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.

The information below shows what Progress Housing Group has



## **Progress Futures - our training and employment support service**

tenants were supported by Progress Futures, and 393 people were supported during tenants supported into



the year, including non-tenants employment by Progress Futures



tenants supported into education or training by Progress Futures

people supported through

clubs by Progress Futures

community-based job



tenants were provided volunteering opportunities through Progress Futures

colleagues employed

as apprentices within

tenants actively took

meetings and activities

part in involvement

the Group

450



interns supported through Project SEARCH



people started an apprenticeship with the Group using the Apprenticeship Levy

**Customer voice - involving tenants in shaping services** 

tenants attended

community activities



colleagues used the Group's volunteering day opportunities

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



66,231 connections



24,552 customers supported by emergency home response service, including the lifting service



## **Customer Contact Centre - managing customer enquiries**



60.334 calls over the year

1,594 general enquiries

cancelling repairs

looking at their rent statement 229

3,706 requesting repairs

36,220

Number of tenants who used their online tenant account for: 1,137 booking repairs

42,886

Total transactions. Of these, 5,529 **Customer Contact Centre** tasks were created

## **Keeping communities safe**



759 anti-social behaviour cases



526

property compliance access cases

## **Number of homes**



general let homes



1,209 independent living homes



4,228 **RWP** homes (including LiLAC)



573 Progress

Living homes

## Support for people with a disablity to remain in their home

686 aids and adaptations completed to support

tenants

Value of funding (excluding RWP supported living),

received from Disabled

partner local authorities

Facilities Grants from

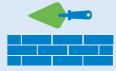
**Property Services** 



100% Properties with

## £10.06m investment in existing properties

## gas safety checks completed



## **Working with suppliers**

£33,000

Value of social value contribution included by procurement activity. Suppliers and contractors also supported 8 community projects and provided access to 2 free webinar sessions to colleagues

## **Investing in new homes**



Spend value of developing new homes

176 new homes developed

# E

COMMUNITY **INVESTMENT FUND** 

£276,535 invested in local communities through the Community Investment Fund

**COMMUNITY INVESTMENT FUND** 

volunteering

projects delivered

projects supported by Community Investment Fund £11,813

donated to fundraising activities of tenants and colleagues, contributing £24,993 in total to charities

127.5

volunteering hours

colleague

16 downsize payments



**Tenancy sustainability** 

434 households supported by Tenant Sustainability Fund



£8,000 Total value of downsize payments

tenants accessing

wellbeing service,

24/7 health and

Life & Progress

**SUSTAINABILITY** 

£3.775

Value of rent

arrears cleared

0000

163 tenants supported by Tenancy Sustainability Team

£344,121 Value of finance gained by tenants supported by Tenancy Sustainability Team

£161,492

Spend value of Tenant

Sustainability Fund