

Plus Dane Housing

# Environmental, Social & Governance Report

2025



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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 across Cheshire and Merseyside. We own and manage over 13,000 homes with £101m turnover (2024/25) and planned turnover for 2025/26 of £100m.

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.

We are registered with the Financial Conduct Authority and the Regulator for Social Housing. We currently have a G2 rating for governance, however, we are working hard with the Regulator on actions to enable us to move back to a G1 rating as soon as possible. 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.

Our business plan continues to balance financial strength with continued investment in our existing homes and developing an increasing number of new homes. We delivered 345 new homes in 2024/25, (81 more than 2023/24) as part of our commitment to meeting housing demand and need across our region. In 2024/25, Plus Dane continued to navigate the challenging economic environment, whilst investing increasing amounts in existing homes and delivering 47% of our three-year Growth Strategy in year one.

We have invested £26.6m in our existing homes in 2024/25 and we plan to increase this over the coming years. We have also successfully bid for external funding and through successful delivery have positioned ourselves well to take advantage of additional funding in order to do even more.

We recently secured a further £2.57m from Wave 3 of the Warm Homes Fund (previously Social Housing Decarbonisation Fund) which when matched by Plus Dane will create a £5m investment in retrofitting, allowing us to deliver energy efficiency improvements to more than 300 of our homes. Funding through Wave 1 and 2 has already delivered improvements to more than 600 homes as part of a £12m investment.

In addition, we have recently secured a further £75,000 from Round 8 of the Heat Network Efficiency Scheme for energy efficiency improvements at our Conway Court scheme, benefiting 22 residents.

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

We are ambitious for growth in areas where we know we can excel and in places we know and understand. We are a purpose led, performance driven organisation which is important to our continued strength and sustainability and ensuring our long-term ability to deliver our vision.

# Our Social Value Impact

Helping customers and communities to thrive



**£908,729** contributed to community investment and funded £20,000 in local projects to help tackle the cost-of-living crisis.

## Customer experience



**12** contractors contributed a **£9950** towards our annual **winter campaign**



Our **annual winter campaign** supported **3973** customers



We provided **54** customers with **winter warmth** items



Through the **data bank** partnership, we gifted **£1100** worth of **data, minutes and texts** to our customers



**1231** Customers **improved** their **health and wellbeing** through mental health support, befriending, community activities and partner provision



**811** customers in crisis received **emergency food and fuel** provision totaling **£99,156.39**



Listened to **1,425** customers about the **services they receive**



Delivered **14** **consultations to seek** the views of customers



Recruited **286** **Plus Dane Voices**



## Vibrant communities



We supported **104** customers into **employment and training**



**Pocket Power** helped **93** customers save **£15,800** on **household bills** like energy, water, broadband, and more



We secured **6 jobs** via **Next Energy** and sustained **2 apprentices** with **Frank Rogers**, delivering **£137,618** in value



**£48,915** obtained through **energy schemes** to support our **175 customers** in hardship



With our support, **BNENC** helped **53** customers claim **£91,445** in **benefits and fuel**



We funded **£20,000** in **local projects** to help tackle the **cost-of-living** crisis



Secured a **£500** Northern Housing Consortium **bursary** to support a customer's **university costs**



Through our partnership with **Alsager Community Support** **39** customers received **£60,325** in financial support



Our partnership with **The Green Tree House** in Congleton supported customers affected by the **cost-of-living** crisis, distributing **1,927 food tickets**



We secured **£206,000** to deliver one of **10** national **Jobs Plus** pilots



We supported the **L6 Centre** to obtain **£1250** worth of **consultancy** which resulted in a further grant award of **£10,000** for core costs



We funded **24 community** organisations supporting customers over **winter** and the **festive period**



**546** customers were referred to our **partners** for **additional support**



**£15,500** in **labour and materials** donated by our contractors to support our **community spaces**



**£21,145** donated from our contractors to support **community projects**

## Colleague experience



Alongside **Frank Rogers** staff, **13** Plus Dane colleagues **cleared** Victoria Settlement of **weeds and rubbish**, allowing customers to use the outside space again



**5** Plus Dane colleagues, along with help from the **environmental team**, volunteered to clean up **Radleys Court gardens** to make them more attractive for customers



**6** colleagues volunteered their time to support **Rosehill Court Customers** clear the garden space of **rubbish and weeds**



Our colleague **charity abseil** raised **£5000** which was donated to **Cash for Kids**



**76** colleagues **volunteered** **228** hours during the **winter campaign**



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

## Sustainable organisation



Alongside **Next Energy** and in collaboration with **Jobs Plus** and **The Learning Foundry** we hosted a Green Skills Recruitment event



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

- 597** Solar PV systems
- 932** Ventilation fans
- 274** Loft insulation top ups
- 303** Internal wall insulation
- 94** Cavity wall insulation



We supported **3** **community clear up days** to promote engagement, wellbeing and environmental issues

## Case studies

### Bromley Farm Community Picnic

In June 2024, in response to feedback from local residents highlighting the importance of fostering community cohesion, wellbeing, and support, we established a project team to organise a community get together. The engagement and partnerships team worked closely with the Bromley Farm Residents group and with the support of Town Mayor Kay Wesley, to deliver a memorable community picnic event that attracted more than **200** customers. The event offered food, entertainment, and an opportunity for residents to take part in our wellbeing feedback activity. This led us to introduce additional activities at Bromley Farm Wellbeing, including healthy cooking on a budget sessions, mental health peer support, and food provision for customers in need.



### Jobs Plus

In July 2024, **£206,000** was secured for a 9-month Jobs Plus Pilot. The Irene Milson Resource Centre in Toxteth was chosen as one of 9 national pilots to test an alternative job center model. With the support of Youth Futures Foundation and continued DWP funding, the program will extend for another year. The pilot encompasses wrap-around support, wellbeing assistance, and financial incentives to aid the transition into employment. So far, there have been **11** job outcomes and ongoing work with a caseload of **43** participants into year 2, focusing on youth provision. A local marketing company has been brought in to enhance engagement through social media channels.





### Frank Rogers sustained apprentice

Ryan aged 21, has been a great asset to Frank Rogers Building Contractors while pursuing a Degree Apprenticeship in Quantity Surveying. His drive, professionalism, and passion have made him a stand out member of the team. Recruited for the Plus Dane contract, he has been pivotal to its success over the past year. Ryan swiftly adapted to site and office demands, managing procurement, valuations, and contract administration. Balancing studies with work, he achieved a 68% average last year and undertook additional training. Ryan's contributions to Plus Dane and Frank Rogers Building Contractors have been invaluable.



### Rosehill Court gardening event



Plus Dane and Frank Rogers clean up event at Victoria Settlement



## Future targets

Plus Dane Board has agreed the following key targets for the next five years.

Five-year view	E S G	Link to corporate plan	Progress	Year 1 2023/24	Year 2 2024/25
All new homes built to EPC average B	Environmental	Sustainable organisation	✓	100%	96%
£1.75m investment in community activities	Social	Customer experience	✓	£131k	£131k
500 customers supported with learning, development & training opportunities	Social	Customer experience	✓	102	104
Reduce homelessness by allocating 10% of homes annually to homeless cases	Social	Customer experience	✓	28%	31%
All colleagues paid at least the real living wage	Governance	Colleague experience	✓	100%	100%
Continued compliance with LCR Fair Employment Charter at Aspiring level and moving to Accredited level	Governance	Colleague experience	✓	Complied	Complied

## 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.

In addition to internal processes, external accreditation is used to support continuous improvement. Two examples are detailed below.

## External accreditation

### SHIFT

An annual independent assessment and accreditation scheme is completed which helps Plus Dane demonstrate our delivery against challenging science based environmental targets.

### Sustainability for Housing

Sustainability for Housing has 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

## Our sustainable future

This is year two of our journey and we recognise that we still have much to do. We have agreed a new Sustainability Working Group jointly made up of Board membership and colleagues to agree a way forward for how we increase our approach to sustainability across all our activities. We look forward to sharing the outcome of this work with you in next years report.