



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

Welcome to the March issue of 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.

Apprenticeship Vacancies

Our apprenticeship positions are different and might just provide you with the ideal opportunity to start or change your career, whatever your age!

Our apprenticeships:

- Are open to all customers of Home Group (some positions open to all)
- Open to all ages 16+
- Attract a competitive wage
- Are 12 months in duration
- Offer a nationally recognised qualification
- Offer progression opportunities for the right candidate

Current Apprentice Roles:

Apprentice - Housing - (171682) Tyneside

Apprentice - Housing - (18336) Durham

Apprentice Community Engagement - (171825) Oxfordshire.

Apprentice – Hospitality - (171801) Tyneside

Coming Soon:

Apprentice – Business Administration – Legal

Equality and Diversity and the Human Library

Four fantastic customer Human Library members filmed their personal stories and experiences for our new digital Human Library resource (for Home Group colleagues and customers), and our exciting digital showcase publication that we're producing in partnership with TPAS (Tenant Engagement Experts) for external housing organisations. Human Library members' stories included

- Surviving childhood abuse and alcohol addiction
- Living with a learning disability
- Being a visible Muslim woman
- Living with personality disorder

Digital Involvement

anyone@home is on the Home Group website, customers don't need to register, just go onto the website and join the conversation. In February our digitally involved customers;

- Reviewed 'easy read' documents for customer with learning difficulties.
- Gave feedback on the language used for the Universal Credit and Housing Benefit survey.
- Gave us their views on how we can improve the Involvement pages on our website

Customers are shaping our documents, surveys and website content

Public Affairs-Social Housing Roundtable Event

Seven customers from across the North took part in three 'rethinking social housing' roundtable events in Leeds, Middlesbrough and Preston run by Northern Housing Consortium. Karen, a customer from Hartlepool, said *it was very interesting that we all had similar views on most points* you can read her article on our website

Customers are representing Home Group at external events and shaping national housing consultations

Scrutiny

Customer assessors visit our services and neighbourhoods and talk to the customers who live there or 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 and neighbourhood assessments on our website.

- Customer assessors awarded a **silver** standard to the Craigleith neighbourhood in Edinburgh. *Very happy with estate and*

service...Previous contractor wasn't good, but present one is much better – issues with the lift...Water issue, lack of contact...Highly commend advisor at customer service centre who dealt with my complaint, she was excellent

Assessors' recommendations will create neighbourhood improvement plans which will be tracked and reviewed by the Viewpoint teams

So what happened?

Barring Court an older peoples' scheme in County Durham scored silver in July 2017. The service has made the following changes based on customer assessor recommendations:

Outcomes

- **Decent Home.** Bins have been relocated away to allow step free access to the garden
- **Value for Money.** Customers involved in Hotel@home assessment, scheme walk around and consulted on service charge to influence budget spend for next year
- **Reliable Services.** Repairs log now includes customer feedback column and customers supported to submit complaints about repairs
- **Clear information and opportunities to influence.** First house meeting in August with 16 customers who decided that they would like quarterly meetings

Kells neighbourhood in Whitehaven, Cumbria scored a silver in May 2017. The neighbourhood has made the following changes based on customer feedback and assessor recommendations:

Outcomes

- **Decent Home.** Planned maintenance programme for 2017 / 18 reviewed and 3 customers will be receiving heating upgrades this year
- **Choice of products and services** Customers visited to discuss housing options, assessment and referral
- **Reliable services** Customer visit complete and issues resolved
- **Clear information and opportunities to influence** Mailing list for Homelife checked and updated
- **People who care** three customers visited and issues resolved

You can find full 'you said/we did' for many of our assessments on our website

Customer assessments are pushing up the standards of our neighbourhoods and services

News from the regions

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

North West Viewpoint

Seven customers met in Maryport on 8th February and discussed

- Plan of Regeneration in Cumbria
- Grounds Maintenance & Cleaning Contracts
- Planning the promise assessment in Flimby
- Performance monitoring for the region

South East Viewpoint

Eight customers met at Harrow on the Hill on 8th February and

- Gave their feedback and ideas on our repairs and maintenance services to help shape our future model
- Reviewed the promise assessment of Clearview Court
- Monitored performance for the region
- Held the regional contractor Roalco to account

North East Viewpoint

Seven customers met at the Customer Service Centre on 6th February and

- Gave their feedback and ideas on our repairs and maintenance services to help shape our future model
- Reviewed two promise assessment reports for Northbourne Street and Arthurs Hill and made additional recommendations for improvement
- Agreed their priorities for the next meeting

Scotland Viewpoint Team

Customers met at the Mercure Hotel, Glasgow on 6th February, where they:

- Joined the Scottish Board for presentation of the results of the customer satisfaction survey
- Agreed additional amendments to be updated on the Mears cleaning schedule
- Revised the 2018/19 customer involvement strategy document
- Shared their views and ideas for recruiting new customers
- Gave their feedback and ideas on our repairs and maintenance services to help shape our future model
- Reviewed the target for anti-social behaviour resolution to a more realistic timescale of 90 working days

What do you think of our newsletter? Please contact

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