



news



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

Welcome to our June issue of Involvement News, full of the ways 263 of our fantastic customers have been shaping, changing and influencing Home Group over the last month. Outcomes and actions are in **green**.

Customer Promise

Eighteen customers from all nine regions met with colleagues from the Insight and Strategy teams to help shape our research to understand what communities mean to customers as part of the customer promise review. You can find a report on our website.

Co-creation of the new customer Promise

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

Five customers from Park View, a Learning difficulties service in Newcastle, created customer promise assessor paperwork; scoring standard definitions, health action plan and welcome documents. You can find all easy read documents on our website.

Customers are designing national easy read documents

Involvement Works!

Four customers co-facilitated 'Involvement Works!' with 17 colleagues in the South West *the best Home Group training I have had the pleasure of being part of*

Customers training colleagues

Digital Involvement

This month 101 digitally involved customers gave their views on

- The complaints process for the Service Improvement team
- Email permission questions and communities for the Insight team
- Summary of the neighbourhood and estate management policy for the Policy team

Customers influencing complaints, surveys, customer promise and policy summaries

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.

Policy

Customers reviewed the draft estate inspection tool and gave their views on how it will help monitor Home Group's grounds maintenance contracts better. The KISS panel reviewed and suggested changes to the Estate Management Policy summary

Customers informing and shaping policy

Procurement

Three customers shared their repairs stories and experiences at a Life Swap style event with potential bidders for our repairs and maintenance contract in Yorkshire *our involvement today will ensure they have customers in mind and they'll know what they're bidding for*

Regeneration

It's a yes from Douglas Bader Park! With turnout as high as 90.5% we have had a big YES from customers (75.4%) who backed the regeneration of Douglas Bader Park. This is our first regeneration ballot and gives customers a real say in proposals which will see Home Group tackle outdated homes in an area which has high levels of anti-social behaviour, fly-tipping and crime. Our proposals will bring 660 new, high-quality homes in a mixed and balanced community.

Scrutiny

You can find quarterly reports and 'You said/we did' on our website

16 customer assessors spoke to 60 customers this month and awarded **silver** to:

- Thornhill, Egremont in Cumbria and Lancashire
- Shinfield Park in Reading
- Weaklands (SWAN) in Sheffield, Yorkshire
- Creswell in Dumfries, Scotland
- Alnwick Court, in Middlesbrough
- Willington Quay, North Shields

Improvement plans are reviewed and tracked by Viewpoint teams

So what happened?

- Customers assessed Hillview, a supported service in Newcastle, and awarded **silver** in November 2018. The service has implemented 11 of the 12 recommendations from the assessment. You can find details on our website
- Customer assessors awarded Plains Farm, a neighbourhood in Sunderland, **silver** in September 2018. The neighbourhood has implemented all of the 19 recommendations from the assessment. You can find details on our website

Recommendations help drive improvements in our neighbourhoods and services

Viewpoint teams

35 customers from Cumbria and Lancashire, Tyneside and Northumberland, Scotland, Midlands and South Retirement Leasehold Viewpoint teams monitored performance; scrutinised promise assessment outcomes; shaped the new complaints process; set their targets for the coming year and told us their views on what makes brilliant communities. 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