



Thriving communities, over generations

Community Impact report 2023

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Introduction

We're proud to produce our first Community Impact report. SNG (Sovereign Network Group) was set up in October 2023 following the merger of Sovereign Housing Association and Network Homes.

Our vision is thriving communities over generations, and we set out in this report how we're already working with our customers and partners to make that happen.

As a new organisation building on the legacy of Sovereign and Network, we have set our ambitious plans to invest £100m into communities over the next ten years through a Community Foundation.

We want to improve our environmental and social impact where we operate and as social purpose is at our heart, do even more to support our customers and communities.

If you share our purpose, we'd love to hear from you, and we hope you enjoy reading what we achieved in the last year.

We're driven by social purpose, with customers at the heart of everything we do



Jamie Ratcliff
Chief Communities and Sustainability Officer

Our mission

Building strong and resilient communities, where our customers can thrive, has always been central to our mission.

Everything we do is designed to improve the wellbeing and quality of life of our customers, and to contribute to the development of thriving and resilient communities.

We work alongside our customers, local organisations at the heart of our neighbourhoods and the wider community in four key areas:

- **Community Investment and Customer Engagement**
We amplify customer voice, build strong partnerships and support the third sector within our communities, to grow capacity and deliver services to meet local needs and the aspirations of our customers.

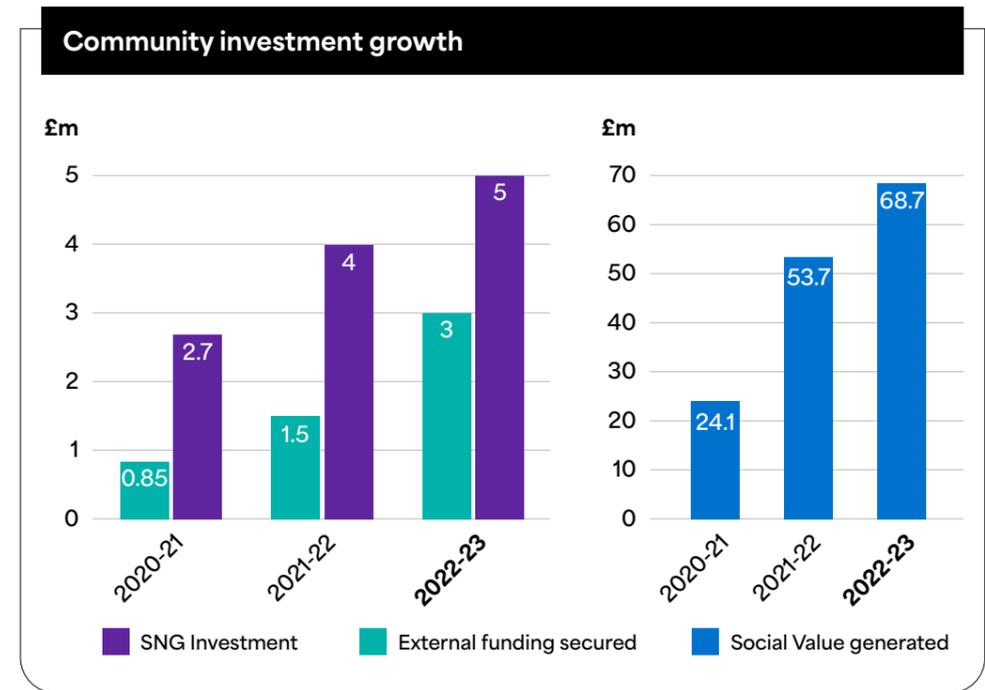
- **Employment and Skills**
We invest in our customers by providing proactive and personalised support to find work, better employment, start a new business or train and upskill.
- **Financial and Digital Inclusion**
We provide support to mitigate the cost-of-living crisis by providing money management and debt support and help to combat food and fuel poverty. We also provide access to digital equipment and connectivity to get online and stay connected and a range of grants to help with emergencies and unforeseen circumstances.
- **Partnerships and Fundraising**
We maximise our social impact by bringing in external funding and optimising our supply chain value to enhance and extend the scope of the services we provide.





Our achievements

This is our first Community Impact report, and it comes at a critical time for our sector, and for our customers. As a society we're facing ever increasing challenges on our resources. Soaring food and energy prices combined with rising interest rates are taking their toll on customers and community organisations alike.



At SNG, our vision is to be the leading landlord in the south of England, providing our customers good, affordable homes, in thriving and sustainable communities. This remains intact in spite of the biggest challenges of our lifetime, from growing inequality, rising demand for quality homes and services, through to the climate emergency.

This new landscape calls for us to be bold and innovative, embrace an unprecedented level of collaboration, and build even greater financial resilience and capacity to invest in our homes and places to maximise our social impact. That is a key driver for our recent merger, creating one of the largest housing associations in the UK, with over 82,000 homes across the South of England and in London. Together we can build more homes, invest more in the ones we manage and own, and create a £100m Community Foundation, so that we deliver more for our customers.

This impact report showcases our journey over the last three years, how we've increased our social impact and wellbeing value to £68m, grown our external and matched funding to £2.6m, were a critical path of

support through the pandemic and now investing £3m over two years in tackling the cost-of-living crisis. We've extended our Community Asset Based methodology and put more power and control into over 400 community organisations that we support. As one of the first Housing Associations in the country to be awarded funding from the UK Shared Prosperity Fund, with an in-principal award of £272k for Employment and Skills delivery on the Isle of Wight, we're keen to increase our partnership approach. This funding will allow us to extend our existing Skills 4 Work programme to support island residents into vocational training and sustained employment. Run in partnership with Southern Housing, the project will primarily focus on social housing residents with the most significant barriers to accessing work and we expect to be able to support a minimum of 220 residents over the two-year programme.

Looking to the future, our ambitious new Community Foundation will be created in 2024/25 and we're planning to undertake a long-term view to community investment. Partnering with organisations over a



Matt Buckham
Community Investment Director

sustained period of time will enable us to build strong foundations in communities, tackle societal issues, increase health and wellbeing and we'll look at new local economic models with our development colleagues. This will directly link with our localities approach, increasing local accountability, customer voice and demonstrating our commitment to those communities.

“We’ve more than tripled our social impact over the last three years and aim to create £1bn of social value over the next decade.”

The UK's third largest developing housing association



2023:

£68m+
of social
value
generated

£2.6m
external
funding
secured

55,646
beneficiaries
from grant
programmes

302
people
supported into
work

435
community
organisations
supported

Community grants

Our community grants support people and communities across our localities to thrive. Our vision is to work alongside like-minded organisations to deliver solutions that are led by our customers and local community organisations.

We use a blended delivery approach of direct funding, commissioned services, and partnerships to maximise our investment, providing funding focused on a range of themes including:

- Health and wellbeing
- Education
- Social inclusion
- Sustainable communities
- Community cohesion
- Environment
- Community spaces



“Unlocking the funding was hugely motivating and gave us a much-needed confidence boost. The money has already helped towards covering our rising overheads for the year and has contributed to several kitchen essentials that allow us to give a warm, friendly welcome for everyone who comes to visit. We have been able to run five further six-week outreach programmes, expanding our reach offering support to more marginalised groups.”

Coexist Community Kitchen, Bristol



55,646 people benefited from our grant programmes



£498,000 grant funding distributed



110 projects supported

Community Investment

Our Community Investment and Partnerships team lies at the heart of our communities.

Over the last year, we have developed key partnerships across our geography and delivered a wide-ranging portfolio of successful community investment and engagement activities focused on themes including customer voice, social inclusion and Isolation, environment and place, health, and wellbeing, ageing well and youth.

We have supported 435 community groups, engaged over 5,400 customers, and provided meaningful and lasting improvements in our local communities.

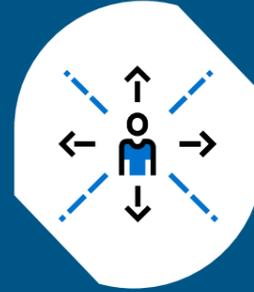
We work within our localities using a place-based approach, supporting grassroots organisations with the right funding, skills and resources, working together to achieve sustainable positive change.



Supported the set-up of **15** warm hubs - supporting those most affected by the cost-of-living crisis



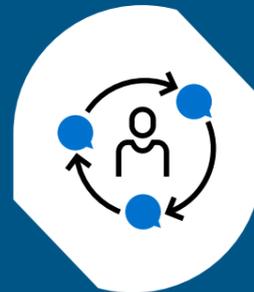
47 successful online and hybrid community events delivered in new neighbourhoods, building sense of community



311 community conversations that led to 'action'



44 youth initiatives, clubs and schools supported to engage young people in social action and expand youth services



3,473 aging-well outcomes supporting customers over 55s to play an active role in their local communities



The Access to Food Partnership

12
grants
awarded

255
families supplied
with cooking
equipment

The Access to Food Partnership is comprised of BCP Council, Public Health Dorset, SNG and other local community and voluntary organisations to build food resilience and practical help response to combat food insecurity in our communities.

The programme, partially funded by the National Lottery, provides funding to local groups working pro-actively with families to find solutions to food poverty and rising costs of cooking.

In 2022-23 the identified theme was a need to provide 'equipment to make cooking cheaper'. This was due to community food partners raising the serious issue that families may not be able to use the food they were providing, due to a lack of funds to pay rising fuel bills and/or a lack of equipment to cook the food properly.

Our funding contributed to 12 projects receiving grants to provide 255 families with equipment to cook warm meals affordably in their homes. The programme delivered 126 items of cooking equipment, including multi-cookers, air fryers, cook bags and soup kettles. Support also included help with meal planning, budgeting, demonstrations on how to use the equipment and workshops to build confidence in cooking a variety of healthy foods.

Families reported positive outcomes, including noticing a saving of fuel and food bills and trying new foods. One customer shared:

“Soup kettles are a great way of getting more veg into our diet. It has helped food bills as we can use leftovers better and make a completely different meal.”



Community Investment

Embedding play and improving community facilities

2

play areas redesigned and redeveloped

£76k

investment in Hookes Way play area

Through our commitment to children's play and improving community facilities and infrastructures, we have re-designed and re-developed two play areas on the Isle of Wight, which benefited over 70 families.

These two areas were particularly chosen as the communities were largely made up of families living in flats, who lacked access to a garden or green spaces.

Hookes Way (Newport) and Preston Close (Ryde)

The park on Hookes Way saw its play area improved thanks to £39,000 of funding from SNG, Newport & Carisbrooke Community Council and Isle of Wight Council, whilst Preston Close Park saw an investment of £37,000 from SNG.

The community came together and chose what play equipment they would like, and the result was brand-new swings, climbing frames, seesaws, and roundabouts!

The launch was well-attended with one customer commenting:

“It's the first time I've seen the children playing together again since covid. It's really brought the community back together again. Thank you!”

Both parks have provided an outdoor and play facility for different generations to create new memories together, have fun and socialise.



Community Investment

Revamped skatepark marks latest transformation at Stockwell Park

Stockwell Park's iconic skatepark re-opened following an extensive makeover by Lambeth Council and a £100,000 donation to the project which saw £500,000 worth of improvements at the site next to the estate.

The park is home to all types of wheeled riders enjoying the new state of the art surface, coloured in a shade of red in homage to the park's 1990s and 2000s heyday. The community have also benefited from refreshed seating and the facility offers a more inviting space for beginners as well as cater to skaters with different needs and abilities.

Our donation marks the latest improvements to Stockwell Park, managed by our subsidiary SW9 Community Housing, where we've put £200 million into the estate's transformation. This investment has gone towards building new homes, refurbishing and improving existing homes and upgrading community spaces on the estate. This has included the £1.8 million refurbishment of the local Community Centre and the refurbishment of the world-famous Stockwell Hall of Fame graffiti pen.

The skatepark is owned by Lambeth Council and first opened in 1978 and attracts skateboarders, BMX bikers and other riders of all ages and abilities from across the borough. A lot of hard work was put in by the Friends of Stockwell Skatepark who pushed through the project and worked closely with customers on the estate. The improvement work was carried out by Betongpark, one of Europe's leading skatepark design and construction firms.

£550k
donated to
transform iconic
skatepark

£200m
invested into
transforming the
estate



Discovering and embedding Youth Social Action in our communities



Part of our community investment youth offer is the SNG #iwill Fund. This is a two-year project investing £450k in giving young people a voice in their housing and community future. The #iwill programmes are made possible through our own investment, investment from partners and additional support from the #iwill Fund - a £66m joint investment from The National Lottery Community Fund and the Department for Culture, Media and Sport (DCMS) - to support young people to access high quality social action opportunities.

As an #iwill Fund match funder we have awarded grants up to £10,000 to local organisations to create and facilitate opportunities for youth social action, on behalf of the #iwill Fund. In 2022-23 we funded 12 projects, which included campaigning for mental health issues to be added into school curriculums, teaching others about health and nutrition, and taking care of local communities. Continuing

with this project into 2023-24, we are currently working with 12 more grantees.

We have also secured a £1m second SNG #iwill Fund project, enabling us to embed the youth social action we discovered in our first project. The programme will partner with Reverse the Trend Foundation, a charity we funded in our first round of grants and will focus on creating Wellbeing Champions and healthy habits for life.

In addition to this, we've teamed up with Clarion Housing, Places for People, InCommon, Intergenerational Music Making (IMM) and Backyard Nature to encourage positive relationships and high-quality intergenerational activity across our communities. The £1.2m programme will be youth-led, bringing older and younger customers together to tackle local issues and participate in social action across generations.

Scan here to find out more about what we've achieved already and what's to come.



Planting seeds today for a better tomorrow

35

young people engaged in volunteering

23

construction qualifications delivered

Solent Youth Action is a charity based in Eastleigh, focusing on creating support and routines for young people who might lack this in their school and home environments. They received a £8,412 SNG #iwill grant to aid young people in designing, developing and building an outdoor kitchen area at The Routes Skills Centre. The project provided opportunities for young people to volunteer, gain interpersonal and soft skills, as well as work towards certified accreditations in construction and horticulture.

Outcomes included:

- Improved wellbeing
- Increased engagement in education
- 35 young people engaged in volunteering
- 28 sessions with young people delivered
- 23 construction qualifications delivered

One of the young volunteers is Michael* - a ten-year-old boy who avoided school, had behavioural issues and was extremely anxious about new things and engaging with others. Upon an initial risk assessment, Solent Youth Action highlighted that support was needed for both Michael and his family and helped ignite his potential.

As well as learning how to make friends with others and improving his confidence, Michael also learnt key skills such as how to use tools safely, plan events and connect with the local community.

Michael said: "I love coming to the Routes. It gets me out of the house, and I like being outside and building things."

At just ten years old, the volunteering and work Michael has achieved has just felt like good fun with friends. However, this project has helped him come a long way from a school refuser who wanted to turn his back on the world.

Michael is helping to create a sustainable place to educate others on social action and sustainable nutrition - creating "a site that can be used by multiple young people in the future, come rain or shine."

Not only have the seeds been planted for volunteering and community engagement in the future, but Michael has also an increased self-belief that he is able to use his voice and actions to shape and change his future.

*Name changed to maintain confidentiality

"By having the resources now to teach young people how to grow sustainable food, how to prepare and cook it, whilst also being able to enjoy it as they sit at the banquet table, we can offer community access to the site, including the local schools (none of whom offer food technology within their curriculum)."

Kailea Hurcombe, Chief Executive Officer of Solent Youth Action



Customer engagement

Customer voice is integral to our business and features in the very top level of our organisation. Our customers help to shape the quality of our services, our future and how we keep a local focus within our neighbourhoods.



210
customers
involved in
meetings



100+
hours
scrutinising
services

Resident Board Partnership (RBP)

Our RBP met regularly throughout the course of the year to influence our long-term plan, policies and service, as well as recommending resident-led scrutiny of services that require a customer perspective. They undertook a review of our customer engagement approach, resulting in a total of 11 recommendations. We received 70 applications from customers to join the RBP, and successfully appointed three new members after a series of selection events. Ruth Picknett-Powell was appointed as the new chair in December 2022.

“Being an engaged resident with the RBP has given my voice a platform. Knowing that my involvement is important has given me confidence that my opinion and thoughts count, and that SNG want to work in partnership with residents, to achieve the best results we can, together.”

Sam Gardner
(Customer and RBP member)

“As an engaged resident I have been able to see the impact that the RBP has had. Being engaged has allowed me to understand strategies drawn up to support residents and to be part of shaping policies. This has included the Homes and Place standard, damp and mould and how SNG can improve repairs processes. It is a satisfying role that has also supported my personal development and encouraged me to be a critical friend to my landlord.”

Ruth Picknett-Powell
(Customer and RBP Chair)





Our Youth Panel

Our Youth Panel members provide a voice for young people living in our homes. Made up of four 21 to 26-year-olds with a plan for growth in the coming year, the group worked with our charity partner Creative Youth Network last year to highlight housing and community issues and discuss ways we can make changes. It also offered the young people involved an opportunity to grow their skills in the areas of policy and campaigning.

Three of our Youth Panel members helped us score 24 applications for the second round of the SNG #iwill Fund. Our judges scored against set criteria and the result was that 10 applications were funded.

Scrutiny Coordination Group

SCG decide which areas of our business to review and then formulates support groups of customers to carry out this work and make recommendations as to how we can improve our services. During the last year, SCG primarily focussed on our repairs service. Six scrutineers were recruited for this activity, volunteering 75 hours of their time to complete this important piece of work. Nine recommendations were produced following the scrutiny activity.

SCG also led on two customer journey mapping activities, the specific areas of focus were our mutual exchange and Planned Maintenance services. We gained insight from 210 customers throughout both journey mapping activities which resulted in a total of 32 recommendations being proposed.

We received a high number of applications to join our SCG this year with a total of 43 customers registering their interest to share their voice and expertise.



Customer Support Fund

Our Customer Support Fund sees us investing an additional £3 million until March 2024, to support customers most affected by the cost-of-living crisis. Via the fund we are providing a range of enhanced services and support, working with specialist partners and being proactive in reaching our customers who need it the most.



Investing in our capacity for support

£650k invested in increasing capacity to provide direct support to customers in need, including the development of both in-house debt advice and in-work coaching services.



Crisis intervention

£800k in enhancing and developing our customer crisis intervention grants programme including furniture, white goods, winter warm packs and crisis relief.



Fuel and food insecurity

£600k to provide grants and sustainable support and advice to help address food and fuel insecurity including fuel vouchers, sustainable energy advice and support and a range of programme and partnerships to enable access to affordable food options.



Digital training support

£200k invested to boost the digital access, skills and confidence of our customers to help maximise the benefits of the digital world.



Tenancy support

£200k invested in innovative solutions to help customers access housing and sustain their tenancies.



Mental health and money

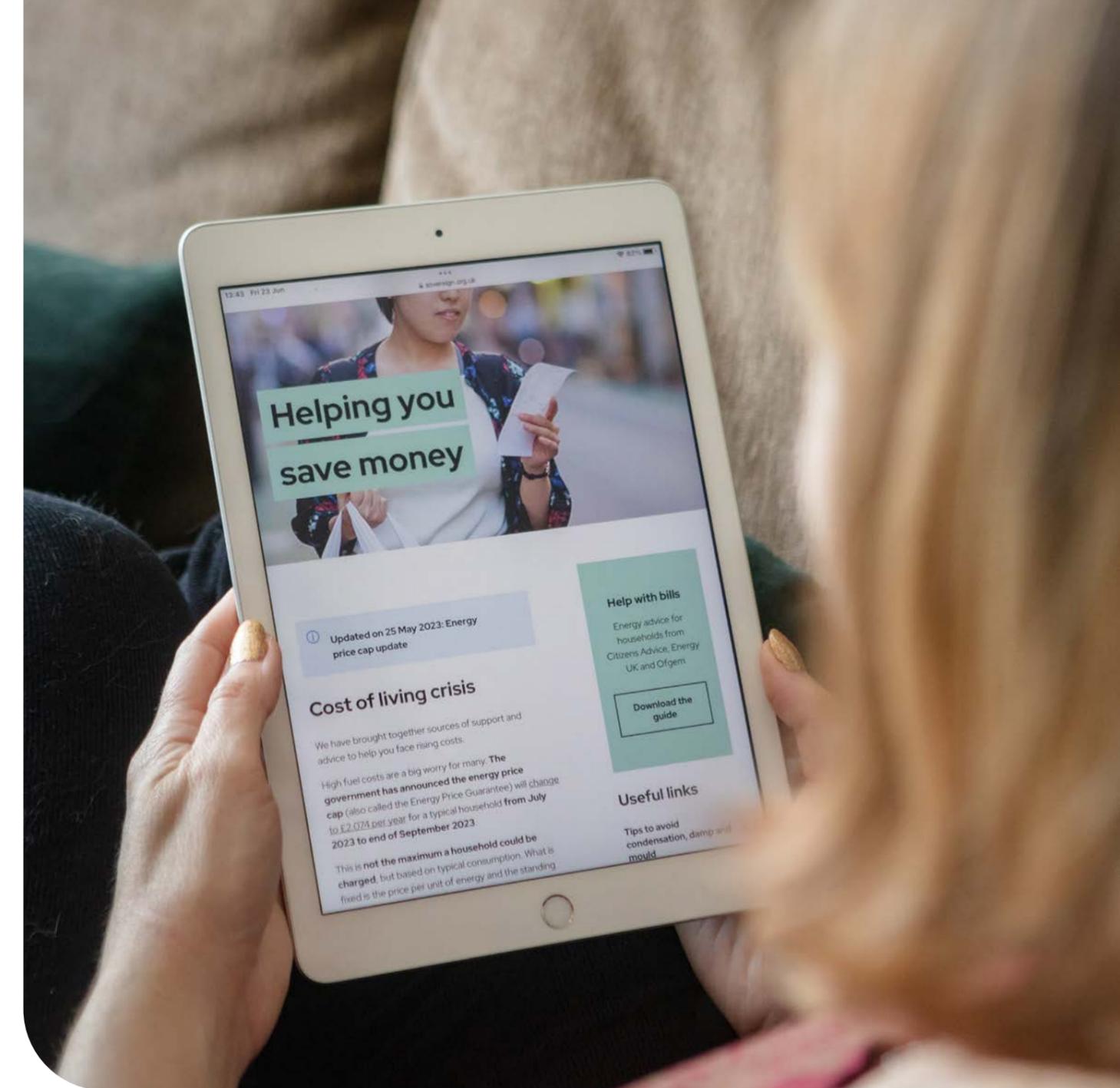
£120k in delivering money coaching and mental health support for those struggling to access, stay in work or meet their household bills due to financial concerns that are impacting their health.

Sarah, who has accessed our in-work support service, says: **“I have found the help I have received from my work coach invaluable, as I have been able to focus on what I need to change my career.”**

Deborah, a customer who benefited from a Winter Warm pack, said: **“I just want to pass on my thanks and say how helpful the team at SNG have been. My family have absolutely loved the blankets and this coupled with my new back door SNG has fitted means we were so much warmer this winter.”**

Jessica received support with her energy costs via our energy voucher scheme and said: **“I was so worried about how I would get through the month with food or paying my bills and it really helped take the pressure off.”**

James received support from our debt advice service at a time of financial struggle and said: **“I really appreciate the help and advice I was given. It’s so nice to feel back in control of my money situation.”**



Employment and Skills

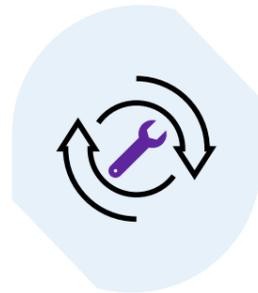
Our Employment and Skills team offer a personalised service of guidance, support and practical help to customers looking to access training, placements, or work that's right for them. We help our customers who are looking for their first job, want to start, maintain, or grow their own business, would like to gain a qualification, or take the next steps on their career.

We help in several ways, including help with CVs, interview skills, searching and applying for work, building confidence, gaining qualifications, and developing skills for work. Our customers are assigned a dedicated Employment and Skills Coach, and appointments are scheduled digitally, over the phone and in person.

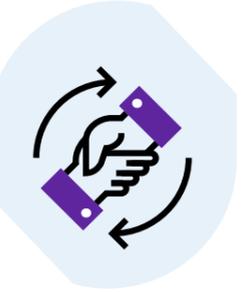
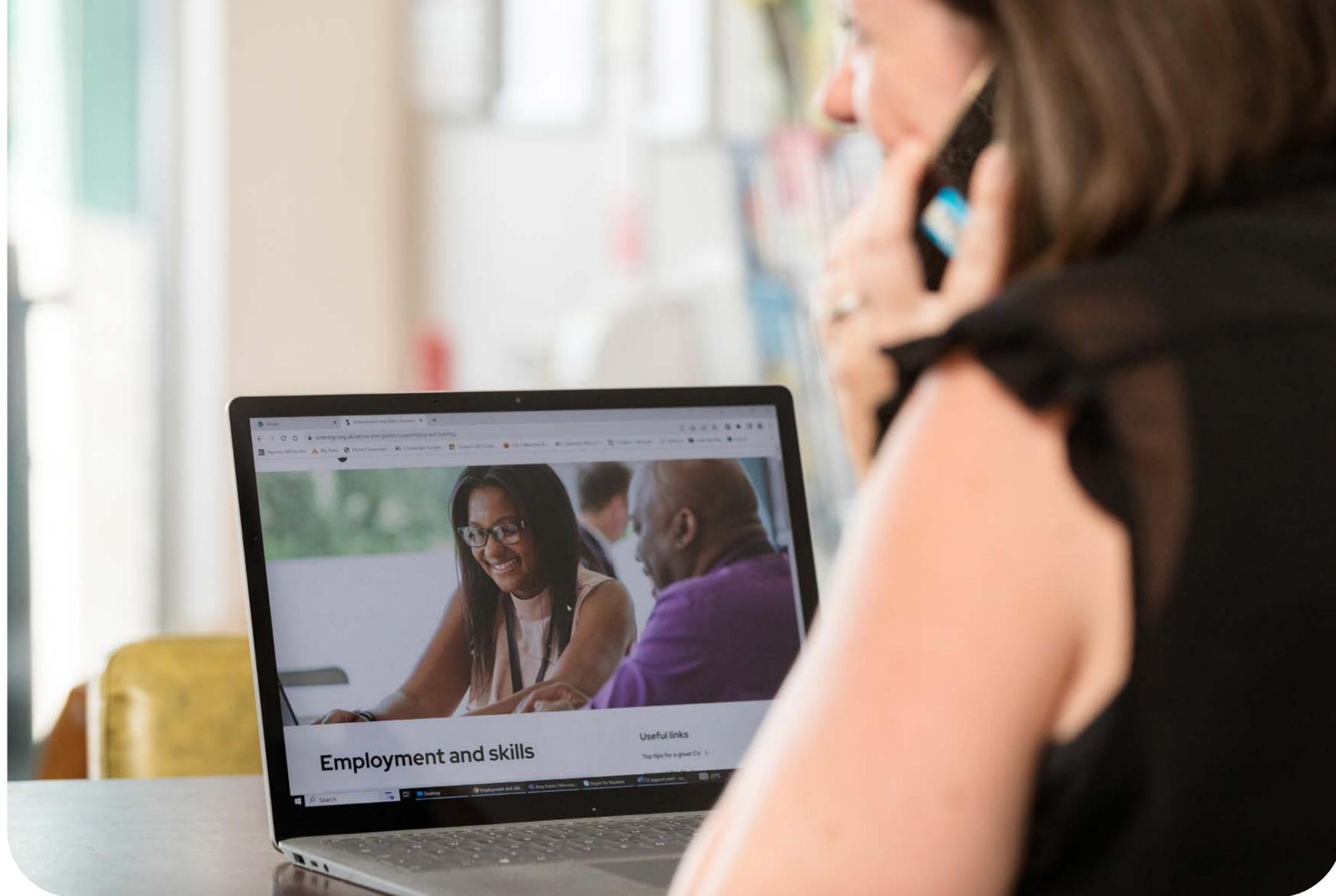
We also operate an employment and skills grant pot, providing individual grants to customers to help remove the financial barriers of starting a job, access to training, support with direct childcare costs and funding to help start, maintain, or grow their own business. We provide funding to local groups who support our customers on their skills development and employment journey.



70% of jobs secured were sustained for six months



961 training outcomes



83 people supported to start, maintain, or grow a Business Start Up or Small Enterprise



302 people supported to enter work or better work

Employment and Skills

Andy's story

When Andy first made contact with the Employment and Skills team, he was a single parent of two young children. He had lost his job unexpectedly after many years in the same retail position and was at a loss as to what he needed to do to find a new role.



960 people supported by Employment and Skills team to access training, work or better work



454 grants issued to help customers access vocational training, start work and undertake work placements

Ultimately, Andy was looking to retrain as a surveyor and wanted advice on how he could achieve this. However, his primary concern for the short term was finding something that would cover his bills and allow him to be flexible around his childcare commitments.

Andy was referred to the employment support service by his Customer Accounts Officer after speaking to them about concerns regarding his rent payments. They were able to make an arrangement with him that was affordable and suggested he speak to the Employment team who could help him increase his household income.

Andy was given help to update his CV, improve his interview technique and look and apply for relevant job roles that would suit his commitments. Within a few appointments, Andy had been interviewed for and offered a role as a lunch supervisor at a local school.

The team were able to offer additional help to source work clothes and access grants to help support him and his children during this transition into work, meaning he could access a role he would enjoy whilst being able to spend time with his family.

His journey did not stop there! Once Andy was settled, we revisited his dream of becoming a surveyor. With guidance to identify a suitable vocational course to progress his career aspirations and access to grant funding to help subsidise the cost, Andy will be starting a Diploma in Residential Surveying and Valuation course.

“I cannot thank the Employment and Skills team enough for their continuous outstanding support, which has enabled me to succeed and develop. Nothing has been too much for them, they are always there for me and my family throughout.”





Employment and Skills Skills 4 Work

Skills 4 Work is a free, 1-2-1 employment support and coaching programme, open to anyone living on the Isle of Wight, aged 16 and over and not in paid work.

Skills 4 Work is part-funded and made possible by the UK government through the UK Shared Prosperity Fund with additional investment from SNG and Southern Housing Group. The programme will see over 200 Isle of Wight residents supported by March 2025 to develop their skills and move closer to employment.

The Skills 4 Work project provides a range of support including:

- Help with looking for, applying for and accessing work
- Writing and updating CVs and using social media for work search
- Improving interview skills and confidence for work
- Access to vocational training and qualifications
- Digital skills support
- Grants to help customers access training and work opportunities
- Help with self-employment, business start-up and business resilience

Skills 4 Work Martin's story

Martin got in touch with the Skills 4 Work programme after hearing about it from his GP surgery. This is Martin's story:

“Since leaving school, I'd been working within my family's carpentry business but unfortunately, due to the pandemic, the family business lost income and had to make the difficult decision to close and cease trading. I'd never had to look for a job before, so didn't have a CV or any experience of going for an interview.

When I first started on Skills 4 Work, I was at a bit of a loss as to where to turn and what I wanted to do, because I had always worked in the family business.

However, in the past few months I've achieved a great deal. I worked with my Skills 4 Work coach Mark and together we created a new, up to date CV. We then registered my CV and created my profile on job sites like Indeed.

We also looked at my transferable skills and Mark supported me to enrol onto the Skills 4 Work CSCS (construction) course, which I successfully completed.

I'm now confident with job searching on my own, have completed some job applications by myself and had two job interviews.

I'm motivated and driven to grow my digital skills to improve my prospects, so to support me, they put me on a training course through their We Are Digital programme.

The course ignited my passion for learning and I was motivated to enrol on a further module on Money Management.

The Skills 4 Work programme has helped me feel more confident doing tasks and activities that take me outside of my comfort zone.

Thank you to Mark for all the time, effort and support he's given me over the period of time we have been working together.

He has helped me a great deal and it has meant a lot to me, as beforehand I wasn't as confident with applying for jobs and my communication wasn't that great either.

There is still a lot to be done but I think if it wasn't for all Mark's help and support over the last months, I don't think I would have been able to get to where I am today.”



Financial and digital inclusion

Our financial and digital inclusion service helps our customers with money matters, getting connected and support to improve their health and wellbeing. Support is free and confidential, provided by SNG and our specialist partners with the aim to maximise access to longer term, sustainable support.

	622 customers supported to get online
	246% increase in support from 2021-22 to 2022-23
	120 of our customers told us they felt that they now had good overall health
	40 of our customers told us they now have high confidence
	642 white goods grants
	262 digital equipment grants
	5,267 fuel insecurity interventions and support
	129 furniture grants
	2,095 food insecurity interventions and support
	£382k of savings to our customers
	£1.82m recovered in unclaimed benefits

Financial and digital inclusion

Working together for brighter futures

Stephen worked as a PE teacher but had to give up work due to medical issues. Having been unemployed for two years and struggling with PIP applications, Stephen was struggling to see a bright future for himself.

Stephen was falling behind on rent and was barely getting by with monthly bills and food costs. As well as being supported by our Tenancy Support Advice team, he was referred for help to our Financial and Digital Inclusion team.

Stephen received a £50 Asda voucher through our Helping Hand Fund, which allowed him to buy groceries, and received nearly £300 of fuel vouchers over several months. He was also referred into our Employment and Skills team for longer term support.

Stephen is looking forward to starting New Skills Academy courses with our Employment and Skills team and is slowly reducing his arrears as well as staying on top of his rent payments.

“The support has enabled me to cook and have hot water and not sit in darkness. I have my children stay with me three times a week and without electricity, my children would not be able to stay with me.”



Mental health support

Through our mental health team, we have supported customers with multiple severe mental health issues who are at risk of losing their tenancy or subject to tenancy enforcement action. By raising awareness of mental health issues and wellbeing among customers through workshops and events, we aim to bridge the gap between customers experiencing mental health episodes and local mental health service providers and complete risk assessment support plans. We want to improve customers mental wellbeing as well as their ability to manage their tenancy and carry out day-to-day activities whilst managing their mental ill health.

Nate's story

One customer our team has worked with is Nate*. Nate has lived in homes managed by us for 12 years and was referred to the mental health team at the start of last year by his Welfare Benefits Advice Officer. Nate shares how our Mental

Health Liaison team supported him with managing his mental health and improving his confidence, which helped him secure a job and become active in his community.

*Name changed to maintain confidentiality



Partnerships and funding

We can do so much more in partnership than we can on our own, which is why we work with others to expand our support and increase the impact we have in our communities. We have a successful track record of working in partnership as an active landlord across the south of England, working with a range of funders, Local Authorities, charities, and community groups.

On the next few pages, we have highlighted how working in partnership with a wide range of partners has enabled us to support our customers and communities to thrive.

We bid and successfully secure external funding to improve the quality of life for our customers and develop thriving and resilient communities. By bringing in external funding, we're able to deliver additional and enhanced services for our customers and expand our social impact. We fundraise based on the priorities of our localities and specific themes including:

- Financial and digital inclusion
- Employment and training
- Community action and engagement
- Youth
- Tenancy sustainment
- Specialist and supported housing
- Mental health support and wellbeing
- Environment



£2,602,269
external funding secured



400+
partnerships

£11k
saved by
accessing water
discounts

£5k
saved through
better broadband
deals

Partnerships and funding
Pocket Power

Pocket Power help our customers to switch to cheaper deals and apply for discounts on household bills including water, broadband, phone, car insurance and banking. The service from Pocket Power is unique because it addresses three barriers to switching provider that people face: time, tech, and trust.

Pocket Power have worked with 195 of our customers, delivering a total of £32,258 in savings, with an average saving of £165 per customer.

Co-founder of Pocket Power, Fiona Wallace, said: “We have seen that people living in social housing are struggling with the cost of energy, water, phone, and broadband bills. That’s why we’ve launched a phone service to help people apply for discounts, and switch to cheaper providers for their household bills. We are absolutely delighted to be working with SNG. Through our partnership we will be able to reach people who may benefit the most from this support.”



Pocket Power
Harry’s story

Jane supported Harry* to apply for a Waterhelp discount and altering Harry’s boiler to reduce his energy bill. They also discussed how Harry could receive £200 by switching over his bank account and applied to the Thames Water White Goods Fund to get Harry a new electric cooker. Harry’s total savings were £353.

*Name changed to maintain confidentiality



Partnerships and funding
Working together to support households – Basingstoke and Deane Borough Council

The Household Support Fund (HSF) helps vulnerable households who need it the most, supporting them with food, clothing, and utilities.

SNG works in partnership with Basingstoke and Deane Borough Council to distribute some of their allocated HSF, on their behalf, to our customers. This relationship has ensured that their HSF has directly reached vulnerable people in need and has enabled us to support our customers negatively impacted by the cost-of-living crisis. Since working together, over 400 of our customers living in Basingstoke have benefited from the fund.



Social Value

We secure, monitor and report on social value opportunities and initiatives derived through SNG's supply chain to benefit our communities and customers. We do this through a variety of methods like our Social Value Matrix and Social Value Levy, where suppliers pledge to give us funds, resources, and employment opportunities alongside the delivery of their contract.

We also work with the Social Value Exchange platform, which is an e-auction to gain social value from our suppliers and then directly link them with community beneficiaries. This includes supporting them to access digital equipment, including laptops.

It's important we measure our impact, which is why we develop, embed, and manage social impact measures using a variety of methods including the Wellbeing Calculator from the Housing Association's Charitable

Trust (HACT). We have a longstanding, successful partnership with HACT and support their Roadmap to develop new measures and tools, enhancing the sector's approach to impact measurement.

Through the Community Foundation we have an ambition to create over £1bn of social wellbeing.



£68m
Social impact delivered

£10.2m
social value from winter fuel support



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Please contact us if you're interested in developing partnerships, funding opportunities or community investment across the south of England.