The impact we've made

March-May 2020

Data for March-April comes from 70 social housing organisations, with a combined stock of 1,049,372 homes (36% of UK total)

HACT
ideas and innovation in housing

490,939
Total welfare calls made

7,115
Mean number of welfare calls made per reporting organisation [n=69]

176,344
Vulnerable residents identified

2,799
Mean number of vulnerable residents per reporting organisation [n=63]

5.95
There is one vulnerable resident per 5.95 homes

26%
Percentage of contacted residents asking for support

80,162
Number of residents receiving advice and guidance

1,215
Mean number of residents receiving advice & guidance per reporting organisation [n=66]

13.1
One resident receiving advice and guidance per 13.1 homes

41,518
Food interventions

670
Mean number of food interventions per reporting organisation [n=62]

25.3
There is one food intervention per 25.3 homes

33%
Percentage of households receiving more than one food intervention

£473,295
Direct financial support to residents

£8,765
Mean direct financial support per reporting organisation [n=54]

34,030
Residents identified at risk of arrears

724
Mean number of residents at risk of arrears per reporting organisation [n=40]

30.9
There is one resident at risk of arrears per 30.9 homes

3,650
Staff who were redeployed to community facing roles

59
Mean number of staff redeployed per reporting organisation [n=62]

13.6%
Redeployed staff as a % of total staff of reporting organisations

To submit your data and evidence the impact we've made, www.ceci.org.uk/measures