



news



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

Welcome to our festive issue of **Involvement News**, full of the ways **197** of our fantastic customers have been shaping, changing and influencing Home Group over the last month and over **400** customers on our digital self-serve project. Outcomes are in **green**.

Customer and Volunteer Awards 2019 are now open!

If you know a Home Group customer or volunteer who deserves special recognition and you would like to surprise them with an award, nominating couldn't be easier - just complete the form enclosed and send it to Home Group, 76 Wellington Street, Leeds LS1 2AY by 31st January 2019

Easy Read KISS (Keep it short and simple communications group)

Customers from Hilltop View, a learning disability service in Kirklees helped write and design easy read versions of a complaints leaflet and values statement for positive behaviour coaches. They signed off the two easy read documents from last group.

Customers are designing national easy read documents

Health and Safety - What Happened Here

Nine customers reviewed 13 Health and Safety incidents and gave their views on what Home Group can learn and do better in the future. You can find a summary on our website

Customers shaping Health and Safety processes and outcomes

My Home Account

We have involved over 400 customers with 'My Home Account' our digital self-serve project, through focus groups, customer panels, home testing and telephone interviews. They have directly influenced the design and development informing everything from the content, the language and look of My Home Account.

Customers shaping Home Group's digital tools for the future

Complaints

Our independent complaints panel met in Birmingham to seek a resolution to a complex complaint which had exhausted our complaints process.

Customers are helping to resolve complaints

Digital Involvement

In November 'anyone@home' our digitally involved customers

- Checked the language of 'New Home survey' for the Insight team
- Fed back on short films and documents for the website for the Knowledge team
- Completed a survey for the Housing Manager shift review
- Checked language of 'Information Governance Policy Summary' for the Policy team

Customers influencing website content, surveys and processes

Scrutiny

You can find quarterly reports from all our promise assessments and 'You said / we did' for neighbourhoods and services [on our website](#)

- **Supported services** – customer assessors awarded
 - Gloucestershire mental health service in Cheltenham **silver** standard.
 - Hillsvie, a learning disability service in Newcastle **silver** standard.
I can have my friends and family around me
- **Neighbourhoods** – customer assessors awarded
 - Derwent Avenue and Victory Crescent neighbourhood in Maryport **gold** standard. *I'm very happy and I've been a Home Group customer for 51 years*
 - Woolguard neighbourhood in Peterborough **silver** standard *I love it here*
 - Hendon and Split Crow Road neighbourhood in Gateshead **silver** standard
I'm very happy, everything I ask Home Group to do, is done
 - Eagleway neighbourhood in Peterborough **bronze** standard

Recommendations shape an improvement plan for each service and neighbourhood which is reviewed and tracked by Viewpoint teams

So what happened?

- Customer assessors awarded **Juniper House**, a supported service in Newcastle **gold** in August 2018. The service has implemented all nine recommendations from the assessment. You can find details enclosed
- **Grove Hill** a neighbourhood in Middlesbrough was awarded **silver** in June 2018. The neighbourhood has implemented 18 of the recommendations from the assessment. You can find details enclosed

Recommendations help drive improvements in our neighbourhoods and services

News from the Regions

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

- **Cumbria and Lancashire Grounds Maintenance Scrutiny Group** reviewed grounds maintenance for eleven neighbourhoods and service and their achievements this year *I wish the County Council would listen as much as Home Group*
- **Scotland**
 - Customers met the Scottish Housing Regulator to discuss their priorities for customer scrutiny at a consultation session in Dundee.
 - Scotland Viewpoint team discussed health and safety; estate management policy review and a digital inclusion pilot project for Scotland

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