

Communications scrutiny review



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 Customer Experience and Marketing and Communication teams
- Looked at the Customer Access Strategy
- Looked at Customer Service Style project
- Looked at the Groups corporate style including tone and language.

The group made 6 recommendations they felt would improve the Groups approach to communication, this included.

- Make sure the Group's corporate style is used consistently across all areas of the Group
- Look at how contractors will use the same approach to communication
- Look at how confidence in automated services can be developed
- Relook at the action plan for the Customer Access strategy following comments from Tenants' Voice – improving services group.
- Provide regular updates on action plan for 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 6 recommendations.

An update on the progress of these will be given to 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 3 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 this by following this [\[link\]](#)

