

Communications scrutiny review



What is



What did we



What did we find?



What happens

Communication is key to everything we do. Making sure we provide clear and helpful information to tenants and customers will improve their experience of the services we provide.

Tenants chose this service for a review to make sure there is a consistent approach to communication to all tenants and customers across the Group.

The review started in December 2023, with its findings being shared in February 2024.

The Tenants' Voice – Improving Services group chose to look at:

- the principles of good communication
- how tenants have been involved in developing the principles
- how plans to improve communication are in place across the Group
- Measures used to show where improvement has been made

To do this, the group:

- had a briefing from colleagues from the Customer Experience and Marketing and Communication teams
- looked at the Customer Access Strategy
- looked at the Customer Service Style project
- looked at the Group's corporate style, including tone and language

The group made six recommendations they felt would improve the Group's approach to communication, which included:

- making sure the Group's corporate style is used consistently across all areas of the Group
- looking at how contractors will use the same approach to communication
- looking at how confidence in automated services can be developed
- relooking at the action plan for the Customer Access Strategy, following comments from Tenants' Voice – Improving Services group
- providing regular updates on the action plan for the Customer Service Style project and Customer Access Strategy to the Tenants' Voice – Improving Services group

The Tenants' Voice - Improving Services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the six recommendations.

An update on the progress of these will be given at the quarterly meeting of the Tenants' Voice – Improving Services group until they have all been introduced.

Our board also receives an update on progress every three months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find the full report on our website www.progressgroup.org.uk/get-involved/your-tenants-voice-improving-services-group/

