

Bield – committed to excellence

A leading housing provider is celebrating after being awarded one of the most widely recognised business excellence accolades in Europe.

Bield Housing & Care has scooped the European Foundation for Quality Management's (EFQM) Committed to Excellence (C2E) Project Validation following a successful visit from Quality Scotland.

C2E accreditation is awarded for projects which drive change, innovation, performance improvement or transformation. It also assists with identifying key strengths and areas which are in need of improvement within an organisation.

As part of the inspection process, Bield staff were invited to take part in two self-evaluation exercises against the EFQM Excellence Model. These identified three projects linked to Bield's Business Strategy 2018-23 which were taken forward for verification.

Independent EFQM Validators, Melanie Thomson and Ann Pike, then reviewed the outcomes delivered from the three improvement projects and provided structured feedback.

These included the revision of departmental plans and KPIs to ensure that they linked to Bield's current Business Strategy, and development of measures to demonstrate the effectiveness of the Employee Performance Development Framework.

“The feedback from the validators has given us an invaluable insight into which areas of the business need improvement and which we are progressing well.

“We will continue to use the model going forward in order to make improvements within the business and to provide the best possible service for our customers.”

Bield is a registered charity which has been providing a wide range of housing and services for around 20,000 older people across 23 local authority areas for more than 40 years.

To find out more about Bield and its developments, visit www.bield.co.uk



Bield is a big housing and service provider in the city