

Our Social Value Impact

Helping customers and communities to thrive



£908,729 contributed to community investment.

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** residents 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** staff **cleared** Victoria Settlement of **weeds and rubbish**, allowing customers to use the outside space again.



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



6 members of staff 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 staff **volunteered 228** hours during the **winter campaign**.

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