

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**.

