



Client Panel 23rd July 2015

Background

Twelve clients from services across care & support met up at Birmingham regional office on 23rd July for our national Client Panel with senior leaders Sally Parsons and Audrey Mitchell, and members of the Involvement Team. Ray, client panel member from Hampshire chaired the meeting.

“The issues raised and discussed at previous meetings have been heard and incorporated within Home Group at all levels from board to services”

Home News with Sally Parsons

Sally gave details of the client satisfaction survey as requested by the panel at their meeting in May.

- 495 clients responded (from 1800 sent out)
- Overall satisfaction has increased by 3% to 96% compared to the survey in September
- Satisfaction with support has also increased by 3% to 95%
- Satisfaction with involvement has reduced by 2% to 85%
- Response to Home cares about me question has increased by 4%
- Satisfaction with accommodation has increased by 1% to 87%
- Satisfaction with repairs has decreased by 6% to 75%
- Satisfaction with safety & security increased by 4% to 90%

Sally gave a brief update on the impact on Home Group of the government’s budget explaining Home Board and the Executive team will be reviewing Home Group’s strategy to protect our front line services to customers and clients. This may mean big changes for Home Group which will be announced in the autumn.

Nominations for the Customer and client awards are now open and we are encouraging clients and customers to get nominating!

[A copy of the nomination form is included with this report](#)

Success from the Client panel

Client panel members shared their success stories and how involvement on the panel has helped lead to apprenticeship, independent living, volunteering, reunions with family, local and regional involvement, assessing our services, speaking at other services about involvement, Human Library activities and so much more! We said a fond farewell and thank you to Jamie who is now an apprentice support worker in Newton Aycliffe and Ralston who has moved into independent living.

[We will use these stories when measuring the impact of the client panel and social return on investment calculations.](#)

Client Scrutiny Report

Becky, Involvement apprentice presented the findings of the last 6 months of client promise assessments. Becky and client assessors Natasha, Donna and Jamie talked through the assessment process and what they enjoyed when assessing our services.

- Since June 2014, Client Assessors conducted 66 client promise assessments, including 44 service visits and assessments of 2 BASS regions (22 services) with service users over the phone involving a total of 247 clients
- Client promise assessments enabled clients at a range of different services to have their say about the service they receive and make recommendations for improvements.
- Services are awarded a bronze, silver or gold standard for each area of the client promise and an overall award for delivery of the promise
 - 9% services achieved bronze
 - 63% services achieved silver
 - 24 % services achieved gold
 - 4% failed to achieve a standard overall
- Overall our services are rated highly for People who care, safe place to live and choice of products and services. Results also show some improvement in our delivery of value for money with the greatest improvement being a decent home.
- Results show we need to improve our delivery of reliable services (repairs) and clear information and opportunities to influence

Client Panel gave their recommendations on how we can improve in the 2 lowest scoring standards. Their recommendations include

- Increase and improve communication and staff knowledge and skills in involvement so they can deliver involvement at service level, get them to join the involvement network for starters
- Recruit and train client and colleague ambassadors to deliver and promote local involvement
- Promote the expenses policy so clients know they won't be out of pocket
- Draw up guidelines so that clients don't get sanctioned by benefits for involvement
- Develop more virtual involvement opportunities
- Ensure everyone is using the KISS (keep it short and simple) principles
- Quality checking on all jobs by service manager and clients
- Service communicates clearly with clients about repairs and delays
- Offer training to contactors on equality and diversity and mental health awareness
- Contactors being accountable for sub-contractors work and conduct
- Set clear standards of expected behaviour from contractors and sub-contractors
- Invite a contactor to speak to the client panel.

These recommendations will be added to the client scrutiny report and action plan

Home Group's 80th Birthday

Home Group will be 80 years old this year. Client panel gave their ideas on how we can celebrate this landmark birthday

Their ideas will be added to those form the KISS group for the communications team to present to the Executive Team .

Total cost £1, 973; including lunch, refreshments, expenses, travel & accommodation
Next meeting; Leeds Regional office 24th September 2015; chair George

“Ray did a brilliant job at chairing....I always find it a fun and friendly event”