizing the importance of feedback and continuous improvement, she advocated for and helped create a structured process for reviewing complaints. Her commitment to fairness and growth-oriented mindset has set a high standard for how complaints are addressed, ensuring that each concern is thoroughly understood and addressed in a manner that promotes positive change and tenant satisfaction.

In addition to her work on complaints, Deborah has collaborated closely with the Communications Manager as part of the Communication Champions team. Together, they have developed and implemented a structured approach to drafting publications and enhancing existing communications. This initiative has resulted in communications that are more effective, clear, and tenant-friendly, thereby improving overall transparency and understanding within the community. Deborah's impact extends beyond administrative roles into community building. Her involvement in the social committee has been transformative, resulting in countless hours of joyful socializing among tenants. The monthly events she organizes bring residents together, fostering a strong sense of camaraderie and belonging. Laughter and shared experiences at these gatherings have significantly enhanced the quality of life for many tenants, reinforcing social bonds and creating a supportive community environment.

Deborah's exceptional commitment is evident through her consistent involvement in various initiatives and her proactive approach to problem-solving. Her efforts have not only led to a thriving system of tenant engagement activities and an effective complaints review process but also to improved communications and vibrant social interactions within the Bield community.

What makes this nominee stand out from the rest?

Maximum 100 words

Please provide a short testimonial on why this individual deserves to win.

Deborah stands out for her exceptional blend of skills, kindness, patience, and optimism. Her proactive leadership in tenant engagement, commitment to fairness in complaint handling, and transformative impact on community social activities distinguish her. Her potential candidacy for the Board reflects her dedication and the positive influence she continues to bring to Bield.

Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee's achievements.

Name	Zhan McIntyre
Signature	Zhan McIntyre
Date	08/07/2024

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: **info@tis.org.uk** or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**
- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.