



news



Involvement News | February 2019 | www.homegroup.org.uk

Welcome to our February issue of Involvement News, full of the ways **193** of our fantastic customers have been shaping, changing and influencing Home Group over the last month. Outcomes are in **green**.

Customer forum

Sixteen customers from all nine of our regions met in Leeds to shape the new Customer Promise. They reviewed the results of a consultation with over 200 customers; defined the standards; agreed how customers can be involved in all standards and how Home Group can improve communication of the promise. You can find a summary [here](#)

Customer feedback will help shape our new customer promise, standards and definitions

Complaints

Seven of our Independent Complaints Panel members met in Cumbria and London to resolve two complex complaints that had exhausted our complaints process.

What Happened Here

Nine customers from Cumbria and Lancashire reviewed ten health and safety incidents and gave their views on what Home Group can learn and do better in the future. You can find a summary [here](#)

Customers improving health and safety processes and outcomes

Digital Involvement

We have over 700 digitally involved customers on anyone@home who give their views and opinions via digital channels. This month 38 customers

- Gave feedback on the wording of two surveys for the Insight team, one on voids and one on complaints and compensation.
- Voted on the wording of Life Swap for the Involvement team
- Reviewed the language of policy summary statements for the Policy team

Customers influencing survey questions, involvement initiatives and policy summary statements

Apprenticeship opportunities

We currently have vacancies in our Customer Service Centre, supported services and neighbourhoods in Newcastle, North Shields, York, Wetherby, Middlesbrough, Ipswich, Durham, Gloucester, Havant and Scunthorpe. If you are interested in finding out more, please contact kate.horsfield@homegroup.org.uk.

Regeneration

The Regeneration team continue to consult with local residents on the regeneration proposals and displayed plans for 20 new homes on Keir Hardie Avenue in Cleator Moor, Cumbria at a public exhibition in January. Around 60 residents attended and many said they liked the house types and suggested traditional parking in the neighbourhood.

Customers are influencing the design of homes and their neighbourhoods,

Scrutiny

You can find quarterly reports from recent promise assessments [here](#) and 'You said/we did' for neighbourhoods and services [here](#).

17 customer assessors spoke to 34 customers from supported services and awarded:

- Platinum standard to Natalie House, a CQC registered service in Southampton
- Platinum standard to Gateshead Young people's service in the North East
- Gold standard to Dunelm a learning disability service in Newcastle
- Gold standard to Babergh/Mid Suffolk Community Support in the East
- Gold standard to Forest Heath/St Edmundsbury Community Support in the East
- Gold standard to Norfolk Discharge Service in the East

Recommendations generate an improvement plan which is reviewed and tracked by Viewpoint teams

So what happened?

- Customer assessors awarded Core Hostel, a supported service in Huntingdon, silver standard in July 2018. The service has implemented 18 of the 21 recommendations from the assessment. You can find details [here](#)
- Customer assessors awarded Collin Spring Court, a neighbourhood in Yorkshire, silver in August 2018. The neighbourhood has implemented nine of the 11 recommendations from the assessment. You can find details [here](#)

Recommendations help drive improvements in our neighbourhoods and services

Viewpoint

You can find recent viewpoint reports for all regions [here](#) and you said we did [here](#)

Twelve customers from our Cumbria and Lancashire and Scotland Viewpoint teams met in January and reviewed outcomes from customer promise assessments; reviewed regeneration and development plans for 2019; contributed to national consultations on complaints handling; rents consultation and reporting communal repairs; agreed their scrutiny priorities and themes for 2019 and monitored local performance and Void task group performance.

What do you think of our newsletter? Please contact Jill.Twigger@homegroup.org.uk