



Impact measures

Explanatory notes

March-June 2020



Overview

The data for these impact measures has been collated from submissions sent to the Centre for Excellence in Community Investment by social housing organisations up to 13 August. It covers the social housing sector's response to the Covid-19 pandemic during March - June 2020.

In total, we have had contributions from 79 social housing organisations from across the UK. The stock sizes of those contributing ranged from 400 to 125,000 homes.

As well as asking for the number of homes and staff, we asked organisations to answer nine questions in total. The highest number of responses we had to one question was 78; the lowest was 49.

The overall figures which show increases or decreases between months should be read with

caution, as there could be multiple reasons why figures have increased or decreased from month to month.

For most of these responses, the mean and the median are quite different, which indicates that a couple of organisations affect the mean disproportionately.

Updated advice

For each question, we provided guidance about the type of information we required. Inevitably, different organisations used their own definitions when responding to some questions. For example, there is no standardised definition of vulnerability across the social housing sector, so the numbers of vulnerable residents have been provided according to the definition of the individual organisation concerned (see page 5). As long as each reporting organisation doesn't change its definitions, the data trends we collate month-on-month will be valid.

In future, please only provide the additional figures for the month that has just passed, rather than providing a total figure from all months so far. For example, for number of welfare calls made, please only tell us about the welfare calls you made during July. We already have your figures for March, April, May and June.

Please treat the following figures in this way as well:

- Number of welfare calls
- Number supported with advice and guidance
- Amount of direct financial support
- Number of food interventions

Some figures are more ongoing, and may fluctuate up or down over the months, or remain static. These figures are:

- Number of residents identified as vulnerable
- Number of staff in community facing roles
- Number of residents at risk of arrears

When reporting on these numbers, please tell us the total number of residents and staff in that category that month, even if it is the same as last month. Please also indicate to us whether this is higher, lower, or the same as last month.

When recording figures for Amount distributed through direct financial support in the past month, the advice in the data capture form calls for "direct financial support" including "hardship funds, rent relief funds, fuel vouchers, and any other funds distributed directly to residents/households."

We would like to clarify that this question is calling for direct financial support that is given to residents from the budget of your own organisation only.

Please do not include money claimed in benefits from the government that residents are entitled to.

Please only record money from your own organisation's budget. If you have included figures which count money that you have helped residents claim from other sources, please do amend your figures from previous months when you return you future figures.

Definitions of vulnerability

One of the reasons for not applying a standardised definition to vulnerability, for example, is that a standardised definition doesn't exist. When sending us their monthly returns, we invited responding organisations to share their definitions of vulnerability with us.

Here is a selection of them.

"Tenants who we recorded as being vulnerable prior to COVID-19 plus those who have become vulnerable as a result of COVID-19. Vulnerabilities are based on disabilities and age, as well as those who are DV victims; subject to ASB; or have mental health or substance misuse problems."

"70+, mobility issues, alcohol addiction, recovering from illness, poor mental health and learning difficulties."

"We are using Community Insight for data and the BRC Covid data alongside a number of internal indicators including age of customers, pre-existing health conditions etc."

"Residents in need / receiving care, support, floating support, self-isolating, shielding or assessed as needing support when contacted during the lockdown period (we prioritised contact with residents aged 70+ and those with a recent adaptation to their home)."

"We define vulnerability based on the definition used by the Department for Work & Pensions as follows: "An individual who is identified as having complex needs and requires additional support to enable them to access and use services and/or sustain their tenancy".

Homes and staff

Homes

Total number of homes:	1,180,154
Number of responses:	79
Mean number of homes:	14,939
Median number of homes:	7,000
High:	125,000
Low:	400

Staff

Total reported:	41,123
Number of responses:	78
Mean number of staff:	520.55
Median number of staff:	304
High:	3,512
Low:	15



Welfare calls

Total calls made:	609,529
Number of responses:	78
Mean:	7,814
Median:	1,828
High:	50,350
Low:	9

We asked for the number of welfare calls made during March, April, May and June.

We didn't stipulate a definition of a welfare call, so each reporting organisation has provided data according to their own definition.

With 78 responses, this category had the highest number of reporting organisations.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Vulnerable residents

Total identified:	184,702
Number of responses:	71
Mean:	2,601
Median:	1,297
High:	22,300
Low:	11
Homes per vulnerable resident	6.39

We asked for the number of residents identified as vulnerable during March, April, May and June.

As with the welfare calls, we didn't stipulate a definition of vulnerability, so each reporting organisation has provided data according to their own definition of vulnerable resident (see page 4).

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Needing support

Mean % needing support:	26%
Number of responses:	70
Median:	16%
High:	100%
Low:	0%

We asked for the percentage of residents needing any form of support, including direct financial support, support with food, mental and physical wellbeing, advice or guidance, requests for further welfare calls and any other support.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Advice & guidance

Total people supported:	114,326
Number of responses:	76
Mean:	1,504
Median:	238
High:	8,579
Low:	1
Homes per advice & guidance	10.32

We asked for the number of people supported with advice and guidance during March, April, May and June.

We invited reporting organisations to include all advice and guidance sessions (including debt advice, mental and physical wellbeing, etc). The range of responses suggests that organisations gave us some, but not all, of these figures.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Food interventions

Total food interventions:	85,158
Number of responses:	74
Mean:	1,151
Median:	72
High:	9,280
Low:	0
Homes per food intervention:	13.85

We asked for the number of food interventions made in March, April, May and June.

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Repeat food interventions

Mean % of households with > 1 food intervention:	38%
Number of responses:	49
Median:	25%
High:	100%
Low:	0%

We asked for the percentage of households receiving food interventions more than once.

There were a low number of organisations who reported against this metric. The disparity between the median and the mean can be explained by the 100% statistic, which suggests it is an outlier.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Direct financial support

Total direct financial support:	£994,335
Number of responses:	63
Mean:	£15,783
Median:	£1,044
High:	£137,00
Low:	£0

We asked for the amount distributed through direct financial support in March, April, May and June.

Although we asked for financial support linked with hardship funds, rent relief funds and fuel vouchers, the lack of a clear definition might have affected this figure. It does not include indirect financial support.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Risk of arrears

Total people at risk:	38,230
Number of responses:	55
Mean:	695
Median:	208
High:	6,788
Low:	0
Homes per person at risk of arrears	30.87

We asked for the number of people identified as being at risk of arrears in March, April, May and June.

We might expect this figure to increase as the number of unemployed residents grows.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.



Staff deployment

Total staff deployed:	4,357
Number of responses:	71
Mean:	61
Median:	28
High:	373
Low:	0
Redeployed staff as % of total staff	13.8%

We asked for the number of staff deployed to community response roles in March, April and May.

There have been a range of responses to this question. Some have taken this as number of staff redeployed - those who were moved into community response roles - while others have taken it as the total number of staff in community response roles, including existing community investment staff.

The number of responses relates to the total number of responses over the three reporting periods. This does not mean that all organisations provided data for each reporting period.

Submit your data

Submission dates:

July data	21 August
August data	21 September
September data	21 October
October data	21 November

For further information about the impact measures or about this release, please contact:

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