



news



Involvement News | January 2019 | www.homegroup.org.uk

Happy New Year! Welcome to our January issue of Involvement News, full of the ways over 70 of our fantastic customers have been shaping, changing and influencing Home Group over the last month. 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 [here](#) by 31st January 2019.

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

Customers from Aviary House in Solihull helped write and design easy read versions of 'LIFE hopes and aims' documents and signed off the two easy read documents from the last group. *I normally feel too anxious to get involved in group sessions, but I really enjoyed this and would do it again.*

Customers are designing national easy read documents

Complaints

Our Independent Complaints Panel met in Newcastle on the 6th December and made recommendations to resolve a complex complaint that had exhausted our complaints process.

Digital Involvement

We have over 700 digitally involved customers on anyone@home who give their views and opinions via digital channels. This month customers;

- Gave feedback on the Shared Ownership Survey questions for the Insight Team
- Gave their views on the repairs email templates for the Customer Service Centre

Customers influencing surveys and email templates

Recruitment

Customers from the Paragon in Bath led a customer session and sat on the interview panel for a new Involvement Advisor for the south.

Customers influencing who we employ at Home Group

Apprenticeship opportunities

We currently have vacancies in our Customer Service Centre, supported services and neighbourhoods in Newcastle, North Shields, York, Wetherby, Middlesbrough, Ipswich, Durham, Gloucester, Havant and Scunthorpe. If you are interested in finding out more, please contact kate.horsfield@homegroup.org.uk.

Scrutiny

Customers helped us train seven new customer assessors in Birmingham on the 11th December. You can find recent 'You said/we did' reports for neighbourhoods and services [here](#).

Supported services – customer assessors awarded silver to

- **Medway Court**, a learning disability and mental health service in Cheltenham. *I get peace of mind knowing all the information I need is on the notice board.*
- **Aged Miners Homes**, an older people's scheme in Bolden Colliery. *It's not perfect here, but it's good,*
- **Temple Green**, an older people's scheme in South Shields. *They are supportive and help me with forms*

Neighbourhoods – customer assessors awarded

- **Silver** to Madni Close in Calderdale *Our homes and services are so much better than other housing providers*
- **Silver** to Signal view in Calderdale *It's a really nice home for a low rent*
- **Bronze** to South Tae street in Dundee

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

So what happened?

- Customer assessors awarded **Winlaton**, a supported service in Gateshead, **silver** standard in June 2017. The service has implemented all of the recommendations from the assessment. You can find details [here](#)
- Customer assessors awarded **Pentons Close** a neighbourhood in Alton Hampshire **silver** in February 2018. The neighbourhood has implemented 11 of the 13 recommendations from the assessment. You can find details [here](#)

Recommendations help drive improvements in our neighbourhoods and services

News from the Regions You can find recent viewpoint reports [here](#).

Teesside and Durham, Cumbria and Lancashire and Yorkshire Viewpoint teams met in December and discussed;

- contractor performance
- estate management policy review
- promise assessment scoring and recommendations
- personal safety training for involved customers

and set out their plans for the next year.

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