



Involvement News | April 2016 | www.homegroup.org.uk

Home Ownership Panels (HOP)

In February and March 65 leasehold customers met up at three meetings in Brentwood, Essex, Letchworth Garden City, Hertfordshire and Hillingdon, Middlesex. They discussed

- The interim management structure in the south identifying communication as an area where they would like immediate improvements
- The complaints process including the Independent Complaints Panel made up of Home Group Customers
- Fire drill pilot across all schemes where there is a communal alarm system which will now be completed every six months to comply with The Regulatory Reform (Fire Safety Order) 2005.
- Widening involvement activities for leaseholders including scrutiny (of services and schemes), procurement, recruitment; policy and national involvement groups including Human Library and Customer Forum.
- Customers gave their ideas on how we can make HOP meetings better value for money including virtual meetings, fewer meetings, less taxi travel; more driving and car share; use of public transport and making meetings more effective so everyone gets more out of them.

Home Achievement Programme (HAP)

Clients from Tyneside Foyer and Mental Health services in Durham worked with the Communications Team and design consultants ICE to shape the new look, feel, name and design of the Home Achievement Programme. The consultation on new name was widened to the Involvement Network.

anyone@home

Customers and clients on anyone@home; our online community gave their views and opinions on apprenticeships at Home Group. They learnt some facts about Home Group's apprenticeship scheme in this month's 'did you know' and all about the Home Ownership Policy in the 'you said, we did'.

Virtual KISS (Keep It Short and Simple; communications group)

This month our virtual KISS group gave feedback on; online survey after webchat and a forum offering support for the Insight Team and the Hunters survey project

E-views

This month e-views gave feedback on renaming the Home Achievement Programme and printable support plans for the ERP (Enterprise Resource Planning) project team

Investment Fund

Our matrix, designed by customers and clients approved three applications in care and support and one application in customer services this month

- Townsend House to promote socialisation and working together in Plymouth.
- Connecting Copelands Digitally Excluded in Whitehaven.
- Music Club to help blind elderly customers to interact with others in Sunderland.
- Bosvean; to create a communal area for a craft group in Cornwall.

Independent Complaints Panel

Three customers reviewed and made recommendations to resolve a customer complaint

Involvement Works

Delivered involvement works to 10 colleagues in Penzance, improving colleagues' understanding of involvement and providing colleagues with confidence and tools to involve clients at their local services. Colleagues developed involvement action plans for their local services, focusing on Hotel@home standards, equality and diversity and recruitment.

I am much clearer about the meaning of involvement now and realise I do a lot more than I thought." (Andie Support Co-Ordinator)

Scrutiny

Client assessors visit our services across care and support, talk to the clients who receive support from the service. They measure how well we're doing at delivering the client promise, awarding a bronze, silver or gold and making recommendations for improvements.

- Client assessor Karen co-facilitated client assessor training in the south. They completed two client promise assessments of ex-offender services over the phone and trained four new client assessors
It's been a friendly, warm and welcoming environment...assessing on the phone first has given me the confidence to get stuck in...I enjoyed the group work, we feel like a team
- Client Assessors awarded a floating support service in Bishop Auckland the **silver** standard with excellence in value for money, a choice of products and services and people who care. Assessors made recommendations for improving a decent home, a safe place to live, reliable services and clear information and opportunities to influence
- Client assessors awarded an ex-offenders service in Richmond, Surrey the **silver** standard overall after speaking to almost 40% of clients. They scored gold in people who care and made recommendations for improvements to involve clients in influencing the service budget.
it's lovely here...they tell us about other services that can help
- Client assessors awarded an ex-offenders service in Richmond, Surrey the **silver** standard overall after speaking to 45% of clients. They scored gold in a choice of products and services and made recommendations for improvements in promoting the complaints procedure and involvement opportunities.
I've been able to stop drinking and get back in touch with my family

- Client assessors awarded a complex needs service in Guildford, Surrey the **gold** standard overall after speaking to over 50% of clients. They scored gold in a decent home, a safe place to live a choice of products and services and people who care. *[this is a five star hostel...Now I have somewhere to live I can progress with my life](#)*
- Client assessors awarded a young people's foyer in Batley, West Yorkshire the **bronze** standard overall. Assessors made recommendations for improvements in involvement and health and safety inspections.
- Client assessors awarded a mental health service in Swindon, Wiltshire the **silver** standard after speaking to almost 45% of clients. They awarded gold in a choice of products and service and people who care and made recommendations for improvements in reliable services, particularly around repairs times *[I'm openly gay and I can be myself here](#)*

Customer assessors visit our neighbourhoods, talk to the customers who live there and measure how well we're doing at delivering the customer promise, awarding a bronze, silver or gold and making recommendations for improvements. You can find details about the customer promise and 6 month scrutiny reports summarising neighbourhood assessments

- Assessors consulted 8 customers in Lowca, Whitehaven in the North West and awarded a **silver** standard. They identified excellence in a safe place to live and clear information and opportunities to influence. Assessors made recommendations for improving a decent home, value for money, a choice of products and services, reliable services and people who care
- Assessors consulted 13 customers in Sanquhar, Dumfries and Galloway, Scotland and awarded a **silver** standard. They identified excellence in a safe place to live and people who care. Assessors made recommendations for improving a decent home, value for money, a choice of products and services, reliable services and clear information and opportunities to influence
- Assessors awarded the Shepherds neighbourhood in Harlow an overall **bronze**. They awarded silver for a safe place to live a choice of products and services and made recommendations in a decent home, value for money, reliable services, clear information and opportunities to influence and people who care.

News from the regions

You can find viewpoint reports for all our regions on our website

Yorkshire and Humber Viewpoint Team

- Customers and colleagues from Yorkshire and Humber, North West and our Customer Insight Team met to develop our planned maintenance scrutiny project. Customers reviewed findings from customer promise assessments and customer journey mapping research for planned maintenance, agreed schemes for scrutiny and changed the communications diary developed by North West customers for implementation in Yorkshire and Humber.
- Five customers met in Leeds on 17th March and shaped our plan to merge with East of England Viewpoint Team, developed a new model for assessing our dispersed schemes and made recommendations to change and improve our process for awarding standards during customer promise assessments.

North East Viewpoint Team

Viewpoint Team met on 8th March and discussed their involvement at a recent TPAS

regional event. Andy Evans has subsequently had an article published by TPAS. They reviewed the recent Customer Promise Assessment at Hylton Lane, Sunderland and reviewed actions completed from the assessments of Monkland Close earlier in the year. They agreed future involvement and scrutiny opportunities.

South West Viewpoint Team

Viewpoint team met at the Havant office with colleagues from contractor, Mears who gave an update on Mears's Corporate Social Responsibility; 'change club' giving tenants a chance to feedback on service delivery and learn DIY skills and apprenticeships. Customers reviewed the "you said, we did" from customer promise assessments, noting completed actions and asked for further clarification on a few actions. They agreed assessments for the next financial year and approved three environmental bids

East of England Viewpoint Team

Eight customers from the East of England Viewpoint Team met in London on 5th March. They reviewed performance figures for the region with void turnaround and mutual exchanges on target. They reviewed the major outcomes and achievements of the anti-social behaviour review which has totally changed the way we deal with anti-social behaviour at Home Group. Viewpoint reviewed the findings of the Customer Promise Assessment of the Shepherds neighbourhood in Harlow, made some additional recommendations for actions and awarded the neighbourhood an overall bronze.

Customers discussed the transition of their viewpoint team into Yorkshire and Humber and the South East. They discussed concerns they had about joining their new teams including location of meetings, day of meetings and focus of scrutiny. They agreed their last meeting together will be a celebration of their achievements.

Scotland Viewpoint Team

The Viewpoint Team met in Glasgow and gave their views on how to communicate and involve customers about changes to service provision and how to monitor future service provision. They agreed their scrutiny priorities for 2016/17 and suggested neighbourhoods to assess. They reviewed feedback from the Castlemilk customer promise assessment and shaped the actions and improvements following the Burnside assessment

Satisfaction with Involvement

We received 83 completed evaluations this month

- 95% of customers and clients were satisfied with involvement activities that they took part in this month with 59% saying it was excellent.
- 75% said it has increased their confidence to get involved.
- 66% said they have gained or developed skills as a result of their involvement.
- 86% are satisfied with involvement opportunities overall at Home with 46% saying they are excellent.

What do you think of our newsletter?

Please contact Jill.Twigger@homegroup.org.uk

If you are interested in getting involved in any of the activities in this newsletter please contact your Customer Service Partner or Support Worker