



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

Welcome to our April issue of Involvement News, full of the ways over 177 of our fantastic customers have been shaping, changing and influencing Home Group over the last month. Outcomes and actions are in **green**.

Customer Promise Consultation

Eight customers from a supported service in St Austell, Cornwall added their views to the national Customer Promise consultation ensuring we have involved customers from all nine regions from supported, rented and leasehold. You can find the report [here](#)
Customer have shaped the new customer promise.

Complaints

- **Independent Complaints Panel** - Eight Panel members made recommendations to resolve two complex complaints that had exhausted our complaints process. Both panels upheld Home Group's decision. *Home Group really couldn't have dealt with the complaint any better*
- **Complaints Scrutiny Group** - Nine customers scrutinised how well we're meeting standards for complaints set out by our regulators. They made recommendations for improvements in performance and compliance; communication during complaints and the Independent Complaints Panel.

You can find the 12 month report for Independent Complaints panel and complaints scrutiny [here](#)

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

Two customers from Herne Bay created and designed a communication plan, a health action plan and approved the fire safety document created at the last group
Customers are designing national easy read documents

Digital Involvement

Ninety-five digitally involved customers gave their views on

- My Home Account and Customer Satisfaction Survey questions for the Insight team
- Customer Promise images and wording for the Communications team
- Value and Waste Survey for the Continuous Improvement team

Customers influencing survey questions, the Customer Promise and the value and waste project

Involvement Works!

Two customers co-facilitated 'Involvement Works!' training seventeen colleagues in the North East to: identify what involvement is; understand why we involve customers and describe the benefits of involvement; remove barriers to involvement, and how to develop a local involvement plan using local involvement tools. *Together everyone achieves more*
Customers training colleagues

What Happened Here

Eight customers from across the south reviewed seven fire related Health and Safety incidents and made recommendations for improvements

Recommendations passed to the Health and Safety team

New Models of Care

Three customers from a mental health service and older peoples service helped to shape new service models at the 'Designs for Care' conference in Leeds with Home Group colleagues and external practitioners.

Procurement

Two customers from Cumbria and Lancashire reviewed and analysed customer consultation feedback for the procurement of the lift replacement and servicing contract.

Feedback will shape improvements to the contract specification

So what happened?

- Customers reassessed Aviary House, a supported service in Solihull and awarded **gold** in August 2018. The service has implemented all 20 of the recommendations from the assessment. You can find details [here](#)
- Customer assessors awarded Royal Quays a neighbourhood in North Shields, **silver** in October. The neighbourhood has implemented all of the 18 recommendations from the assessment. You can find details [here](#)

Recommendations help drive improvements in our neighbourhoods and services

Scrutiny

You can find quarterly reports [here](#) and 'You said/we did' [here](#).

Supported

Three customer assessors spoke to **nine** customers from Worthington Court in Newcastle and awarded silver standard. *They help whenever they can*

Rented

Four customer assessors spoke to 10 customers in our neighbourhoods and awarded:

- **Silver** for April Square and St Faiths neighbourhood in Portsmouth *Most issues have been fixed and I would be happy if they came and sorted out my issues*
- **Bronze** for Forest Park Place neighbourhood in Scotland

Improvement plans are reviewed and tracked by Viewpoint teams

Viewpoint teams

You can find Viewpoint team reports for all regions [here](#) and you said we did [here](#)
30 customers from Viewpoint teams in Yorkshire, East, Scotland, Cumbria and Lancashire, and Teesside and Durham gave their views on customer promise questions; assessments for the year ahead and their scrutiny priorities for 2019 to 2020

Scotland

Five customers took part in open house events and a value for money workshop in Scotland *I believe Viewpoint team meetings provide value for money*

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