



news



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

Welcome to our May issue of Involvement News, full of the ways over 493 of our fantastic customers have been shaping, changing and influencing Home Group over the last month. Outcomes and actions are in **green**.

Customer Forum

12 customers met in Leeds with nine Executive and Senior leaders. *I really liked that there are people from different parts of the country, all types of customers and so many senior leaders here...we've gelled today!*

Customers agreeing their priorities and setting organisational targets for 2020

Complaints Improvement Workshop

Four customers contributed to the two day design workshop to improve the complaints process. They helped map the current process and design the new improved process.

Customers improving the complaints process

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

Three customers from Dunelm, a learning disability service in Newcastle, created and designed an easy read version of two new documents.

Customers are designing national easy read documents

Public Affairs

Two customers from Kingston House, a learning disability service in Hull worked together with the New Models of Care Team to promote their service at the national ADASS (Assistant Directors of Adult Social Services) conference in Staffordshire.

Customers raising the profile of Home Group

Involvement Works!

One customer co-facilitated 'Involvement Works!' training to 11 colleagues in the South West. *Everybody was friendly, the team was great, very informative and inclusive*

Customers training colleagues

Life Swap – Bringing Diversity Home

Seven Life Swap members delivered 'Introduction to the Life Swap model and approach' workshop to colleagues in Kirklees and a Life Swap for Yorkshire Managers

To experience first-hand the power of story sharing as a means of learning about others.

Customers using their stories to raise awareness about Equality and Diversity

Digital Involvement

This month 136 digitally involved customers gave their views on

- Home Group's Website for the Website Project team
- The Tenancy Rights letter for the Policy team
- Research on the customers view on communities for the Insight team
- Furniture and furnishings for the Procurement

Customers influencing the website, communication, procurement and research

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.

I felt some trepidation about the complexity of the complaint but I've loved it!

Policy

Over 200 customers told us their thoughts on how to shape the anti-social behaviour policy as part of the ongoing review **Customers informing and shaping policy**

Value for money

Nine customers reviewed and assessed key areas of involvement to ensure that what we deliver is worth the time, money and resources involved.

Customer recommendations improving the value for money of involvement

Regeneration update - Public Exhibition for Millom in Cumbria

33 customers, home owners and people from the local community gave their views on the proposed plans for the Queens Park Regeneration Scheme at a public exhibition on 16th and 17th April ahead of the planning permission submission

Grounds Maintenance Scrutiny group

Four customers provided feedback on grounds maintenance service delivery.

So what happened?

- You can find a You said We Did on our website for a reassessment of Medway Court, a supported service in Cheltenham and for Clarence Estate a neighbourhood in Hartlepool. **Recommendations help drive improvements in our neighbourhoods and services**

Scrutiny

- Two customer assessors spoke to five customers from Pearl Street a Supported service in Saltburn by the Sea and awarded **gold** standard.

12 customer assessors spoke to 59 customers in our neighbourhoods and awarded:

- Gold standard to East End neighbourhood in Sunderland
- Silver standard to Scowerdons (SWAN) in Sheffield
- Silver standard to Thornhill neighbourhood in Cumbria

Improvement plans are reviewed and tracked by Viewpoint teams

Viewpoint teams

Ten customers from Cumbria and Lancashire and the South West Viewpoint teams Monitored performance, scrutinised outcomes and reviewed customer promise questions *You Said We Did' is a great way to demonstrate what has been achieved as a result of customer involvement*

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