



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

[Vacancies for apprenticeships](#) *join the Home Group Team!*

Did you know?

- 93% of our apprentices would recommend Home Group apprenticeships
- The average age of a Home Group apprentice is 28
- 80% of our apprentices progress into long-term employment

We have apprentice job opportunities available exclusively to our customers. You can be any age and no experience is necessary. Great rates of pay offered along with real opportunities for development and progression.

Opportunities are available nationally in roles including; Business Administration so 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

[Customer and client awards 2017](#)

The customer and client awards 2017 are now open! It's time to recognise and say a massive thank you to all those customers and clients who achieve their aspirations and inspire others through their personal achievements.

To support Home Group's new strategy and 80th birthday celebrations, we're taking a fresh new approach by presenting our inspirational customers and clients with Special Recognition awards at a series of local parties and utilising digital media to bring everyone together to celebrate our customers' and clients' personal achievements, independence and aspirations.

Nominations are now open! So, if you know a Home Group customer or client who deserves special recognition and you would like to surprise them with an award, please tell us about them. Look on our website for more details and complete the nomination form enclosed

Independent Complaints Panel

The Involvement Team is embracing our new technology to train and involve new Independent Complaints Panel members in reviewing and resolving customer complaints. We supported five new rented and leasehold customers in London to shadow two experienced Independent Complaints Panel members in Cumbria by Skype. Both Panels reviewed information relating to a complex complaint and linked up by Skype, enabling our new panel members to experience the Independent Complaints Panel in action and contribute to Panel discussions, decision and recommendations to resolve the complaint.

"I found it to be an interesting and exhilarating experience. The quality of the panel was great with everyone contributing and the panel we were shadowing were impressive!" Geoffrey Lunn

Customer Journey Mapping

The Insight and Involvement teams worked together with an external research supplier, Mustard, to run focus groups in the North East and North West in December. 18 customers shared their experiences and views of:

- Applying/moving into their new rented home
- Paying rent or being in arrears with Home Group

Mustard is also carrying out face-to-face and telephone depth interviews with customers across all other Home Group regions. All of this research will be combined to produce visual representations of the customers' arrears and moving in journeys to improve our processes and the customer experience.

Local Involvement Works!

Phil, client and Involvement Volunteer, co-delivered involvement training for nine colleagues in Kettering, increasing colleagues' understanding of involvement and providing colleagues with involvement tools they can use at their local services.

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! You don't need to register, just go onto the website and join the conversation.

- **e-views and Virtual KISS** gave their views on Pictorial Support Plans and where they would look for information on Universal Credit.
- **anyone@home** gave us their views and opinions on Home Group's unique selling point and where they would look for information on Universal Credit.

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 Hilltop View, a learning disability service in Huddersfield a **gold** overall. The client assessors were really impressed with the service and loved meeting the clients and team, saying what a lovely home they have created together. Assessors awarded gold for almost all the standards of the promise - decent home, safe place to live, a choice of products and services, reliable services, clear information and opportunities to influence and people who care.

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 December eight services involved nine clients in assessing their own service. All services have produced an accommodation improvement plan based on the findings of the assessments.
- Two services awarded themselves silver and six bronze.

Client assessors will validate self-assessment scores for a decent home as part of their assessments against the client promise. 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

Yorkshire and Central Viewpoint Team

Seven customers from Yorkshire and Central Viewpoint Team met in Leeds; they

- Awarded a neighbourhood in Fletton, Peterborough the **silver** standard and made recommendations to improve our deliver of the customer promise
- Shaped and agreed their planned maintenance scrutiny plan and customer consultation
- Reviewed their outcomes and achievements for the last 12 months and made recommendations to improve future Viewpoint team meetings
- Influenced our payment methods consultation

North West Viewpoint Team

Seven customers met at Maryport Business Centre to review and influence:

- rent arrears letters and processes
- feedback for Parton, Whitehaven customer promise assessment
- repairs and maintenance performance and the mitigation process

- voice of the customer performance report
- support requirements for Universal Credit and other benefits consultation
- rent increase letter to help customers understand how we calculate what rent they will pay
- payment methods consultation
- shaped their agenda for the next meeting

North West Grounds Maintenance Scrutiny Group

Five customers and clients met at Burnside Older Peoples Service at Wigton to review the achievements of the group, develop an action plan for 2017 and put together a 'You said, We did' list of the main issues, recommendations and what was done as a result of the group to share with others to get involved.

North East Viewpoint Team

Five customers met at the Customer Service Centre to influence and review:

- feedback and outcomes for Tow Law, Durham and Leam Lane, Gateshead customer promise assessments
- staff turnover as part of the new organisational design review
- feedback on the rent calculation consultation and request a review of the annual rent increase letter
- the Customer Service Centre skills framework to ensure that Advisor standard responses are tailored to customer need
- voice of the customer performance report and prioritised rent arrears for the next meeting
- the grounds maintenance service leaflet and the introduction of quality assurance checks
- payment methods consultation
- shaped their agenda for the next meeting

Satisfaction with Involvement

36 customers and clients completed involvement evaluations this month.

- 100% of customers and clients are satisfied with involvement activities that they took part in this month with 69% saying they are excellent.
- 97% said it has increased their confidence to get involved.
- 94% said they have gained or developed skills as a result of their involvement.
- 98% are satisfied with involvement opportunities overall at Home with 56% saying they are excellent.

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