

Social Value Report

2025/2026

Through our **passion** for housing, more
people have a **safe** place to call **home**



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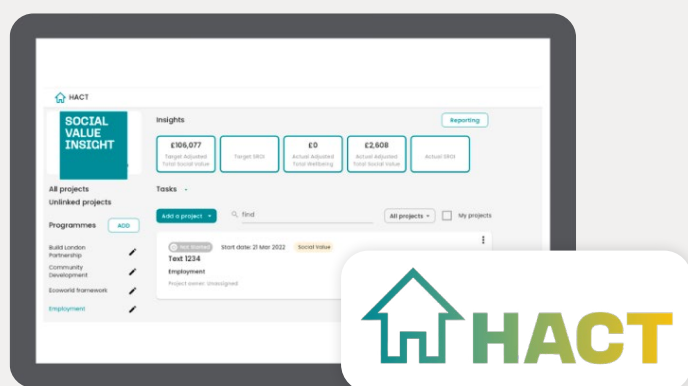


Introduction

Social Value is a part of everything that we do. It is embedded into our organisation through our people, products and services, such as Supported Housing, Welfare Benefit & Debt Advice and Tenancy Support.

The outcomes from specific projects can also be monitored and evidenced as we work closely with organisations and charities to run projects that engage and support our residents and evidence the value they provide.

We monitor and report on the social value outcomes using the **Housing Association Charitable Trust (HACT) Social Value Tool** and have been doing so since 2009.



Example

If we work with specific customers to increase their money management skills, this can have a direct impact on the levels of rent collected, and debt for YHG. Outcomes that can be measured include a customer being able to reduce their own debt, and due to improved confidence, reduce their risk of future issues with debt.

These specific outcomes can be measured, and a monetary value applied to generate an overall 'Social Value' that the project or service has delivered to an individual.

How we measure

All YHG services can be measured for social value, both internally and externally, so outcomes from services such as Welfare Benefit & Debt Advice and Supported Housing would be from the customer's journey and include things like 'Improvement in confidence', 'Feel in control of life' and 'Relief from depression & anxiety'.

These outcomes are evidenced by asking the customer how they feel when we first engage with them and the same question at the end of their support.

Other ways we measure include surveys, project records and visual impact such as moving from unemployment to full-time employment, attending training, or environmental impacts, such as the resolution of problems with litter, rubbish or dumping.

The outcomes are entered into the HACT tool, which then calculates the social impact and provides YHG with a report.

It's worth noting that although the overall total generated is slightly lower than the previous year, the performance has been much higher. The main reason for this is that the way in which HACT calculate social value has changed slightly.

Social value generated

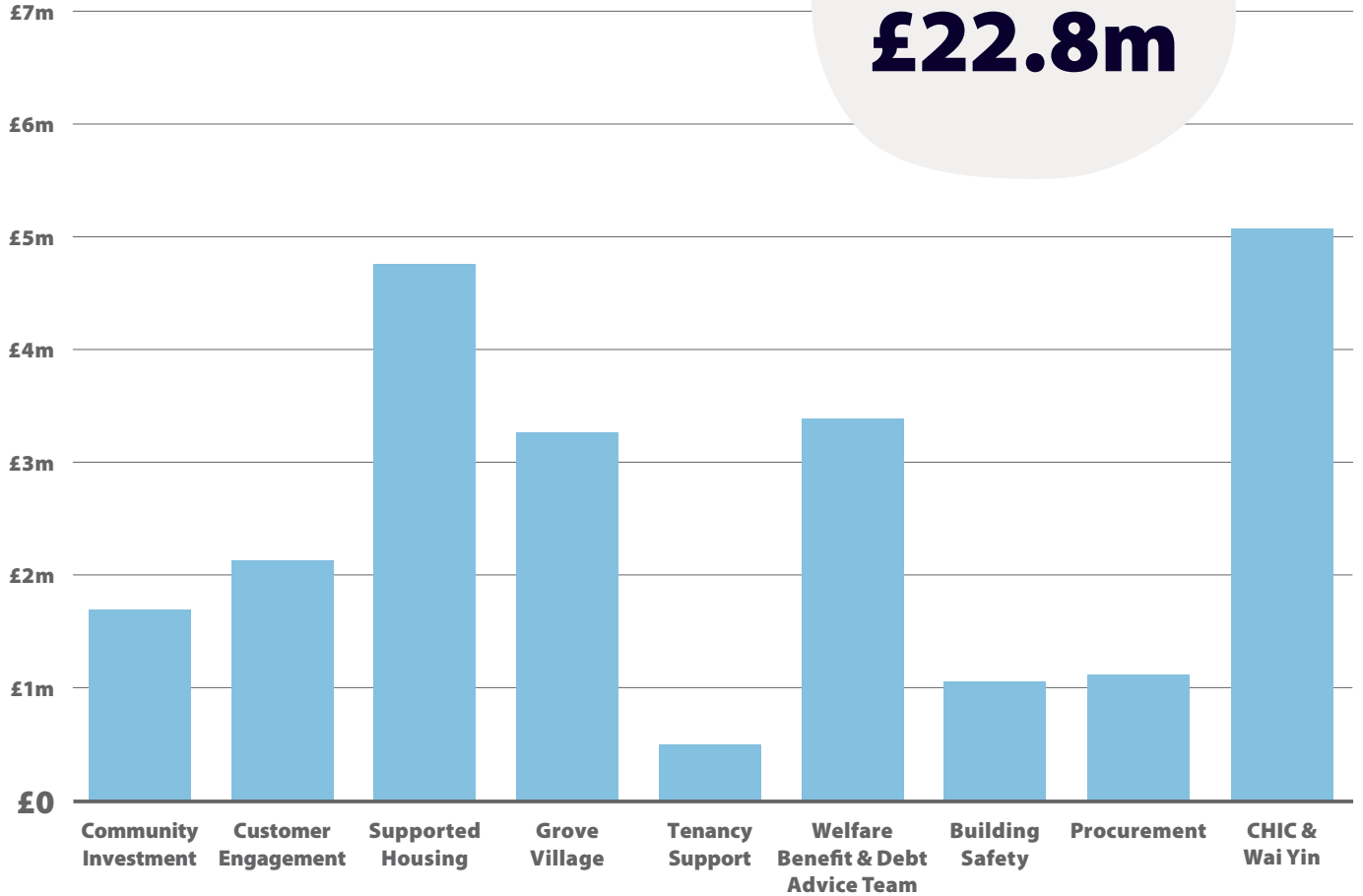
2017/18	£12.2m	2018/19	£17.3m
2019/20	£19.1m	2020/21	£16.5m
2021/22	£21.0m	2022/23	£26.3m
2023/24	£25.1m	2024/25	£22.3m
2025/26	£22.8m		



Social Value FY25-26

Total Social Value for 2025/26

£22.8m



2024/25

Community Investment	£2.1m
Customer Engagement	£2.8m
Supported Housing	£7.4m
Grove Village	£3.5m
Tenancy Support	£0.1m
Building Safety	£1.0m
Money Advice	£5.4m
Total	£22.3m

2025/26

Community Investment	£1.6m
Customer Engagement	£2.1m
Supported Housing	£4.8m
Grove Village	£3.2m
Tenancy Support	£0.5m
Welfare Benefit & Debt Advice Team	£3.4m
Building Safety	£1.0m
Procurement	£1.1m
CHIC & Wai Yin	£5.1m
Total	£22.8m

Social Value Activity

Customer Engagement

From established governance groups such as the Customer Connect Panel and Customer Scrutiny Panel to one-off events like drop-in surgeries, focus groups and site safety walks, records were kept of the number of people engaged in each activity.

A total of 888 individuals engaged in 569 activities during FY25/26, which generated a total of £2.1m of social value.



CHIC and Wai Yin

We engage with specialist partners to support customers.

The Chinese Health Information Centre (CHIC) operates within our Chinese community areas in Manchester and has been commissioned by YHG for a number of years to provide support Manchester City Centre customers in and around Chinatown.

They deliver activities such as Tai Chi, Memory Lane Sessions, Zoom Social Chat Groups, Telephone Support, Stretching Exercises and Health Talks to our customers, as well as engage with the local schemes to run services and activities within them.

The Wai Yin Society is also a commissioned service and they support our customers as The Welcome Centre in Cheetham Hill, and the Sheung Lok Centre in Manchester City Centre.

They provide support such as work & employment sessions, English language courses, the Urban Farm gardening project and Manchester Dragons Cycling Club.

These partner organisations engaged with over 500 people and generated £5.1m of social value.

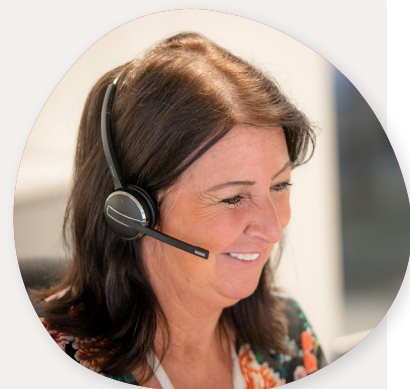


Welfare Benefit & Debt Advice

YHG's Welfare Benefit & Debt Advice team has received positive feedback with 297 residents experiencing social value outcomes such as:

- Debt Free
- Relief from being heavily in debt
- Improvements in confidence
- Able to obtain advice locally
- Relief from depression/anxiety
- Able to pay for housing
- Able to save regularly
- Feel belonging to the neighbourhood.

Along with reductions in rent arrears and increases in customers income, the above outcomes show the additional benefits that these services deliver, and see this team generate over £3.4m of social value as part of YHG's total of £22.8m.



Supported Housing

YHG's Supported Housing generates social value through the support they provide to young people in four foyers, and families and individuals supported through homeless lodges.

Some of the 660 outcomes we reported from 200 residents as they left us in FY25/26 included:

- Financial comfort
- Relief from depression/anxiety
- Vocational training
- Good overall health
- Improvements in confidence
- Feel belonging to the neighbourhood
- Able to obtain advice locally
- Active in tenants group.

These outcomes have seen supported housing generate over £4.8m of social value as part of YHG's total of £22.8m.



Building Safety

We carried out 14 High-Rise Safety Days at all of our high-rise buildings where residents are able to report potential safety issues about their building, as well as let us know about any repairs and learn about their home's safety aspects. We reached 203 customers, actioned 391 repairs, and identified and addressed 112 individual actions/tasks to help ensure homes are safe.

We have also delivered a number of sessions to further improve the surrounding areas with the support of our Safety Guardians.

Our Building Safety activity has generated over £1m of social value during FY25/26.



Contractors

We also generate social value from our contractors and suppliers where they support us to deliver support, initiatives and improvements into our communities and schemes. This can be employment opportunities, work experience, or training and volunteering.

We have received support such in the form of financial donations, materials, time, free labour and access to supply chains to improve the offer and impact in our communities to the value of over £60k which we will use to support projects and improvements within our neighbourhoods.



Social Value Generated

Community Investment

Project name	Total social value generated
Freedom Football, Partington	£277,076.70
Employment & Training Support	£906,798.17
Hetherlow - Bingo	£12,404.00
Hetherlow - Line Dancing	£36,761.00
Hetherlow - PSS	£37,788.00
Sefton Park - Arts, Crafts and Painting Groups	£27,908.93
Sefton Park - Community Association	£62,053.29
Sefton Park - Community Meetings	£56,348.35
Sefton Park - Community Centre Volunteers	£41,368.86
Sefton Park - Zumba	£55,140.96
Sefton Park - Tramway & Light Railway Society	£64,289.52
Sefton Park - Haematology Support Group	£83,349.41
Total	£1,661,287.19

Customer Engagement

Project name	Total social value generated
Customer Engagement	£2,116,706.67
Total	£2,116,706.67

Supported Housing

Project name	Total social value generated
AFS - Pennington Lodge	£1,685,242.65
AFS - Tiernan Lodge	£464,598.83
AFS - Wigan Dispersed	£290,168.15
YPS - Bridge Foyer	£704,187.50
YPS - Coops Foyer	£288,732.00
YPS - Ravenhead Foyer	£645,893.86
YPS - Verve Place	£725,751.64
Total	£4,804,574.63

Building Safety

Project name	Total social value generated
Site Safety Days	£1,036,187.38
Total	£1,036,187.38

Welfare Benefit & Debt Advice Team

Project name	Total social value generated
2025/26 - Money Advice Onboarding	£941,425.04
2025/26 - Money Advice Team	£2,419,593.58
2025/26 - Money Advice Triage	£27,010.53
Total	£3,388,029.14

Tenancy Support

Project name	Total social value generated
Tenancy Support	£487,109.86
Total	£487,109.86

Procurement

Project name	Total social value generated
Procure Plus Framework	£663,984.00
Fusion 21 Framework	£416,203.00
Total	£1,080,187.00

Wai Yin

Project name	Total social value generated
Cultural Festival	£1,216,781.50
Ethnic Food Parcels	£672,236.46
Manchester Dragons Cycling Club	£466,321.53
ESOL	£125,483.07
Urban Farm	£126,624.05
Basic Computer Classes	£59,889.65
Total	£2,667,336.26

CHIC

Project name	Total social value generated
Health Walks	£1,437,776.01
Memory Lane	£395,376.48
Health Talks	£196,912.99
Tai Chi Exercise	£228,750.64
Telephone Befriending Service	£120,938.69
Total	£2,379,754.81

Grove Village

Project name	Total social value generated
Baha'i Group - Young Peoples Summer Residential	£360,510.69
Baha'i Group - Quarterly Seminars	£219,533.23
Baha'I Group - Food For Soul Events	£119,388.19
Baha'I Group - Homework Club	£88,720.08
Baha'i Group - Weekly Moral Education Programmes	£54,267.36
Baha'I Group - Community Meetings	£56,348.35
M13 Youth Outreach	£627,801.65
M13 Brunch Club	£83,495.71
M13 Lads Group	£72,515.13
Grove Your Own	£47,055.22
Coffee Mornings	£24,807.94
Sewing Group	£20,610.38
Karate	£754,030.08
Zumba	£68,926.20
TLC St. Luke's Mental Health Group	£159,622.25
Grove Village Tenants and Residents Association (GVTRA)	£110,316.96
MAES - Pre Entry ESOL for work	£124,688.10
MAES - Everyday English - Level 1	£124,688.10
MAES - Everyday English - Level 2	£124,688.10
Total	£3,242,013.72

We'd love to hear from you:

YourVoice@yourhousinggroup.co.uk

Yourhousinggroup.co.uk

Your Response 0345 345 0272



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