

We are much more than just a provider of homes. We are proud to support and create vibrant communities and help people to lead happy, fulfilled lives.

Here are some of the highlights from 2019/20 of the ways we supported our customers and communities to achieve more.




**1,274**  
 customers improved their **employability skills**

**£15.3m SAVED**  
 in housing benefit claims by providing **affordable rents**

**£57.4m**  
 spent on building **446 new homes**

**1,095**  
 people became **more active**



**195**  
 people supported to learn about **healthy ageing**

Our development spend was worth **£201m** to the **local economy**



**560**  
 people visited our pop-up **community health sessions**

**423**  
 customers **reduced their debt** by a total of **£307k**

During the year we generated **social value of £38m**

Reached the milestone of **5,000** customers signed up to **My whg**



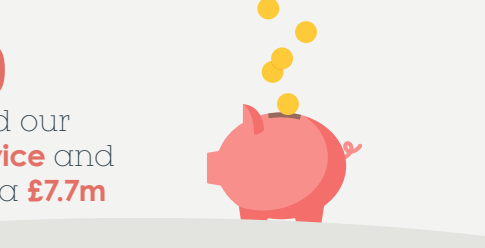
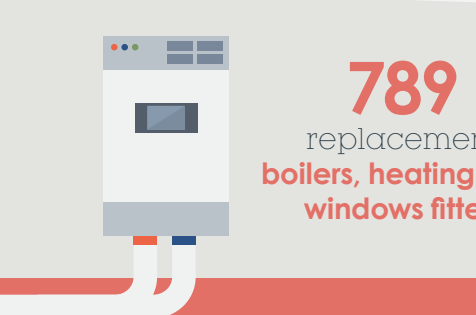
**714**  
 customers received **digital training** through **Black Country Click Start**

**172**  
 customers given a tablet to help them **access online services and training**




**149**  
 customers **gained employment** with the support of our teams

**2,190**  
 customers used our **money advice service** and accessed an extra **£7.7m**

**789**  
 replacement **boilers, heating and windows fitted**

**418**  
 customers have received **energy advice** through LEAP

**44**  
 customers received **external wall insulations**, new roofs and windows

