

Impact assessment 2018

customer involvement



“ I’ve learned so much. I got training from the Housing Ombudsman and I can now see complaints from both sides and be fair and objective. ”

Lenny
(volunteer)

Introduction

Welcome to our customer involvement impact assessment 2018. There are over 30 ways for customers to get involved and help shape, change and influence service delivery at Home Group.

This report focuses on customer involvement in scrutiny and complaints during 2017-18 and the difference their involvement made at a local, regional and national level. You can also see customers' assessments on value for money of three involvement activities and the extra social value involvement creates (using the UK social value bank calculator) which calculates the overall total social value of these involvement activities as £1,727,826!

In the last twelve months Home Group involved 2,432 customers in regional and national activities and consultations.

We hope you find the report informative and inspiring.

“It's REAL involvement - we see the outcomes and measure them”

Jill (Viewpoint team member)

54%

said their involvement has increased their physical activity



54%

reported feeling more confident



48%

reported feeling more valued and involved

44%

feel their relationships with their friends and families has improved



33%

said they feel more in control of their lives

33%

said their physical health has increased



31%

said their mental health and wellbeing has improved

Customer scrutiny

Customer assessors in England and Scotland assessed how well we're doing at delivering our promise speaking to 365 customers in 28 of our neighbourhoods (including one leasehold scheme) and 273 customers in 38 of our supported services between April 2017 and March 2018.

£1 = £141
spent in social value



Our social return on investment calculation shows that **every £1 we spent on customer assessments converts to £141 in social value.**

Assessments cost a total of

£7,911

with an average of £120 per assessment.



Top three recommendations

to improve on reliable services

- **Better communication** between Home Group, customers and contractors
- Aim for **right first time** - getting the right people out to do the right job
- **Post inspections and surveys** after every repair and straight away (real time)



Assessors worked with colleagues to develop a local action plan

for all 28 neighbourhoods and 38 services

which viewpoint teams monitor at regional meetings



Neighbourhood assessment results

- 18% of neighbourhoods achieved gold compared to 3% in 2016-2017,
- 68% achieved silver (90% in 2016-2017), 11% achieved bronze (7% in 2016-2017)
- 4% (one neighbourhood) achieved no standard in delivering our customer promise.

Our neighbourhoods are rated highly for 'value for money' (75% silver, 18% gold) and 'people who care' (54% silver, 36% gold).

Service assessment results

We have made significant improvements in providing customers with a safe place to live,

61% gold compared to 40% last year



An impressive

50%

of supported services achieved gold (increase from 46% last year)

Three services achieved platinum - scoring gold in every standard



42% achieved silver



8% of services scored bronze in delivering our promise



Our services are rated very highly for people who care with

79%

of services achieving gold, up 7% from last year

57%

of customers are **very happy** with the overall service provided by Home Group, **29% are fairly happy**



Reassessments

Three services were reassessed - all had improved their standards, even the gold standard service.



Gold in 2013 **Sedgefeld Accommodation Service, West Cornforth, County Durham**. Assessors scored all areas of the promise **GOLD in 2018** making this a **platinum** service



Silver in 2014 **St Giles Court, Dover**, scored **GOLD in 2017**



Bronze in 2013 **Magdalene Court, Seaham, County Durham**, scored **SILVER in 2017**

Recommendations from the Customer Forum

Refer any neighbourhood or service scoring a bronze or below for 'safe place to live' to the Health and Safety team. Follow this up with a reassessment within 12 months.

Use complaints data to identify neighbourhoods

Assess 40 neighbourhoods and 40 services this year and offer customers the opportunity to nominate their neighbourhood or service

Reassessment of any bronze or no standard overall in 2019-20

Viewpoint teams

Customers from our rented, supported and leasehold services scrutinise our performance at our seven regional viewpoint team meetings across the country. Customers review Home Group's performance, carry out service reviews, contribute to national consultations, test new services and ensure customer promise assessment recommendations for service improvements are implemented.

Input

Total cost

£5,723

Average cost per activity

£180



Output

We involved 74 customers in 25 viewpoint team meetings and 5 grounds maintenance scrutiny meetings

Outcomes



Reviewed and **monitored** Home Group's performance and made recommendations for improvement



Shaped customer involvement in procurement of grounds maintenance and cleaning contracts



Shaped, reviewed and **monitored** local service and neighbourhood improvement plans



Developed retirement leasehold customer satisfaction survey, **reviewed** results and made recommendations to leasehold services



Shaped the national involvement plan 2018-21



Contributed to 14 national consultations and **represented** Home Group at regional and national conferences



Impact

Impact on Home Group

- **Raised** Home Group's profile within the housing sector and **shaped** national housing consultations
- **Support** Home Group to meet our regulatory requirements and deliver our operational plan
- Customers from supported, rented and leasehold services **working together** to scrutinise our services improves customer experience in service delivery

Impact on customers

- Our social return on investment calculation shows that **every £1 spent on viewpoint team meetings converts to £175 in social value.**

£1 = £175
spent in social value



Complaints

Customers from Home Group's Independent Complaints Panel investigate and make recommendations to resolve customer complaints that have exhausted our internal complaint process.

Our social return on investment calculation shows that every £1 we spend on the Independent Complaints Panel converts to £247 in social value.

Input

Total cost

£1,688

Average cost per activity

£112



Output

19 customers reviewed 15 complaints and made 70 recommendations to Home Group to resolve customer complaints

Outcomes



Raised further works to rectify defects and outstanding repairs issues



Changed contract specifications for future works



Shaped colleague training and guidance

Impact

Impact on Home Group

- **Shortlisted** for TPAS Team of the Year award
- **Supports** Home Group's regulatory compliance
- Led to wider **business improvements** in leasehold services and contract specifications

“We have some fantastic customer assessors and the promise assessments themselves give us a great opportunity to listen to the voice of the customer and shape our plans to make things better for them”

Clare
(Home Group colleague)