



Working Together October 2018

During October the Involvement team worked with customers, colleagues and stakeholders to deliver **34** events and a number of digital activities. In total we directly involved **399** customers from rented, supported and leasehold services. Outcomes are highlighted in **teal**

Throughout the month customers involved in all activities gave their views on two national consultations

- Review of the Customer Promise for the Strategy team
- Fire Safety consultation for Fire safety project

Feedback will shape the refreshed customer promise and how we communicate to and involve customers in fire safety

Viewpoint teams

45 Viewpoint team members from all six Viewpoint teams took part in the two national consultations as part of Customer Forum as well as their own regional business of performance monitoring, reviewing promise assessments and regional scrutiny reviews. You can find reports to all Viewpoint team meetings on our website

Outcomes available on individual viewpoint reports

Complaints-Independent Complaints Panel

Customers reviewed and make recommendations to Home Group to resolve a customer complaint that had exhausted our internal complaints process. As always they thoroughly reviewed the complaint from every angle, leaving no stone unturned.

Customers are helping to resolve complaints

Communication

- **Involvement pages website review** we've been working with customers and colleagues in the Communications team to improve the involvement pages of our website, it's looking great take a look!
- **Homelife Editorial Panel** Twelve customers met at Bowes Lyon House Older Peoples Service, Barnard Castle to shape the next edition of Homelife magazine. They suggested ideas for articles which they've been busy writing for the winter edition which will be out in December
- **Easy Read KISS (Keep it short and simple communications group)** Customers from Kingston House, a learning disability service in Hull helped write and design an easy read version of the menu of Involvement and a satisfaction survey.

60% increase in hits to the involvement pages of the website; customers influenced the look, feel and content of the winter edition of Homelife and designed our first set of national easy read documents

Equality and Diversity Human Library

We delivered our first Human Library workshop in partnership with Tpas (tenant engagement experts) and sponsored by Novus. Eight tenants and practitioners from four external housing providers worked with Home Group's Human Library members and explored how they can apply this approach at their own organisations. You can read an article by Tpas and a blog by Jenny Osbourne (Chief Executive Tpas) on our website

Increased understanding of diverse groups; challenged prejudice and stereotypes and raised Home Group's profile

Public Affairs

Three customers contributed to a green paper event in Newcastle. One of our customers Mike James wrote the following *...what I learned was that ministry of housing are hoping to publish league tables of social housing providers ranking them from best to worst on the criteria that customers identified as most important, like repairs and involvement. Customers said they don't really care how we rank against other providers as long as our needs are being met. It was a good day and I feel proud to have represented Home Group*.

Customers contributing to national consultations and raising Home Group's profile

Neighbourhood- Scotland

Estate inspections in Rosyth, Fife; Whitfield and Forest Park Place, Dundee and Burdock Road, Edinburgh with customers, colleagues, safer communities officers and local councillors. They identified issues with grounds maintenance and fly tipping.

Inspections are identifying areas for improvements in the neighbourhoods

Regeneration

- The Regeneration team delivered a number of information sessions and design workshops in Queens Park, Millom and Cleator Moor over October. We invited customers, home owners and the wider community to view a presentation on the initial plans for the proposed regeneration. Around 30 residents attended with an opportunity to ask questions and meet the project team and architects.
- We invited customers from Cleator Moor to a series of design workshops to provide input into our initial solutions to the empty land at Keir Hardie Avenue; the current issues and how we could utilise open space better.

Customers helping to shape new homes and communities

Scrutiny

You can find 'You said/we did' for neighbourhoods and services and quarterly reports summarising findings and outcomes on our website

Neighbourhoods

- **Silver** awarded to the Foxhomes neighbourhood in South Shields *I'm very happy with the service*
- **Silver** awarded to the Top Seaton neighbourhood in Workington *I wouldn't want to live anywhere else*
- **Silver** awarded to the Royal Quays neighbourhood, in North Shields
 - *All good, Home Group responds very quickly.....It's a good service.....I love my home*
- **Silver** awarded to Nettlecombe neighbourhood in Milton Keynes
- **Bronze** standard to the Tube Court neighbourhood, in Newcastle Quayside *response times to customer enquiries need improving*
- **Bronze** awarded at the reassessment of **Clearview Court (leasehold)** in Harrow this is an improvement on **no standard** last year
- **Bronze** awarded at the reassessment of **Clearview Court (rented)** in Harrow which is **no improvement** on bronze last year though some of the standards have moved to silver.

Supported Services

- **Gold** to Ipswich Community floating support service *I feel safe and listened to, they reassure me....they have made me feel less stressed and more secure.*
- **Gold** to Southampton Housing related floating service *having them there when I need them is great*
- **Gold** to Waveney and Suffolk Coastal Community floating support service, *they have helped me become more independent...they helped me get housed and they support me in all aspects.*
- **Silver** to the older peoples dispersed accommodation service in Newcastle *I love where I live, they did what they said they would do*

- Silver to the Blyth Mental health service in *I get support when I need it, it's nice here, I feel safe because of the support I get*
- Silver to Rosemead Service in Southend on Sea *staff here are caring and helpful*

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

Grounds Maintenance Scrutiny - Whitehaven, Cumbria

- Reviewed customer feedback on grounds maintenance for seven neighbourhoods and services
- Made recommendations to monitor shrub bed maintenance in the autumn / winter months and to ensure legal boundaries are clear on any future monitoring systems,

Policy

- 35 customers gave their views on the Support Practice Policy. The Policy team used the feedback to inform the development of policy standards along with customer promise assessment data. They will also be used to inform the reviews of policy compliance notes sitting with the Support Practice Policy.
- Nine customers gave feedback on the Volunteer and Involvement expenses guidelines and we have amended the document accordingly

Customers have helped shape policy and guidance.

Innovations labs

Eight customers joined strategy colleagues in Taunton and Durham to share their ideas on how Home Group can build and deliver on customer aspirations. All the ideas are being taken to our Exec and the Board for review in November *one of the best days I've had working at Home Group so far. The group were so honest and forthcoming with their experiences and their goals and ambitions. It was really inspirational for me personally and gave me lots to think about!*

Digital Involvement

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

- 35 customers responded to the Fire Safety survey
- Seven customers gave feedback on the Former Tenant Arrears Letters
- Two customers gave feedback on the Support Practice Policy Review
- Nine customers gave their views on the Volunteer and Involvement Expenses Guidance
- 35 customer gave their views on the Customer Promise