



## Involvement News | January 2016 | [www.homegroup.org.uk](http://www.homegroup.org.uk)

### Scrutiny model Shortlisted for Regional award!

Our customer and client scrutiny model has been shortlisted for 'excellence in scrutiny' award by the Tenant Participation Advisory Service (TPAS). Customer and client assessors who have been assessing our neighbourhoods and care and support services against the customer and client promise in the South for the last 12 months will attend the prestigious awards ceremony on 5<sup>th</sup> February in London. We wish them the best of luck!

### Customer Forum

Representatives from all 7 viewpoint teams across England and Scotland met in London on 3<sup>rd</sup> December for Customer Forum with Rosie Du Rose, Margarita Morrison and Donna Middleton. Customers;

- Reviewed the 6 month customer promise scrutiny report and identified 2 areas to track for improvements (service charge and communicating planned maintenance)
- Gave their views on what we should be doing differently as a result of reduction in rents and income lost through welfare reform and how they would like to be involved in designing and developing new services and products
- Reviewed the new complaints standards and gave their views on compensation for the policy review
- Agreed their priorities for the long term fencing programme, siting consistency, privacy and security and longevity as their key issues.

You can find full reports from the client panel and customer forum on our website

### [anyone@home](#)

Customers and clients on anyone@home; our online community gave their views and opinions on compensation to contribute to the national consultation.

## Human Library

Human Library members delivered a life swap session and role models training to colleagues at Hygeia in Harrow raising their awareness of the Human Library and Role Models initiative and increasing their understanding of different diversity groups and their role in supporting everyone to be themselves at Home group.

## KISS (Keep it Short and Simple communication group)

Customers and clients met in Leeds to review and improve 7 documents including

- Our revised Anti-Social Behaviour Policy Standards
- Service definition for a care and support service in Cheltenham
- Gas access letter for customers
- Rent arrears letters for customers and clients
- Our new call to collect telephone campaign
- Complaints resolution letters

They also shaped a new matrix for scoring our complaints resolution letters to help ensure consistency in the format and language of the letters issued to customers and clients.

## Recruitment

We trained 4 clients from a range of services to co-deliver our colleague Welcome Day in Cornwall, Devon and Somerset. Clients helped to shape and deliver involvement training sessions for 15 new starters, increasing colleagues' understanding of involvement and their confidence to involve clients at their local services.

## Involvement Works

2 clients co-delivered Involvement Works training for 15 colleagues in Cheltenham, increasing their understanding of involvement and skills, tools and confidence to involve clients at their local services.

## Independent Complaints Panel

3 members of our Independent Complaints Panel met to review a customer complaint. They spoke to colleagues and our customer complainant and made recommendations to Home group to resolve the complaint.

## Complaints Policy review

We involved over 200 customers, clients and colleagues in the complaints policy review over the last few months. Lindsay Riddle from the complaints policy team has compiled a 'you said/ we did to show how customers and clients input have shaped the review.

## Client 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.

- Assessors awarded an asylum seeker children's service in Worthing the **silver** standard overall, they reviewed feedback from 15 clients and made recommendations for improvements in a safe place to live where they scored bronze. They scored silver in a choice of products & services, reliable services, clear information & opportunities to influence and people who care. Clients described support co-ordinators as "lovely", "supportive" and "caring".
- Client assessors awarded a domestic abuse service in Warwickshire the **silver** standard. Assessors spoke to 9 clients and scored gold in people who care and reliable service. One client said "*when they found out I was sleeping on the floor they bought me a bed and a new mattress*".

## Customer Scrutiny

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 our 6 month scrutiny reports summarising neighbourhood assessments on our website

Customer assessors awarded Monkland Close neighbourhood in the North East a **silver** standard with recommendations for improvements in communication and opportunities to influence and safe place to live.

## News from the regions

### North East

5 Customers from the North East Viewpoint team met on 8<sup>th</sup> December for a short meeting following by Christmas lunch. They discussed anti-social behaviour and asset management.

### London and South East

9 customers met for London and South East Viewpoint Team meeting where they reviewed the recent Customer Promise assessment at Douglas Bader Park; monitored repairs and planned maintenance performance and set dates and neighbourhoods for their next 2 neighbourhood assessments.

### Yorkshire & Humber Viewpoint Team

Five customer viewpoint members from Yorkshire and Humber met in Halifax and agreed their priorities and scrutiny plan for 2016; reviewed and improved our customer scrutiny model and paperwork; agreed a model for customer led promotion of involvement in local neighbourhoods and shaped our planned maintenance scrutiny project for 2016 focusing on communication and quality of works

### **Reading and Havant**

8 customers met at the Reading office and monitored performance against targets; reviewed the national scrutiny report based on the last 10 customer promise assessments, giving their ideas for a target % of customers to consult and gave their views on compensation as part of the national consultation.

### **Home Scotland**

4 customers met in Castlemilk, Glasgow and discussed benchmarking against 10 other housing providers, reviewed the latest insight reports for the North; signed off the guide to lettable standard; monitored performance of quarter 2; reviewed the latest customer promise assessment and gave their views on the upcoming rent consultation.

### **Satisfaction with Involvement**

We received 45 evaluations in December

- 93% of customers and clients were satisfied with involvement activities that they took part in this month with 67% saying it was excellent
- 88% said it has increased their confidence to get involved
- 69% said they have gained or developed skills as a result of their involvement
- 95% are satisfied with involvement opportunities overall at Home with 46% saying they are excellent

If you are interested in getting involved with any of the involvement activities mentioned in this issue please speak to your support worker or customer service partner.

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