



news



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

Welcome to our July issue of Involvement News, full of the ways over 227 of our fantastic customers have been shaping, changing and influencing Home Group over the last month.

The Ultimate Involvement opportunity!

We are recruiting a customer to Home Group Board. This is a fantastic opportunity to be involved at the highest level, contact the Involvement team for an information pack. The deadline is 26th July. *I'd 100% recommend it.* Kim, customer board member

Customer and Volunteer awards

We recognised 10 customers and volunteers at awards parties around the country this month *I have had the most wonderful day receiving my award...it was such a perfect day*

Equality and Diversity, Life Swap, Bringing diversity Home

Eleven customers shared their stories to raise awareness of Equality and Diversity with

- Home Group Board
 - Customer Service Centre and Gosforth Parkway colleagues
 - Housing professionals at the Chartered Institute of Housing conference in Manchester
- Best session of the day hearing the stories of 3 residents and their life experiences of stigma.*

Policy

20 Customers reviewed and developed supporting documents for the Neighbourhood and Estate Management Policy and draft estate inspection tool for the south grounds maintenance re-tender and told us how we can monitor these contracts better.

Involvement Works!

A customer co-facilitated 'Involvement Works!' with seven colleagues in the South West

Digital Involvement

This month 10 digitally involved customers gave their views on

- The policy summary for rent setting for the Finance team
- The anti-social behaviour policy for the Policy team

Independent Complaints Panel

Three Independent Complaints Panel members **upheld** Home Group's decision and made recommendations in a complex complaint that had exhausted our complaints process.

Editorial Panel

Six customers from Cumbria met at Orchard House in Kendal and worked with the Communications team on the design and content of the summer issue of Homelife magazine.

Regeneration

Customers chose kitchen and flooring colours for their new homes in South Oxhey.

Scotland

15 customers suggested improvements for their neighbourhoods at estate walkabouts in Edinburgh and Glasgow. 13 customers joined an open house event in Edinburgh.

Public affairs

- Two customers shared their experiences of living at a New Models of Care service at the Confed19 NHS conference in Manchester
- Two customers represented Home Group at Northern Housing Consortium Resident Involvement conference in York. They told other delegates that Home Group are first class and offer a range of brilliant involvement opportunities.

Scrutiny

Grounds Maintenance Scrutiny Group, Five customers gave feedback on grounds maintenance service delivery in Cleaton Moor

Customer Promise assessments, you can find quarterly reports and 'You said/we did' on our website. 27 customer assessors spoke to 87 customers at customer promise assessments in neighbourhoods and services this month and awarded:

- Gold to the CF03 service in the East of England in Great Yarmouth
- Gold to Snebro in Whitehaven *my repairs have been done well*
- Silver to Little Clifton in Workington, Maryport, Cumbria
- Silver to Gordon Crescent and Morland Road in Croydon, London
- Silver to Judes and Lotus Court in Kettering, Midlands
- Silver to Thursby in Wigton, Cumbria
- Silver to South House in Edinburgh
- Silver to Langley Park in County Durham

So what happened?

- Customers awarded Birmingham Mental Health Young carers, a supported service in Birmingham, **platinum** in February 2019. The service has implemented all of the recommendations from the assessment. You can find details on our website
- Customer assessors awarded Colin Spring Court, a neighbourhood in Yorkshire, **silver** in August 2018. The neighbourhood has implemented all of the 11 recommendations from the assessment. You can find details on our website

Viewpoint teams

29 customers from Viewpoint teams in Yorkshire, the East, London and South East, Teesside and Durham monitored performance; scrutinised promise assessment outcomes and feedback; shaped the new complaints process; reviewed year end performance, and the anti-social behaviour policy and told us their views on what makes brilliant community patches. You can find Viewpoint team reports for all regions and 'you said we did' on our website.

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