## 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.



tenants supported by Progress Futures



tenants were provided volunteering opportunities through Progress Futures

tenants supported into employment by Progress Futures

tenants supported into education or training by Progress Futures

interns supported through the Project SEARCH programme providing internships for young autistic people or those with

678

attendances at community-based job clubs

#### **Investing in our employees**

people started an

apprenticeship with the Group tenants employed using the Apprenticeship Levy by the Group

86%

of employees stayed with the Group, reflecting strong retention and commitment

employee

learning disabilities

84% of colleagues are satisfied with the Group as an employer

colleague voluteering days taken (Volunteering Leave)

# tenants in shaping services

**530** tenants took part in involvement and community activities



attendances at involvement and community activities

## **Customer voice - involving | Investing in community projects**

committed by the Community

Investment Fund

colleague hours in

enrichment projects

volunteering and

secondments/promotions

£13,212 committed by the Charity Fund supporting fundraising activities of tenants and colleagues

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projects supported by the Community Investment Fund

13 volunteering and enrichment projects delivered and supported

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



emergency home response services, including lifting service

### Managing customer enquiries

#### Supporting people to reduce the under-occupancy charge



000 total value of downsize payments value of rent arrears reduction following engagement with tenants

### **Tenancy sustainability**



new tenants

supported by Key

**Unlocking Futures** 

284 households supported by the Tenant Support Fund Tenant Support Fund

tenants and

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

tenants supported by the Tenancy Sustainability Team

accessing Housing employees accessed Housing Perks Perks

service

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

**SUSTAINABILITY** 

#### **Keeping communities safe**



anti-social behaviour cases handled



checks completed

#### **Our homes**



independent living homes

RWP homes (including LiLAC)

# 573 Progress Living homes

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



value of funding received from Disabled tenants supported by Facilities Grants from aids and adaptations partner local authorities

predicted savings for tenants through

our environmental

sustainability projects

**Environmental** 

sustainability

£685,602 invested in environmental sustainability projects

#### **Investing in new and existing homes**



£36,654 spend value of developing new homes



#### **Working with suppliers**

from our procurement activity



Social impact communication campaigns

23 communication campaigns generating social value



