

Social value 2024/25

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 Lifeline - our technology-enabled care service to support independent living

Over **65,000**
customers

24,000
customers received
emergency home response
services, including lifting service



Over **1,300,000**
Progress Lifeline calls



Managing customer enquiries

64,116
number of phone calls



44,521
total number of online
account transactions



38,176
viewed rent statement



1,137
booked repairs



6,236
number of live chats



1,514
general enquiries



3,427
requested repairs



267
cancelled repairs

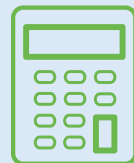


Supporting people to reduce the under-occupancy charge

5
number of
downsize payments



£2,455
total value of downsize payments



£12,894
value of rent arrears
reduction following
engagement with tenants



Tenancy sustainability

£114,165
spend value of
Tenant Support Fund



284
households
supported by the
Tenant Support Fund



332
tenants accessed
24/7 Life & Progress
health and wellbeing
service



448
tenants supported
by the Tenancy
Sustainability Team

**TENANCY
SUSTAINABILITY
TEAM**



114
new tenants
supported by Key
Unlocking Futures



720
tenants and
employees accessed
Housing Perks



HOUSING PERKS

£12,126
savings by tenants
accessing Housing
Perks



£813,170
value of finance
gained by tenants
supported by Tenancy
Sustainability Team

