



news



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

Welcome to our August issue of Involvement News, full of the ways over 280 of our fantastic customers have been shaping, changing and influencing Home Group over the last month.

Customer Forum

24 customers met in Birmingham and Newcastle with senior leaders to shape the role of the Customer Forum and to hold Home Group to account on the delivery of the customer promise. You can find the reports on our website

Home Group Board

Three customers from learning disability and mental health services talked to the board about their experiences at their services and recommended improvements for new models of care. *It's great to feel listened to by the board and for them to value me for my experiences*

Easy Read group

Five customers from Aviary House a mental health a service in Birmingham, designed an easy read version of a welcome document and part four of the health action plan. You can find all easy read documents on our website

Equality and Diversity, Life Swap, Bringing diversity Home

- Six customer Life Swap members shared their personal stories and experiences with 30 Home Group colleagues from the Procurement team and the Customer Service Centre as part of development and induction *It was interesting and informative.*
- Six new customers completed Life Swap training. *At first I was hesitant. I didn't think my story was what was needed. But thinking about it more, I think I have a story that has to be told*

Independent Complaints Panel

Five Independent Complaints Panel members upheld one complaint and challenged Home Group's decision on a second complaint, both of which had exhausted Home Group's complaints process. The Panel also made recommendations for improvements

Scotland

Nine customers joined an estate walkabout in Glasgow and fed back to local colleagues the issues customers were having in the neighbourhood.

Digital Involvement

This month ten customers got involved digitally and:

- Gave their views on Customer Standards for Complaints Communication for the Service Improvement team
- Submitted questions for our Annual General Meeting

Procurement

- **Lift servicing and replacement contract.** 48 customers helped to shape the contract specification and the quality questions for the tender document. Customers wrote a report for the procurement team having reviewed and analysed the feedback
- **Repairs and maintenance contact in Yorkshire.** Customers reviewed tender documents and fed back their scores for the repairs and maintenance contract in Yorkshire
- **South grounds maintenance and communal cleaning contract scoring.** Customers reviewed over 20 tender documents and fed back their scores for the South grounds maintenance and communal cleaning contract tender

Scrutiny

Customer Promise assessments, you can find quarterly reports and 'You said/we did' on our website. 34 customer assessors spoke to 104 customers at customer promise assessments in neighbourhoods and services this month and awarded:

Gold standard to:

- Eastlands, a supported service in Peterborough
- Temple Green, a supported service in South Shields
- South Hetton, a neighbourhood in County Durham
- St Georges neighbourhood in Halifax, Yorkshire

Silver standard to:

- Hensingham a neighbourhood in Whitehaven, Cumbria
- Walsh Avenue, Hebburn, a neighbourhood in South Shields
- Shaftsbury Close and Balmoral Grove, a neighbourhoods in Morpeth Northumberland
- Broughton Moor a neighbourhood in Maryport Cumbria
- Solstice Way and Turner Avenue North a neighbourhood in Halifax, Yorkshire
- Cudham Drive a neighbourhood in Croydon, London

Bronze standard to

- Railway terrace, a supported service in Newcastle

So what happened?

- Customers awarded Devon Enhanced Community Recovery Service in Exeter, **silver** in October 2018. The service has implemented six of the 11 recommendations from the assessment. You can find details on our website
- Customer assessors awarded Royal Quays, a neighbourhood in South Shields, **silver** in October 2018. The neighbourhood has implemented all of the 18 recommendations from the assessment. You can find details on our website

Viewpoint teams

Viewpoint team reports for all regions and you said we did on our website 20 customers from Viewpoint teams in the South West, Cumbria and Lancashire, and Scotland monitored performance; scrutinised promise assessment outcomes and feedback; fed-back on new service design and agreed what makes brilliant community patches. In Scotland customers also reviewed estate walkabout feedback and annual charter performance.

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