



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

BASS (Bail Accommodation and Support Service)

Two BASS service users; Pete and Sarah from the South West and London participated in a live radio recording for the monthly “Outside In” programme presented by ex-prisoners which focuses on experience of life after prison and airs nationally on Prison Radio. At the BBC Broadcasting House in London they spoke about their experience of BASS; how to be referred; the accommodation provided; the support of their link workers and how they have benefited from their experience. Their involvement will help to raise awareness of the service, promote the service to prisoners nationally, and improve occupancy levels. The programme was aired on Monday 1st February – both Sarah and Pete found the experience very enjoyable and worthwhile.

Youth Action

8 clients from Care and Support South met In Harrow on 29th January.

- Young people tested an exercise called ‘involvement, social or personal development’ to help demonstrate what involvement is as part of the new local involvement works training for colleagues
- Young people discussed 4 care and support proposals from Kent local council and which would work best for them. They gave their views on how ready they are to move onto independent living: how well they think they would mix with different client groups and what they like and dislike about their services now.
- In ‘Ask Youth Action’ young people gave their views on changes to local procedures

anyone@home

Customers and clients on anyone@home; our online community gave their views and opinions on the Customer Service Centre including the voice interactive response when calling the Customer Service Centre and the new live chat on the Home Group website

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

This month our virtual KISS group gave feedback on a tenancy survey for Frances Walker in Service Development

Investment Fund

Our matrix, designed by customers and clients approved 2 applications in care and support this month

- Green Scape for to promote independent living for clients with mental health issues in Leicester.
- Chirstchurch Court Scooter Shed for clients' mobility scooters in Dunstable.
- Webb House to promote independent living in Middleborough.

Human Library

Two Human Library members contributed to the North Region Equality and Diversity meeting where they helped to shape our equality and diversity plan and projects.

Involvement in Procurement

A customer from the South scored 18 tender submissions for a communal cleaning and grounds maintenance contract. Their feedback will influence which contractors are selected to deliver services to our customers in the future.

News from the regions

North West

- **Maryport Viewpoint Team** Five customers from Maryport met on 27th January and agreed their priorities for 2016; reviewed the plans for the new development of 20 properties on the old Bounty Avenue office site and proposed that the plans are publicised at the weekly lunch club so that other customers can view them and have their say.
- **Ewanrigg and Netherton Tenants and Residents Association** Eight customers from the tenants and residents group shared their experience of running Ewanrigg community centre with 2 colleagues from Business Development. Colleagues said the work the volunteers do for their community is inspiring and they will definitely be writing about the work they do in future tenders, besides promoting Ewanrigg and Netherton Tenants and Residents Association to colleagues.

Yorkshire & Humber

5 customers helped to shape our new scrutiny model for complaints to ensure we comply with regulatory standards. The model focuses on the following key areas

- Performance and compliance
- How we communicate with customers during the complaints process
- How we use customer feedback from complaints
- Recommendations and outcomes from our Independent Complaints Panel
- Awarding compensation

Customers made recommendations which will shape our scrutiny model and resources, and improve how we record information on complaints.

Reading and Havant

- Bodin Gardens neighbourhood day with Community Wardens, Police, Mears operatives and surveyor and the Customer Service Partner focussing on rubbish clearance (the skip was very well used) and anti-social behaviour. It was a great success with at least two thirds of the customers actively engaging.
- Kennet Heath neighbourhood day to introduce 2 new families and in response to significant drugs anti-social behaviour in the neighbourhood and was used as a

good way to introduce the. This was hugely successful, for both incoming and long standing customers.

- Costa coffee drop– Basingstoke Customer Service Partner, Danny Melia, has piloted working on his surface pro in the local costa coffee for a couple of hours at the same time each week. Customers have been dropping by and on the 27th January, 6 customers dropped in with queries.

North East Viewpoint Team

Ten customers from the North East Viewpoint team met on 12th January and reviewed local and national performance; helped to shape the anti-social behaviour performance monitoring reports; influenced which neighbourhoods customer promise assessments will be carried out in for 2016/17 and influenced the target for the number of customers consulted during customer promise assessments.

Home Scotland

- **Castlemilk Planned Maintenance Event.** Home Scotland and Novus Solutions hosted a celebration event in December in the Birgidale complex in Castlemilk to celebrate the near completion of the major works programme to replace kitchens and boilers in most of the houses in Castlemilk. Special guests included Santa, Novus Teddy and local money and energy advice agencies. Customers enjoyed a cuppa and some festive fayre and tried their hand at some DIY. Customers also gave their views on the proposed rent increase for Home Scotland.
- **Rent Consultation.** The proposed rent increase for Home Scotland customers 2016/2017 is 1.3%. 38 customers responded to the written annual rent consultation. A third of those who responded felt that the increase was too high for the services received. All comments have been passed to Customer Service Managers and the Maintenance Contract Manager who will contact customers who have asked for a response. We held a number of “pop up” rent consultation cafes across Scotland in December and January to find out customer views on how we can best achieve value for money and what value for money means to customers. All comments will be presented to the Home Scotland Board on 9th February and customer views will influence the final decision

Satisfaction with Involvement

- 93% of customers and clients were satisfied with involvement activities that they took part in this month with 53% saying it was excellent
- 93% said it has increased their confidence to get involved
- 75% said they have gained or developed skills as a result of their involvement
- 96% are satisfied with involvement opportunities overall at Home with 50% saying they are excellent

What do you think of our newsletter? Please contact
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