



Involvement News | July 2017 | www.homegroup.org.uk

Welcome to July'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**

Vacancies for apprenticeships *join the Home Group Team!*

We have the following apprentice job opportunities available; you can be any age and no experience is necessary. Great rates of pay offered along with real opportunities for development and progression.

Current Vacancies:

- Apprentice Concierge – Newcastle
- Apprentice Administrator – Dundee
- Apprentice Housing Management – Scunthorpe

Vacancies Coming Soon:

- Apprentice Support Worker – Cheshire, Spennymoor and Newcastle
- Apprentice Housing Management – Northumberland and Newcastle
- Apprentice Administrator - Newcastle

If you are interested in hearing more or would like to be added to our candidate pool, please get in touch with kate.horsfield@homegroup.org.uk

Learning Disability outcomes consultation

Throughout June the Involvement team and front line colleagues consulted 36 customers with learning disabilities on outcome surveys in face to face, one to one interviews. This included three involved customer assessors; 12 uninvolved customers at promise assessments and 21 customers via the involvement network etc.

Their feedback will shape the outcomes surveys for supported customers with learning disabilities.

KISS

Ten supported and rented customers from across the organisation met in Newcastle to

Shape. Change. Influence.

shape the Annual Review for customers. They gave feedback on what they liked about last years; what information they would like to see in this year's and what format the annual review could take.

Their feedback will shape Home Groups 2017 Annual Review for Customers

Equality and Diversity and Human Library

- Human Library members delivered a presentation and life swap session to 20 external tenants and practitioners at the National Housing Consortium's Resident Involvement Conference in Manchester where they raised awareness of Home Group's Human Library, increased participants understanding of the benefits of involvement in equality and diversity, improved people's understanding of diverse groups and increased our profile across the housing sector.

Hearing people's experiences directly from the person themselves is so much more powerful and has much more of an impact than anything you might read in a book or learn about through training

- Human Library members delivered a commissioned workshop with 30 Board and Executive Team members at Kirklees Neighbourhood Housing where they raised awareness of Home Group's Human Library, improved participants understanding of diverse groups, explored the benefits of taking a Human Library approach and worked with participants to identify their options and opportunities for developing a Human Library at their organisation.

We will definitely develop our own Human Library here at Kirklees Neighbourhood Housing. We can see that it will benefit our organisation in so many ways

- Human Library members delivered a life swap event for 20 contractor colleagues where they raised awareness of Home Group's Human Library specifically around Judaism, mental health, sexual orientation and autism.

Customers raised awareness of diversity and Home Group's Human library

Independent Complaints Panel

Customer Panel members reviewed and made recommendations to Home Group to resolve two customer complaints that have exhausted our internal complaints process.

Recommendations from the panel helped resolve the two complaints

Scrutiny

Supported 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

- We trained 8 brilliant new rented and supported Customer Assessors including learning disability and mental health services. Assessors completed a telephone assessment of a learning disability and mental health service in Cheltenham, they awarded the service **bronze** overall. *The training was really good and I've definitely caught the involvement bug!*
- Assessors awarded a mental health service in Birmingham the **silver** standard overall. *I liked hearing about the Human Library and other ways I can get involved.*

- Assessors awarded a learning disability service in Gateshead the **silver** standard overall. *It's been great to see how independent the customers here are supported to be.*
- Assessors awarded two learning disability services in Newcastle the **gold** standard overall. *I enjoyed doing the Hotel@Home checks, this place is beautiful and I want to move in!*
- Assessors awarded a learning disability services in Newcastle the **bronze** standard overall and made recommendations for improvements specifically with the standard of accommodation
- Assessors awarded a mental health service in Kings Lynne the **gold** standard overall. Assessors were particularly impressed by the customers' involvement in upgrading the gardens and the support staff going "above and beyond"
This is definitely the best service I have ever been to! They really deserve the gold scoring and recognition for all their hard work
Assessors' feedback and recommendations will shape an improvement plan for each service which will be reviewed within three months of the visit.

One customer was so inspired by the client assessors that they went to gain voluntary work the following week.

News from the regions

You can find viewpoint reports for all our regions on our website including a 'you said we did' for 2016-17 for each team

North East Viewpoint team

Five customers met at the Customer Service Centre

- Reviewed feedback for Woodlands neighbourhood in Durham and the Performance Leaders feedback for Forest Hall, Newcastle.
- Gave their views on how they would like to be involved in validating the self-assessment requirements to our regulators the Homes and Communities Agency
- tested and gave feedback on our Entitledto budgeting and affordability tools
- Gave their views on how we can involve customers in the Home Group's key goals to form the basis of the new involvement plan 2017-20
- Reviewed New Business Model and Performance Monitoring
- Shaped their agenda for August

Yorkshire and Central Viewpoint Team

Six rented customers met at Leeds office on 28th June where they

- reviewed and changed their planned maintenance scrutiny report, action plan and customer contact diary
- tested and gave feedback on our Entitledto budgeting and affordability tools
- shaped their 30 minute customer promise training session for Senior Leaders
- reviewed Home Group's complaints analysis report and agreed their scrutiny focus on complaints and their scrutiny plan for 2017-18

North West Viewpoint Team

Seven customers from the North West Viewpoint team met in Maryport

- Discussed what value for money means to them and agreed their definition of value for money which they will use at future viewpoint meeting
- Compared April's and June's viewpoint meeting costs and established they made savings of more than 29%
- Reviewed 2016/17 customer promise scrutiny report for the North West and made recommendations to influence scrutiny activities
- Reviewed the Parton and Frizington customer promise assessment feedback / actions and planned the Acre Moss, Kendal assessment
- Planned and shaped the questions to scrutinise one of the new maintenance contractors at their next meeting in August
- Provided an update from the Grounds Maintenance Scrutiny Group including the procurement of the grounds maintenance and cleaning contract
- Monitored the region's year end performance through the 'Voice of the Customer' performance report

Scottish Viewpoint Team

The Scottish Viewpoint team met at The Millennium Hotel in Glasgow where they

- Reviewed the draft communal cleaning schedule to be sent out to customers
- Reviewed performance against the charter and decided what should be included in this year's Annual Charter report
- Compared last year's annual report with other landlords and agreed the best way to present the report including style / design
- Reviewed 2016/17 customer promise scrutiny report and made recommendations to influence scrutiny activities
- Reviewed the Rosyth customer promise assessment feedback / actions and organised the Whitefield, Dundee neighbourhood assessment
- Agreed article content for Homelife
- Increased their knowledge and skills in using Live Chat

North West Grounds Maintenance Scrutiny Group

Four customers from the North West met in Wigton where they

- Provided updates on local service delivery for 12 schemes and neighbourhoods
- Identified themes for service delivery failures including; the grass not being cut regularly and clumps of grass left making the neighbourhood look unsightly; weeds on pathways not being sprayed
- Customers were made aware that they can report some areas of concern to the County Council Better Highways service
- Reviewed progress, timescales and actions for procuring the grounds maintenance and communal cleaning contract

What do you think of our newsletter? Please contact

Jill.Twigger@homegroup.org.uk