



PEAKS & PLAINS  
Housing Trust



# 2024/25 Environmental, Social, Governance (ESG) Report





## A bit about us

Peaks & Plains Housing Trust is proud to be a profit-for-purpose social housing provider, operating in the heart of communities across Cheshire and High Peak.

The Trust addresses local housing needs by being a great landlord, creating great places to live and being a resilient organisation. Based in Macclesfield, we work with our customers and partners to provide safe homes and thriving communities.

With a dedicated team of around 180 staff, we own and manage over 5,200 homes – and have an annual turnover of £36.786m.



Find out more online about how we're shaping our future  
[peaksplains.org/ourpurpose](https://peaksplains.org/ourpurpose)

This report is for our customers, funders, and partners. It's all about providing transparency and insight into how we are addressing the environmental and social challenges that lie ahead.

We are confronted with the vital challenge of upgrading our existing social homes to comply with regulatory requirements and support the government's 2050 Net Zero Carbon goal.

Our ongoing efforts focus on improving energy efficiency across all our properties, and we recognise the importance of providing our customers, partners, and funders with an unambiguous account of our progress toward these standards and future readiness.

This marks our fifth ESG report, through which we continually strive to enhance the accuracy and relevance of the information shared about how we manage emerging challenges, reduce risks, and seize new opportunities.

As we expand our knowledge, refine our data, and develop actionable plans, we remain dedicated to embedding continuous improvement throughout our operations.

We hope this report offers valuable insights and transparency, deepening your understanding of our social mission and impact.

**Mark Howden**  
Chief Executive Officer





# Summary of criteria themes

Our ESG report is split into the following themes. Each of these is further broken down into detailed criteria: C1-C46.

Environmental	T1 Climate change	How are we rising to the challenge of climate change both now and in the future?
	T2 Ecology	How well are we protecting the local environment and ecology? In particular, this explores how to reduce the degradation of natural habitats and stop the loss of biodiversity.
	T3 Resource Management	How are we managing natural resources sustainably? This includes how we plan to reduce waste and how we will encourage other companies to adopt sustainable practices.
Social	T4 Affordability & Security	How affordable are our homes to those on low incomes? The criteria include the tenure mix of our homes and the security of our tenancies and our plans to reduce inequality.
	T5 Building safety & Quality	How well are we meeting our legal responsibilities to protect residents and to keep their homes safe? The theme is made up of two criteria, disclosing gas safety checks and fire risk assessments.
	T6 Resident voice	How successful are we at listening to and empowering residents? We look at board scrutiny, complaint handling and resident satisfaction.
	T7 Resident support	What do we do to support our residents? Criteria cover what support we offer and how successful it is.
	T8 Placemaking	How successful are we at creating well-designed homes and providing great places to live with a mix of tenure types to support inclusive communities?
Governance	T9 Structure & Governance	How do we make sure that the trust is effective, accountable and transparent at all levels?
	T10 Board & Trustees	How well equipped is our Board to govern the Trust effectively? We look at ownership, experience and independence.
	T11 Staff wellbeing	What kind of employer is the Trust and how do we support our people and treat them fairly?
	T12 Supply Chain	How do we promote sustainable public procurement practices, and make sure they match with national policies and priorities?
This document follows the structure of The Sustainability Reporting Standard for Social Housing. In time we aim to adopt the standard and build on this framework.		



Environmental...





# Climate Change

## C1. Distribution of EPC ratings of existing homes (those completed before the last financial year)

Measurement: % of homes rated	31st Mar 2025
(92-100) A	0.45%
(81-91) B	13.56%
(69-80) C	51.16%
(55-68) D	34.96%
(1-54) E+	1.75%
Homes without an EPC rating	0.00%

## C2. Distribution of EPC ratings of new homes (those completed in the last financial year)

Measurement: number of homes rated	31st Mar 2025
(92-100) A	8
(81-91) B	50
(69-80) C	0
(55-68) D	0
(1-54) E+	0
Homes without an EPC rating	0

## C3. Does Peaks & Plains have a Net Zero target and strategy? If so, what is it and when does Peaks & Plains intend to be Net Zero by?

The Trust’s Environmental Strategy is a commitment to achieve Net Zero Carbon by 2050. This will cost circa £180m, of which the Trust has already committed £13m in the current business plan. We have undertaken Zero Carbon modeling for our stock; however, due to affordability, not all the costs to meet Zero Carbon are included in our business plan. This gap in funding will be addressed through a mix of external grant funding and re-financing.

## C4. What retrofit activities has Peaks & Plains undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against Peaks & Plains’ Net Zero strategy and target?

342 homes received energy improvement work to bring their energy performance to band C. This was done via the Social Housing Decarbonisation Fund.

We have also successfully bid for a £6.583m grant via Warm Homes: Social Housing Fund Wave 3. This is to improve the energy efficiency of a further 604 homes, including the decarbonisation of 54 homes.

Read about how we’re working with our customers to decarbonise our homes:

[peaksplains.org/goinggreen](https://peaksplains.org/goinggreen)

## C5. Scope 1, Scope 2 and Scope 3 Green House Gas emissions Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home

Measurement:	as of June 2024
Scope 1, Scope 2 and Scope 3 Green House Gas emissions	16029000 kg CO <sub>2</sub> e
Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home	3150kg CO <sub>2</sub> e

In a step toward environmental sustainability, the carbon emissions associated with customers’ homes have been successfully reduced from 16,029 tonnes to 11,845 tonnes per year, marking a decrease of 4,184 tonnes of CO<sub>2</sub> emissions annually.

This reduction is equivalent to taking approximately 909 average passenger vehicles off the road every year.

This achievement reflects our ongoing commitment to creating greener, healthier communities through targeted improvements in energy efficiency and sustainable practices within social housing.

### Positive Impacts Include:

- **Environmental benefits:** Lower carbon emissions contribute to mitigating climate change and improving local air quality.
- **Health improvements:** Reduced pollution can lead to better respiratory health and overall well-being for residents.
- **Cost savings:** Energy-efficient homes often mean lower utility bills for tenants, easing financial burdens.
- **Leadership and innovation:** Demonstrates a replicable model for other housing providers aiming for sustainability goals.
- **Community wellbeing:** Enhances the quality of living spaces & supporting community pride.



**C6. How has Peaks & Plains mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is Peaks & Plains mitigating these risks?**

A flood risk assessment has been completed for all stock. This, in addition to data captured as part of our SHIFT accreditation, has led to the implementation of decision trees in specifications relating to planned improvement works. For example, a property in a high-risk flood area will receive a different specification to that of one in a lower risk area.



## Ecology

**C7. Does Peaks & Plains have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?**

Our void standard is under review - looking at how we can enhance biodiversity. We are also exploring the feasibility of social value projects to incorporate areas of wildflowers into our stock.

**C8. Does Peaks & Plains have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does Peaks & Plains target and measure performance?**

We are planning to develop a strategy for managing and mitigating the risk caused by air pollution during 2025/26.

## Resource Management

**C9. Does Peaks & Plains have a strategy to use or increase the use of responsibly sourced materials for all building works?**

Not currently, but we are planning to develop a strategy. Whilst we don't have a dedicated strategy, we do specify recycled materials and re-use where appropriate, e.g. roof slates.

**C10. Does Peaks & Plains have a strategy for waste management incorporating building materials? If so, how does Peaks & Plains target and measure performance?**

We are developing a plan and have actions within our Environmental Strategy (2024-27), including:

- Developing a plan to maximise recycling for all property and business-related waste, targeting year on year reductions in non-recyclable waste, on reducing, reusing and recycling.
- Developing a plan to maximise recycling for all office activity, targeting year on year reductions in non-recyclable waste - based on reducing, reusing and recycling.
- Developing a plan to ensure that the waste management of suppliers and contractors supports the Trust's objectives and targets.

These are currently due to be completed by April 2026.

**C11. Does Peaks & Plains have a strategy for water management? If so, how does Peaks & Plains target and measure performance?**

We intend to develop a plan as part of our strategy. The Trust's approach to water management is outlined in our Environmental Strategy.

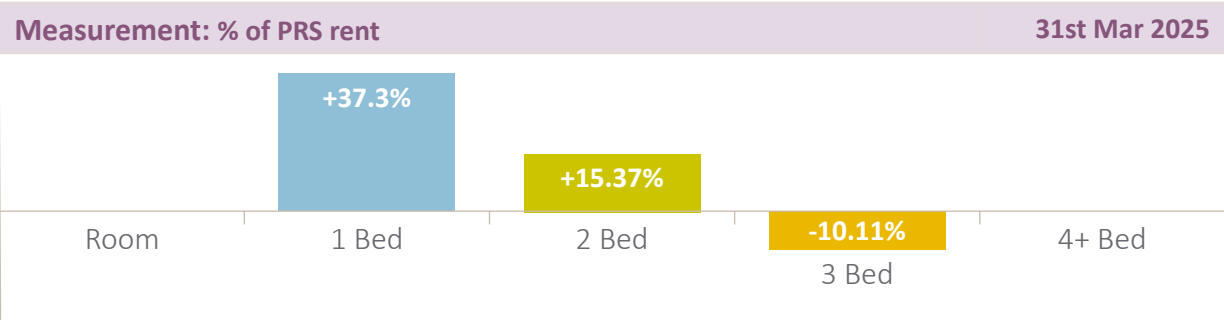




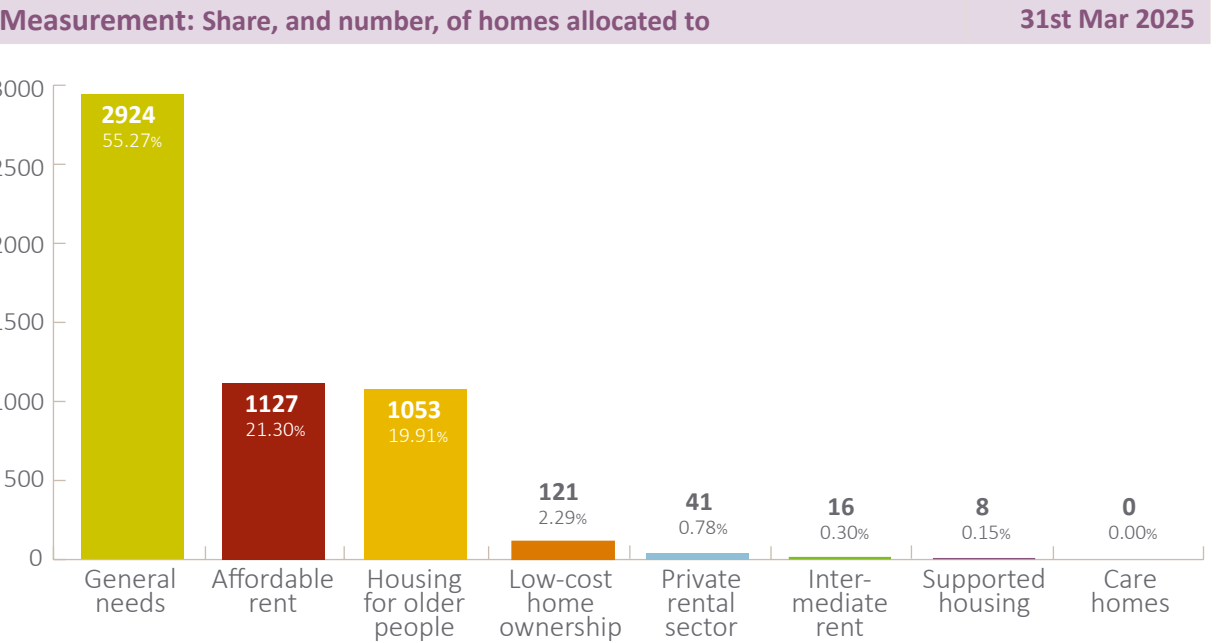


**C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:**

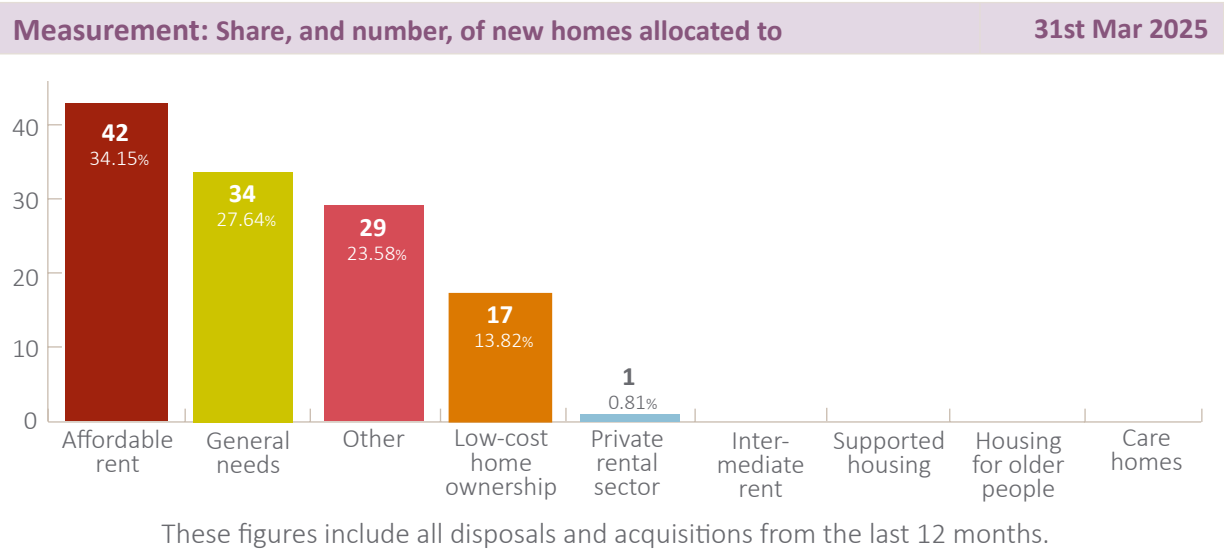
Rent compared to median Private Rental Section relevant to Local Authority. Issued by local government.



**C13. Share, and number, of existing homes (homes completed before the start of the previous financial year) allocated to: general needs (social rent), intermediate rent, affordable rent, supported housing, housing for older people, low-cost home ownership, care homes, private rental sector:**



**C14. Share, and number, of new homes (homes that were completed in the last financial year), allocated to: general needs (social rent), intermediate rent, affordable rent, supported housing, housing for older people, low-cost home ownership, care homes, private rental sector:**



**C15. How is Peaks & Plains trying to reduce the effect of fuel poverty on its residents?**

We are actively working to reduce the impact of high energy costs on residents. We are doing this by improving the energy efficiency of homes, providing financial assistance, and offering advice on reducing energy consumption.

We are also engaging in projects to create more sustainable and comfortable living spaces.

**C16. How does Peaks & Plains provide security of tenure for residents?**

We provide security of tenure to residents by ensuring their tenancies can only be ended with a court order. This requires a valid reason for eviction – meaning that a tenant cannot be evicted without due process and legal grounds.

**Protection:**

The Trust’s Tenancy Policy emphasises a commitment to protecting tenants and providing support to help them maintain their tenancies.

**Legal process:**

The Trust will only pursue legal action to end a tenancy as a last resort. This will only be done after exhausting other preventative measures or when there’s a significant tenancy breach.

**Fair and just procedures:**

The Trust’s procedures ensure that residents can address any issues with their tenancy and avoid eviction when possible.

**Support for tenancies:**

The Trust provides support and advice to tenants who may be facing difficulties. This includes signposting to appropriate support in finding alternative accommodation or referring to the local authority in cases where legal action could result in an eviction.



## Building Safety & Quality

C17. Describe the condition of Peaks & Plains’s portfolio, with reference to:

Measurement:	31st Mar 2025
% of homes have an in date gas safety check in line with the policy	99.98%
% of required fire risk assesments in place	99.16%
% of homes have received an electrical safety check in the past 5 years	99.98%

As of the end of March 2025, there was a buyback property for which the sale completed, and the asset moved into Trust ownership. However, an up-to-date gas safety certificate and electrical condition report were not provided as part of the sale pack. As soon as the Trust took ownership, these safety checks were booked in while the property was still void and were promptly completed in early April 2025.

C18. What % of homes meet the National Housing Quality Standard? Of those which fail, what is Peaks & Plains doing to address these failings?

Measurement:	31st Mar 2025
% of homes	98.76%

Any properties which failed to meet the Decent Homes Standard as of 31st March 2025, were either added to (some may be already work in progress) the Investment Programme for completion prior to the 31 March 2026, or are empty pending redevelopment.

C19. How do you manage and mitigate the risk of damp and mould for your residents?

The Trust manages and mitigates the risk of damp and mould in various ways;

1. The Damp and Mould Customer panel where customers who have had experience of suffering from damp and mould are invited quarterly to give feedback to the Trust on how we can improve service delivery.
2. A Damp and Mould information booklet has been introduced that was co-written by the Damp and Mould customer panel, which informs customers on how to prevent damp, mould and condensation (DMC), and what actions they can take to help tackle the creation of DMC.
3. A DMC ‘tracker’ has been created and implemented within teams including Customer Experience (CX), the Maintenance Hub and Surveying Team. The purpose of this is to ensure that the Trust has an auditable ‘start to finish’ log for each DMC case.
4. In May 2025, a tender process was completed for a specialised Disrepair & DMC contractor to assist the in-house Maintenance Team with specialist work.
5. An additional role of a Damp & Mould Technician has been created within the in-house Maintenance Team, ensuring consistency for mould washes and minor DMC works.
6. The Trust has various methods of raising damp and mould cases, including by telephone, portal, stock condition surveys, Tenant Satisfaction Measures, neighbourhood roadshows and estate inspections- in addition to the usual repairs reporting methods.

## Resident Voice

C7. What are the results of Peaks & Plains’s most recent tenant satisfaction survey? How has Peaks & Plains acted on these results?

73% of customers are satisfied overall with our services.\*

We ask Acuity to contact customers on our behalf. This is so customers feel they can talk freely and honestly about our services. Acuity provide resident satisfaction surveys and benchmarking services, helping housing providers to improve services and engage with their residents through an understanding of satisfaction, performance and profiling data.

We use this information to improve and shape the services that we offer – highlighting key areas for improvement.

Here are a few examples on how we have listened and acted:

- **Re-launched the Trust Tenant Charter**  
*Why?* Tenants wanted clearer information about their rights and responsibilities. The re-launch aims to make everything more understandable and accessible, so everyone feels informed and supported. [See what the Charter is all about here](#)
- **Promoting Anti-Social Behaviour mediation options**  
*Why?* Tenants suggested that mediation could help resolve disputes more peacefully. Promoting these options helps create a more harmonious community, so that’s why we have started to promote this.  
You can find more information here: [peaksplains.org/news/mediation-not-litigation](#)
- **Issuing regular updates on our Grounds Maintenance service** e.g. cut and drop  
*Why?* Tenants wanted more consistent updates about grounds maintenance. Regular updates keep everyone in the loop about schedules and efforts to maintain green spaces and their surroundings.  
We do this via our website, social media, our customer newsletter – PlainSpeaking, and during our quarterly Grounds Maintenance Residents Group.
- **All our staff underwent customer service training**  
*Why?* Feedback showed that staff needed more training to better serve tenants. MGI training helps staff improve their skills and provide better service.
- **Updating and promoting our Pet Policy and Good Neighbourhoods Policy**  
*Why?* Tenants wanted clearer guidelines on pet ownership and neighbourhood conduct. Updating and promoting these policies means customers know what to expect and fosters a sense of community.
- **Review accessible bathroom specification**  
*Why?* Accessibility was a key concern for tenants with disabilities. Reviewing and updating bathroom specifications ensures that facilities are safe and comfortable for everyone.

See more information about the measures here: [peaksplains.org/yoursatisfaction](#)

\*All figures are out of 1081 customers that were surveyed through our partners, Acuity.



**C8. What arrangements are in place to enable residents to hold management to account for the provision of services?**

The Trust has a Customer Voice and Communications team that supports residents to influence decisions and scrutinise the work of the Trust.

The Customer Voice and Communications team works to deliver the Trust’s Customer Voice Strategy, which was co-produced with residents and approved by our Board.

It is important to create opportunities that are inclusive and diverse; therefore, we have created several different ways for customers to provide feedback and influence decision making.

We have different levels of involvement requiring varying levels of commitment.

The Trust has an active Challenge Group that meets every five weeks to scrutinise performance and report to the Trust’s Board.

Here are a few examples of ways that customers can get involved:

**High level involvement:**

- Challenge Group

**Medium level involvement** – around one to two hours every three months:

- Grounds Maintenance Resident Group
- Asset Management Monitoring Group
- Building Safety Group at Range & Pennine Court
- Damp & Mould Customer Panel
- Scrutiny Panel

**Low level involvement** – dedicate as much or as little of your time as you like:

- Commentator Panel e.g. receive ad hoc surveys about our services or policies

For more information on how to get involved [peaksplains.org/your-voice](https://peaksplains.org/your-voice)

**C9. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within Peaks & Plains?**

We don’t have this information for 2024/25 yet, but we will be sure to update when we do.

For reference, in 2023/24, the Trust held at 38% maladministration rate. There were four cases determined by the Ombudsman. Three out of the four cases received service failure or maladministration determinations.’

## Resident Support

**C10. What are the key support services that Peaks & Plains offers to its residents? How successful are these services in improving outcomes?**

We offer a wide range of support- with services designed to enhance the well-being and stability of its residents, primarily through the dedicated Tenancy Support Team and the Domestic Abuse & Safeguarding Officer.

**Tenancy Support Team:**

- Comprises two full-time Tenancy Sustainment Officers.
- Provides comprehensive support to residents, whether they self-refer or are referred by other teams.
- Focuses on addressing all aspects of a resident’s situation to improve tenancy outcomes.

**Domestic Abuse & Safeguarding Officer:**

- One dedicated officer to provide specialised support for residents experiencing domestic abuse and safeguarding concerns.
- Works closely with external organisations to ensure the safety and well-being of vulnerable residents.

**Domestic Abuse Champions:**

- Over fifteen staff members trained as Domestic Abuse Champions.
- Equipped to identify and manage initial disclosures of domestic abuse, providing immediate support and ensuring safe referrals.

**Key services offered:**

- Financial assistance: Offering money and benefits advice to help residents navigate financial challenges.
- Signposting to third-party support: Facilitating connections to external organisations for additional support and grants.
- Mental health and well-being Services: Providing signposting to mental health resources and wellness programmes.
- Hoarding support: Assisting residents facing hoarding challenges to create safer and healthier living environments.

**Success metrics:**

- Outcome improvement: This comprehensive approach has led to significant improvements in tenancy stability, reduced evictions, and better overall resident satisfaction.
- Feedback mechanism: Ongoing assessment of service effectiveness through resident feedback and outcome tracking.
- Collaboration: Strengthened partnerships with local organisations to enhance service delivery and resource access.

**Focus:**

- Continued investment in staff training to improve service quality and responsiveness.
- Ongoing evaluation of programme effectiveness to ensure alignment with resident needs.







## Placemaking

**C11. Describe Peaks & Plains's community investment activities, and how Peaks & Plains is contributing to positive neighbourhood outcomes for the communities in which its homes are located. Provide examples or case studies of where Peaks & Plains has been engaged in placemaking or placeshaping activities.**



Food / fuel vouchers



Volunteering time



Work experience



School mentoring



Local jobs created



Training opportunities/  
improved skills



6 properties provided for  
community use



Social Value delivered  
in house



10.5hrs supporting local  
schools and colleges



236hrs provided  
to support local  
communities



Donations - money,  
materials, equipment or  
other items



7 weeks dedicated  
to providing work  
placements/experience  
(repairs)



Easter event -  
1600 easter eggs were  
delivered to 300 customers  
and multiple local community  
groups



Christmas Cheer-  
visited 140 homes with  
goodies donated from  
our supply chain

Over the past 12 months, we have been out and about in your neighbourhoods as part of our Trust Roadshows. Every month staff from across the Trust head out to say hello to customers – knocking on homes and checking in on our neighbourhoods.

Here's just some of the places we've been...

- Huntersgate, Handforth
- Ryles House, Moss Estate
- Ivy Court, Glossop
- Manor Park, Knutsford
- Upton Priory, Macclesfield

Our Neighbourhoods team hold regular drop in sessions in community spots such as:

- Weston Community Hub, Weston
- The CORE, Upton Priory
- Gawsworth Hub, Gawsworth
- Coffee mornings at over 55s accommodation

The Trust went along to some of our partners and local community group fun days and events including Hope Central, The Welcome, Macc Pride Picnic in the Park and the Macc Pride parade.

The Trust understand that space is important to put on community events and support services, that's why we offer several community groups premises at a peppercorn rent. This just means that it costs a lot less than market rental.



WESTON  
COMMUNITY HUB



CHELFORD  
COMMUNITY HUB



Keep up to date with what's happening in our neighbourhoods at  
[peaksplains.org/your-community/neighbourhood-plans](https://peaksplains.org/your-community/neighbourhood-plans)







## Structure and governance

**C25. Is Peaks & Plains registered with a regulator of social housing?**

Yes.

**C26. What is the housing provider's most recent regulatory grading/status?**

G1/V2.

**C27. Which Code of Governance does Peaks & Plains follow, if any?**

National Housing Federation Code of Governance 2020.

**C28. Is Peaks & Plains Not-For-Profit?**

Yes. Any surplus that we make goes back into providing services, improving our homes and building new ones.

**C29. Explain how Peaks & Plains' Board manages organisational risks?**

Our Board uses a Risk Management Framework.

This requires them to look at policy, risk appetite, risk registers (strategic and operational) and the Assurance Plan.

Detailed scrutiny and review of risks is delegated to the Audit Committee (including 'deep dives' on an individual risk at each meeting).

The Board receives a summary of the strategic risk register at each meeting to consider if any changes are needed. They can comment and challenge on its contents.

The Board reviews the register in more detail once a year and also has annual discussions about the risk appetite. All reports to the Board include a risk section in which risks relevant to the report are clearly flagged.

**C30. Has Peaks & Plains been subject to any adverse regulatory findings in the last 12 months (e.g. data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?**

No.

# Governance...



# Board and Trustees

**C31. How does Peaks & Plains ensure it gets input from a diverse range of people, into the governance processes? Does Peaks & Plains consider resident voice at the Board and Senior Management level? Does Peaks & Plains have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of Board members and Senior Management?**

All reports to the Board, Committees, Executive and Senior management teams include mandatory sections. Here, relevant information about diversity and customer voice/ customer insight is included.

These inform decisions and will include reference to any relevant consultation that has been carried out, including its possible impacts on diverse groups.

Residents’ voices are also heard at Board level through attendance of Challenge Group members at each meeting. A Board member also attends each Challenge Group meeting.

Scrutiny reviews and recommendations, which are carried out by customers, are reported to the Board and to the Committee. These provide customer perspectives and suggestions as to how we can improve our services.

All policies (which require Board, Committee or Executive Management Team approval) require an Equality Impact Assessment to be completed to ensure possible impacts are assessed. This includes our Board Succession, Renewal and Recruitment Policy, which also sets out our commitment to attracting a diverse range of candidates for Board and Committee membership.

The recruitment of Senior Management is a company priority, given its critical impact on leadership capability, operational delivery, and cultural alignment. To ensure objectivity and reach, we leverage external executive search partners alongside internal succession planning.

Key appointments are expected to strengthen leadership bench strength; address identified capability gaps and support the delivery of long-term value. Risk mitigations, including rigorous due diligence and structured onboarding plans, are in place to ensure smooth integration and accountability.

We remain committed to diversity, equity, and inclusion throughout the process, ensuring that all recruitment practices reflect our values and support a high-performing, future-ready leadership team.



**C32. What % of the Board AND Management team have turned over in the last two years? What % of the Senior Management team have turned over in the last two years?**

Measurement:	31st Mar 2025
% of Board and Management	22%
% of Senior Management team	9%

**C33. Number of board members on the Audit Committee with recent and relevant financial experience.**

Measurement:	31st Mar 2025
Number of audit committee	3

**C34. What % of the housing provider’s Board are non-executive directors?**

Measurement:	31st Mar 2025
% of board members	100%

**C35. Has a succession plan been provided to Peaks & Plains’ Board in the last 12 months?**  
Yes. A report on recruitment plans to address succession was brought to the Board in September 2024. The formal succession plan was approved by the Trust’s Governance Committee in September 2024.

**C36. How many years has Peaks & Plains’ current external audit partner been responsible for auditing the accounts?**

Measurement:	31st Mar 2025
Number of years	2

**C37. When was the last independently-run, Board-effectiveness review?**  
Spring 2024 (carried out by Altair Ltd).

**C38. How does Peaks & Plains handle conflicts of interest at the Board?**

- Annual declarations of interest forms have to be made for Board and Committee members. There is a declarations of interest item on the agenda for each meeting.
- Where appropriate, a ‘conflicted’ member, will either not take part in the discussion or decision, or may leave the meeting for that item.
- Our Code of Conduct for Board and Committee members covers conduct expected regarding declaring interests; the Trust’s rules also cover this.
- Declarations made throughout the year are reported to the Audit Committee annually.





## Staff Wellbeing

**C39. Does Peaks & Plains pay the Real Living Wage?**

Yes - we are accredited.

**C40. What is the median gender pay gap?**

Measurement:	31st Mar 2025
Median gender pay gap	6%

You can read our gender pay gap report at [peaksplains.org/genderpaygap](https://peaksplains.org/genderpaygap)

**C41. What is the CEO:median-worker pay ratio?**

Our Chief Executive to staff ratio is 4.46:1

**C42. How is Peaks & Plains ensuring Equality, Diversity and Inclusion (EDI) is promoted across its staff?**

The Trust has an EDI Forum that meets every two months to discuss how to raise awareness and promote EDI across the organisation.

Regular Team App posts are issued to all staff on a range of EDI topics and awareness days.

Regular EDI Training is delivered to staff, and a full matrix is in place to ensure this covers all relevant topics.

Every member of staff has an EDI objective set for them each year to achieve, and EDI is mentioned in every job description across the Trust.

A review is undertaken every year on staff recruitment and EDI data. This is to track any barriers or gaps in our processes.

We have an EDI strategy and action plan which are reviewed regularly. Staff have a method for reporting EDI suggestions and ideas at any time for continuous improvement.

Learn more about Equality, Diversity and Inclusion at the Trust at [peaksplains.org/edi](https://peaksplains.org/edi)

**C43. How is Peaks & Plains support the physical and mental health of its staff?**

Staff have access to a health cash plan where they are able to claim back various health-related costs such as dental, optical, and physiotherapy fees.

Alongside this we provide an Employee Assistance Programme for all staff to access at any time, and we have extended the basic allowance for this on occasion when needed.

We also have a group of Mental Health First Aiders available for staff to speak to for support and signposting. We regularly refer employees to occupational health for advice when there is a physical or mental health issue present.

The Trust has a Health & Wellbeing Forum who meets quarterly on wellbeing related matters. The Forum reviews policies and other initiatives.

We conduct stress risk assessments, return to work, wellness action plans and reasonable adjustment plans for staff where required. We offer staff the ability to claim back the expense of a flu vaccination every year.

The Trust also offers financial wellbeing advice and knowledge benefits, as well as the ability to save and access low interest loans through the Credit Union. The Trust is a flexible employer, with many employees being eligible for agile working – promoting work/life balance.

**C44. How does Peaks & Plains support the professional development of its staff?**

We use our apprenticeship levy to fund the professional development of our staff. We currently have ten staff studying apprenticeship qualifications from level 2 up to level 6 (degree).

Staff are studying towards the achievement of housing qualifications, building surveying and accounting. We also use our commercial training budget to fund the development of staff.

Development needs are identified through 1-2-1 conversations with managers, and appropriate learning interventions are identified to support development needs.

Our Learning and Development Business Partner is also able to deliver many learning events, including a leadership development programme for first line managers and an aspiring manager programme for our senior officers.

We also deliver soft skills and EDI training in-house, such as time management, assertiveness, coaching, and EDI awareness. To accompany this, we have a learning management system which provides a suite of e-learning for staff to support their day-to-day knowledge requirements.

## Supply Chain

**C45. How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?**

The Trust’s Social Value Strategy sets out the Trusts aims to deliver against the social priorities in line with the National Procurement Policy Statement (NPPS), and continue to engage with our tenants and local social enterprises to gain feedback on how we can further support our community through the creation of local priorities. The strategy sets out a social value minimum weighting of 10% to be applied to all tenders over £50,000. In November 2024, our Board approved our new Value for Money and Social Value Strategies. We have since decided to combine these, as we believe that they are intrinsically linked’.

**C46. How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of Peaks & Plains supply chain when procuring goods and services?**

The Trust has an Environmental Strategy in place that is included in all procurement activities. We are looking at how we can fully embed the recording of environmental impacts as part of the Strategy Action Plan.





PEAKS & PLAINS  
Housing Trust



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[www.peaksplains.org](http://www.peaksplains.org)