



POLICY DOCUMENT

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- To have a positive impact on people and communities by providing high quality homes, supporting independence and creating opportunities.

The Group's Strategic Aims:

- **Homes** - to have a positive impact on people and communities by providing high-quality homes.
- **Independence** - be a leading social housing provider in the North West - providing quality customer focussed services and putting customers at the centre of our decision making through our Customer First model, evolving our provision as needs and demand change, improving our independent living offer for people over 55 and providing extra care schemes where needed.
- **Opportunities** – to be more than a simple housing provider.

The Business Model

Our business is made up of six business streams:

- Progress Housing Group – providing general needs housing, housing for people over 55, leasehold, shared ownership, commercial property.
- Reside with Progress (RWP) – providing supported living accommodation, largely for people with a learning disability, and/or autism, acquired brain injury or enduring mental health conditions.
- Progress Lifeline – providing Technology Enabled Care Services.
- Key Unlocking Futures – our specialist charity, providing support to young people, single people and families, including people experiencing homelessness and women fleeing domestic abuse.
- Progress Living – providing Keyworker accommodation in the health sector.
- Concert Homes – developing homes for market sale.

Each business stream is defined from the point of view of our customers and seeks to serve a discrete group of customers with a distinctive set of services. Each business stream has its own business plan to support delivery of the Group's strategic aims.

The Quality Commitments of the Group are to:

- do what is in the best interests of all stakeholders, including customers, colleagues, agents and contractors;
- continuously innovate and improve services, systems, data quality and processes;
- achieve the highest standards in excess of the standards set by the Regulator;
- encourage a team approach to all business interactions whereby the quality of decision making may be improved by collaboration;
- recruit, train and develop people who are proud to provide excellent service and to work for the Group;
- act responsibly and with integrity towards customers, colleagues, contractors and the environment;
- manage the business with proper attention to service and operational excellence;
- recognise that improving efficiency is essential to achieve high levels of customer satisfaction, particularly in terms of value for money and consistency.

Communication Commitment

- This policy will be made available to all colleagues through publication on the Group's intranet, with awareness raised annually following Board approval.
- This policy will be made available to all other interested parties by publication on Progress Housing Group's website.

International Standards Organisation (ISO) – ISO 9001

The Group seeks to maintain the ISO 9001 accreditation. ISO 9001 is the international standard that specifies requirements for a quality management system (QMS). Achievement of the standard demonstrates our ability to consistently provide products and services that meet customer and regulatory requirements. It is independently assessed and all aspects of service delivery are examined from policies and procedures to the training and development of our teams.

Jacqui De-Rose
Group Chief Executive
Progress Housing Group

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