



home
group



Home Group Live Chat

anyone@home



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

Vacancies for apprenticeships *join the Home Group Team!*

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

Opportunities coming soon:

- Business Administration – Newcastle, Leeds, Yorkshire, London, Maidstone
- Health and Social Care – Newcastle, Rotherham, Birmingham, Aldershot
- Concierge – Newcastle
- Customer Service - Oxford

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

Working Together Events

In previous years we've held a Working Together conference for our involved customers and clients with senior leaders and Board members. This year we're linking in with Customer Service month and focusing on digital first and local involvement and are holding a number of involvement events and digital opportunities across the country throughout October.

Digital Involvement - Did you know there are a number of ways to get involved from the comfort of your own homes through our digital channels?

- **anyone@home** sign up to the all-new involvement community via the Home Group website and have your say <http://www.homegroup.org.uk/Getting-Involved/Involvement-community>
- **Virtual KISS** if you want to influence the documents that we use to communicate with customers and colleagues, email brooke.parker@homegroup.org.uk to sign up and give your views every month via email
- **e-views** would you like to be able to have your say on issues affecting customers

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and clients? Email brooke.parker@homegroup.org.uk to sign up

- **Twitter** follow us on Twitter. It's easy to sign up, just find the app or website www.twitter.com/signup and follow the simple step. Follow us @homegroup and use #HGCustomerServiceMonth to join in the conversation this month

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 August and September **212** services involved **180** clients in assessing their own service. All services have produced an accommodation improvement plan based on the findings of the assessments.
- Three services awarded themselves platinum; 11 gold; 50 silver and 143 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. Following their self-assessment, clients in a service in Western-Super-Mare spruced up their garden on a very limited budget, read the full article on our website.

Equality and Diversity and Human Library

- Four Human Library members delivered a life swap session for 60 colleagues at their away day in Basingstoke. Human Library members used their stories and experiences to raise colleagues' awareness and understanding of living with learning disabilities and Asperger's, mental health and drug and alcohol recovery, and being out in the workplace, challenging stigma and discrimination and supporting our culture of openness and respect at Home Group.
- Stevie, involvement volunteer, delivered an informal Human Library session by himself to eight colleagues in Durham. He shared his story with colleagues to help raise awareness of how Home Group celebrates differences, provides tailored support to meet clients' diverse needs and promote opportunities for involvement in equality and diversity for colleagues, clients and customers.
- We conducted a virtual equality analysis consultation with our online Human Library members on our draft right to buy policy standards and customer and client feedback will help to shape our policy, standards and guidance.

Home Ownership Panels (leasehold customers)

"I have seen some incredible, thoughtful and sometimes difficult changes...we're getting there"

Home ownership panels are made up of 2 leaseholder representatives from a variety of schemes in the region. 42 leaseholders took part in 3 meetings across the south during September. This was the last round of meetings in their current form as leasehold involvement is now aligned to all involvement across Home Group to give leaseholders a local, regional and national voice.

- Members tied out 3 involvement activities; KISS, What Happened Here and Complaints scrutiny and signed up to be involved in these and other involvement activities
- Leaseholders gave their views on three of the main themes for the Working

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Together Week running through the first week of October suggesting skype, facetime and conference call to get involved digitally.

- Thinking about what they value about Home Group, customers said they love their homes and feel privileged to have found such a great place to live.
- By implementing suggestions leaseholders made at their last meeting in a value for money session, the meeting cost a staggering £3000 less than previous meetings!

“This was the best meeting we’ve had yet” “I really enjoyed the complaints session. It was interesting and useful”

Local Involvement Works!

Two clients co delivered the new local Involvement Works training with member of the Involvement team. They trained 20 colleagues in top tips to deliver involvement in their floating support and accommodation based services in Wetherby. Colleagues said *“it was great having clients run the training and sharing stories of involvement and hearing clients’ point of view....I’m going to encourage clients to take a lead and motivate my team to get local involvement on the agenda”*

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.

- **anyone@home** this month they gave their views on the new look anyone@home.
- **e-views and Virtual KISS** gave their views on the Annual review, Pictorial support plans, the annual gas service letter, Home Care and Support Questionnaire and What’s involved in recruitment document.

Value for Money

‘Fair for You’ is a not for profit organisation providing small loans to households on lower income to purchase essential items for their home. Fourteen Home Group customers from across the North of England, Yorkshire and Central area and Scotland reviewed the scheme

- Customers feel that this is a good alternative to Bright House and Provident
- Some customers felt that interest rates were still on the high side, but offered a real alternative but questioned if it is appropriate for Home Group to promote one single scheme.
- Customers liked the range of articles available regarding debt management, understanding credit ratings and contact details for advice agencies.

BASS (Bail accommodation and support service)

A BASS service user helped run a workshop to help produce the BASS newsletter which aims to promote BASS to referrers and increase awareness of and referrals into BASS. Wayne had been a service user for around three months and he gave insight into what he thinks is important that referrers are aware via the newsletter of and offered the use of his story as a case study.

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 young people's service in Norwich the **gold** standard overall with particular excellence in a decent home and people who care, they spoke to 25% of clients.
- Client assessors awarded a young families service in Norwich the **silver** standard overall, clients were particularly happy with the standard of accommodation. 25% of clients got involved in the assessment. *As a single dad, I didn't think this service would be available to me, but it is and I'm so grateful for the support*
- Client assessors awarded a cluster of mental health services in Ipswich the **silver** standard overall, with particular excellence in a choice of products and services. They spoke to 50% of clients. *They have got me involved and supported me to travel to events*
- Client assessors awarded a young people's service in Consett, Durham the **gold** standard overall with particular excellence in people who care. They spoke to 50% of clients.

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

- Assessors consulted 18 customers in Hebburn in the North East 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, reliable services, clear information and opportunities to influence and people who care
- Assessors consulted 17 customers in Slatefell, Cockermouth in the North West and awarded a **silver** standard. They recommended improvements in a decent home, value for money, reliable services and clear information and opportunities to influence
- Assessors consulted 15 customers in Beaconhill, Cramlington in the North East and awarded a **silver** standard. They recommended improvements in a decent home, value for money, a safe place to live, reliable services, clear information and opportunities to influence and people who care

News from the regions

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

Yorkshire and Central

5 customers from Yorkshire and Central Viewpoint and a customer from the North West Viewpoint Team met at Leeds office where they

- Shaped and agreed their plan to scrutinise how we communicate with customers during planned works at a scheme in Harrogate

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- Developed their customer survey for scrutinising planned works
- Reviewed assessment feedback at a dispersed scheme in Northallerton and shaped their report and recommendations to the business
- Agreed their next customer promise assessment in Sheffield
- Participated in our consultation as part of Customer Service month

Scotland

- Viewpoint Team met on 27th September in Glasgow and used email, text and phone to contact members who were unable to attend. They reviewed the grounds maintenance and communal cleaning services email and postal procurement consultation which 70 customers responded to and have been shortlisted for the TPAS award for Best Practice in Developing Tenant Scrutiny of the Charter.
- **2016 Landlord Reports published** The Scottish Housing Regulator has published the landlord reports for all Registered Social Landlords and Local Authorities, including Home Scotland. All of the individual reports are available on [t](#) where you can also access more information and use the Regulator's comparison tool.

North West Viewpoint

- Eight Viewpoint customers met at Maryport Business Centre with the new Head of Customer Service, discussed local focus and priorities; reviewed the 'Fair for You' scheme; monitored performance and shaped future performance reports; reviewed feedback and outcomes for Keswick and Greenacres, Wigton customer promise assessments and planned the Slatefell, Cockermouth assessment; provided a grounds maintenance scrutiny update which included the roll out of a simple 5 step process to scrutinise services; influenced the contractor to consider introducing trade tasters and shaped their agenda for the next meeting
- Four customers met at Mears offices at Dovenby to talk to staff and establish whether the interim contractor is complying with operational procedures and is improving repairs and maintenance services in the North West. Customers reviewed Mears operational structure and were impressed that the structure has been developed to work smarter and deliver the best possible service to customers in the North West.

Satisfaction with Involvement

57 customers and clients completed involvement evaluations in August and September

- 100% of customers and clients are satisfied with involvement activities that they took part in this month with 59% saying they are excellent.
- 76% said it has increased their confidence to get involved.
- 70% said they have gained or developed skills as a result of their involvement.
- 96% are satisfied with involvement opportunities overall at Home with 43% saying they are excellent.

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

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