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## National Youth Action 26<sup>th</sup> March 2015

### Background

183 young people from across the country joined the national 'Youth Action' pilot and gave their views on the Home Group Strategy and the 'Well Being and Support Approach'.

Colleagues from across the organisation ran their own local Youth Action meetings on the same day, at the same time with the same agenda. We even had 2 of our Youth Action members from Dover run their own meeting, supported by colleagues. Using this model, we were able to involve young people who are usually under represented and otherwise might not be able to travel to events; including young customers, young mothers from mother and baby services and young people from a unaccompanied asylum seekers service.

In addition to getting involved through meetings, 103 young customers gave us their views in an online survey sent out by the Customer Service Centre.

The pilot was a real success and we'll be using this model again to involve young people and empower colleagues.

*What a brilliant day, I'm buzzing and feel so proud of myself. Client facilitator*

*Clients really enjoyed getting involved, from the comfort of their own service and for us as staff members, it was really fun to have a go and put involvement into practice. Colleague*

### Well Being Support and Approach

Young people told us what a great support worker would look like including; honest, polite, accountable, fair, not talk down to young people, understanding and be able to give constructive and direct feedback.

Young people told us what makes a great service including; good management, great key workers, quick maintenance, Wi-Fi, activities that include everybody, somewhere where you're asked your opinion about things and what you said makes a difference, It makes you feel comfortable and relaxed, outside space, well equipped, plenty of bins, drop in services for domestic abuse, sexual health, mental health etc. and more staff during unsociable hours

**These ideas will help shape our 'Well Being Support Approach'**

### Home Group Strategy Consultation

Young people gave us their views on Home's new strategy and their priorities for the next 5 years.

They told us that they wanted to live in a friendly neighbourhood, with good schools, hospitals and community centres nearby with affordable rent. Young people want Home Group to focus on improving relationships with partner agencies to help keep people safe, improve the appearance of our neighbourhoods, install more CCTV and encourage communities to co-operate and work together.

**These priorities will help shape Home Group's strategy along with feedback from the client panel and the Customer Forum.**

## **Our Beliefs Exercise**

To bring equality and diversity to life young people discussed various statements and stereo types about different groups and diversity strands.

*They especially enjoyed the beliefs exercise because it gave the young women an opportunity to engage in a debate and put forward their ideas and opinions about the statements.*

## **Customer and Client Award Categories**

Youth Action suggested the following new categories for this year's awards:

- Best turnaround – for clients who may have had a difficult start with their tenancy but manage to turn it around
- Best befriender – a client who goes out of their way to get on with other clients/be welcoming to new clients
- Most independent
- Proactive client of the year in the local areas
- Service of the year
- Youth achievement award
- Makes people feel good/smile award
- Lifetime achievement award

**Total cost;** £97, including lunch and travel