

Environmental, Social and Governance Report

2026





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About Us

Plus Dane Housing is a housing association providing affordable homes for rent and shared ownership to nearly 30,000 people. Our homes are predominately based in Merseyside and Cheshire, covering 11 local authority areas. We own and manage more than 14,500 homes with £100.1m (pre audit) turnover (2025/26).

In 2024 we created a new vision for Plus Dane, of delivering quality homes, great services and vibrant communities, a vision developed in collaboration with over 1600 customers, colleagues, Board and other stakeholders. In our first full year of the corporate plan, we have been working hard to embed our vision into everything we do. In the same year we created our Corporate Plan 2024-27 to steer a long-term sustainable future achieved through financial resilience, high performance, robust governance and assurance around how we are delivering our vision.

We are registered with the Financial Conduct Authority and the Regulator for Social Housing. We currently have a G2 compliant rating for governance and we are working hard with the Regulator on actions to enable us to move back to a G1 rating. We have a financial viability rating of V2 which means that we are meeting the Regulator's viability requirements, and we have a C2 rating for consumer standards.

We delivered 62 new homes in 2024/25, and we have over 300 more, either on site now or in the pipeline, for 2026/27 as part of our commitment to meeting housing demand and need across our region.

The challenging economic conditions continued in 2024/25, but we stood firm and invested £27m into our existing homes and delivered 56% of our three-year Growth Strategy at the end of year two.

We have successfully secured external funding through two new lenders to the value of £90m as we work towards meeting the £100m target set by our Board.

We completed Wave 2, year 3, of the Social Housing Decarbonisation fund at a project cost of £11.7m, with 812 homes in total benefiting from works over three years of funding. We also invested a further £1.2m in year one of the renamed Warm Homes Fund, Wave 3, with 63 homes either fully completed or at final sign-off stages during 2025/26.

In 2025/26 we celebrated our 50th anniversary. A key part of these celebrations was the creation of a Golden Community Impact Fund, offering 50 x £1000 grants to support our local communities to do great things. The fund supported 57 projects, investing a total of £48,738 directly supporting projects led by our customers and those local organisations supporting our customers and neighbourhoods.

For Plus Dane, ESG reporting aligns directly with our vision and helps us strengthen how we demonstrate the value we bring to these key areas.

We set ourselves a target to reduce homelessness in our communities by allocating 10% of homes annually to homeless individuals and families. A recent IfG study estimated that local authorities in England spent £3.8bn tackling homelessness in 2024/25 through temporary accommodation and support services and Liverpool City Council announced it is investing around £90m on homelessness over the next few years. We are playing our part in reducing this impact to local authorities by exceeding our annual target each year for the past three years. Allocating 37% of our homes to homeless customers in 2025/26

Our Social Value Impact

Helping Customers and Communities to Thrive

Customer Experience



£863,284

invested into communities



3,581 customers receiving support through our **one referral route**



1,800 residents supported through our annual **winter campaign**



15 contractors contributing **£15,849** towards our **winter campaign**



£39,984 energy vouchers to **816** customers via **energy redress scheme**



763 customers received **crisis support** costing **£93,323.60** (food and energy vouchers)



Listened to **1,288** customers about **services they receive** and **suggestions for improvement**



Delivered **13** **customer consultations** on a variety of themes



We recruited **236** **Plus Dane Voices** customers, taking us to **2,723** in total



30 households supported with **school uniforms** through our partnership with **Cash for Kids**



Approved **36** applications for our **'Move on Fund'** to help customers with **barriers to employment**



Set up **3** **new forums** for **Leaseholders, service charge payers** and **customers** interested in **sustainability**



152 households receiving **winter warmth** items



68 customers received **digital support**



1,386 **wellbeing** outcomes



13 apprentices sustained, **5** **new apprentices** created and **2** **new jobs** through procurement

Vibrant Communities



126 customers supported into **work and training**



£35,650 grants given to **25** **Community Groups**



Through our **golden communities fund** provided **£48,738** to **57** projects



Our partnership with **Pocket Power** helped more than **100** customers to save **£22,186** on their **household bills**



We supported **Green Tree House** who supported our customers with **sustainable food** through more than **1,000** interactions



We work with **Alsager Community Support** who has helped **64** customers with their **wellbeing and community needs**



Since the start of the Pilot **two years ago** our **JobsPlus** pilot generated **£500k** of wages to the **L8 area**, supported **153** local people, found employment for **35** customers and secured further funding until **March 27**



Our **Welfare Team** achieved **£2m** in **financial gains** for customers, plus our referral partner, RAISE Advice, secured a further **£1.5m** **financial support** for our customers in 2025/26



We repurposed the **top floor** of our **Congleton office** into a **community Wellbeing Hub**. Bringing together **13** **specialist partners**, supporting **311** customers in **year 1**



We have repurposed a property in **Runcorn** into a purpose-built **children's residential home**, with **3** ensuite rooms to be run as a non-profit care home, **run by Juno** from **26/27**



£23,200 in **financial gains** secured for customers in **2025** through our partnership with **Lightning Reach** and almost **£30k** in **unclaimed benefit entitlement**



Provided funding to **New Beginnings** for a new 'pantry on wheels'. Helping customers and communities across **Liverpool** access **affordable food and support**

Colleague Experience



7 colleagues supported our **Union Street Community Centre** clean up day



15 colleagues supported our **Lightly Court** clean up day



8 colleagues supported our **Poets Park, Bootle** clean up day



6 colleagues supported our **Dennis Round Court** clean up day



12 colleagues supported our **Ribble Road** clean up day



10 colleagues supported our **Clock Community Centre** clean up day



78 colleagues volunteered



442 hours volunteered across the year for all activity



80 colleagues attended **Equality Diversity & Inclusion** workshops

Sustainable Organisation



We have fitted **customers homes** with **energy saving** measures:

307 Solar PV systems

171 Ventilation fans

46 Loft insulation top ups

121 Internal wall insulation



We supported **32** **community events** across our neighbourhoods



100% of our **new homes** where built to **EPC B or above**



Case Studies

Jobs Plus - Garden Pod

Our Jobs Plus pilot project in Toxteth is a vital community hub, based in our Irene Milson Resource Centre. In 2025 demand for employment support quickly outgrew the existing space, limiting privacy for confidential conversations.

Working with our partners **Travis Perkins**, and **Heron Constructive Solutions**, we delivered a **secure garden pod** to create a warm, confidential setting for one-to-one support. **Travis Perkins secured the pod at a significant discount and contributed materials and finishing works worth £8,000. Heron project-managed the installation, providing skilled labour valued at almost £4,000.** Plus Dane's Electrical team completed fit-out, making the pod heated and usable all-year-round, enabling **more weekly appointments, shorter waits, and better access to jobs and skills support.**



Wellbeing Hub

We have transformed the top floor of our Cheshire office into a **multi-agency Wellbeing Hub**, bringing together a wide range of mental health and wellbeing support providers.

The rooms have been repurposed into vibrant spaces that have brought together **13 partners to date**, including NHS Speech and Language Therapy service and Talking Therapies, to help improve outcomes for Congleton residents.

A **collaborative steering group of partners** is now shaping the Hub and the organisations will **share data, insight, and knowledge to improve services together.**



Golden Communities Impact Fund

The **Golden Communities Impact Fund** was launched to mark our **50th Anniversary (2025/26)** and to support **community led and voluntary sector initiatives** that improve **wellbeing, resilience and opportunity** across our neighbourhoods in **Cheshire and Merseyside**. The fund has supported **57 projects**, with total investment of **£48.7k** targeting **local priorities identified by residents and community organisations**.

The fund supported projects that improved: community wellbeing; **community resilience**; **children and young people**; **environmental improvements**; or **culture and inclusion**. Funded projects include:

- **St Pauls Centre – Kindness Kits**, which delivered **practical household and hygiene support** to **vulnerable residents** experiencing **financial hardship, domestic abuse, isolation or poor mental health**.
- **Walk Florrie – Men’s Mental Health & Wellbeing** which supported the expansion of **group based physical activity, counselling and wellbeing sessions**.
- **Bringing Colour to Goodier Court** which involved **young people** in improving **communal areas** through **gardening, painting and maintenance activity**, delivered in partnership with the **local fire service**.
- **Baby Baskets – Supporting New Mums in Crisis**. The funding enabled the provision of **essential items for babies and new mothers** experiencing **acute hardship**, including those **fleeing abuse, seeking asylum or leaving care**.



Future Targets

Plus Dane Board has agreed the following key targets for five years 2023-2028.

Five-year view	ESG	Link to corporate plan	Progress	Year 1 2023/24	Year 2 2024/25	Year 3 2025/26
All new homes built to EPC average B	Environmental	Sustainable organisation	✓	100%	96%	100%
£1.75m investment in community activities	Social	Customer experience	✓	£267k	£908k	£863k
Helping 500 customers into employment and training	Social	Customer experience	✓	102	104	126
Reduce homelessness by allocating 10% of homes annually to homeless cases	Social	Customer experience	✓	28%	31%	37%
All colleagues paid at least the real living wage	Governance	Colleague experience	✓	100%	100%	100%
Continued compliance with LCR Fair Employment Charter at Aspiring level and moving to Accredited level	Governance	Colleague experience	✓	Complied	Complied	Complied and Achieved Accredited level in 2025/26

In 2026, we became one of only a dozen organisations to be upgraded to Accredited Status of the Liverpool City Region Fair Employment Charter. This means that we are leading the way in making our region the fairest, most equitable place in the country to work in. The recognition reinforces our own Values and commitment to our inclusive workplace where we support colleagues to grow and develop in a safe and healthy environment.





How Do We Assess Our Performance?

As we continue to deliver our approach to ESG, we also have a Net Zero project running alongside it. The purpose of the project is to develop a holistic approach to sustainability at Plus Dane which reduces our environmental impact as a business. In terms of other roles and responsibilities within Plus Dane:

Executive Management Team – review performance monthly and are responsible for ensuring that our external accreditation performance is maintained.

Board – approve the five-year ESG targets and monitor performance against the targets quarterly.

External audit – as part of the annual audit process, Plus Dane demonstrate evidence of performance against targets for their inclusion in the financial statements.

Our Sustainable Future

This is year three of our journey and we recognise that we are still on a journey of improvement.

Our new Sustainability Working Group jointly made up of Board membership and colleagues has now been created and have already agreed a way forward on how we increase our approach to sustainability across all our activities and will oversee delivery of our very first Sustainability Strategy which we approved in July 2025.

External Accreditation

SHIFT

SHIFT is the sustainability standard for the housing sector.

An annual independent assessment is completed which helps Plus Dane demonstrate our delivery against challenging science-based environmental targets. In 2025/26 we improved our SHIFT accreditation rating from Bronze to Silver.

Sustainability for Housing

Sustainability for Housing launched the Sustainability Reporting Standard for Social Housing (SRS) – ESG standard designed to help the housing sector measure, report and enhance its ESG performance in a transparent, consistent and comparable way.

Plus Dane has adopted the standard after self-assessing and confirming compliance with almost all of the criteria with some areas for improvement identified and to be taken forward as part of our Net Zero project.

Sustainability for Housing report the six key benefits of adopting the SRS as:

- Join a growing community that is supporting the sector and its residents on the ESG journey
- Help to lead and shape the reporting of the sector's sustainability performance
- Enable lenders and investors to assess the ESG performance of housing providers, enabling access to finance
- Support work with residents and other stakeholders to create positive social and environmental outcomes
- Feature in the SRS Directory to enhance visibility and connectivity in ESG and social housing
- Gain access to our exclusive series of webinars and events



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