

Progress Volunteer - Community Report - 2022/23

During the year between April 2022 and March 2023, our volunteer tenants carried out 25 inspections. These inspections provided the following information:

25



Number of inspections carried out

2.5/3

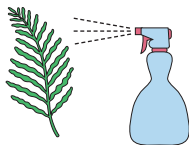
= good standard



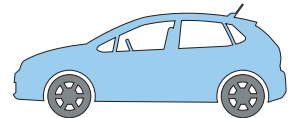
Overall rating of grounds maintenance service

The reports received from our volunteers led to the following actions:

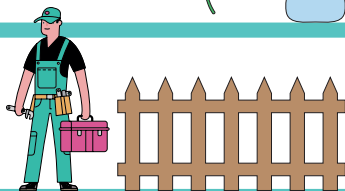
Treatment of invasive weeds – i.e., mares tail.



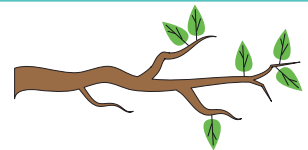
Removal of abandoned cars.



Repair of damaged fences.



Removal of tree branches and diseased trees.



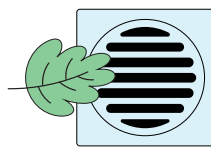
Partnership working with other agencies to resolve untidy gardens in the area.



Reporting of ASB and suspected drug use.



Unblocking of drains to prevent flooding.



As well as identifying issues to be addressed, our volunteers are also able to feedback on where things have gone well; this included the following comments:

"The first grass cut of the season has been done"

"Nice, tidy little estate"

"Apart from the flower bed, it is in good condition"

"All paths are clean and tidy"

"Fencing in good condition"



We currently have seven trained volunteers from our independent living, general needs and RWP tenants, who do an amazing job supporting their local community.

If you would like to find out more about how you can get involved with volunteering in your area, please contact the Customer Voice Team at community@progressgroup.org.uk or on **01772 450669**, or watch the video on our website that our volunteers put together to show why they get involved.