



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

In June 2016 we involved 145 customers and clients face to face and 84 through digital channels in the involvement activities outlined below which has shaped changed and influenced service delivery at Home Group. You can find reports on Customer Forum, Client Panel, Youth Action, KISS, Independent complaints and Viewpoint Teams on our website.

Vacancies for apprenticeships

At Home Group we really care about our apprentices and our commitment is to help them gain a wide range of new skills, experience and qualifications that support their future career aspirations. Remember:

- Apprentices at Home Group can be any age
- If you are a customer/client or ex-clients you are eligible to apply
- We pay above the national apprentice minimum wage
- Last year over 80% of our apprentices moved into jobs when they completed their apprenticeship

The apprenticeship roles available at the moment are listed below- but hurry, they will close as soon as we have enough applications!

Health and Social Care:	Aldershot, Blackpool, Durham, Chesterfield, Ipswich, Kings Lynn, Norwich, Wyomondham
Business Admin:	Huddersfield, Newcastle upon Tyne
Youth Work:	Newcastle upon Tyne
Housing:	Middlesbrough, Rotherham
Customer Service:	Norwich, Newcastle upon Tyne

Please get in touch if you are interested in any of the above roles by contacting kate.horsfield@homegroup.org.uk

Customer Forum

Some good ideas and points were put forward, connections and information shared

Ten customers from four of our viewpoint teams and the Human Library met in Leeds

for our national Customer Forum with Rosie Du Rose and Donna Middleton. They discussed

- Home and Board News
- Customer promise scrutiny report based on 24 customer promise assessments, setting a target of 30 neighbourhoods; how to involve more customers on the day; how to attract more assessors and revisiting one or two neighbourhoods to monitor progress.
- Customer Service Organisational Design and what they would like to monitor and what outcomes they would like to see in scrutinising the new model.
- Review of Customer Forum achievements in a 'you said/we did' quiz to illustrate how their feedback has shaped, changed and influenced Home Group over the last 12 months. *changes can happen and are happening for the better*

BASS (Bail Accommodation and Support Service)

Jayne, a female service user from BASS South West region, participated in a presentation to raise the profile of the BASS Service and promote its use to the Governing Governors of all female prisons. Jayne stressed the importance of making information about support services like BASS available to prisoners so they can potentially access accommodation as soon as possible. She spoke about her role as a prisoner involved in the induction of new prisoners and was able to share what it was like to arrive as a new prisoner. Jayne made such an impressive impact on the Governors she has been asked to visit each prison to deliver a similar presentation to staff to raise awareness of BASS.

Hotel@home

Hotel@home is a self-assessment tool developed by colleagues and clients to measure the decent home standard of the client promise in care and support services.

- In June 34 services involved 12 clients in assessing their own service. All services have produced an accommodation improvement plan based on the findings of the assessments.
- 12 services awarded themselves platinum; 9 gold; 2 silver and 10 bronze.

Client assessors will validate self-assessment scores for a decent home as part of their assessments against the client promise.

Equality and Diversity and Human Library

- Three Human Library members shared their stories and experiences with our Admin Team Leaders for the North where they helped to raise awareness and understanding of sexuality and mental health and the importance of creating a culture where colleagues can be themselves in the workplace. Colleagues identified actions they can take in their day to day roles to support openness and respect within their teams.
- Three customer and client Human Library members co-trained eight new members, providing them with information, tools and confidence to share their stories and experiences at our life swap events.
- Three Human Library members shared their experiences of mental health, faith and moving on from being a client with ten clients and colleagues from a homelessness, rough sleepers' service in Huddersfield. Clients said they learnt *Not to judge a book by its cover....there is still hope for everybody*

KISS (Keep it Short and Simple Communication group)

Nine customers and clients met in Newcastle to shape, change and influence documents and activities for:

- Annual Review
- Annual General Meeting
- Voluntary Right To Buy Consultation for Clients
- Independent Complaints Panel Customer Satisfaction Survey

Digital Involvement

- **anyone@home** we have 774 customers and clients on anyone@home; our online community. This month they gave their views and opinions on value for money and appointment times for Housing managers.
- **e-views and Virtual KISS** gave their views on Housing Manager appointment times for Customer Services and pictorial support plans

Peer mentoring project

Client apprentices have created a survey to consult clients on peer mentoring to support two new peer mentoring pilots in Warwickshire and Cheltenham. The survey will help us to gauge the level of interest in the project, identify possible barriers and incentives to get involved. 35 clients have been given their feedback so far which will shape the project

Independent Complaints Panel

Six Independent Complaints Panel members from the North West, North East, Scotland and Yorkshire and Central met on 9th June where they

- learned about our process and systems for handling complaints at the Customer Service Centre
- reviewed and made recommendations to resolve a customer complaint
- developed a customer satisfaction survey for customers who refer their complaints to the Panel

Allocation of appointments consultation

We're changing the way we allocate Housing Managers to appointments to see customers. We will be giving customers an appointment slot like we do with our repairs service. 74 customers and clients gave their views digitally along with Viewpoint members.

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. You can find details about the client promise on our website

- Client assessors awarded an ex-offenders accommodation service the **silver** standard overall. They spoke to over 50% of clients and carried out a Hotel@home assessment of the decent home standard
If they say they will do it, they will. This is somewhere I can live and be myself.
- Client assessors awarded a substance misuse service in Leicester the **gold** standard overall. They spoke to 100% of clients, the service achieved a gold standard in people who care, reliable service, a choice of products and services

and value for money *They are 100% supportive of me.*

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 12 month scrutiny reports summarising neighbourhood assessments on our website

- Assessors consulted 23 customers in West View, Hartlepool in the North East and awarded a **silver** standard. They recommended improvements in a decent home, a safe place to live, a choice of products and services, reliable services, clear information and opportunities to influence and people who care.
- Customer assessors spoke to almost 30% of customers at a neighbourhood in Aldershot and awarded a **silver** overall. They scored gold in a safe place to live, clear information and opportunities to influence and people who care.
I struggle to get involved because of my mental health, a viewpoint member who lives here is really supportive and will ask around before meetings if there is anything we want to raise
- 5 customer assessors tested a new model for assessing dispersed schemes and consulted 5 customers in Northallerton, Great Smeaton and Richmond about their experience of the service we deliver. Customers identified shared themes and made recommendations for improving how we communicate with customers about repairs, planned works and choice of fixtures and fittings. Customers will agree standards for each individual property and an overall standard for the dispersed scheme.

News from the regions

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

Home Scotland

- The Home Scotland Viewpoint Team made the finals at the Tenant Information Service Scotland 2016 National Excellence Awards. The Team were recognised for excellence in scrutiny in carrying out Customer Promise Assessments.
- Janet Mackenzie, Home Scotland Viewpoint Team member joined the selection panel for Customer Involvement Advisor (Scotland). It was great to have a customer's perspective when interviewing for such a customer focused post.

North West

- **Viewpoint Team** Seven customers met at Maryport business park and reviewed the 2016/17 planned maintenance programme; met the new contractor and agreed a visit to scrutinise working practices; monitored overall performance; planned the Keswick customer promise assessment and added Frizington to the list of neighbourhoods to assess this year
- **Grounds Maintenance Scrutiny** four customers and clients from the North West Viewpoint Team and Older Peoples Services met at Burnside, Wigton to share their findings on grounds maintenance performance. They discussed performance for 11 neighbourhoods and schemes for April and May and identified; uneven grass cutting; weeds and litter to raise with the contractor:

London and South East

- **Viewpoint team** four customers met in Kings Cross Office and discussed the

new Customer Service operational design; joining up with half of the former East of England team; the target for customer promise assessments 2016-17 and their views on allocation of appointments to shape the new appointment system for Housing Managers

Reading and Havant Viewpoint Team

Five customers met at the Reading office and

- Reviewed the findings of the Customer Promise Assessment at Lancaster Close, Aldershot agreeing on an award for each standard and an overall award for the neighbourhood.
- Discussed and approved two environmental bids; providing bins and a storage.
- Discussed the new Customer Service Operational Design, raising concerns about losing local knowledge and contacts.
- Gave their views on the target for customer promise assessments 2016-17 and increasing participation in customer promise assessments including using social media to advertise and doing some assessments over the phone.
- Reviewed the Key Performance Indicators for the South West region

It's interesting to have an insight into the works of Home Group...I have confidence in the service...I want to get more involved in the future

Satisfaction with Involvement

68 customers and clients completed evaluations this month

- 100% of customers and clients were satisfied with involvement activities that they took part in this month with 71% saying they are excellent.
- 90% said it has increased their confidence to get involved.
- 82% said they have gained or developed skills as a result of their involvement.
- 99% are satisfied with involvement opportunities overall at Home with 58% saying they are excellent.

What do you think of our newsletter?

Please contact Jill.Twigger@homegroup.org.uk