



People and Planet Report 2025

Dimensions' Environmental, Social
and Governance (ESG) Plan



Welcome to our People and Planet Report 2025

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Dimensions' Environmental, Social and Governance (ESG) Plan 2025-27

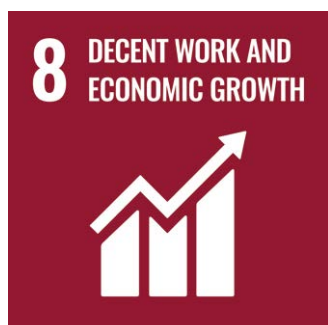
ESG principles are foundations for our future plans, and this is our first People and Planet report 2025. It includes our plan to respond to priorities set out in our Even Better Lives for Even More People Strategy 2025-27.

If you are a person we support, a family member, a colleague, a commissioner, or indeed any other partner, we hope you will join us as we learn how to make the greatest impact on our Environmental, Social and Governance responsibilities.

ESG is fundamentally about doing the right thing and aligns closely with our values.

Thinking about our work in this way also helps us uncover new opportunities for the people we support whilst contributing to the world of tomorrow.

We have planned our ESG commitments based on the United Nations' 17 'Sustainable Development Goals' (SDGs). We selected the right goals for us through first undertaking a materiality assessment and set a pathway through 2025-27 to play our part in improving people's lives and making the world fairer and more sustainable.



Governance objectives are woven throughout all we do, and we aim to be effective, transparent and accountable. Our targets for 2027 are progressive and where we're already surpassing our expectations we aim to maintain a similar level of performance.

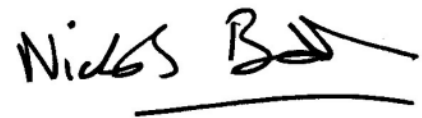
Over the two years of this plan, we will sustainably reduce our carbon footprint, responding to our stakeholders who tell us that, 'We want Dimensions to be a greener organisation, but we don't want it to break Dimensions or negatively impact the health and wellbeing of the people we support.'

Please join us in our journey. Let's move these SDGs forwards and together, help make a difference for all of us.

If you have a great idea,
we are listening. Contact us at
governance@dimensions-uk.org.



With our best wishes,



Nick Baldwin



Rachael Dodgson

Our environmental, social and governance (ESG) responsibilities align to our 'Even Better Lives for Even More People' strategy. We will refresh both in 2027. ESG runs through everything we do:



Environmental.

- We're a not-for-profit organisation working in people's homes across England and Wales.
- Our teams work remotely with frequent need for travel.
- We are a regulated business requiring robust systems and data storage.
- We offer homes for rent and shared ownership and work with many other landlords who rent homes to people we support.
- We procure energy and consumables commensurate to the size of our business.



Social

- We provide homes and support to c.2,700 people with a learning disability and autistic people. Their families and loved ones are also impacted by the work we do.
- We're an award-winning employer, offering rewarding work and careers to c7,000 people.
- We network with partners and sector groups with the aim of trying to inform government representatives of the challenges the sector faces when they're making decisions.
- We support organisations across our communities to create better environments for people with a learning disability and autistic people, breaking down inequalities.
- We are an integral part of local health and care systems.

People we support, tenants and colleagues have a strong voice in the way we operate and the decisions we make.



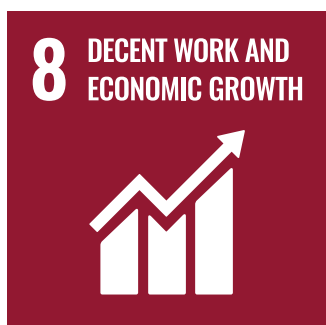
Governance

- We're a regulated business, including by the Regulator of Social Housing, the Care Quality Commission, the Care Inspectorate of Wales and the Charity Commission. Each expects us to run an efficient business that does the right thing within a framework of good governance structures, practices and principles.
- Our strategic pillars frame our ambitions across our Group.
- We have adopted the NHF Code of Governance 2020 and regularly assess that we meet the standards of the code and the effectiveness of our governance.
- Our Board governs our delivery of a progressive and sustainable business that can achieve the best outcomes for people we support and tenants in the long term.
- People we support, tenants and colleagues have a strong voice in the way we operate and the decisions we make.
- We are a responsible employer that offers an equitable, fair and just workplace where people can thrive on and be rewarded well for coming to work to do the right thing.
- Our culture and values set a strong tone for the way we work and the decisions we make.



For our People

We use the following United Nations Sustainable Development Goals (SDGs)





Improving the health and wellbeing of people we support is a strategic objective essential for a good life and equally applies to colleagues, people we support, families and communities.

For people we support

People with learning disabilities and autistic people experience significant health inequalities leading to much shorter lives. We enable our colleagues to speak up for the people they support, challenging health professionals when necessary to ensure people receive the right care, and we are working towards an annual health check for everyone we support.



Where we're at today

- People we support co-chair our Better Health Steering Group.
- We offer specialist training on medication, constipation, choking, epilepsy and menopause.
- We champion the NHS 'STOMP' programme to reduce use of psychotropic medication.
- We enable our teams to notice gradual changes in the person they support through digitised support records, training for good record keeping and complacency training.
- We review and where necessary challenge all 'Do Not Resuscitate' orders regularly.

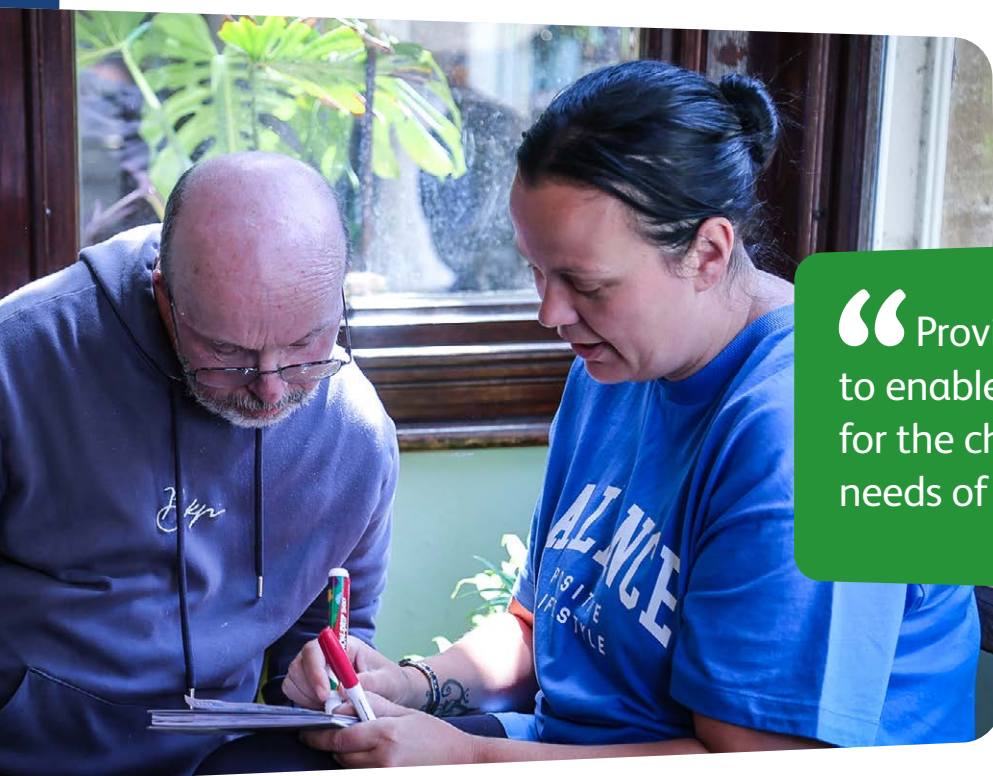


Our priorities

- Continue to campaign for equal access to essential healthcare services.
- Track critical health data through our support planning software.
- Provide training and resources to enable our colleagues to advocate for the changing individual health needs of the person they support.

We'll measure success by:

Measure	Baseline today	2027 Target
Number of people who have accessed their statutory right to an annual health check	NA	90%
Cancer screening opportunities taken up by eligible people we support	NA	50%
% people supported to achieve their outcomes and ambitions	NA	TBC



“Provide training and resources to enable our colleagues to advocate for the changing individual health needs of the person they support.”

For our colleagues

When our colleagues feel listened to, valued, supported and equipped, they perform at their best and thrive personally and professionally.



Where we're at today

- Colleague sickness, an indicator of a healthy working environment continues to reduce.
- We have been independently recognised as a 'UK best workplace' by the Great Places to Work Foundation (GPTW) for each of the past seven years, alongside more recent accreditation for Wellbeing.
- We're working towards an ambitious 'Hours of Work' pledge for all colleagues.
- Our Disability Confident Leader Status demonstrates our commitment to fostering a healthy and inclusive working environment.
- We have a network of colleagues trained as Mental Health First Aiders and Menopause Champions.
- We listen to colleagues in many ways, ranging from dedicated listening events to surveys and our flourishing colleague forums.



Independently recognised as a 'UK best workplace' by the Great Places to Work Foundation (GPTW) for each of the past seven years



Our priorities

- Establishing a baseline of take up of our employee wellbeing and benefits offer and aim to increase awareness.
- Make progress against our Hours of Work pledge commitments.
- Maintain our Great Place to Work accreditation and also the specific accreditation for Wellbeing.
- Increase awareness and uptake of our employee health and wellbeing offer.

We'll measure success by:

Measure	Baseline today	2027 Target
Continue reducing the number of sick days	10.56	9
Colleagues say "I can be myself here"	83 %	85%
GPTW Trust index score	77 %	79%



83%

Colleagues say
"I can be myself here"





10 REDUCED INEQUALITIES



5 GENDER EQUALITY



A better world is one where people can thrive through opportunity and contribute to society in a fair and equitable way.

For people with learning disabilities and autistic people

We are ambitious and driven in believing in better lives for more people; levelling the inequalities that are felt by many people with learning disabilities and autistic people. A better world is one where people can thrive through opportunity and contribute to society in a fair and equitable way:



Where we're at today

- We're playing a leadership role in the sector wide 'My Vote My Voice' campaign.
- Through our value of partnership as part of sector groups liaising with government representatives, the police and the judiciary to change how learning disability hate crime is viewed and handled, and we've sought to improve community accessibility by raising public awareness of the need to report learning disability hate crime.
- We are embedding digital support plans to make better use of data that can demonstrate the social impact of our support on people's lives, proving that life can get better individually and collectively.

My Vote ☒
My Voice



- We've sought to accelerate social change by providing a platform to changemakers with a learning disability and autistic people through the annual Leaders Awards.
- We've delivered reasonable adjustments training to practice managers across Primary Care, and accessible patient resources on many topics through our #MyGPandMe campaign. We've also consulted on primary care buildings accessibility.



#MyGPandMe



Our priorities

- Having accurate demographic data about the people we support, providing insight into any inequalities faced by different groups in living an ordinary life.
- Aligning our campaigning priorities with the priorities of our Dimensions Council of people we support, of better health, more meaningful friendships and a stronger valued workforce. We will be using new tools for planning and measuring the impact of our campaigning work.

We'll measure success by:

Measure	Baseline today	2027 Target
No new people supported to leave Assessment and Treatment Units (ATUs)/Institutional Environments	4	8
People saying they can be themselves at work	NA	Establishing a baseline

For our colleagues

We cherish, champion and nurture inclusivity because a diverse workforce makes for better lives for more people – and because it is just the right thing to do.



Where we're at today

- We benefit from strong cultural leadership from the CEO and a Diversity Matters group.
- We offer reverse mentoring for senior colleagues with colleagues from Black, Asian and Minority Ethnic backgrounds.
- We minimise the risk of cultural bias in senior-level interviewing by supporting recruitment with 'critical friends' from a black, Asian and minority ethnic background.
- We've been a core contributor to Skills for Care's 'Moving Up' scheme since it started in 2015. Many of those colleagues achieve subsequent career growth.
- We've developed a zero-tolerance statement and toolkit relating to discriminatory behaviour in the workplace coming from any source – such as other colleagues, the people we support or their families.
- We've introduced a reasonable adjustments passport to help more colleagues thrive at work.
- We make Read & Write software available to support dyslexic and other colleagues, together with Dragon software on request.
- We have been named as a 'Great Place to Work' for Women.



“

We have been named as a 'Great Place to Work' for Women too.”



Our priorities

- We will support more people from a Black, Asian or Minority Ethnic background into leadership roles and Board.
- We'll retain our Disability Confident Leader and 'Great Places to Work' for Women accreditations.
- We'll embed our zero tolerance (racism) statement and toolkit.

We'll measure success by:

Measure	Baseline today	2027 Target
Colleagues participating in the Skills for Care Moving Up programme	91 %	90%
People we support recorded as having a significant relationship	83 %	85%



“

Supporting more people from a Black, Asian or Minority Ethnic background into leadership roles. ”



4 QUALITY EDUCATION



We believe that education is about lifelong learning enabling people to develop, grow and thrive. Lifelong learning supports independence and helps people into work and/or learn an everyday living skill.

For people with learning disabilities and autistic people

Our strategic plan is for our Employment Support team to deliver an accessible toolkit and training programme across Dimensions to enable more people to gain paid employment:



Where we're at today

- Our 'Activate' support model is helping people we support to learn new skills, so they can become more independent in many aspects of life and need us less.
- Our transitions webinars, talks, resources and advice are helping families make good decisions for their loved one's future.



Our priorities

- Supporting more people to need us less. We'll do this by supporting people to learn life skills and develop their independence.
- Supporting people to take control of their own care and support fund and how this is spent via an individual budget or individual service fund.
- Helping people we support to learn the skills to get a job.
- Educating and supporting families with Transition planning
- Expanding our measures by:
 - Establishing a baseline for the number of people we support in formal education.
 - Establishing a baseline for the number of people whose outcomes have been achieved by Q3 2025-26.

We'll measure success by:

Measure	Baseline today	2027 Target
Number of people 25 and under commencement of support	40	55
Number of people supported via an individual budget or individual service fund	151	200

“

Supporting more people to need us less. We'll do this by supporting people to learn life skills and develop their independence.”



For our colleagues

Wherever funding permits, we invest in qualifications and training beyond the minimum required for any role. Support work is a skilled role, and this training not only supports career development, but it also contributes to the people we support leading healthier, ordinary lives.



Where we're at today

- We're recognised as a Great Place to Work for Development.
- We've launched the Dimensions Academy to all colleagues, showing qualification pathways for their current and future role development.
- Our multi award-winning Aspire programme supports colleagues to pursue careers in social care, with 70% experiencing career growth and just 1% leaving Dimensions.
- We offer colleagues the chance to observe Board and Executive meetings through offering an 'empty chair' at all meetings.
- We deliver specialist skills training that enables our colleagues to excel in their roles and to support people to live a full and safe life.
- We've advised government on the development of the 'Care Workforce Pathway.'
- We've invested nearly £500,000 in apprenticeships in the past year.



70%

colleagues experience career growth with the Aspire programme.



£500K

Invested in apprenticeships in the past year.





Our priorities

- We'll introduce, promote and encourage colleagues to develop their careers through the 'care workforce pathway'.
- We'll maintain our 'Great Places to Work' accreditation for Development.

We'll measure success by:

Measure	Baseline today	2027 Target
Colleagues achieving qualifications beyond the minimum	195	210
Apprenticeships completed	67	200

**Introduce,
promote,
encourage**
colleagues to develop
their careers





8 DECENT WORK AND ECONOMIC GROWTH



Work has meaning beyond money for many of our colleagues and people we support. It offers companionship, friendship, learning, and achievement. It nurtures our self-worth and provides opportunities to make a significant difference to the lives of others.

For people we support and their families

Many of the people we support want paid work. Not enough have that opportunity. And nationally, despite workforce shortages, just 4.8% of people with learning disabilities are in work.



Where we're at today

- Our 35 Quality Consultants (experts by experience who we also support) review our homes and support, interview for new colleagues and provide induction training.
- Our nine Family Consultants and Family Associates work as 'critical friends' to operational teams, making a significant impact on our organisational learning culture.
- In Somerset we have supported 250 people to find and keep paid work via our formal supported employment team.

250

people supported to find and keep paid work in Somerset.

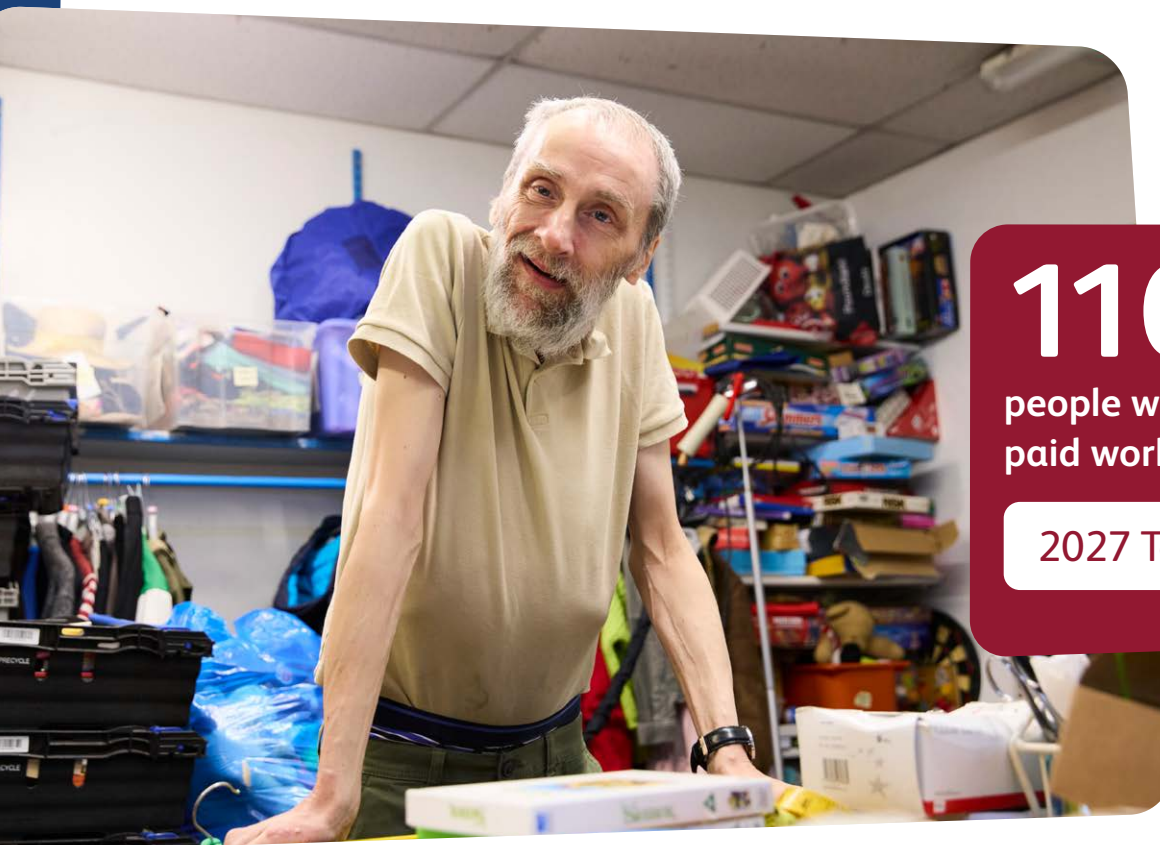


Our priorities

- We will be making the most of the skills of our supported employment team to help people we support find work.
- We will be in a position to share best practice with other organisations in how to secure and retain good jobs for people with learning disabilities.
- We will be working with more key partners such as employers, colleges and job centres to help more people into work.

We'll measure success by:

Measure	Baseline today	2027 Target
Number of people we support in paid work	110	132
People in receipt of Dimensions employment support who have secured a job	62	80



110

people we support in paid work in 2024

2027 Target: 132



For our colleagues

Nothing is more important than recruiting and retaining the right people; colleagues who will live our values and who are well matched to the person they support.

Our colleagues are professionals; experts in what they do, and we work with a wide range of partners, politicians and policymakers, campaigning for government to #PayFairForSocialCare.



Where we're at today

- We take a values-based approach to recruitment including through Matching and Care Character assessments.
- We have refreshed our colleague induction programmes; those first weeks of employment are formative and largely determine how long colleagues will stay with us for.
- We are proud of our Collective Bargaining Agreement and open and positive relationship with Unison – one of very few in our sector, and which supports strong trusting relationships.
- We've delivered extensive work across government making the case for minimum care worker pay to be benchmarked and funded at NHS Band 3, including 76,000 signatories on our petition.
- We've successfully trialled a peripatetic (floating) team of support workers; this team improves the quality of our support by reducing agency use.
- Our voluntary turnover has improved by 4.2 % year-on-year and remains well below the sector average.

Voluntary turnover has improved year-on-year by

4.2%

76,000

signatories on our petition for minimum care worker pay of NHS Band 3.



Our priorities

- We'll introduce a new induction programme for managers and support this with an extended development programme for existing managers.
- We'll work in partnership with local authorities to secure the uplifts we need with full cost transparency.
- We'll expand the work of our peripatetic team.
- We'll continue influencing social care policy at the heart of government so that more people choose to work in a strong and stable social care sector.

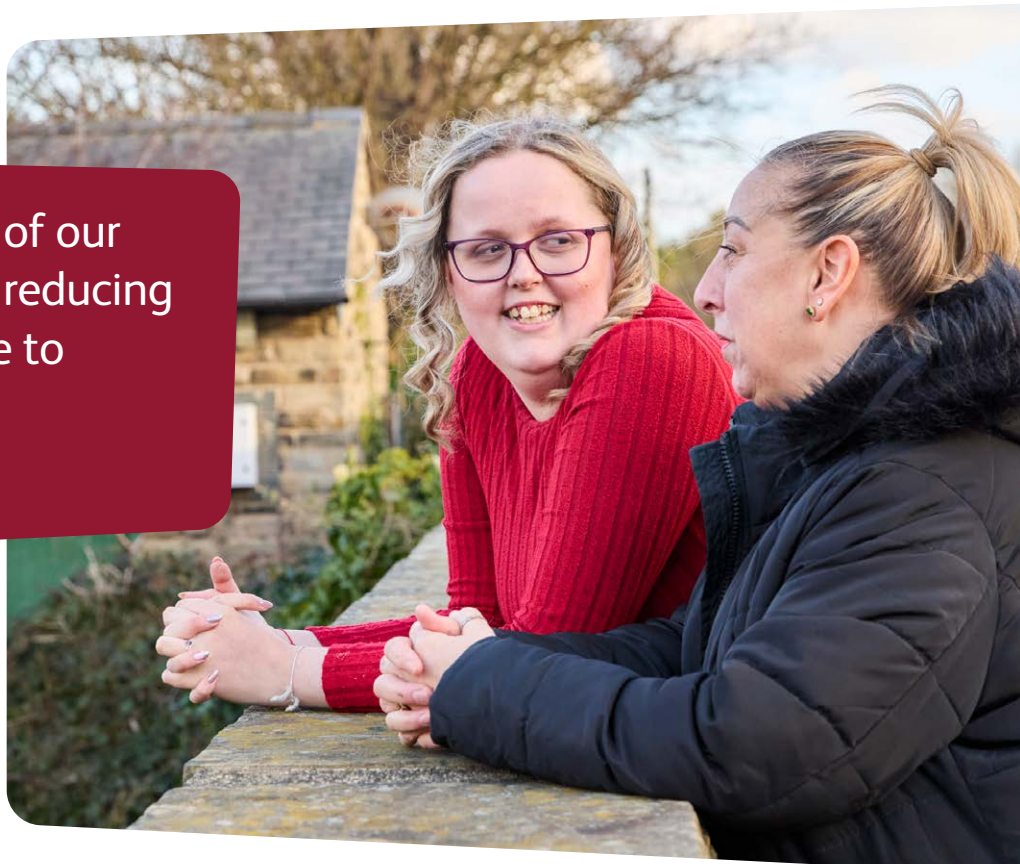
We'll measure success by:

Measure	Baseline today	2027 Target
Voluntary turnover	17.4 %	17%
Agency use	10.45 %	8.75%



Expand the work of our peripatetic team reducing our agency usage to

8.75%



For our Planet

Our carbon reduction plan is a core component of our ESG Plan and is shaped around progress across the following United Nations SDGs:

7 AFFORDABLE AND
CLEAN ENERGY



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION





12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Fundamentally, our Carbon Reduction plan is to reduce our like-for-like carbon footprint year-on-year.

7,000

colleagues employed

1,000

homes we own and run

2,700

people supported in
our homes

We employ c.7,000 people, most working in the homes of the c.2,000 people we support.

Some colleagues are home based with a need to travel. We own and operate c.1,000 homes and have an ongoing investment programme. It is vital that we achieve the most sustainable outcome in the way we consume products and energy and offer value for money for our commissioners.



Where we're at today

- We have fully digitised all care records, reducing paper, using our cloud-based iPlanit software.
- Colleagues delivering Business Support functions now very largely work remotely, reducing the size of our Head Office and reducing travel to 30 regional offices.

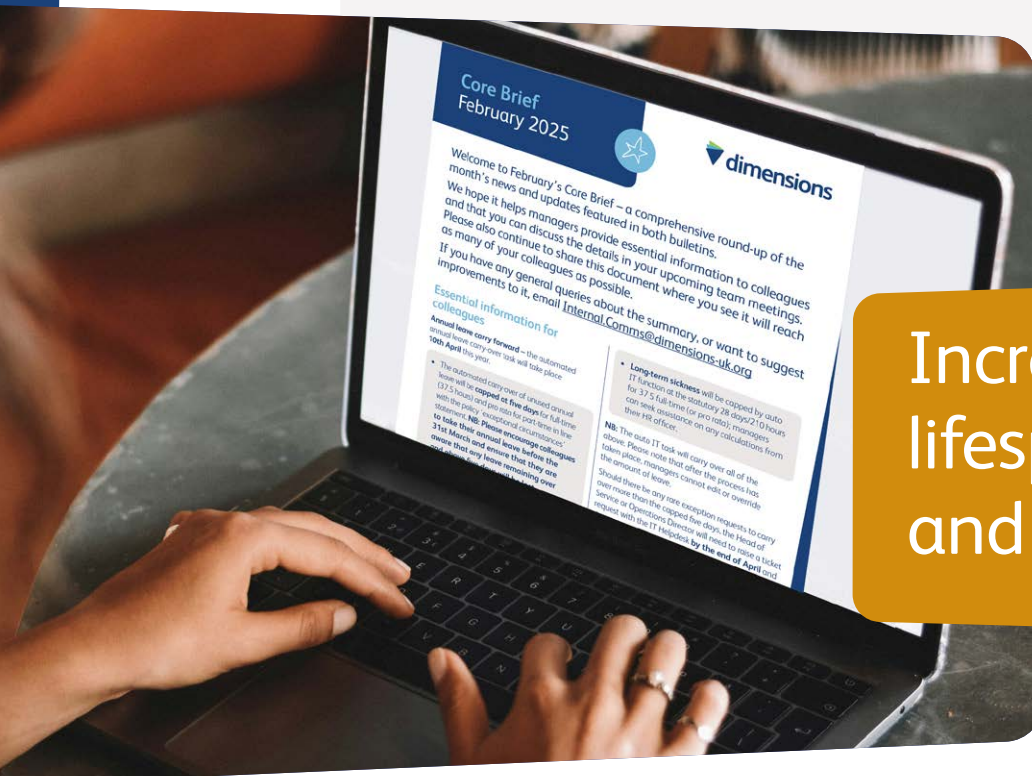


- Digitised paper-based communications such as newsletters.
- The Good Things Foundation and Recono.me provide us with recycled laptops and tablets for people we support, through our status as a National Devicebank provider.
- We have partnered with Somerset Recycling to deliver accessible recycling communication to residents county-wide, something we'd like to see elsewhere where we provide support.
- We have collected data on our electricity, gas, water usage and mileage, tracking trends and investigating outliers in order to reduce our carbon footprint.



Our priorities

- Increase the lifespan of our IT and our phones and improve recycling practices to save on waste and in turn reduce CO₂ emissions.
- Introduce a Bring Your Own Device programme for identified colleagues, as these have been shown to extend technology lifespans.
- Adjust our approach to procurement, and formally assessing suppliers' environmental commitments as part of assessing who to work with.
- Conduct a further office review, looking to improve recycling practices, carbon efficiency and economic value.



Increase the lifespan of our IT and our phones



7 AFFORDABLE AND CLEAN ENERGY



We are determined to contribute to a more sustainable future by taking direct action ourselves across our major areas of energy use.



Where we're at today

- The increased cost of moving to green energy tariffs remains a barrier for us as we operate in extremely low margin conditions. This is a priority to resolve over the two years of this plan, in particular by improving the environmental performance of the homes we own.
- We understand the energy performance of our homes with 40% at EPC A – C. There is a significant challenge to first improve the energy performance of the 60 % that are EPC D – E.
- We carried out energy audits in homes with the highest or most variable gas usage to determine better ways of working.
- We have joined a consortium to bid for government funding for green energy upgrades to our homes under the UK government warm homes initiative.
- We reviewed the highest travel users across the organisation to identify patterns, trends and more sustainable options without deterring managers from visiting the homes of the people we support.



Our priorities

- Provide travel training to more people we support with the twin aims of increasing independence and reducing emissions.
- Develop a Target Energy Pathway for each of our homes to reach minimum EPC C, understanding the associated investment cost and viability.
- Meet EPC A for new build homes unless there's a specific acceptable reason why we can't.
- Continue to capture CO₂ emissions where we supply utilities and track progress toward reducing our carbon footprint at individual property and national level.
- Review our options around procuring more sustainable utilities.
- Secure further funding (for example Warm Homes grants) to support our property decarbonisation programme.
- Understand the impact of all digital energy use and frames our policies accordingly.
- Consider the benefits of introducing the green car company leasing scheme or other sustainable and affordable options.



13 CLIMATE ACTION



We see an opportunity to educate and encourage our colleagues and the people we support to do things differently. Changing all our behaviours is key to further protecting our planet:



Where we're at today

- We have set achievable, progressive and sustainable targets and are alert to the risk of unintended consequences, **for example:** reducing colleague mileage may negatively impact opportunities for people we support.
- We've adopted Climate Essentials as our platform for baseline data gathering.



Our priorities

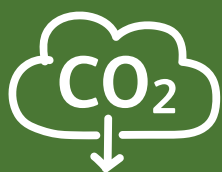
- We'll launch a Green Forum, made up of Green Champions including colleagues and the people we support, that will:
 - Encourage the people we support and our colleagues to reduce, reuse and recycle more and switch to low energy options.
 - Hold an annual Green Ideas Week.
 - Shape policy and set targets beyond 2027.



- We'll understand how carbon offsets could work for Dimensions, linking with groups such as NHS Forest.
- We'll explore the possibility of attaining formal accreditation of our Carbon Reduction plan.

We'll measure success by:

Measure	Baseline today	2027 Target
EPC A – C for the properties we own	40 %	63%
Reduce like-for-like CO ₂ emissions across the energy used in the homes we manage and offices we work in, and the mileage travelled by our colleagues	1,800 tonnes (reduced by 0.22 % in last 12m)	year-on-year reduction on like-for-like measures



Reduced our CO₂ emissions in the last 12 months by

0.22%





Governance

As a not-for-profit, national provider of care, support and homes for people with learning disabilities and autistic people, our accountability and reputation is paramount for building trust and confidence with a wide range of stakeholders, and this includes having effective governance.

We pay particular attention to the Sustainability Reporting Standard for Governance; topics within this are referenced in the appropriate place within this document.

Our Dimensions Group Board has oversight of our Even Better Lives for Even More People Strategy, and this associated People and Planet Plan.

We are a better organisation when we work with people we support, families and colleagues to develop deep understanding of the lived experiences of those we support. Much of our governance revolves around listening better to their voices.



Where we're at today

- We have systems and policies in place, supported by a themed committee and panel structure, to ensure that the Board achieves appropriate oversight of objectives that support the effective governance of the organisation, including risk oversight, regulatory compliance and achieving value for money.
- In line with the code of governance we have reviewed our non-executive succession plan, terms of office, skills requirements and diversity profile.
- The people we support, and our tenants contribute to shaping our priorities through the Dimensions and Discovery Councils, Everybody Counts Groups and the new Tenant scrutiny panel.



The people we support, and our tenants contribute to shaping our priorities through the Dimensions and Discovery Councils, Everybody Counts Groups and the new Tenant scrutiny panel.”





Where we're at today

- The influence of the Chair and Co-Chair roles of the Dimensions Council has been extended by making these paid roles and extending invitations to the Quality and Practice committee.
- Active colleague forums and a diverse range of groups and involvement opportunities ensure colleagues retain a strong voice in our decision making.
- We've recruited new Associate Committee Members to sit on the human resources and quality and practice committees. This is a development pathway for future non-executives.
- Board and most committee meetings are now introduced with a person we support or family member describing their experience – good and bad – of Dimensions.



Our priorities

- An external Governance review is planned in 2025 and we will be implementing agreed recommendations over the period 2025-2027.
- We'll increase the diverse characteristics of our Board, achieving turnover in line with the Code of Governance and undertaking non-executive recruitment in line with our succession plan.
- Following an independent assurance review of compliance with the Regulator for Social Housing Regulatory Standards, we are finalising the implementation of the actions and improvement plan.
- A cross-functional steering group will guide the delivery of this Plan including establishing a way to describe our local social value that meets the needs of our commissioners.
- We will engage people we support and our colleagues in the design and delivery of our carbon reduction plans and share progress as we go.

Better Lives for More People

Dimensions provides evidence-based, outcomes-focused support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.

Contact us to find out more:



Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Find us on social media @DimensionsUK

Dimensions

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Dimensions (UK) is a charitable registered society number 31129R.

Building 1230, Arlington Business Park, Theale, Reading RG7 4SA. June 2025.