

Plus Dane Housing

2022 | 23

annual report



welcome

Welcome to our 2022|23 annual report which shows another mixed year in terms of performance. There is some performance that I am pleased with including our record of making sure homes are safe to live in, our approach to managing community safety and the level of support that we are able to offer when people need us.

But there are areas of performance that aren't where we want them to be and this year we will be working hard to make these better - particularly around repairs, complaints and customer satisfaction.

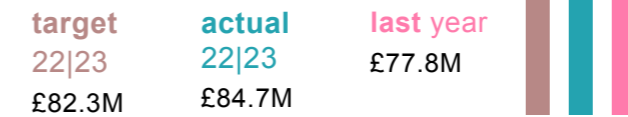
To help us to do this we have taken some difficult decisions. In 2022 we closed our defined benefits pensions scheme and transferred colleagues who were in that scheme into our defined contributions scheme. In 2023 we had the opportunity and took the bold decision to pay in full the cost of exiting these schemes; meaning there is no ongoing liability nor uncertainty of cost.

The impact is that we will show a £4.4M deficit in our annual accounts. This is a one-off event and in no way reflects on the financial standing of the organisation. In fact, it gives us the ability to plan effectively for the future without having to consider ongoing pension costs that have spiralled over the last decade. Basically it gives us the freedom to focus more of our resources on those things that matter most to you.

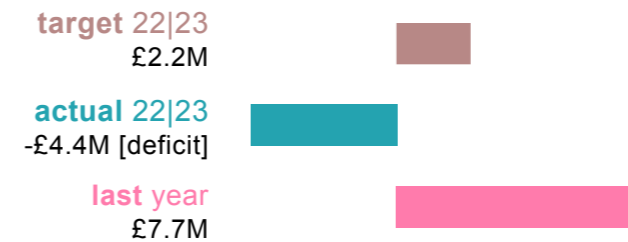
Ian Reed, Chief Executive Plus Dane Housing

our finance

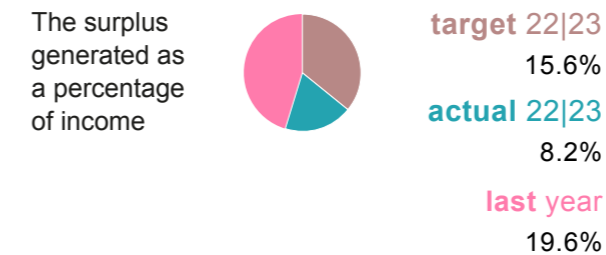
income



surplus after tax

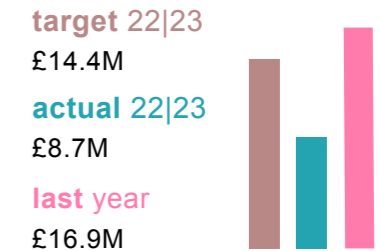


operating margin



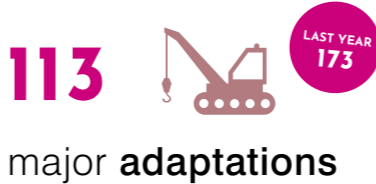
operating surplus

Our income less the amount it costs to run our business



invest in your home


Claire Dixon, Deputy Chief Executive with Watkin Jones at Alexandra Gardens





Built **148** brand new homes 
[our target was 142]

LAST YEAR
143

 **809** first & re-let homes

428 new homes on site 

Helped **81** customers into home ownership 

95% were satisfied with their new build home

Processed **3.6K** Help to Buy applications 

helping customers into homes



Alexandra Gardens from above [CGI image]



what our customers said

Plus Dane customers, Mr and Mrs Jacobs

92.3%
were **satisfied**
with their **home**

LAST YEAR
69.4%



77.3%
feel that we
do **what we**
say we will

LAST YEAR
75.9%



83.3%
were **satisfied**
with **Plus Dane**
overall

LAST YEAR
77.9%



our repairs service



Colleagues with our strategic partner Penny Lane Builders

we completed
46,773
repairs in total



we spent
£7.3M
on repairs
in total



on average it took us
30.9 days
to **complete** a routine **repair** from
the time it was **reported** to us



LAST YEAR
26.6
days

84.6%
were **satisfied**
with our **repairs**
service
[our target was 83%]



0.75%
of repairs
resulted in a
complaint

we completed
12,742
emergency
repairs



97%
within
4 hours



keeping you safe

Our Crosby development

Plus Dane Housing

we completed **99.97%** of gas safety checks



99.60% of our homes have an electrical safety certificate [EICR]



we completed **334** Fire Risk Assessments [FRA]



100% of our homes have an up to date FRA [where one is required]



we serviced **235** fire alarms



99.2% overall safety compliance for asbestos, electrics, gas, lifts & water hygiene [our target was 100%]

LAST YEAR 99.4%



your feedback



we received
662
complaints



we received
160
compliments



we responded to
91% of
complaints within our
stated timescales
[our target was 90%]



LAST YEAR
88%

34% of
complainants
were **satisfied**
with the **outcome**
of their **complaint**



LAST YEAR
25%

79%
of complaints
were **upheld**
[our target was 57%]




LAST YEAR
71%



anti social behaviour

we managed **310** separate ASB cases  LAST YEAR 260

5 cases were referred for mediation 

we have assisted with **69** domestic abuse cases 

100%  of ASB cases were responded to within target LAST YEAR 90%

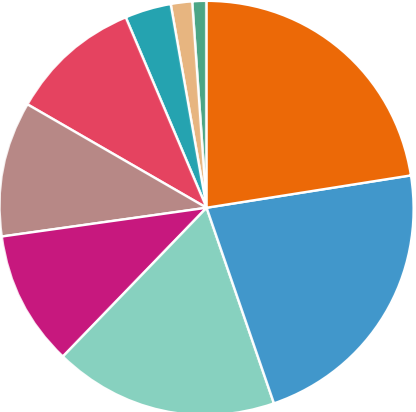
7 individuals were served with injunctions 

6 possession orders

3 suspended possession orders were obtained

ASB case types

- 70** Noise
- 69** Domestic abuse
- 54** General / other ASB
- 33** Drug dealing / misuse
- 33** Physical violence / assault / arguing
- 32** Harassment / intimidation / threat
- 11** Hate crime
- 5** Vandalism to property
- 3** Criminal damage





here when
you need us

Plus Dane colleagues at the Welsh Streets

we responded to over **174K** customer contacts



we supported **637** customers through our hardship fund



our floating support team have worked with **1,055** customers who were in need of more in-depth assistance



we supported **197** emergency assistance applications



we processed **1,484** referrals to our welfare team with a financial outcome of **£1.87M** for our customers



our resettlement service supported **80** Ukrainian refugees, **15** planned resettlements & **13** people claiming asylum







Supporting communities

Sir Peter Fahy, Chair, Plus Dane and colleagues supporting our winter campaign



our winter campaign helped  over **2,264** customers to manage another tough winter & provided toys for **217** children

we contributed **£24k** to over **15** community organisations to help support them with the cost of living crisis 

we supported **804**  customers to improve their wellbeing

our new partner **Pocket Power** helped **99** customers lower their household bills saving **£28k** 

we secured **£24k** of external funding to support the work we do in communities 

we fast-tracked **60**  customers to our new mental health support partners 

we invested **£26k** in keeping our community centres running for local activities 

helping you into work

we supported
75
customers into
work & training



we developed a
partnership with the
Brain Charity to help
customers with a range
of **neurodivergent**
conditions into work



we recruited **8**
apprentices
covering a range
of roles



we supported
11 move on
fund applications
for customers
to access
employment
& training

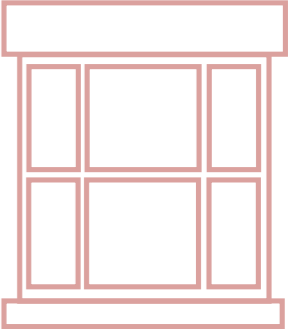
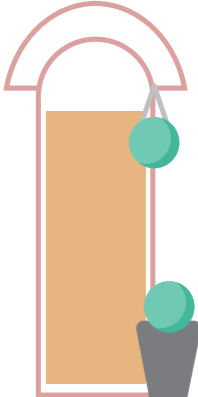
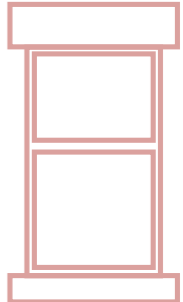
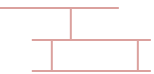
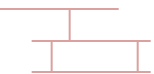




working with our contractors

we raised over **£21K** from our **contractors, suppliers & grants** to support our winter campaign

we achieved over **£161K** in **social value** through our **contractors & suppliers** which was ploughed back into our neighbourhoods to provide added value to the work we already do



Colleagues & partners on site in Crosby



customer voice


Plus Dane customer Ms McKnight and daughter

10 customers joined our new Customer Assurance Panel



479 customers responded to our customer consultations





399 new customers joined Plus Dane Voices to give us regular feedback on our services

we recieved **43** recommendations from our customers for service improvements



More detail on our finances, aims, & objectives can be found on the performance page of our website at www.plusdane.co.uk or scan the QR code opposite with your phone camera to go straight to the information.

