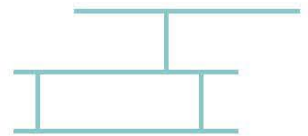
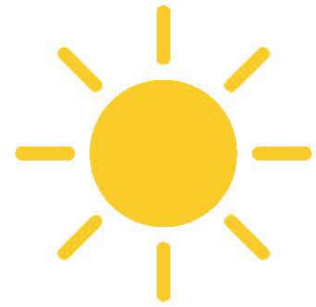


Plus Dane Housing

Environmental Social & Governance Reporting

2024



Plus Dane Housing

About us.....	3
The story of 2023/24	4
Future targets	8
How do we assess our performance?	8
External accreditation	9

Plus Dane Housing

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 13,500 homes with an £84.7m turnover and planned turnover for 2024/25 of over £100m.

We have a new vision for 2024 and beyond of delivering quality homes, great services and vibrant communities, a vision which was developed in collaboration with over 1600 customers, colleagues, Board and other stakeholders.

We are registered with the Financial Conduct Authority and the Regulator for Social Housing and have maintained the highest rating for governance of G1 and a viability rating of V2.

Our business plan balances financial strength with continued investment in our existing homes and developing an increasing number of new homes. We have invested £17m in our existing homes in 2023/24 and the plan is for this to increase over the coming years. We have also successfully bid for external funding in order to deliver even more. We recently secured Wave 2 Social Housing Decarbonisation Fund which when match funded, takes our total investment to £8m to improve the thermal efficiency of 400 homes in the Liverpool 8 neighbourhood.

We also delivered 264 new homes as part of our commitment to meeting housing demand and need across our region.

We are ambitious for growth, but with a focus on what we know we do well, in places that we know and understand.

For Plus Dane, ESG reporting which describes our impact in terms of our environmental, social and governance activity, aligns directly with our core vision, ESG reporting helps us strengthen how we demonstrate the value we bring to key these key areas.

Plus Dane Housing

The story of 2023/24

Social



28% of homes let to people that were homeless



Supported **706** customers through our hardship fund



Built **159** much needed affordable homes for rent and shared ownership



Supported **102** customers with employment, training or development opportunities



2,027 Plus Dane customers helped us to improve eight service areas



97% of our homes are general needs or supported housing with long term agreements



Our resettlement service supported **65** Ukrainian refugees, **10** planned resettlements & **54** people claiming asylum



Our winter campaign helped over **2,807** customers to manage another tough winter & provided toys for **138** children



We supported **780** customers to improve their wellbeing

Environmental



77% of our homes are rated EPC C & above, increased from **56%** in 22/23

72.6

Average SAP rating of our homes, EPC rating C



106 homes benefitted from retrofit works supported by the Social Housing Decarbonisation Fund

Governance



Plus Dane pays the real living wage



5-10% of our scoring in the procurement of goods and services is based on delivery of social value



Achieved the Liverpool City Region Fair Employment Charter

The above demonstrates some of our key ESG performance in 2023/24. Some qualitative examples of performance are detailed below:

Plus Dane Housing

Arncliffe Gardens



As 2023/24 ended, our 77 home extra care scheme at Arncliffe Gardens, Knowsley was almost completed.

In partnership with Fusion 21 and developers, Vistry, we reviewed the social value impact the scheme has had. Fusion 21 concluded that Arncliffe has generated a number of social value outcomes, leaving a

legacy for Knowsley residents as well as local businesses and charities.

The Social Value target for this site was 237 Social Value weeks. The total number of Social Value weeks delivered is 601. Headline outcomes are as follows.

9 employment opportunities for Knowsley Residents

33% of supply chain spend invested into Knowsley businesses

2 apprenticeship opportunities created for Knowsley young people

18 Knowsley community support and career events delivered

When Arncliffe officially opened in June 2024, the opening ceremony was centred around the burying of a time capsule that has been filled by pupils from Holy Family Catholic Primary School. The school is opposite Arncliffe Gardens and pupils have been watching the building grow out of the ground over the past 2 years. Pupils from the School Council joined the Mayor McGlashan to bury the capsule, which won't be opened for a least 50 years.

Positively Governing

Plus Dane has supported a new initiative in the North West, Positively Governing, looking for new talent and experience from people who are usually under-represented at Board level, in roles like non-executive directors, trustees or governors.

The initiative supports a diverse cohort, to spend half a day a month as part of the programme, giving learners the skills to help them become highly effective in a Boardroom role, and apply for vacancies in a housing association, voluntary or community sector organisation, charity, school, college, social enterprise, or business.

Supporting the initiative will help Board's become more diverse helping them make better decisions.

Plus Dane Housing

Making our homes more energy efficient & affordable for customers



Following on from Wave 1 of the Social Housing Decarbonisation Fund (SHDF) we were successful as part of Wave 2.1 and have targeted homes in the Liverpool 8 area, our most prevalent area for reports of damp & mould, to complete intensive retrofit works to enhance efficiency, affordability and comfort for customers living in those homes.

We currently have 439 homes included in this programme, but we expect with support of the fund and Liverpool City Region, to increase that number to 508.

In 2024 we secured £43k to support two studies that will support capital grant applications. The funding is part of a £3.5m funding pot which has been awarded in Round 4 of the Government's

Heat Network Efficiency Scheme (HNES) to 20 organisations across England and Wales. The funding aims to improve the performance of heat networks, so they provide better services to their customers, increased efficiency and reduced energy costs.

We have also conducted programmes to give control to customers of their heating system and therefore reduce service charge costs. In 2023/24 we completed works to 43 homes with a further 11 due.

Due to the success of the heat meter installations on these general needs homes and to inform future investment plans, we have asked Switch2 to conduct further studies on our other schemes to assess what would be required to move these over to heat metering rather, giving customers control of their utility costs.

St Columba's Pantry



Columba's Pantry opened in April 2023 and was designed to alleviate food insecurity and help meet the needs of the residents of Pinehurst in North Liverpool.

The Pantry is a collaborative enterprise between Plus Dane Housing, St Andrew's Community Network, Liverpool Football Club and St Columba's church.

Working with partners we now have over 150 members (of which 50% are Plus Dane customers) visiting the pantry

Plus Dane Housing

weekly, benefiting from low-cost healthy food. Membership is extended to those not on benefits in recognition of those families struggling with low pay.

Pantry members select 10 items for £3.50 but can choose other items at no extra cost. We have been able to support our customers who cannot afford the weekly fee by paying for up to six weeks' food when needed.

Through our weekly attendance at the pantry, we heard stories of Plus Dane customers who were struggling. To alleviate some of the pressures we invited our partners, BNENC – who provide welfare advice and support, National Energy Action – who provide energy advice and vouchers, Liverpool in Work – who provide employment support, Transform Lives – providing mental health and wellbeing advice and the local Councillor also now has his surgery at the pantry.

Plus Dane has a weekly clinic on the same day as the pantry to talk to customers about their repairs and other tenancy issues. Our dedicated presence every Friday means that we are able to develop meaningful relationships with residents and provide weekly updates.

Our presence has been further enhanced through our partnership with 'Brick by Brick which provides ex amazon household goods – we have been able to provide hundreds of essential items to members of the pantry putting money back into their pockets.

In 2023, we invited our partner Frank Rogers via their social value commitment to support the pantry by giving the church a bit of a facelift. Frank Rogers jumped at the opportunity – the church had not been decorated for years and was showing signs of wear and tear. Due to the ceiling elevation in the church this was no mean feat, and it took the team from Frank Rogers over a week to complete. The church was appreciative of the help, and it was the start of a meaningful relationship between Frank Rogers and the pantry.

We have received the following feedback from pantry members:

"I get here early every week – I know it isn't open until 9.30 but I get here at 8.30 so I can have a gab with the other ladies who come. It's been great for getting me out the house and I've made some new friends."

"It's the biggest help anyone could get. This isn't the usual sort of thing I would do-people are always friendly here – I'm not from Liverpool and I don't really know a lot of people but when I come here, I know people will talk to me. I can't tell you how much Plus Dane have helped me."

"It's a lifeline in a failing world!"

"It helps me top up my weekly shop and keeps me on top of things. I've got 3 kids so it's really hard because everything is so expensive."

"Coming here is a big help, its easy to access after dropping the kids off at school. The household items are an amazing help to me too. "

"Everyone is so helpful. I was able to get my PIP and benefits sorted out when I came to the pantry as well as get my shopping in."

Plus Dane Housing

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
All new homes built to EPC average B	Environmental	Sustainable organisation	✓	100%
£1.75m investment in community activities	Social	Customer experience	🕒✓	£131,471
500 customers supported with learning, development & training opportunities	Social	Customer experience	🕒✓	102
Reduce homelessness by allocating 10% of homes annually to homeless cases	Social	Customer experience	✓	28%
All colleagues paid at least the real living wage	Governance	Colleague experience	✓	100%
Continued compliance with LCR Fair Employment Charter at Aspiring level and moving to Accredited level	Governance	Colleague experience	✓	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.

Plus Dane Housing

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.