



Involvement News | January 2018 | www.homegroup.org.uk

Welcome to 2018 and January's Involvement News full of the ways our fantastic customers have been shaping, changing and influencing Home Group over the last month. Outcomes are highlighted in **pink**. We now include outcomes from customer promise assessments so that you can see the difference our customer scrutiny is making in our neighbourhoods and services.

Extended deadline for Customer and Volunteer Awards 2018!

We have extended the deadline to 29th January 2018

If you know a Home Group customer or volunteer who deserves special recognition and you would like to surprise them with an award, please tell us about them. **Anyone can enter our customers and volunteers for an award and it couldn't be easier - just complete the nomination form in Homelife magazine or on our website and email it to: customerandvolunteerawards@homegroup.org.uk Or post to: Involvement Team, Home Group, Springfield House, 76 Wellington Street, Leeds LS1 2AY**

Customer consultation and Festive Forum

Around 30 customers from learning disability services in the North East joined in the fun at their festive forum at Tyneside Foyer on 7th December. The event was a perfect mix of Christmas cheer with mince pies, live music, karaoke, raffles and games and customer involvement! With an easy read consultation and informal chats with colleagues and involved customers, participants had the opportunity to learn about the development of the organisation and have an input moving forward.

Digital Involvement

anyone@home is on the Home Group website, it's easy to find and join in. Customers don't need to register, just go onto the website and join the conversation. In December our digitally involved customers

- Voted on the Voice of Home Group
- Gave us their views on how we can improve the Involvement pages on our website

Independent Complaints Panel

The Independent Complaints Panel reviewed and made recommendations to Home Group to resolve a customer complaint in Maryport, Cumbria that had exhausted our internal complaints process.

Recommendations from the panel helped resolve the complaint

Scrutiny

Supported services

Customer assessors visit our services 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 and 12 month scrutiny reports summarising service assessments on our website. Assessors awarded:

- Magdalene Court, an older persons service in Seaham, Co Durham **silver** overall with vast improvements from bronze which the scheme scored in 2013 *I've seen things significantly improve over the last three years....nothing to complain about*
- Phoenix House, a mental Health service in Kidderminster a **gold** overall, scoring gold in six of the seven standards measured. Assessors were impressed by the breakdown of the services charges and how the budget has been spent being displayed in the hallway *the information is there for customers to see*

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

Neighbourhoods

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.

- Customer assessed Eastfield, a new development scheme in Seamer, Scarborough and awarded the **silver** standard with gold for safe place to live and people who care. *The houses are just stunning...the Housing Manager (has) been fantastic and has really gone above and beyond.*
- Customers assessed Clearview Court, a mixed tenure scheme (leasehold, shared ownership and rented services) in Harrow and awarded **bronze** standard overall. Assessors will reassess Clearview Court again in six months' time to measure improvements in service delivery and customer satisfaction.

Assessors' recommendations will generate an improvement plan for each

neighbourhood which will be tracked and reviewed by the Viewpoint teams

So what happened?

Bowes Lyon House, an older people's service in the North East scored a silver standard in July 2017. The service has made the following changes based on customer assessor recommendations

Outcomes

- **Decent Home**- involving customers in the Hotel@home self-assessment including improvement plan from January 2018
- **Value for money** - Finance now part of the agenda for customer meetings; scheme walk around completed in September to enable customers to influence spends on service charges and maintenance over the next year. Service charge consultation meeting in December and any changes to budget following customers input will be made in January.
- **Safe Place to Live** -customers are now aware when health and safety checks take place. This was completed in the first tenants meeting and minutes distributed to all customers
- **Reliable services** New Housing management worker starting January 2018 will be part of induction to visit other schemes and familiarise herself with the customer promise.
- **Clear information & opportunities to influence** -Tenants meetings recently introduced, with the first one being well attended. Involvement activities promoted on notice board and notices put through customer doors.

Rosyth neighbourhood in Fife, Scotland scored a silver in March 2013. The neighbourhood has made the following changes based on customer recommendations

Outcomes

- **Decent Home** we have created a planned maintenance surveyor role as part of the maintenance team to manage planned works from start to finish; viewpoint members selected extended choices for kitchens, bathrooms and flooring
- **Value for Money** we sent grounds maintenance schedule to all customers in Rosyth and carried out an estate inspection on 2nd November
- **Safe place to live** we ran a neighbourhood skip day with contractors on 6th April
- **Reliable services** we worked with our maintenance colleagues to resolve all individual repairs issues
- **Clear information and opportunities to influence** we invited interested customers to Viewpoint Team and are reviewing the Customer Involvement Strategy with customers in 2018

News from the regions

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

South Leasehold Viewpoint met at Harrow-on-the-Hill on 6th December where they

- Developed and agreed their model, questions, assessment framework and

- resources for mystery shopping the Customer Service Centre
- Made recommendations to shape a leasehold workshop for colleagues at the Customer Service Centre
- Reviewed assessment feedback for Clearview Court and made recommendations to improve our services
- Made recommendations to shape our Involvement Plan 2018-21

Yorkshire and Central Viewpoint met at Leeds office on 13th December where they

- Shaped a training session for contractors and colleagues on implementing our customer contact diary
- Reviewed and adjusted assessment scores and feedback for Clearview Court and Eastfield and made further recommendations to improve our services
- Reviewed and celebrated Viewpoint achievements and outcomes for the last 12 months

Cumbria and Lancashire Viewpoint (formerly known as North West)

- Reviewed and made recommendations on the draft involvement plan 2018-21
- Reviewed feedback and made further recommendations on the Cleator Moor customer promise assessment
- Reviewed updates and agreed next steps for the Void Changing Rooms Project
- Reviewed and made recommendations on key areas of performance from the 'Voice of Customer' reports
- Gave us their views on the repairs and maintenance service as part of the maintenance review, citing right first time as most important and good quality service and excellent communication as a basic expectation

Customers input will shape improvement in the regions

What do you think of our newsletter? Please contact
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