

AN INTRODUCTION TO  
PROGRESS HOUSING GROUP



PROGRESS  
HOUSING GROUP LTD.

**This leaflet tells you about the structure of Progress Housing Group and outlines what each member of the Group does. It also explains our commitment to equal opportunities.**

If you would like this leaflet in another language or format (such as large print, audio cassette or Braille) or if you require the services of an interpreter, please phone Customer Services on 01772 450600

### اردو (Urdu)

اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹریپرٹ) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 01772 450600 پر رابطہ کریں۔

### 廣東話 (中文繁體字) (Cantonese)

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### Polski (Polish)

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# AN INTRODUCTION TO

# PROGRESS HOUSING GROUP

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## Progress Housing Group

Progress Housing Group is committed to providing high quality housing and related services to communities throughout the UK.

New Progress Housing Association, Progress Care Housing Association and New Fylde Housing are all members of the Group. The Group also has a Property Services division, which carries out repairs and improvements. The Group and its subsidiaries have individual Boards of Management made up of Members, including tenants, who live and work locally.

## New Progress Housing Association

New Progress Housing Association provides high quality, affordable housing across the North West. The association was formed in 1994 with the transfer of 3,500 properties from South Ribble Borough Council. New Progress now owns and manages around 4,000 homes for rent, including 950 sheltered properties for over 55s. New Progress is a charitable housing association.

## Progress Care Housing Association

Progress Care Housing Association is one of the UK's leading supported housing associations. The charitable association has a national reputation for providing high quality housing solutions for individuals with a range of support needs. Our flexible, innovative approach enables people with learning and physical disabilities, and those experiencing mental health problems, to lead a fulfilling and dignified life in their own home. Progress Care owns and manages more than 2,800 units of accommodation across the United Kingdom.

## New Fylde Housing

New Fylde Housing joined the Group in April 2009. The association owns and manages more than 1,800 homes throughout Lancashire, including more than 400 sheltered housing units and 100 supported living schemes. New Fylde Housing is based at Warwick House in Lytham St. Annes. The Group will invest £42m in delivering 320 new homes in the Fylde region by 2014.

## Progress Property Services

Progress Property Services carries out repairs and improvements for New Progress Housing Association, Progress Care Housing Association, New Fylde Housing and Progress Housing Group. We also have repairs and maintenance contracts with other housing associations throughout the North West. The division offers a repairs service and Progress Plus heating, electrics and plumbing cover to homeowners and private landlords.

## What is a housing association?

A housing association is a not-for-profit organisation that provides accommodation for people with specific housing needs. All housing associations must be registered with the Government's Tenant Services Authority (TSA). Associations are funded by grants from local authorities and the TSA, as well as loans from banks and building societies. All money made by not-for-profit organisations is reinvested to improve the products or services that they provide.

## OUR SERVICES

Progress Housing Group offers a number of its services to private domestic customers and business customers. Our business services include:

- Housing management
- Repair and maintenance contracts
- Gas and electrical servicing contracts
- Stock condition surveys
- WORKSAFE monitoring for lone working staff
- 24 hour call handling services for support services
- Telecare monitoring for infirm and elderly people
- Project management (new build and refurbishments)
- Architectural and planning services

We also offer services to domestic and private customers:

- Electrical servicing
- Progress Plus gas maintenance and service contracts
- WORKSAFE monitoring for lone workers
- Lifeline, Helpline and Telecare solutions to aid independent living

### Our tenants

We rent properties to a diverse range of tenants, including: families; single people; employed; unemployed; retired; people leaving care; and people with special needs. Each of our tenants deserves a good home and a high level of service. We have been awarded the Customer Service Excellence standard for excellent customer service and our quality management has been recognised by ISO 9001.

Our tenants are actively involved in managing their homes. Some serve as Board members, and others work alongside staff on continuous improvement projects. Tenants have the flexibility to be involved as much or as little as they like through surveys, focus groups, forums and special interest groups.

## Our staff

Progress Housing Group is a major employer in the local community. Our staff are our greatest asset, so we invest in their future through training and development to ensure that our workforce has the skills and knowledge to provide high quality services to our customers. Motivating our staff, teamwork and training are all vital ingredients in our success. We have been accredited with the Investors in People award in recognition of our commitment to staff.

## Our partners

Progress Housing Group provides, manages and maintains property on behalf of partner organisations. We offer other housing associations a range of services for repairs and maintenance. Our partners include local authorities, registered social landlords, NHS trusts, health authorities, social services, care providers, education establishments, voluntary organisations, government agencies, private businesses and developers.

## OUR VALUES

Our values guide our business plan, and are vital to all our activities. They reflect our style and approach to achieving our vision and delivering our strategic objectives.

We aim to:

- Respect and value people
- Be open, fair, ethical and accountable
- Lead by example and inspire others
- Be innovative and inventive
- Have passion and commitment in all that we do
- Deliver quality and value in our services
- Be responsive to customers, neighbourhoods and communities
- Be operationally excellent and continually improve

## EQUAL OPPORTUNITIES

We are committed to the equality of opportunity in all our activities and will treat all persons (or groups of persons) equally, irrespective of their sex, marital status, race, colour, nationality, citizenship, ethnic and national origins, disability, sexual orientation, age, spent criminal convictions, religion, language, culture, physical or mental health (including HIV and AIDS), or economic status.

We offer equal opportunities both in the provision of housing and housing services, and in the employment of staff. We hold the Navajo Charter Mark in recognition of delivering a lesbian, gay, bisexual and transgender friendly service.

### Board of Management

We encourage Board membership that reflects the composition of the local community whilst ensuring a balance of skills and experience. The Board is mindful of the wider issues of diversity in carrying out its duties and will challenge and explore monitoring information made available. All our Board members receive training on equality, diversity, and cultural awareness.

### Housing services

Progress Housing Group and its members actively encourage applications for housing from all parts of the community. We monitor each stage of our application and allocation process to ensure that every application for housing is treated fairly and that no individual is discriminated against.

We monitor our lettings policy and regularly review this to ensure it is responsive to the needs of the community. We ensure that all forms of harassment against, or by, tenants are discouraged, investigated and dealt with appropriately.

## Contractors

We seek to work with a range of contractors, consultants and other service providers that reflects the profile of the communities in which we work. All contractors and other providers will be required to endorse the principles of equal opportunities, by either having their own equal opportunities policy, which is in line with Progress Housing Group's policy, or, if they do not have a policy themselves, to uphold the equal opportunities policy of the Group.

## Working in partnership

We promote equality of opportunity when working with partners or other organisations and seek to ensure that common values are shared and practised.

## Resident and community involvement

Progress Housing Group is committed to the right to consultation and participation for all tenants. This is irrespective of the type of tenancy (assured, protected assured and assured shorthold), the length of tenancy, or where, or what type of property a tenant lives in.

## Employment and training

We advertise jobs in such a way as to encourage applications from all parts of the community. We regularly review and monitor our recruitment and selection policy to ensure that no job applicant or employee is treated less favourably than another.

We employ, train and encourage all staff in accordance with our equal opportunities obligations. We seek to actively employ and support staff from under-represented groups including, where necessary, undertaking positive action to redress imbalances in the workforce. We also have a number of trainee positions and apprenticeships.

Progress Housing Group values its employees and has been awarded the Investors In People standard. All employees are required to ensure that their personal conduct within the Group reflects the equal opportunities policy. Staff receive regular training on our commitment to equal opportunities and cultural awareness. Career development and training is regularly reviewed via the Group's appraisal programme, to ensure that all staff are given equal opportunity.

## Monitoring

We ask people applying for housing and employment for specific information to help us to monitor our progress towards equal opportunities. The results are reported to the Board of Management on a quarterly basis. We will also monitor the percentage of our contractors' employees from a Black and Minority Ethnic (BME) background. As a result of monitoring we will take action to put right any imbalances in our policies and practices.



**PROGRESS**  
HOUSING GROUP LTD.

LEAFLET  
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**NEW PROGRESS**  
HOUSING ASSOCIATION LIMITED



**PROGRESS CARE**  
HOUSING ASSOCIATION LIMITED



**PROPERTY SERVICES**

**New Fylde  
Housing**

## HEAD OFFICE ADDRESS

Progress Housing Group  
Sumner House, 21 King Street, Leyland, PR25 2LW

## OFFICE OPENING TIMES

Monday - Thursday 9am-5pm  
Friday 9am- 4.45pm

**TELEPHONE** 01772 450600  
Monday - Friday 8am - 6pm

**FAX** 01772 450601

**EMAIL** [enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)

**WEBSITE** [www.progressgroup.org.uk](http://www.progressgroup.org.uk)



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