



Involvement News | June 2016 | www.homegroup.org.uk

Vacancies for apprenticeships- new

Support Worker:	Blackpool, Durham, Chesterfield, Ipswich, Kings Lynn, Norwich and Wymondham
Administrator:	Middlesbrough, London (Kings Cross), Huddersfield and Newcastle
Youth Worker:	Newcastle
Housing Management:	Rotherham
Customer Service:	Norwich and Newcastle

Our apprenticeships:

- Are open to all customers and client 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

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

Client Panel

Nine clients from services across Care & Support and a customer from Yorkshire and Humber viewpoint team met in Leeds on 12th May for our National Client Panel with senior leaders Rachael Byrne, Sally Parsons, Audrey Mitchell and Steve Parker and members of the Involvement Team. Stevie, client panel member from Durham chaired the meeting. This was the last meeting of the current panel.

- They reviewed their achievements over the last 12 months
- Gave their views on voices and background music for the new messaging system
- Reviewed the 12 month client scrutiny report based on 54 client promise assessments. They shared their ideas on getting more clients involved in assessments on the day including floating support and clients with mental health problems. They agreed to keep the target at 50 for 2016-17 to maintain quality over quantity. They asked for a follow up visits for a handful of services to check improvements have been carried out and gold standards maintained

- Clients discussed new ways of running future panels and recommended a combination of Customer Forum and Youth Action models supplemented with digital options for wider consultations. *Client panel has given me confidence to travel, confidence to be in a crowd and the confidence to get in touch with my family...I now have a family (Ronnie)*

Youth Action

46 young clients and customers from 14 services and Rayners Lane took part in National Youth Action. Ex client and involvement volunteer Steph hosted a meeting in Kent, colleagues said *she was wonderful, she engaged so well with the young people, we can't wait for the next one!*

Young people gave feedback on

- value for money which will contribute to our statement for our regulator
- the Human Library; recruiting 5 new young members
- the client assessor programme; recruiting 8 new client assessors
- ways to increase the involvement of clients with mental health issues
- house rules for a wider consultation
- views on preferred contact methods for communication

Homelife Editorial Panel

- Eight clients from Walkmill Gardens, Whitehaven, older peoples service shared their experiences from 80 years ago to help shape an article for the Homelife Magazine.
- Five customers from across the North have written articles for the summer Homelife magazine. Each customer had a different topic to write about, they did their own research and shaped their articles with other customers in mind.

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.

- Since December 2015 thirty three services have involved 37 clients in assessing their own service. All services have produced an accommodation improvement plan based on the findings of the assessments.
- Teesside and The Ridings (N4) have completed 24 (96%) of their assessments
- One service has awarded itself platinum; six gold; thirteen silver ; twelve bronze and one service scored no standard

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

Equality and Diversity and Human Library

This month Human Library members

- Helped shape and deliver an event for 117 clients, colleagues and stakeholders in the North East, raising awareness of mental health, dementia and positive relationships.
- Delivered life swap sessions for 12 clients at a homeless service in Bolton and 8 Admin Team Leaders in Leeds, raising awareness of diversity groups and issues, challenging prejudice and stigma, increasing understanding of the importance of positive role models and identifying our role in supporting our culture of openness and respect at Home Group.

- Developed our 1 day training session and resources for new Human Library members

Independent Complaints Panel

Eight customers reviewed and made recommendations to resolve two complaints. Panel members made recommendations to improve future panel meetings and our Independent Complaints Panel process, and shaped our training plan for panel members.

IVR (telephone messaging service) Consultation

Sixteen clients from two Older Peoples Services and over 30 customers and clients reviewed and put forward their ideas for the new messaging system for the Customer Service Centre.

Scrutiny

Client assessors visit our services across care and support and 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.

- Assessors awarded a mental health service in Kent the **gold** standard overall. They spoke to almost half of the clients and scored gold in a decent home, a safe place to live, a choice of products and services, reliable services and people who care.
My support worker has helped me get out of debt and helped me find a job
- Assessors awarded a women's service in Hull the **bronze** standard overall. They spoke to a third of clients and scored silver in a choice of products and services.
- Assessors awarded a floating support service in Scarborough the **gold** standard overall. They spoke to nearly 10% of clients and scored gold in a choice of products and services, reliable services, clear information and opportunities to influence and people who care. *they've made me feel worthwhile and showed me that I matter"*
- Assessors awarded an ex-offenders service in Worthing the **gold** standard overall. They spoke to almost half of the clients and scored gold in a decent home, a choice of products and services, reliable services and people who care.
my support worker has helped me to cope and made me feel better
- Ex client and involvement volunteer Steph co-facilitated client assessor training in Norwich where she trained 5 new client assessors who took part in telephone assessments as part of their training.
It's been great to meet people and learn new things...I'm so much more confident about getting involved now

News from the regions

North East Viewpoint Team

Seven customers met at Stanton Street Lounge on 10th May:

- **Performance monitoring.** Customers reviewed performance of the region and suggested looking at previous month's figures to make comparisons and to help them identify trends. They will review rent arrears performance between January and May at their next meeting
- **Homelife.** Viewpoint reviewed energy efficiency and keeping warm guidance and volunteered to write an article for the Autumn Homelife magazine. They suggested a regular "readers' letters" column for Homelife

- **IVR Messaging system.** Customers gave their views on the new message for the Customer Service Centre
- **Viewpoint meeting.** Customers agreed their agenda priorities and agreed to Chair their next meeting in July

North West Viewpoint Team

Four customers met at Ewanrigg Community Centre on 12th May and:

- Reviewed and made improvements to the contractors gas servicing appointment letter
- Improved the “Your Housing Benefit has changed” letter.
- Reviewed Live Chat and suggested improvements to the new communication channel
- Monitored the grounds maintenance performance

East of England Viewpoint Team

Six customers from the East of England Viewpoint Team met in London on 21st May for their last meeting and discussed

- The major outcomes and achievements of the anti-social behaviour review which has totally changed the way we deal with anti-social behaviour at Home Group
- Customer service restructure; Viewpoint liked the idea of the extended opening hours and availability of front line colleagues.
- Value for money based on customer promise assessments and Social Return on Investment calculations along with their personal views of the value for money of their accommodation and views on the value for money postcard designed by Yorkshire and Humber viewpoint.
- Homelife content, cover star and articles.
- Transition to other viewpoints

Satisfaction with Involvement

We received 53 completed evaluations this month

- 100% of customers and clients were satisfied with involvement activities that they took part in this month with 81% saying they are excellent.
- 94% said it has increased their confidence to get involved.
- 88% said they have gained or developed skills as a result of their involvement.
- 100% are satisfied with involvement opportunities overall at Home with 68% saying they are excellent.

To give feedback on our newsletter or if you are interested in getting involved in any of the activities in this newsletter

Please contact Jill.Twigger@homegroup.org.uk

You can find full reports from Client Panel, Viewpoint, Youth Action and Independent Complaints on our website.