



**You said**

**We did**

## Customer Promise Feedback

Core Hostel, a supported service in Huntingdon, Peterborough  
Assessed on 12<sup>th</sup> July 2018. Awarded **Silver**

You said	We did
<p><b>A decent home</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Update beds in Hostel</li> <li>• Need a blind in one of bedrooms</li> <li>• Update cupboard unit fronts in kitchen</li> <li>• Provide a good quality shower curtain in bathroom 1 and a blind</li> <li>• Decorate windowsill in bathroom 1 and replace tiles</li> <li>• Clean light fitting that has white paint on the fitting area in bathroom 1</li> <li>• Replace tiles in bathroom 2</li> <li>• Look into space saving storage options for customers who don't have enough storage</li> </ul>	<ul style="list-style-type: none"> <li>• We are now buying beds with headboards from furnished homes, still metal due to the high turn around in the service.</li> <li>• Blinds being fitted in all properties during the void process.</li> <li>• New kitchen on wish list once budget permits.</li> <li>• New shower curtain provided, unable to fit a shower screen (as in bathroom 2) due to shower position, looking into moving shower. Blind fitted.</li> <li>• Bathroom 1 decorating still to be carried out.</li> <li>• White paint cleaned in bathroom.</li> <li>• Bathroom 2 tiles cleaned will look to replace at a later date.</li> <li>• Discussed in House meeting current customers felt they had adequate storage, will readdress periodically with new customers.</li> </ul>
<p><b>Value for money</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Circulate the customer annual review for value for money</li> <li>• Make information about the budget available to customers and offer opportunities to influence it using the value for money tool and use link work sessions to ensure as many customers as possible get involved</li> </ul>	<ul style="list-style-type: none"> <li>• Customer involved in choosing the lounge furniture and bike racks,</li> <li>• Customers involved in choosing the dining room furniture, garden furniture and the choice of decorating in the core hostel.</li> <li>• The Budget is discussed regularly during house meetings to ensure the customers are involved in decision making.</li> </ul>
<p><b>Safe place to live</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Offer more personal safety training sessions as group work and through</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety is a standard item on all house meeting agendas</li> </ul>

You said	We did
<p>link work</p> <ul style="list-style-type: none"> <li>• Have On-Call Numbers on the back of each bedroom door for emergency's</li> </ul>	<ul style="list-style-type: none"> <li>• All customers given full contact details on move-in, also displayed notice on entrance hall and office door</li> </ul>
<p><b>Reliable services</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Promote the formal complaints procedure using the attached complain with confidence resource, explain to customers that speaking to staff about issues or concerns are handled as comments, a complaint requires an outcome</li> <li>• Encourage customers to formally complain when they are not satisfied with the repairs service</li> </ul>	<ul style="list-style-type: none"> <li>• The complaints procedure is discussed with all customers during sign up/move in. We state that we take complaints positively.</li> <li>• We have supported customers to complain and seek compensation when repairs have not been addressed in a timely manner. We keep a repair log with date of reporting, target date and completion date etc to help with this process, and to enable positive changes where needed.</li> </ul>
<p><b>Clear information and opportunities to influence</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Promote the Home Group website and its services on noticeboards and posters</li> <li>• Promote involvement opportunities around the service and in link work</li> <li>• Rebrand service - including having Home Group sign outside at front</li> <li>• Include Menu of opportunities, Home Life magazine and other information in each room at sign up</li> <li>• Spread involvement information wider around the service instead of in the office</li> </ul>	<ul style="list-style-type: none"> <li>• From customer feedback we have tried to keep notice boards out of the communal areas as we are trying to create a homely environment, we have a table in the entrance with some information on and put posters in photo frames to minimise the corporate feel, I feel we do need to improve the info we keep in this way to ensure we are covering all that's been mentioned.</li> <li>• We are promoting these verbally during house meetings and one to ones, but need to be better at using the literature available.</li> <li>• We have ensured we are up to date with much of the rebranding items, unfortunately because we have never had a Home Group sign outside we were not in the first wave of roll out, we continue to ask for a sign.</li> <li>• Involvement information available in entrance hall, and in welcome pack.</li> </ul>
<p><b>People who care</b> <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Support customers to recognise gradual improvements in their mental health as something positive</li> <li>• Keep customers informed on progress of repairs</li> </ul>	<ul style="list-style-type: none"> <li>• This is something that we are working hard on during one to ones.</li> <li>• All customers are kept up to date with repairs, they are given the date as soon as we are given it and informed if this changes.</li> </ul>