

Onward

YOUR VOICE.

MONTHLY SPOTLIGHT - OCTOBER 2021

COMMITTED TO LISTENING AND PROVIDING A FAIR SERVICE TO EVERYONE.

The Equality Act aims to stop discrimination based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Here at Onward, we are 100% committed to providing services to all our customers without discrimination too.

Can you help us to do this? We are putting together a customer panel to work with us to look at our services and consider from a customer's perspective how we can ensure that we are open and transparent and provide equal and inclusive services to all.

You can choose to get involved by phone, email, video chats or face to face, whatever suits you best. If you have a genuine passion to make people feel valued and included, we would love to hear from you: customerengagement@onward.co.uk

HOUSING OMBUDSMAN RESIDENT PANEL.

The Housing Ombudsman Residents Panel launched earlier this year with great success resulting in them extending their membership idea of initially 100 members to 600 due to interest. How great is that?

Are you one of the 600 residents on the panel?

If you are and would like to provide us with any feedback, please get in touch with **Leanne**:
Leanne.baldwin@onward.co.uk



ARE YOU THE ONE WE'RE LOOKING FOR?

Live in Onward's Lancashire or Greater Manchester region? Got an eye for detail?

Can see yourself as part of a group of like-minded Onward customers who in their own words say 'We work with Onward in order to improve performance in service delivery'?

Said yes to all three contact **Val**:

customerengagement@onward.co.uk