



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

Vacancies for apprenticeships *join the Home Group Team!*

We have a number of Administration, Support Work and Housing Management Apprenticeship opportunities available now (or coming soon) in various locations across the UK. Visit our careers page at www.homegroup.org.uk and search the word 'apprentice' in the keyword box to find opportunities in your area. Alternatively, send your CV to inspiringfutures@homegroup.org.uk to request more information.

Our apprenticeships:

- Are open to all customers and clients over 16
- Pay above the national average for apprentices
- Provide on the job training
- Provide a recognised qualification
- Offer opportunities for progression for the right candidate

Current opportunities include:

- Support Worker; Norfolk, Birmingham, North Tyneside, Launceston, St Austell, Plymouth, Newcastle, Huddersfield, Kettering, Peterborough, Rotherham
- Administrator; Lindon, Kings Cross, Southampton, Peterborough, Huddersfield
- Housing Management; Tyneside

Support Model consultation

During January 2017 the Involvement team consulted 38 clients on the new support offer at 8 different services including

- Five clients form mental health services
- Twelve clients form learning disability services
- Seven older people

- Eight clients form generic homeless services
- Six client assessors (very involved clients)

Their views will influence the offer and shape the way we promote our support offer in the future

Digital Involvement

anyone@home has moved from its external site to the Home Group website so is now much easier to find and join in! Customers and clients don't need to register, just go onto the website and join the conversation. This month, customers have been giving us their views on the referrals and allocations policy for the Policy team.

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 a learning disability service in Hull the **gold** standard overall. Assessors awarded gold in six standards and silver in value for money. Assessors verified the service's platinum Hotel@home self-assessment. One client assessor said *this is what all services should be like* and a client from the service said *being here is the best thing that has ever happened to me.*
- Client assessors awarded a learning disability service in Redcar the gold standard overall, they awarded gold in five standards and silver in value for money and reliable services. One assessor said *this is the best service I've ever been to*
- Assessors awarded a families accommodation service in Stockton the **gold** standard over all. They awarded gold in four standards and silver in a decent home, value for money and clear information and opportunities to influence. Assessors verified the Hotel@home self-assessment score of silver and made recommendations for improvements. *I'm so grateful for the help, I don't know what I would have done if they hadn't helped me.*
- Assessors awarded a generic Homelessness service in Huddersfield the **gold** standard overall with a gold in every standard. They verified the hotel@home self-assessment score of platinum. The client assessors were really impressed with this service. One client said *this should be used as a model for all our services.*
- Assessors consulted eight clients at Bluebell Close Older People's Service in Bishop Auckland and awarded a **silver** standard. They recommended improvements in a decent home, value for money, a safe place to live, a choice of products and services and reliable services.

- Assessors awarded a mental health service in Birmingham the **silver** standard overall. They awarded silver in a decent home, value for money, a choice of products and services and people who care. Assessors were impressed by the standard of the accommodation.

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 January 27 services involved ten clients in assessing their own service. All services have produced an accommodation improvement plan based on the findings of the assessments.
- Five services awarded themselves platinum; five gold, eight silver and eight bronze.

Client assessors will validate self-assessment scores for a decent home as part of their assessments against the client promise. Clients visited a service in Redcar and the standard moved from bronze to gold due to recommendations and improvements since they completed their hotel@home self-assessment which shows how Hotel@home is really pushing up the decent home standard in our services.

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

News from the regions You can find viewpoint reports for all our regions on our website

Scottish Viewpoint Team

Customers met in Glasgow and

- Gave their views on the Allocations policy review and support requirements for Universal Credit and other benefits
- Discussed feedback for Newbridge Drive, Dumfries customer promise assessment and agreed additional questions in 'Value for Money' standard linking to the rent consultation for future assessments
- Reviewed the customer involvement action plan and agreed a 'what happened here' workshop and ideas to increase the numbers of customers involved
- Monitored Scotland's performance with the 'voice of the customer' report
- Reviewed customer take up of extended hours as part of their organisational design scrutiny
- Agreed their agenda for the next meeting, skills and training needs for 2017 and to pilot a skype viewpoint meeting between Edinburgh and Dundee offices

South East Viewpoint Team

Seven customers from the South East Viewpoint Team met in London on 23rd January and chaired their own meeting for the first time.

- They reviewed the outcomes of their Viewpoint team for 2016 in a 'you said we did' format, look on our website for details
- They reviewed the region's performance through the 'Voice of the Customer' performance dashboard
- They gave their views on the changes to the allocations policy and Home Group website
- Customers discussed what skills they have in the team and what skills would help them in their role, identifying key areas for development for 2017
- Customers agreed neighbourhoods for the next three customer promise assessments; Harrow, a new build neighbourhood and Braintree in Essex.

Satisfaction with Involvement

35 customers completed involvement evaluations this month.

- 100% of customers and clients are satisfied with involvement activities that they took part in this month with 66% saying they are excellent.
- 91% said it has increased their confidence to get involved.
- 71% said they have gained or developed skills as a result of their involvement.
- 98% are satisfied with involvement opportunities overall at Home with 74% saying they are excellent.

What do you think of our newsletter? Please contact Jill.Twigger@homegroup.org.uk