2021/22

The information below shows what Progress Housing Group has achieved during the year as part of our commitment to social value. Social value is

important in demonstrating the difference we can make through the provision of services.

Progress Futures

304





Number into education or training

586 Number of people supported through community-based iob clubs

Community involvement

Active volunteers on procurement, governance and scrutiny groups

Number of tenants involved in community activity annually



Number of people who commenced apprenticeship training using the Apprenticeship Levy



Number of which were employed apprentices in the Group

Progress Lifeline



68,845 Number of connections 25,745

£5,000

Payment totalling

Number receiving emergency home response services including integrated lifting service Number of calls annually

Customer Contact Centre

102,479 Number of calls annually



Number of live chats



Under occupancy

10

Number of people we have supported to move to smaller more appropriate homes for their needs

Amount of arrears cleared

Financial inclusion services







Critical Tenancy Support

144

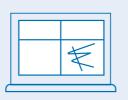
Number of tenants supported



Community safety

763

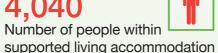
Number of anti-social behaviour cases



Number of compliance cases (gas/EICR/remedial work access). 100% compliance with gas safety

Supported living

4,040





574 Number of units of keyworker accommodation

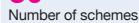


Number of LiLAC units



Independent living

30











Aids and adaptations

Number of general needs and independent living tenants who received an adaptation



£246,846

£700,000 investment including contributions through Disabled Facilities Grants from partner local authority



Spend on reinvestment

£20.7 million Spent building new homes



Invested in existing homes





Number of tenants worked with

Monetary amount gained for tenants

2020/21

The information below shows what Progress Housing Group has achieved during the year as part of our commitment to social value. Social value is

important in demonstrating the difference we can make through the provision of services.

Progress Futures

306

Customers supported through Progress Futures



employment



education or training

136 Number of people supported through community-based iob clubs

Community involvement

19 Active volunteers on

procurement, governance and scrutiny groups

Number of tenants involved in community activity annually



Number of people who commenced apprenticeship training using the Apprenticeship Levy

HELP



Number of which were employed apprentices in the Group

Progress Lifeline

50,502

Number receiving emergency home response services including integrated lifting service



Customer Contact Centre

Number of connections

91,615 Number of calls annually



5,492 Number of live chats



Under occupancy

Number of people we have supported to move to smaller more appropriate homes for their needs





Amount of arrears cleared

Financial inclusion services

Number of tenants worked with



£196.103

Monetary amount gained for tenants



Critical Tenancy Support

103

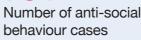
Number of tenants supported

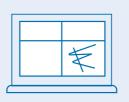


HOUSING GROUP

Community safety

734

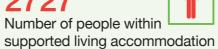




202

Number of compliance cases (gas/EICR/remedial work access). 100% compliance with gas safety

Supported living





574 Number of units of keyworker accommodation

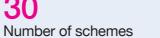


Number of LiLAC units



Independent living

30











Aids and adaptations

303

Number of general needs and independent living tenants who received an adaptation



£210,919

£700,000 investment including contributions through Disabled Facilities Grants from partner local authority



£13.9 million Spent building new homes



Invested in existing homes





2019/20

The information below shows what Progress Housing Group has achieved during the year as part of our commitment to social value. Social value is

important in demonstrating the difference we can make through the provision of services.

Progress Futures

290

Customers supported through Progress Futures

Number into employment

Number into education or training 665

Number of people supported through community-based iob clubs

Community involvement

Active volunteers on procurement, governance and scrutiny groups

Number of tenants involved in community activity annually

Number of people who commenced apprenticeship training using the Apprenticeship Levy

Number of which were employed apprentices in the Group

Progress Lifeline

49,677

19,200

Number receiving emergency home response services including integrated lifting service

988,050 Number of calls annually

Customer Contact Centre

Number of connections

104,017 Number of calls annually



Number of live chats





Under occupancy

36

Number of people we have supported to move to smaller more appropriate homes for their needs

£18,000 Payment totalling

Amount of arrears cleared

Financial inclusion services

Number of tenants worked with

Monetary amount gained for tenants

Critical Tenancy Support

82

Number of tenants supported

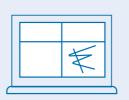


HOUSING GROUP

Community safety

604

Number of anti-social behaviour cases



351

Number of compliance cases (gas/EICR/remedial work access). 100% compliance with gas safety

Supported living

2,786

Number of people within supported living accommodation



574 Number of units of keyworker accommodation



Number of LiLAC units

Independent living

30

Number of schemes









Aids and adaptations

Number of general needs and independent living tenants who received an adaptation



£252,259

£700,000 investment including contributions through Disabled Facilities Grants from partner local authority



Spend on reinvestment

£16.6 million Spent building new homes



Invested in existing homes



