



## Involvement News | April 2017 | [www.homegroup.org.uk](http://www.homegroup.org.uk)

### Did you know?

827 customers receive this newsletter online or by post, it goes out to all supported customers, to over 1000 colleagues via the Involvement Network, to all our senior leaders and is available on our Website. That's a lot of people and this month we're sending it out via Twitter for the first time too.

### Customer and Client Awards 2017

Around 500 customers, clients and colleagues celebrated our 15 winners at this year's customer and client awards parties across the country in the last week of March. Local colleagues and party planners did a fantastic job tailoring the parties to our winners, from a triple party at Newton Aycliffe Golf Club with live music, dancing, photo booths and chocolate fountains to cream teas, dinners in fancy restaurants and small friendly parties at local services. We've had some fantastic feedback, involved almost 5 times the usual number of people and come in under budget! We'll be sending a separate report out about all the parties with details of winners, quotes and photos soon. Here's a taster

*The event has moved all of us and we think will be a positive part of Fran's recovery*

*The look of surprise on both (their) faces when the announcements were made and how humbled both were to receive such recognition. The event felt as though it was my own 'family' party and not a day at work at all and will be a lovely memory for years to come.*

*It was a wonderful day and a fantastic surprise! I don't get invited to much and today has made me feel wanted and valued*

## Involvement Works

Two customers co-delivered Local Involvement Works to 20 colleagues in the Durham area sharing tips and tools to deliver involvement at their local services. Facilitators did an excellent job competing with a Zumba class going on in the same building!

## Complaints

Independent Complaints Panel members from the North (including Scotland) and South met to review and make recommendations to Home Group to resolve 5 rented and leasehold customer complaints that had exhausted our internal complaints procedure.

**Recommendations from the panel will help resolve the two complaints**

## Policy

- **Referrals and allocations policy**-the policy team received **247** responses to their consultation on proposed changes to our referrals and allocations policy with a variety of stakeholders including, Local Authorities, Commissioners, Partner Agencies, Customers (supported and rented), current waiting list applicants and colleagues.
- **Tenure policy**  
Around 200 customers and other stakeholders gave their views on our tenure policy. The feedback was generally positive about our existing approach.

**A report summarising the consultation responses, and how we have used the comments to shape the policies will be published on our website**

## Digital Involvement

anyone@home has moved from its external site to the Home Group website so is now much easier to find and join in! You don't need to register, just go onto the website and join the conversation.

This month customers gave us their views on communicating changes in benefits on the website.

**We will use this feedback to shape the messages about changes to benefits on the Home Group website**

## Scrutiny

**Supported customer assessors** visit our services across the organisation and talk to the customers who receive support from the service. They measure how well we're doing at delivering the promise, awarding a bronze, silver or gold and making recommendations for improvements. You can find details about the promise on our

website

- Assessors awarded a mental health service in Dorking the **gold** standard and were impressed with the continued improvements to accommodation through Hotel@home. *Staff do lots of checks around the building to make sure everyone is safe*
- Assessors awarded a single homeless service in Dorking the **silver** standard. Clients have been involvement in improving the accommodation standards and furniture. *I am helping to design the new lay out of the communal area, it's work I'll be able to put in my portfolio for interior design*
- Assessors awarded an older peoples service in Harlow, London the **bronze** standard. They recognised the diversity of the service and how different cultures are celebrated. *We have food nights were we bring food from our cultures and share stories about where we are from*
- Assessors awarded an older peoples service in Watford the **silver** standard. They were particularly impressed by the picturesque setting of the service and the beautifully maintained gardens.
- Assessors awarded a mental health service in Milton Keynes the **gold** standard. *The staff here are warm and welcoming, truly good people*
- Assessors awarded a women in crisis service in Newcastle the **silver** standard. They loved the energy of the staff team and the excellent art work displayed around the service that was created by customers. *I'm so at home here, I feel safe and I am able to display my art work*
- Assessors awarded a dispersed ex-offender accommodation service in Newcastle the **silver** standard with a great repairs service. *As soon as repairs are reported they come straight out*
- Assessors awarded an ex-offender service in Maidstone the **gold** standard where customers are very involved *I was so proud when they asked me to be the house representative*
- Assessors awarded a young people's service in Maidstone the **silver** standard. They were impressed with the accommodation and how many young people got involved *They will help you when you need it and they stick up for me and listen*
- Assessors awarded an older peoples service in Epping, London the **silver** standard *We feel very lucky to live in such a lovely area*
- Assessors awarded a young people's service in Cheltenham the **bronze** standard and were impressed with the choice of products and services standard. *If there's a service you need they will help you find it*
- Assessors awarded a mental health and learning disability service in Cheltenham the **silver** standard with excellent practice in the people who care standard. *I'm so much happier since I moved here*
- Assessors awarded an Older Peoples Service, Fairview Court in Wigton the **Silver** standard, awarding gold for a safe place to live and people who care. Assessors were impressed with the range of facilities at the scheme. *The staff here are wonderful*

**Assessors' feedback and recommendations will shape an improvement plan for each service which will be reviewed within three months of the visit.**

**Shape. Change. Influence.**

**Hotel@home** is a self-assessment tool developed by colleagues and supported customers to measure the decent home section of the promise in care and support services. Assessors will validate self-assessment scores for a decent home as part of their assessments against the promise.

- In March 23 services involved 19 customers in assessing their own service. One service awarded themselves platinum, one silver and 17 bronze.

Assessors are seeing great improvements in accommodation standards since services completed their hotel@home self-assessment and have upgraded several self-assessments this month.

**Rented customer assessors** visit our neighbourhoods, talk to the customers who live there and measure how well we're doing at delivering the promise, awarding a bronze, silver or gold and making recommendations for improvements. You can find details about the promise and 12 month scrutiny reports summarising neighbourhood assessments on our website

**Mark Henderson** joined assessors in Scotland *I really enjoyed my day with you all - great to see this work in action and I'm encouraging others to do the same!*

- Assessors awarded the Rosyth neighbourhood in Scotland the **Silver** standard overall, with gold for People Who Care *I'm very happy, never had to call up for anything in 4 years, apart from getting the boiler fixed and it was a fab service*
- Assessors awarded the Forest Hall neighbourhood in the North East the **Silver** standard overall, awarding gold for People Who Care *all very good, services provided are great. I've been with Home Group for 36yrs now*
- Assessors awarded the Frizington neighbourhood in the North West the **Silver** standard overall *I haven't made any choices yet as I've only just moved in and I love my bungalow*
- Assessors awarded The Spinney neighbourhood in the South West the **Silver** standard overall, consistently scoring silver across the board
- Assessors awarded the Spinney Court neighbourhood in the South West the **Silver** standard overall, awarding gold for Value For Money and People Who Care *Home Group have been very good to me*

**Assessors' recommendations will shape an improvement plan for each neighbourhood which will be reviewed within three months of the assessment.**

**News from the regions** You can find viewpoint reports for all our regions including a you said we did for 2016-17 for each team on our website.

### **Yorkshire and Central Viewpoint Team**

5 customers and 5 colleagues met at Leeds office on 23<sup>rd</sup> March where they

- Reviewed initial customer feedback from our planned maintenance scrutiny review
- Reviewed outcomes from all customer promise assessments in Yorkshire and Central and shaped future meeting agendas

- Reviewed customer feedback from customer promise assessment in Sheffield and agreed scores and recommendations
- Identified scrutiny priorities for 2017-18 and agreed scrutiny plan for the year ahead
- Reviewed and made recommendations to improve our involvement evaluation
- Monitored Home Group's performance through our 'voice of the customer' report

### **Leasehold Viewpoint Team**

10 Leasehold customers and 5 colleagues from the South met at Hygeia in Harrow on 7<sup>th</sup> March for their first meeting. They

- Explored and agreed their role and expectations
- Made recommendations to improve our leasehold customer satisfaction survey
- Shaped our leasehold offer
- Reviewed a leasehold complaint and made recommendations to improve our process for handling requests for permission to make improvements

### **Scottish Viewpoint Team**

Six customers from Scottish Viewpoint team met at the Edinburgh office where they

- Reviewed complaints and made recommendations to improve services
- Put forward their ideas for the selection and recruitment approach for the Customer Involvement Advisor vacancy
- Reviewed and shaped the involvement action plan for 2017/18
- Selected planned maintenance kitchen products to use in future programmes including; worktops, doors, tiles, flooring, handles
- Reviewed the region's performance through the 'Voice of the Customer' report
- Reviewed the Rosyth customer promise assessment and decided which neighbourhoods they would like to assess in 2017/18

## **Satisfaction with Involvement**

102 customers completed involvement evaluations this month.

- 100% of customers and clients are satisfied with involvement activities that they took part in this month with 67% saying they are excellent.
- 76% said it has increased their confidence to get involved.
- 68% said they have gained or developed skills as a result of their involvement.
- 94% are satisfied with involvement opportunities overall at Home with 55% saying they are excellent.

**What do you think of our newsletter?** Please contact [Jill.Twigger@homegroup.org.uk](mailto:Jill.Twigger@homegroup.org.uk)