



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

BASS (Bail Accommodation and Support Service)

Care and Support and BASS Services work jointly to raise our profile in the Justice Arena

BASS and Norman House service collaborated to present and promote the fantastic work of our services and give their views of the criminal justice services to a member of the Parole Board and the Director of CLINKS, a national independent organisation who support, represent and campaign for the Voluntary sector working with offenders. Both representatives were in a position to support and influence change within the Criminal Justice System so this was an excellent opportunity for Clients, Service Users and colleagues to provide feedback on our experiences to help to influence, shape and change the future Criminal Justice System.

BASS Service users and Care and Support Clients led group discussion on their experiences of the Criminal Justice System, and gave their views on the service we provide. The day was also an excellent opportunity to share best practice across BASS and Care and Support - hearing first-hand the journeys that our Clients and Service Users have been on since entering the Criminal Justice System, and the positive impact that our services have had on helping them to achieve more improved outcomes.

Unaccompanied Asylum Seeker Children

The young people at Unaccompanied Asylum Seeker Children, Stonham are involved with the Children in Care Council run by West Sussex Social Services. They meet every two weeks to discuss issues that matter to those in care, and help shape the services that are provided. During the year our young people voiced their opinions through the 'Make Your Mark' campaign. They had a say on all sorts of issues such as mental health, tackling racism and religious discrimination, funding youth services and child poverty. Our contribution has been recognized by the West Sussex County Council, and Peter Evans, Cabinet Member for Children – Start of Life, presented the service with a certificate of achievement.

KISS (Keep it Short and Simple Communication group)

13 customers and clients met in Tyneside Foyer with a range of colleagues to Shape, change and influence the following documents:

- Involvement expenses policy summary (Involvement)
- Complaints ,compliments and comments policy summary (Policy)
- Rental exchange letter (Insight)
- Homelife magazine production and process (Communications)
- Myth busters booklet (Involvement and Communication)
- Rent arrears call back communication (Customer Service Centre)

You can find a report of the meeting [here](#)

anyone@home

As part of our involvement in Lesbian, Gay, Bisexual and Transgender History Month customers and clients on anyone@home gave their views and opinions on safety in our services and neighbourhoods for our lesbian, gay, bisexual and transgender clients and customers; their experiences of coming out at Home Group and answered the Stonewall survey on LGBT+ equality.

Investment Fund

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

- Project 404 to encourage socialisation in Middlesbrough.
- Easter Celebration to increase interaction between clients in Seaham.

Human Library

- Human Library members delivered 4 life swap sessions with 60 clients, colleagues and external partners at an equality and diversity event in Stockton raising awareness of diverse groups and bringing equality and diversity to life.
- Human Library members participated in #timetotalk campaign. You can hear their stories here
Stevie: <https://youtu.be/G5PkChrZISg>
Bob: <https://youtu.be/3Lcfk8oLBbg>
John: <https://youtu.be/EQCiOOhzw-k>
- Human Library members delivered a life swap session for 20 colleagues and clients at the Pennines equality and diversity meeting where they shared their stories and experiences, raised awareness of diverse groups and issues, and helped shape the equality and diversity plan for the Pennines area.

Do you have a story or experience you would like to share that you think could help make a difference to others? We're looking for members from all diversity groups and backgrounds. There are many different ways you can get involved as a Human Library member. For more information please contact Samantha.Byrne@Homegroup.org.uk

Involvement Works

We tested our new Local Involvement Works training with 8 colleagues from a range of services in Torquay, providing colleagues with an increased understanding of involvement

and practical tools to involve clients at their local services including recruiting colleagues and making decisions on how we spend our money and developing local involvement plans for 2 client services focusing on involving clients in communication and recruitment

“Enjoyable and involved training - it was great to demonstrate the new involvement tools we can use at our services.....inspirational training”

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 [here](#)

- Assessors awarded a mental health service in Kidderminster the **silver** standard overall and scored gold in reliable service and a choice of products and services. They spoke to 75% of clients who took part in the promises workshop and have requested more workshop style involvement in the service, involvement in the budget and to increase their house meetings. *I'm happy where I am now.... I've gained confidence since I've been here*
- Assessors awarded a complex needs service in Bath the **silver** standard overall and scored gold in a choice of products and services and people who care. They spoke to 75% of clients who want to be involved in setting the services budget and shaping a new risk assessment process. *I've learned to speak English since I came here and I'm going to collage....they really care*

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 [here](#) and 6 month scrutiny reports summarising neighbourhood assessments [here](#)

- Assessors awarded Attenborough Close neighbourhood in Watford, South East the **gold** standard overall with excellence in a decent home, clear information and opportunities to influence and people who care. They made recommendations for improvements in value for money where customers want to be involved in the procurement of cleaning contactors.
- Assessors consulted 10 customers in Corkickle, Whitehaven in the North West and awarded a **silver** standard. They identified excellence in a safe place to live and recommended improvements in a decent home, reliable services and clear information and opportunities to influence.
- Assessors consulted 10 customers in Hylton Lane, Sunderland in the North East and awarded a **silver** standard. They identified excellence in reliable services and recommended improvements in a decent home, value for money, a choice of products, a safe place to live and clear information and opportunities to influence. *Hylton Lane is a very nice neighbourhood and it was great to meet customers and hear their views on how Home Group are delivering services against the customer promise*
- Assessors consulted 10 customers in Burnside, Dundee in Scotland and awarded a **silver** standard. They identified excellence in a decent home and recommended improvements in other standards of the promise

News from the regions you can find viewpoint reports for all our regions [here](#)

North West

- **Grounds Maintenance Service Improvement Group** Three customers from the North West viewpoint team and Older Peoples Services met at Burnside, Wigton on 1st February. The group worked together to develop 2 performance monitoring forms for both general needs neighbourhoods and Older Peoples Services; they will scrutinise grounds maintenance services from 2nd week in March; Housing Management Workers are encouraging other customers to get involved with monitoring services at their schemes.
- **Viewpoint Team** Customers presented feedback from the Dearham and Corkickle Customer Promise Assessments. Their ideas will shape the newsletter and improvements in the Corkickle neighbourhood. They shaped their scrutiny activities for 2016/17 and chose which neighbourhoods they would like to assess this year.

North East Viewpoint team customers shaped their scrutiny activities for 2016/17. They identified which neighbourhoods to carry out customer promise assessments, agreed future meeting and assessment dates and other scrutiny activities which include, reviewing the new customer communication methods. Customers reviewed the “you said/we did” feedback from the Woodlands customer promise assessment and agreed a new set of questions about the Customer Service Centre under the ‘People Who Care’ section of the assessment paperwork. Three members attended a regional TPAS conference

South West Danny Melia from the Reading office ran a neighbourhood day on the 5th February with the Basingstoke and Hermitage customers. Our contractors completed a number of repairs to Hobbs Court communal area such as installing better locks on communal cupboards to stop fly tipping. We placed new signs on the bin stores around the Basingstoke patch and visited 3 customers with ongoing repair issues. We carried out a clearance for a customer who lives on her own to move some large items.

London and South East Viewpoint team reviewed feedback and created an action plan for the recent Attenborough Close assessment which scored gold. They reviewed actions from customer promise assessments at Mulberry Court, Briar Close, Rayners Lane and Douglas Bader Park. Viewpoint reviewed customer promise assessments from 3 different regions around the country to benchmark scores and reports for consistency and gave their views on the target number of customers assessors will aim to speak to at future promise assessments.

Satisfaction with Involvement

We received 75 evaluations this month

- 99% of customers and clients were satisfied with involvement activities that they took part in this month with 67% saying it was excellent
- 86% said it has increased their confidence to get involved
- 81% said they have gained or developed skills as a result of their involvement
- 92% are satisfied with involvement opportunities overall at Home with 56% saying they are excellent

What do you think of our newsletter?

Please contact Jill.Twigger@homegroup.org.uk