

Environmental, Social and Governance (ESG) Report

2024

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

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Your Housing Group (YHG) was formed in 2012 and is one of the North's leading providers and developers of social housing, with a portfolio of over 29,000 properties. We manage a large and diverse range of homes, from general properties for social and affordable rent, through to retirement living developments and various other private rental offers, such as market rent, key worker accommodation, student accommodation, rent-to-buy, and shared ownership.

This has been another challenging year for the sector. We have seen increased regulatory and legislative pressures, with the introduction of new laws around damp and mould, building safety, and the introduction of Consumer Regulation. Wider cuts to public spending have led to increased demands from customers and the need to step in and offer support where other services, such as social work and mental health have reduced.

As a result of the pandemic, recent geopolitical tensions, and soaring prices across energy markets, the rising cost of living is creating an unprecedented demand for affordable housing, and additional support for those most vulnerable in our communities. As a responsible landlord and an employer to over 1,000 people, we have an opportunity to drive significant positive change throughout the communities we serve, our suppliers, and the people we employ.

Environmentally, our commitment to reducing our carbon emissions and protecting the environment has seen significant investment across the year, as part of our journey to achieving EPC C in all homes by 2030, and net zero by 2050. Since 2022, we have

achieved carbon reductions totalling over 5,000 tonnes of CO₂e.

Following the publication of our first dedicated ESG report in 2023, we've continued to expand on our commitment to sustainable development, and the integration of environmental, social, and governance principles throughout our core operations and business practices, and over the next two years we plan to further embed these principles through an ESG Strategy and supporting working groups to ensure that sustainability continues to be a fundamental consideration behind all key business decisions.

Earlier this year, we became formal adopters of Sustainability Reporting Standard for Social Housing (SRS), and by doing so we've pledged to report our performance in an open and transparent way against these established ESG themes and criteria, which are tailored for the social housing sector.



This report provides a comprehensive overview of our performance throughout 2024 against the SRS criteria and showcases the work we are doing to create safe, thriving communities for our customers, and a great place for our people to work.

Jacque Allen
Chief Executive Officer



Our vision is that through our **passion for housing, more **people** have a **safe** place to call **home**, which is lived through our company values – being honest and reliable, caring, respectful and fair.**

The Sustainable Development Agenda

“Sustainable development” has been defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs, and for this to be achieved, it’s crucial to harmonise three core elements: economic growth, social inclusion, and environmental protection.

The social housing sector plays a key role in delivering United Nations (UN) Sustainable Development Goals, and we are dedicated to creating inclusive communities that promote health, wellbeing, and social equity.

Our approach ensures that we not only meet the needs of our residents today, but also contribute to a more sustainable and equitable future for all, in line with the global goals.

By aligning our operations with the United Nations Sustainable Development Goals, we can create safe, affordable, and sustainable housing and communities, while promoting energy efficiency and renewable energy use to combat climate change.



As we continue to make great progress towards our carbon reduction targets, we’re also committed to embedding sustainability and ESG principles into our organisation. We’re dedicated to empowering our people, and our customers to build thriving communities which residents are proud to call home.

Chris Mackenzie-Grieve
Board Sustainability Champion

The effects of climate change are becoming increasingly evident, with rising temperatures, extreme weather events, and shifting weather patterns as a result of increasing greenhouse gas emissions.

We're fully committed to addressing climate change by reducing our carbon footprint through organisational change, improved asset energy efficiency, and education.

In addition to adapting our operations to reduce our long-term impact, we are continually developing our sustainability strategy and carbon reduction plans to ensure we successfully achieve our targets.

We've retained a Silver Award in our FY24/25 SHIFT Sustainability Assessment, which demonstrates our commitment to sustainability principles.

We will continue to take part in annual SHIFT Assessments to ensure our performance,



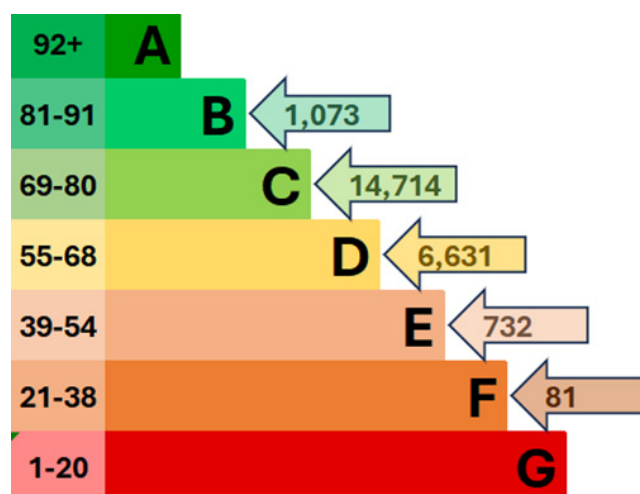
and improvements can be independently evaluated and scored.

C1. Distribution of EPC ratings of existing homes.

The affordability, comfort, and efficiency of our homes is a key priority, and we will achieve EPC C in all homes by 2030. Over the last year we have conducted a full asset energy data reconciliation project, and modelled various outcomes including net zero, and EPC C by 2030 utilising the SAVA intelligent energy platform.

Our performance

The average SAP rating of our existing homes is 70.



C2. Distribution of EPC ratings of new homes completed in FY24/25.

We completed the development of 456 new homes over FY24/25, all of which have an EPC rating of B.

We work closely with planning and building control authorities to ensure compliance with building regulations and to maximise energy efficiency in all our developments.

C3. Does the housing provider have a net zero target and strategy?

We have committed to achieving net zero by 2050; however, we also pledge explore ways to improve on this target as we progress through our decarbonisation journey.

Our strategy incorporates 10 primary focus areas which we will continually improve on, to reach our target:

1. Biodiversity and ecology
2. Climate risk
3. Energy efficiency
4. Responsible sourcing
5. Supply chain and procurement
6. Transport and fleet
7. Flood risk
8. Overheating
9. Waste and recycling
10. Water consumption

C4. What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?

Throughout 2024 we made significant progress towards our 2030 energy performance target, with over 1,120 properties receiving energy efficiency improvements resulting in uplifted EPCs to minimum Band C.

Improvements included thermal insulation upgrades, solar photovoltaic (PV), new windows and doors, replacement heating systems, and improved ventilation.

In addition, we completed works under our smart home pilot programme, delivering smart heating controls, and environmental quality monitoring to over 200 homes. The data will support our work to better understand the links between damp and mould, over and under heating, and fuel poverty.



As one of our key strategic focus areas, improving the energy efficiency of our homes plays a vital part in working towards achieving net zero. By lowering energy waste and incorporating renewable energy technologies now, we directly contribute significantly to our overall carbon reduction targets, improve customer wellbeing, and future proof our homes.

Throughout the year, we have conducted a full review of the energy data we hold and introduced new process for capturing updated data through cyclical surveys and assessments. By regularly maintaining up to date asset condition data, we can remain confident in our improvement modelling for future investment programmes.

We installed 400KWp of Solar PV in 2024.



Deep Retrofit Programme - Social Housing Decarbonisation Fund Wave 1

Following a successful bid for funding through the Social Housing Decarbonisation Fund (SHDF), we retrofitted energy efficiency improvements to 105 homes across Greater Manchester using a fabric first approach. Five blocks of flats received upgrades including cavity and external wall insulation, new windows and doors, solar PV, loft insulation, and upgraded heating systems.

This initiative represents a significant step towards our goal of providing safe, affordable, and energy efficient homes for our customers, and contributes to our target of EPC C in all homes by 2030.



Washington Close, Staffordshire Moorlands

As part of our multi-million pound home improvement programme, we've completed upgrades on our small estate of bungalows on Washington Close in Biddulph, Staffordshire.

Works included cavity wall insulation, upgraded heating systems, new windows and doors, loft insulation, and additional ventilation.



SHDF Wave 2.1 Design Programme

We have been successfully awarded further funding through the SHDF's second wave, with 276 properties set to receive retrofit energy efficiency upgrades. The initial survey and design phase has taken place over Year One (FY24) with works commencing in Year Two (FY25). Funding has been awarded across Liverpool and Manchester regions.

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

As part of our annual SHIFT Sustainability Assessment, a Streamlined Energy & Carbon Reporting (SECR) statement is produced in compliance with the latest SECR Regulations (2019). This report presents a full third party verified SECR statement, compared to the previous financial year's usage, for use in Your Housing Group's annual financial reporting.

Since 2022 we have implemented new processes to reduce our emissions in line with our commitment to net zero which can be seen in the table below. We also aim to introduce additional mandatory reporting from our suppliers during future tendering and procurement to enable us to further report Scope 3 emissions.

Reported emissions and energy use data for 1 April 2023 – 31 March 2024

	Current reporting year 1 April 2023 – 31 March 2024	Comparison year 1 April 2021– 31 March 2022
Emissions from combustion of gas tCO ₂ e (Scope 1) [mandatory]	7,356.35 tonnes CO₂e <ul style="list-style-type: none"> 35.83 tonnes CO₂e office usage 2,016.91 tonnes CO₂e communal areas 5,303.61 tonnes CO₂e communal heating systems *1 	7,922.64 tonnes CO₂e <ul style="list-style-type: none"> 24.52 tonnes CO₂e office usage 1,528.76 tonnes CO₂e communal areas 6,369.36 tonnes CO₂e communal heating systems
Emissions from combustion of fuel for transport purposes (Scope 1) [mandatory]	770.42 tonnes CO₂e From in house maintenance fleet *2	969.92 tonnes CO₂e From in house maintenance fleet
Emissions from purchased electricity (Scope 2, location-based) [mandatory]*3	3,552.57 tonnes CO₂e <ul style="list-style-type: none"> 42.40 tonnes CO₂e office usage 3,510.17 tonnes CO₂e communal areas <i>See below for transmission and distribution losses</i>	4,001.71 tonnes CO₂e <ul style="list-style-type: none"> 19.92 tonnes CO₂e office usage 3,981.79 tonnes CO₂e communal supply <i>See below for transmission and distribution losses</i>
Total gross CO ₂ e based on above [mandatory]	11,679.34 tonnes CO₂e <i>Excludes Scope 3 emissions</i>	12,894.27 tonnes CO₂e <i>Excludes Scope 3 emissions</i>
Energy consumption used to calculate above emissions: kWh [mandatory] – optional to provide separate figures for gas, electricity, transport fuel and other energy sources	Gas: 40,214,222.58 kWh Electricity: 17,155,983.70 kWh Transport fuel: 3,050,189.36 kWh Total: 60,420,395.64 kWh	Gas: 43,255,288 kWh Electricity: 18,846,674.98 kWh Transport fuel: 3,882,062.97 kWh Total: 65,984,025.95 kWh

*1 Includes usage calculated from third party CO₂ calculations where properties were not able to be located on the broker template.

*2 2023 average diesel van >3.5 tonnes used, as there is no equivalent for the diesel hybrid.

*3 Includes estimated usage based on staff numbers from St John's office, as no electricity data was available.

Intensity ratio: tCO ₂ e gross figure based on mandatory fields above (e.g., £100,000 revenue) [mandatory]	0.50 tCO₂e per home managed (exc. office emissions) Office intensity: 20.66 kgs CO₂e per m2	0.56 tCO₂e per home managed (exc. office emissions) Office intensity: 14.74 kgs CO₂e per m2
Methodology [mandatory]	SHIFT methodology. Using Defra 2023 Conversion Factors in line with Environmental Reporting Guidelines (2019) as the majority of the financial year falls into the calendar year 2023. Comparison data from the previous year's SECR used Defra 2021 Conversion Factors.	
Emissions from purchase of electricity, heat, steam, and cooling purchased for own use (Scope 2, market-based): tCO ₂ e [optional]	Only reporting on location based	Only reporting on location based
Emissions from generation of electricity that is consumed in a transmission and distribution system which the company does not own or control (Scope 3): tCO ₂ e [optional]	307.35 tonnes CO₂e <i>Transmission and distribution (T&D) losses associated with UK electricity.</i>	354.13 tonnes CO₂e <i>Transmission and distribution (T&D) losses associated with UK electricity.</i>
Emissions from employee business travel which the company does not own or control (Scope 3): tCO ₂ e [optional]	216.76 tonnes CO₂e <ul style="list-style-type: none"> • 216.76 tonnes CO₂e employee vehicles • 0 tonnes CO₂e public transport 	136.22 tonnes CO₂e <ul style="list-style-type: none"> • 136.22 tonnes CO₂e rental vehicles • 0 tonnes CO₂e public transport
Emissions from leased assets, franchises, and outsourced activities (Scope 3): tCO ₂ e [optional]*4	The regulated emissions from independently heated homes managed far outweigh Your Housing Group's operational emissions and are therefore reported here on a voluntary basis. Our SHIFT methodology estimated emissions at 57,937.24 tonnes in total, or 2.72 tonnes per home managed (excluding homes with communal heating systems).	The regulated emissions from independently heated homes managed far outweigh Your Housing Group's operational emissions and are therefore reported here on a voluntary basis. Our SHIFT methodology estimated emissions at 62,526.01 tonnes CO₂e in total, or 2.86 tonnes CO₂e per home managed (excluding communal heating systems).
Total gross Scope 3 emissions: tCO ₂ e [optional]	58,461.35 tonnes CO₂e	63,016.36 tonnes CO₂e
Total gross Scope 1, Scope 2 [location/market] & Scope 3 emissions: tCO ₂ e [optional]*5	70,140.69 tonnes CO₂e	75,910.63 tonnes CO₂e

*4 Emissions from 49 communally heated homes that were identified on the asset data as "bill paid by tenant / agency" were classified as Scope 3 emissions – as YHG do not purchase this gas.

Additional intensity ratio: tCO ₂ e net figure (e.g., £100,000 revenue) [optional]	3.00 tonnes per home managed for total Scope 1, 2 and 3 emissions recorded.	3.28 tonnes per home managed for total Scope 1, 2 and 3 emissions recorded.
Third Party verification [optional]	SHIFT Environment	SHIFT Environment

*5 All values rounded to 2 d.p. There may be slight differences between totals in this SECR statement and the supporting 'Evidence Pack' due to rounding.

Global GHG emissions and energy use data for period 1 April 2023 – 31 March 2024

Scope 1	8,126.77 tonnes CO ₂ e
Scope 2	3,552.57 tonnes CO ₂ e
Scope 3	58,461.35 tonnes CO ₂ e
Total	70,140.69 tonnes CO₂e

C6. “How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?”

Addressing climate related risks is a fundamental part of our Sustainability Strategy. We recognise that effects of climate change will significantly impact on our operations, and the wellbeing of our customers. Whilst our current strategy focuses primarily on environmental issues and carbon reduction, we plan to evolve our strategy to further focus on the quality of life and protection of our customers, including the risk of flooding, and overheating.

We’ve recently completed a pilot programme with installations of smart monitoring devices in various property types, which provide us with key data insights and alerts for overheating of homes. As we review this data over the next year, we will see how weather changes impact the internal temperature of our homes.

We are subscribers of the Previsico Flood Alert System, which provides 48 hour alerts for flood risks to our homes. Alerts are sent to managers in our Asset and Compliance Teams, and action is taken where required.

C7: Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?

We're taking proactive steps to promote ecology and improve green spaces across our communities. Our in house grounds maintenance team manage over 14,000 trees and maintain communal green spaces across our portfolio. Throughout the year, maintenance activities are methodically planned to mitigate any risk to wildlife habitats and biodiversity.

As part of our regular cyclical surveying activities, we conduct assessments of any protected habitats, or invasive species, and when identified, we take the necessary steps to document the findings, and maintain ongoing control and monitoring to mitigate and prevent any long term risks.

As another key focus area within our sustainability strategy, we will continue to make positive improvements to our green spaces, including sites for development and ensure that accessible outdoor areas promote healthy lifestyles and wellbeing for our residents.

Whilst we develop new homes, ecology and biodiversity are priority considerations. We will always comply with local planning authority specifications and current building regulations, and where possible go beyond these.

The homes we built in 2024 were not subject to minimum biodiversity net gain requirements; however, enhanced sustainability features were incorporated such as bird and bat boxes, hedgehog gates, additional trees, and grassland areas.



Case Study

Reeve Court: Wildflower planting

Reeve Court is one of our larger retirement villages providing extra care services for older residents. During the year, we created a wildflower garden onsite to encourage the growth of wildlife, bee, and insect populations in the area.



Case Study

Lok Fu Garden: Tree planting day

Over the Easter break, residents and children got stuck in with a day of planting in their local community to help brighten up the area. It was a great day to be out in the fresh air and we were supported by some of our partners and **the National Trust** too.

On the day, residents and their families signed up to adopt a tree, and residents volunteered to continue to take care of their new trees.

C8. Does the housing provider have a strategy to identify, manage, and reduce pollutants that could cause material harm?

Managing pollutants is a key consideration which is encompassed within several strategies across the Group due to the nature of each individual pollutant and how it may impact in each operational area of the business. Pollutants that could cause material harm such as asbestos, mould, legionella, fuels, and chemicals which present risk are key considerations throughout general day to day business operations.

Damp and mould has been a priority area for Your Housing Group, and we have embraced the introduction of new legislation by introducing a dedicated Damp and Mould Taskforce, with dedicated specialist resource to eradicate any cases within our portfolio. All development sites are remediated in accordance with the site investigation's remediation strategies approved at planning stage, and all new build sites comply with the requirements of the Building Regulations with respect to site preparation. This also includes compliance with the building regulations for ventilation and damp.

Whilst our Sustainability Strategy is reviewed and developed further in Spring 2026, we aim to incorporate a holistic overview of pollutants and contaminants which impact our operations.

C9. Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?

Procurement, supply chain requirements, and the responsible sourcing of materials are primary focuses within our sustainability strategy. Through our annual SHIFT Sustainability Assessment, we demonstrate this commitment through core corporate operations, the development of new homes, and through regeneration and refurbishment.

We require all new build contractors to confirm that they adhere to a suitable environmental management system such as ISO 14001 or similar. At tender stage they must confirm their commitment to sourcing materials from renewable or responsible sources where possible with appropriate chain of custody or processes to minimise environmental impact through their supply chain.

From FY25, we aim to increase minimum sustainability credentials across all new supplier procurement and tendering opportunities, to ensure that where possible all materials and products procured by or on behalf of Your Housing Group are responsibly sourced.

During current tender evaluation processes, and our annual sustainability assessment, we evaluate the performance of our suppliers and request improvement where necessary.

Case Study

Responsible Sourcing

During a recent review of the products we use during routine repairs, it was identified that our in house repairs team consume around 5,000 single use plastic sealant cartridges annually. To reduce the waste generated we have introduced an alternative innovative product with an integrated re-fillable cartridge.

- Annual capital savings of over £21,000
- 5,000 less single use plastic cartridges going to landfill
- 96% less waste
- Reduction of hazardous waste contamination

C10. Does the housing provider have a strategy for waste management incorporating building materials?

Responsible waste management is also incorporated into our Sustainability Strategy and is regularly reviewed through our annual SHIFT Sustainability Assessment. During development and refurbishment works, building material waste, and general waste is segregated and recycled where possible, and performance is measured through supplier Key Performance Indicators (KPIs).

We require all new build and refurbishment contractors to confirm that they adhere to relevant waste control measures directly, and within their supply chain and site-based waste evidenced through a site waste management plan. This is referenced at tender stage, and routinely monitored on site.

82% of the building waste produced by our Direct Labour Organisation (DLO) was recycled.

C11. Does the housing provider have a strategy for water management?

Although operational water management is included within our Sustainability Strategy, we recognise that there is potential to significantly improve performance in our homes.

All office sites have water saving technology such as dual flush toilets, and water efficient low flow faucets. This is also a minimum requirement for refurbishment works in our customers' homes.

Typically, our larger sites are not on water meters which limits our ability to benchmark

our performance, however we plan to develop new ways to reduce our waste and monitor consumption.

Over 2024, we have explored future grant funding opportunities to install water saving technology in our homes. We plan to commence pilot projects in 2025.

During the development of new homes, we require contractors to confirm they adhere to an appropriate water management system onsite. We aim to reduce water waste by utilising low flow taps and toilets in welfare facilities, and rainwater harvesting from roofs of temporary site buildings which is stored for use as dust suppression and site cleaning. Waste water filtration and silt collection networks are used to protect the existing waste ways and sewerage systems.

In October 2024 we will be recruiting to our Energy & Sustainability Team to manage day-to-day utilities and consumption saving initiatives.



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

1. Rent compared to median private rental sector (PRS) rent across the relevant Local Authority
2. Rent compared to the relevant Local Housing Allowance (LHA)

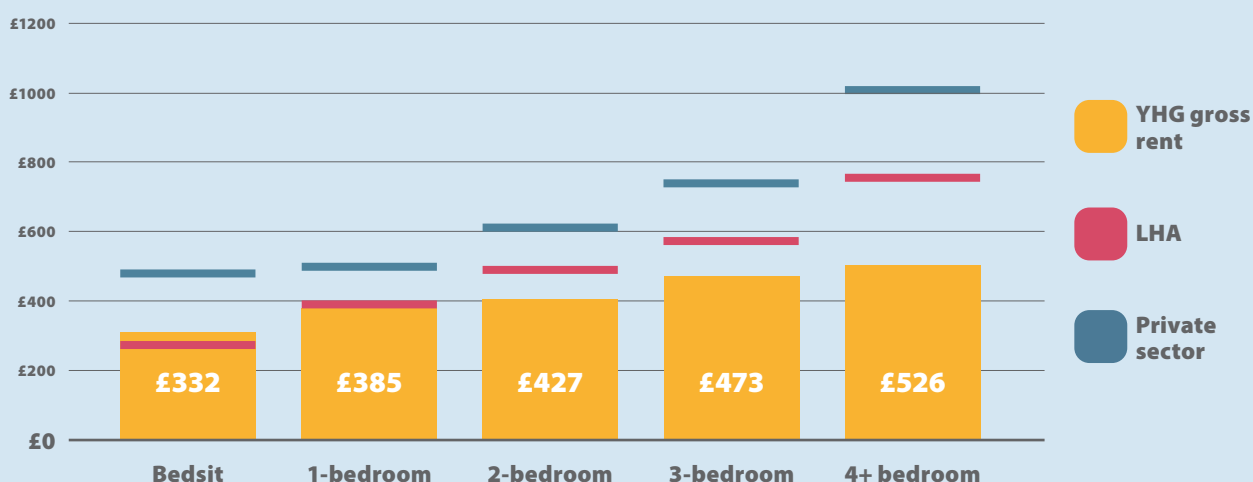
Of the 29,000+ properties that YHG owns and manages, 23,404 are subject to rent regulation. Of these, 2,356 are affordable rent and 17,348 are social rent tenures, comprised of general properties for all, dedicated homes for those aged 55+, and supported housing for young people at risk of homelessness, those fleeing domestic abuse and other hardships.

The average cost of gross rent throughout our portfolio is £428 per month. The Local Housing Allowance (LHA) median across our operating regions is £507.

The difference of the gross rent from a YHG property to the LHA is £79 per month, which is an average of 87% of LHA allowance. Private sector gross rent across our regions averages £677 per month which is an increase of 58% compared to YHG rents.

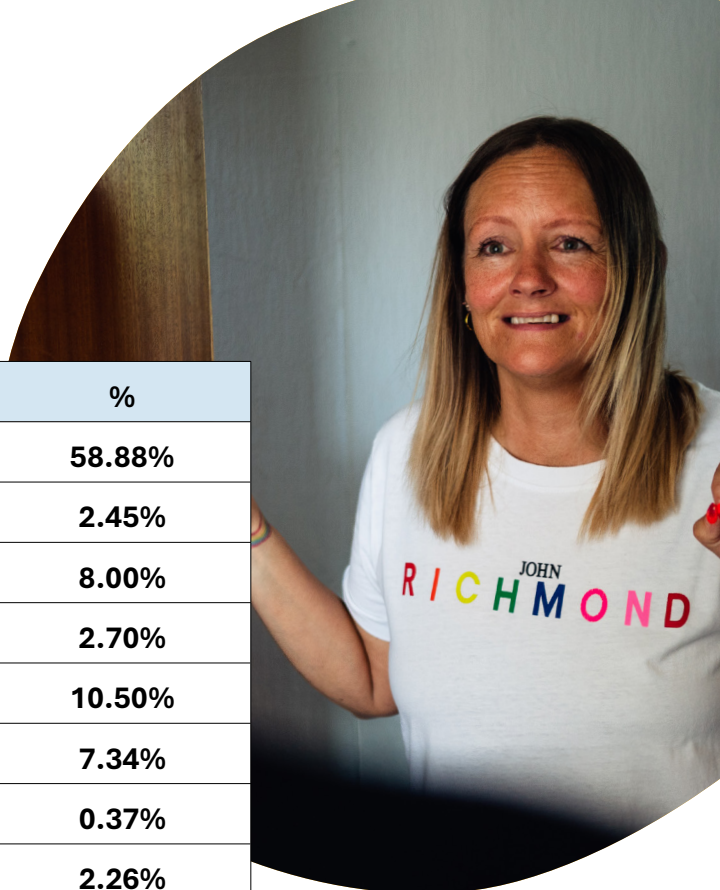
Our median rent values are averaged across our operating regions and compared using data from the Office for National Statistics (ONS) for the same or similar archetypes in the private rental sector.

Monthly rent by number of bedrooms



C13: Share, and number, of existing homes (owned and / or managed) completed before the last financial year allocated to:

Tenure	Number	%
General needs (social rent)	17,348	58.88%
Immediate rent	724	2.45%
Affordable rent	2,356	8.00%
Supported housing	791	2.70%
Housing for older people	3,080	10.50%
Low cost home ownership	2,173	7.34%
Care homes	111	0.37%
Private rent sector	667	2.26%
Other	2,210	7.50%
Total	29,460	100%



C14. Share, and number, of new homes (owned and/ or managed) that were completed in the last financial year, allocated to:

Tenure	Number	%
General needs (social rent)	0	0.0%
Immediate rent	0	0.0%
Affordable rent	150	32.9%
Supported housing	0	0.0%
Housing for older people	0	0.0%
Low cost home ownership	244	53.5%
Affordable rent to buy	62	13.6%
Total	456	100%



C15. How is the housing provider trying to reduce the effect of high energy costs on its residents?

The volatile energy markets over the last year have had a huge impact on the lives of our people, and our customers, with those most vulnerable in our communities facing increasing strain and fuel poverty.

We have taken steps to ensure all customers who are facing financial hardship have access to the support they need. Our dedicated Money Advice Team has increased its outreach to customers, continued to help residents with food and fuel vouchers through our tenancy support fund, and support them in communications with utility suppliers where requested.

Customers on YHG heat networks, or communal energy supplies have been a priority focus throughout the year. We submitted applications for support for all our sites through the Energy Bill Discount Scheme (EBDS) securing £3.6m support towards customer heating costs, and where possible, changes have been made to communal heating systems to improve efficiency.

We've expanded our energy efficiency programmes and continued to improve the thermal efficiency of our homes, reducing running costs for our customers through capital investment, supplemented by grant funding.

Some examples of our actions throughout the year:

- Partnered with United Utilities to identify pensionable age households who may be eligible for a cheaper water tariff.
- Installed Switchee devices to 200 properties to help identify households at



risk of fuel poverty and target additional funds to mitigate risk.

- Partnered with Liverpool Citizens Advice to identify pensionable households eligible for an additional £250 per household towards fuel costs.
- Targeted campaigns to clear arrears for customers whose gas has been capped due to affordability.
- Worked collaboratively with British Gas Vulnerability Team to support tenants in or at risk of fuel debt.
- Delivered training to lettings and older persons services staff and implemented pre affordability and vulnerability assessments to ensure tenants start and maintain their tenancy with the support they need.
- Ongoing training and collaboration with National Energy Action and local energy charities such as Green Doctors and Sefton Energy Projects Plus.

C16. How does the housing provider provide security of tenure for residents?

Your Housing Group doesn't offer fixed term tenancies to social housing tenants. All tenancies granted provide long term security of tenure in the form of an Assured Tenancy Agreement or a Starter Assured Tenancy Agreement for new tenants. Starter tenancies convert to an Assured Tenancy after 12 months.

6% tenancy turnover

98.8% of affordable homes occupied



The safety of our residents is our highest priority, and we're committed to building and maintaining homes that are safe, comfortable, and affordable.

Our approach to building safety and quality is centred around regulation and best practice and we're committed to ensuring that we continually improve the safety and quality of our homes.

Our Building Safety and Compliance Teams regularly conduct assessments across the portfolio to identify any dangers or risks and remain engaged with our customers to keep them informed of what we are doing to keep them safe, and to address any concerns they may have.

Our six-monthly high rise forum was held again in May. The event gives customers who live in high rise accommodation the opportunity to meet our teams in person, and to learn about new regulation, and what we're doing to keep them safe.



Vision

C17. Describe the condition of the housing provider's portfolio, with reference to:

- % of homes for which all required gas safety checks have been carried out.
- % of homes for which all required fire risk assessments have been carried out.
- % of homes for which all required electrical safety checks have been carried out.

100% Gas Safety Compliance

100% Fire Risk Assessment Compliance

100% Electrical Safety Compliance

C18. What % of homes meet the national housing quality standard?

99.9% of homes met the Decent Homes Standard. Nine homes failed at the time due to access for electrical testing and energy surveys.

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

In summer 2021 we launched our first dedicated damp and mould campaign, which saw us write to over 23,000 residents where we have a repair responsibility. We asked everyone to let us know immediately should they have any sign of damp and/or mould within their home.

There was a 6% response rate (circa 1,500 properties) and a 12 month programme of inspection and remediation followed thereafter, with most repairs relating to mould washes, extraction fans, and gutter repairs.

A further mailer was circulated to all properties again in late 2022 reminding and asking residents to contact us if they have an issue to report.

In March 2022, we published our first dedicated Damp & Mould Policy which is now subject to regular review.

2023 launched YHG's dedicated Damp & Mould Taskforce amid the structure of our wider, in house Repairs & Maintenance Service Area. The Taskforce is a team of dedicated repair operatives, management, and administrative support to continue to respond to reports of damp and mould issues as well as having access to external specialist expertise as and when required.

This Taskforce is supported by a newly developed case management system so that all cases of damp and mould can be funnelled to a central source, tracked from first receipt, through to triage (with a target to complete this prioritisation review within 72 hours), inspection, remediation, post care inspection (to ensure the matters have remained resolved up to several months later), and also logs any additional support that the resident has required/ received from matters that go beyond the property.

The latter is particularly important with respect to vulnerable residents of which our Tenancy Management colleagues are also members of our Taskforce, working collaboratively where such additional care, support, and attention is required.

As part of the Taskforce inspection process, we are developing a documented report which will be provided to each resident following



inspection. This will make clear our findings, recommendations for remediation, what we will do to remediate issues identified, and what residents can do to support. At each damp and mould inspection, residents are also provided a copy of guidance as supplementary information.

Following its launch, we continue to build on the Taskforce with further phased development of the case management system, recruitment, upskilling of our repairs workforce, and wider process amendments to ensure all damp and/ or mould reports are captured and routed to the correct workflows.

There are a number of ways in which damp and mould is identified in our properties including:

- **Resident reports:** Residents can contact us directly with issues by speaking to a YHG colleague (including our Contact Centre), using a dedicated webform on our website, or via Your Home Hub (online resident portal). Residents are supported with information available on our website and regular newsletters providing details and guidance.

- **Colleague reports:** All colleagues are encouraged to keep their eyes and ears open when out and about. All colleagues are provided with training to better understand damp and mould, how it is caused, how to spot it, and how to report when they see it.
- **Contractor reports:** We have liaised with our wider contractor base (including stock condition surveyors and gas servicing contractors) to keep their eyes and ears open when out and about at our properties and to report instances of damp and mould.

In summer 2023 we launched our first dedicated Damp & Mould Steering Group consisting of representatives from around the business with the primary purpose to:

- Monitor ongoing performance
- Steer the organisation with our ongoing evolution and investment in how we continually improve our approach (both from a proactive and reactive perspective).
- Current considerations take account of recommendations made from external bodies such as the Housing Ombudsman, Social Housing Regulator, and learnings identified following the tragic death of two year old Awaab Ishak. We also place importance on listening to our colleagues and residents and their ideas as to where our opportunities for improvement lie.

We have a dedicated section on our website providing information, support, and advice on preventing and managing condensation and mould growth. In the same section there is also the means for customers to report any issues to us directly. In addition to this, customers can also report issues through our contact centre, local offices, or members of staff.



All reports of damp and mould are routed to a dedicated team that triage the reports to determine their priority, arrange for any repairs needed, and/ or a detailed inspection by a Building Surveyor. Triaging of reports are completed against an SLA of 72 hours with our current performance at 100%.

All damp and mould repairs are assigned to a dedicated team of operatives to complete. Initial response repairs such as mould treatment or extractor fan repair/ replacement are targeted for completion with 21 calendar days.

Our Direct Labour Organisation (DLO) have carried out over 71,000 repairs over FY24.

C20. What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?

The Tenant Satisfaction Measures (TSMs) are a new set of performance measures set out by the Regulator of Social Housing (RSH) which will help to provide our tenants with greater transparency about our performance as a landlord, as well as informing the regulator about how all registered providers comply with consumer standards. The measures are applicable to every landlord in England and all scores will be published so they are comparable.

As a landlord with different customer types, we are required to submit scores for both Low-Cost Rental Accommodation properties (LCRA) and for Low-Cost Home Ownership properties (LCHO).

For LCRA properties there are 22 measures, the first 12 of which are gathered by perception surveys (TP01-TP12). The following 10 are technical measures involving such things as gas safety checks and the number of complaints relative to the size of the landlord etc. For LCHO customers there are nine measures gathered from perception surveys and two technical measures.

The scores have been broken down by such attributes as property type, customer age group, tenancy length, disability, and geographical area to try to better understand trends and common experiences. Insight from this analysis has been shared with the relevant service areas and has contributed to their service improvement plans.

Our surveys for FY24 commenced in August 2023, up until March 2024 using samples picked at random using computer generation. We had a customer response rate of 8%.

LCHO

Code	Measure	2023	2024	Change
TP01	Overall satisfaction	-	70%	-
TP05	Home is safe	-	83%	-
TP06	We listen to your views and act upon them	-	69%	-
TP07	We keep you informed about things that matter to you	-	81%	-
TP08	We treat you fairly and with respect	-	85%	-
TP09	We approach complaints satisfactorily	-	45%	-
TP10	We keep communal areas safe, clean, and maintained	-	76%	-
TP11	We make a positive contribution to your neighbourhood	-	72%	-
TP12	We approach antisocial behaviour satisfactorily	-	75%	-

Code	Measure	2023	2024	Change
TP01	Overall satisfaction	72%	74%	UP
TP02	Satisfaction with repairs	66%	65%	DOWN
TP03	Satisfaction with time taken to complete most recent repairs	61%	59%	DOWN
TP04	Home is well maintained	73%	76%	UP
TP05	Home is safe	79%	83%	UP
TP06	We listen to your views and act upon them	64%	71%	UP
TP07	We keep you informed about things that matter to you	73%	80%	UP
TP08	We treat you fairly and with respect	80%	86%	UP
TP09	We approach complaints satisfactorily	31%	40%	UP
TP10	We keep communal areas safe, clean, and maintained	74%	78%	UP
TP11	We make a positive contribution to your neighbourhood	65%	76%	UP
TP12	We approach antisocial behaviour satisfactorily	65%	73%	UP

C21. What arrangements are in place to enable residents to hold management to account for the provision of services?

YHG's strategy offers several 'engagement pathways', which ensures that customers can hold their landlord to account concerning the provision of services.

The Customer Service Committee (CSC) is part of our governance structure and reports directly to the Board. There is a 50 / 50 split of customer members and Board Members on the Committee. CSC is responsible for providing Board assurance on compliance with Consumer Standards and Landlord's Engagement Strategy. CSC also approves all customer facing policies and strategies at YHG.

The Customer Connect Panel (CCP) is an engagement pathway created to help YHG

increase the number of formally involved customers and achieve more appropriate representation. It is their responsibility to ensure the Customer Engagement Policy is effective. A key function of the panel is to provide assurance that residents are engaged and involved with the development of YHG's customer related policies. In FY24, the CCP have been consulted with on 19 customer related policies, including the Vulnerable Support and Reasonable Adjustment Policy, Compensation Policy, and the Antisocial Behaviour Policy.

We recently introduced our Equality, Diversity, and Inclusion (ED&I) Group which is a customer group working closely with the organisation to ensure we meet our obligations as set in our ED&I Strategy. They have been involved with influencing policy and work closely with our staff equality group, Balance for Better.

In addition to Balance for Better, we have introduced a new involved customer group who come together regularly thorough the year with our CEO, and Chair of the Board to discuss key issues across the business from a resident's perspective. The group ensures that our formal customer pathways are connected, and ensures the customer has the ability to directly contact our management teams.

Our Assurance strand of engagement is all about how our engaged customers ensure standards are high and customers are at the heart of what we do. The Customer Scrutiny Panel (CSP) play an important role in this. CSPs are a membership based customer group. This pathway gives customers the platform to deliver service reviews and make recommendations for improvement. CSP also ensure that recommendations are delivered by YHG, assuring customer feedback is acted on appropriately.

Through our priority neighbourhoods and beyond, we work with local groups on schemes and localities to engage customers on key issues. We formulate local delivery plans and make improvements accordingly. We also engage with Tenants and Residents Associations (TARAs), which we recognise via the Community Group Charter. Within our neighbourhoods we also capture the Everyday Voice of customers who may want their voice heard but do not want formal involvement at YHG. We do this via our Customer Connect Visits, Out and About events, walkabouts, and via digital surveys.

Our regular Out and About community drop in clinics give our customers the opportunity to talk to us in person about their concerns and suggestions. The event is part of our Customer Connect Promise aimed at empowering our customers to play a prominent part of our service delivery.

Colleague across various functions attend the events to offer advice and support.

The event has proven to be a popular platform and we will continue to expand these events to cover all regions.



Customer Engagement Structure



In August 2023 we created a Centralised Customer Resolution Team to improve the service we provide in relation to customer complaints. The team manage repair related complaints and compliance, and we intend to roll out the service across the group over the next 12 months.

This will ensure we have customer service focussed individuals who will ensure that complaints are managed efficiently and effectively, providing a more consistent service for our customers.

Since the creation of this team, our customer satisfaction scores, and overall complaints

performance, have improved and will continue to do so as we roll out the improved service further.

C22. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

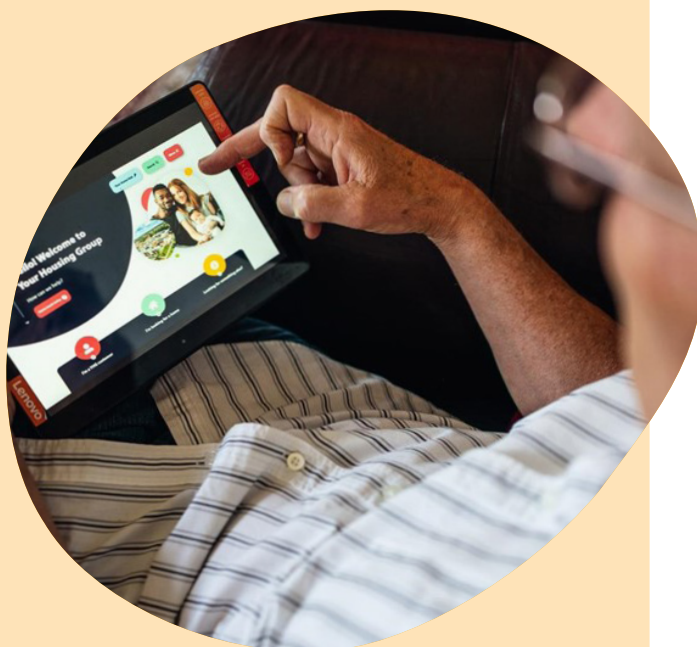
Over 2024 we’ve have had 16 complaints which have achieved a determination, 36 determinations giving a 64% maladministration rate, which compares to the national average of 73%.

How have these complaints (or others) resulted in change of practice within the housing provider?

Following the determinations we have received, we've updated our policies and procedures, introduced a new team to improve customer service and complaint handling, and continue to ensure we are learning from our complaints, and applying best practice.

I'd like to pass on feedback for Trevor Hill. He has assisted me from day one of my complaint. He has shown empathy, kept in frequent contact, and has resolved my complaint fully.

Trevor took my personal circumstances and how this experience had impacted me into consideration, and I wanted you to know he is a real asset to the business. I am really happy with the support I received from him and believe he deserves to be recognised for this experience.



C23. What are the key support services that the housing provider offers to its residents?

How successful are these services in improving outcomes?

Our customers are at the heart of what we do, and above all, the safety, wellbeing, and security of our residents is our primary concern. We offer a range of support services, tailored to

meet the need the customer's circumstances to ensure they receive the best outcome.

Our Money Advice Team provides advice and support for financial issues, assistance with benefit claims, food and fuel vouchers, and employment support. In 2024, the team were able to increase benefit income for our customers by over £4.3 million.

	2022/23	2023/24	Percentage of change year on year
Money Advice referrals recieved	2,428	2,225	-9.12%
Benefit gains	£3,250,837.83	£4,345,337.31	25.19%
Rent arrears reduction all	£312,618.80	£316,125.40	1.11%
Positive engagement on referrals	73%	74%	1.35%

Our Supported Housing Team deliver accommodation and support services to young people aged 16 to 25 who are on the brink of or are experiencing homelessness. We own and manage four foyers in Chester, St Helens, Warrington, and Wigan proving a stable home to approximately 130 young people.

The schemes are staffed 24/7 by trained and experienced teams who deliver support interventions involving advice, information, and practical support, welfare checks, motivational and psychosocial interventions, employment opportunities and resettlement support.

Your Housing Group is committed to supporting the incredible work that goes on across the four foyers. They really make a significant difference in the lives of the young people, and the recent accreditations we've gained gives us national recognition for the passion and dedication that the team deliver every day.

Jacque Allen
Chief Executive Officer



C24. Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located.

Placemaking goes beyond bricks and mortar, it's about creating opportunities for people and communities to thrive.

Our Housing and Customer Service Teams regularly hold community events which aim to bring people together, promote social inclusion, and improve quality of life.

We have ambitious plans to develop up to 480 new affordable homes in FY25, having successfully delivered 460 affordable homes in FY24.

Our Strategic Partnership with Homes England is set to deliver 1,968 new affordable homes by March 2026.



Case Study

Eldercot Park, Daubhill, Bolton

Eldercot Park is a £38.8 million investment in the Daubhill area of Bolton with the allocation of 48 homes for affordable rent, 67 for rent to buy, and 119 for shared ownership, dispersed in tenure blind clusters throughout the development.

Large open spaces are being retained within the development, and amenities such as a sports pitch and food courtyard aim to serve as community meeting spaces. The development has been designed to mimic a village theme, to encourage positive community engagement.



Case Study

The Shires, Partington

The Shires is a £11.5 million development in the Partington area of Trafford encompassing 75 affordable homes, 50 homes for shared ownership, and 25 homes for affordable rent. Our development has also encouraged further regeneration in the area.

Corporate Social Responsibility and Community Benefits contributions to a local initiative will help to provide disadvantaged young people with access to sporting activities, local community group allotments, and social activities such as a local art projects.

C25. Is the housing provider registered with the national regulator of social housing?

We are registered with the Regulator for Social Housing in England.

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

Our current regulatory grading is G2, V2.

C27. Which Code of Governance does the housing provider follow, if any?

National Housing Federation's Code of Governance issued in 2020.

C28. Is the housing provider a Not-For-Profit?

YHG is a Not For-Profit-Organisation.

C29. Explain how the housing provider's Board manages ESG risks.

We regularly horizon scan our environment to identify current and emerging risks. We have a number of preventative measures in place to protect against climate and flood risks to ensure we remain proactive in this regard.

We have targets in place in relation to our energy efficiency works which are actively reviewed to highlight risks to their delivery. We remain alert to flood risks and receive timely notifications if there are additional considerations required based on weather reports. We also engage with our insurers in relation to ESG issues.

C30. Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) that resulted in enforcement or other equivalent action?

No; however, a previously issued Regulatory Notice by the Regulator was removed in February 2024 following positive continuous engagement.



C31. How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?

Does the housing provider consider resident voice at the Board and Senior Management level?

Our Customer Engagement Framework ensures that the resident voice is heard at Board level through formal engagement forums, including the Customer Connect Panel, Customer Scrutiny Panel, and the Board's Customer Services Committee. There are many other engagement opportunities for customers who may prefer less formal routes and insights from these are also captured in Board level reporting, recently for instance as part of the development of the Group's new Corporate Plan.

Does the housing provider have policies that incorporate Equality, Diversity, and Inclusion (EDI) into the recruitment and selection of Board members and Senior Management?

The Board is committed to equality and broadening the diversity of its membership. Board members are appointed according to their skills and attributes and to ensure that it is able to collectively understand and clearly take into account customer insight and consider the impact of its strategic decisions on its communities.

This is also achieved through the appointment of customers representing its varied communities on the Board's Customer Services Committee. In January 2024 we appointed three new Non-Executives to our Board, who in addition to enhancing our diversity, bring a range of additional skills and experiences

around customer and community. These appointments included our first customer member who was previously appointed to the Customer Services Committee.

Inclusivity is a key principle of all we do. We understand the value that a range of diverse backgrounds can bring to the way we work and the services we provide, and we understand that inclusivity drives that diversity.

During the year our Board and Senior Leadership undertook training in Cultural Intelligence, building their understanding of cultural differences to reduce and remove barriers to participation. During the year we also reviewed our recruitment and induction processes, making small changes to ensure they were truly inclusive.

As at 1 June 2024 our Board (11 members) comprised 36.3% women, 9% BAME, 9% residents and 0% with a known disability. The average age of the board was 59. The average tenure of the Board members was 27 months.

C32. What % of the housing provider's Board have turned over in the last two years?

55%

What % of the housing provider's Senior Management Team have turned over in the last two years?

Senior Management Team Turnover Ratio is 57%. This has been calculated based off Grades A to C. Taking the figures of current headcount as at April 2022 and the total leavers from April 2022 to March 2024.

C33. Number of Board members on the housing provider's Audit Committee with recent and relevant financial experience.

As at 1 June 2024 there were five members of the Committee, three of whom have recent and relevant financial experience.

C34. What % of the housing provider's Board are Non-Executive Directors?

100%

C35. Has a succession plan been provided to the housing provider's Board in the last 12 months?

A succession plan has been provided to the Group Board and the People Committee.

C36. For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

Our External audit provider is currently in their first year.

C37. When was the last independently run, Board effectiveness review?

The most recent review was carried out in October 2023.

C38. How does the housing provider handle conflicts of interest at the Board?

The Group has a probity policy in place and a Board member Code of Conduct.

A register of declarations of interest is maintained and presented annually to the Audit & Risk Committee.

Declarations of interest is a standard item on each Board and Committee agenda and any additional declarations are minuted. This is also documented in the Group's Rules.



C39. Does the housing provider pay the Real Living Wage?

Yes, Your Housing Group is a real living wage employer except for apprentices who are paid either the National Living Wage, or the National Minimum Wage.

C40. What is the housing provider's median gender pay gap?

The median pay between male and female employees is -0.06%.

C41. What is the housing provider's CEO: median worker pay ratio?

- 5th Percentile - 6.19: 1
- 50th Percentile - 7.61: 1
- 75th Percentile - 9.38: 1

C42. How is the housing provider ensuring equality, diversity, and inclusion (EDI) is promoted across it's staff?

EDI Strategy document and policy in place. EDI mandatory training is required by all employees and periodically reviewed.

We have Balance for Better working groups and each of the nine protected characteristics has a senior lead to plan events and put action plans together. The forums also enable feedback from employees on what they would like to see.

We are a disability confident employer and we have recently made a number of changes to our recruitment documents and process to ensure people with disabilities or specific health needs can declare these. These requirements

or adjustments are then captured on an accessibility agreement which is then owned by the employee for their employee lifecycle with us.

We provide all candidates with the interview questions in a 10-minute presentation slot ahead of their interview, whilst this helps all candidates it is particularly well received by our neurodiverse candidates. We have also hosted external speakers on a broad range of issues, including a recent speaker who talked about 'Aspergers in the workplace'.

We are also participants in the GMHP BOOST Mentoring programme. Our people strategy, mission and values, and corporate plan reflect inclusivity.

C43. How does the housing provider support the physical and mental health of its staff?

YHG proactively promotes the wellbeing of all employees, based upon the four pillars of the organisation's wellbeing strategy - mental, physical, financial, and social wellbeing. YHG's Wellbeing Group considers ideas and develops and rolls out initiatives to support wellbeing.

Employee benefits include access to an employee assistance programme and counselling where appropriate, and all employees are encouraged to discuss work pressures and wider stress or mental health conditions with their line managers. Employees can also approach YHG's designated Mental Health First Aiders (MHFAs) for information, signposting, and confidential discussions about wellbeing and the importance of mental health.

Throughout the year we conduct wellbeing events and activities in line with our four pillars of wellbeing including:

- Supporting Mental Health Awareness Week by creating a video outlining the role of our Mental Health First Aiders and a focus on anxiety, the theme of the week.
- Repairs & Maintenance Teams dedicated a breakfast session to mental wellbeing.
- Andy's Man Club (AMC) delivered a presentation to the Repairs & Maintenance Contract Managers & Supervisors on mental health and the work AMC do in relation to suicide prevention.
- The charity 'Coppafeel' delivered a presentation on breast cancer awareness. The session was held in the Connect Lounge at Youggle House, our head office and streamed live for employees who were unable to attend in person.
- Team 'Walk and Talk' for World Mental Health Day (October 2024) took place where teams were encouraged to get together and talk.
- Promoting and signposting to materials to support men's health for Men's Health Awareness Month (November 2024).
- We participated in Brew Monday (January 2024) to support mental wellbeing and promote the Samaritans.
- We've created forums on Youggle (our intranet) to support Dry January, Red January, and Veganuary.
- We launched and delivered the first Wellbeing for Managers training course as part of our Managers Essentials programme.
- The implementation of a 'Move it for Mental Health' campaign, an organisation

wide initiative to encourage all colleagues to incorporate movement into their day.

- Highlighted 'Time to Talk Day' in February and the role of our Mental Health First Aiders and the services provided by BHSF, our Employee Assistance Provider.
- We've promoted walk and talk meetings instead of office or MS Teams based meetings.

C44. How does the housing provider support the professional development of its staff?

Each role has specific mandatory training requirements assigned and these are captured within our online learning platform, Helix, such as Safeguarding and EDI sessions. Every employee, plus their manager and manager's manager can access the system throughout the year to ensure their team are on top of their required learning and all are encouraged to complete any required mandatory training on time.

We regularly provide reports to ELT / SLT on mandatory training compliance statistics, and we have a target of 95% compliance, we are currently at 94% which is excellent. The competency of new starters against the requirements of the role is assessed during the probationary period and any issues are addressed, required training must have been completed for the employee to successfully pass probation. Following the probationary period, all employees are assessed within the PDR process on Helix. This system has two formal review points and 121 online documents for completion. Any professional development required or requested can be discussed and arranged through the regular 121 process and formal PDR reviews.

When we recruit new staff, the job advert and role profile are clear on the competency and qualifications required for the role and any required learning, this is also covered within the interview stage. We have built in the requirements for the professionalisation of housing already, and we already have cohorts on the CIH Level 4 and Level 5 programmes.

We have a clear Apprenticeship Strategy, and we use the apprenticeship route to upskill a number of existing staff; we currently have 18 apprentices made up of current employees on apprenticeship study or full apprenticeship employment, and we will be recruiting Trades apprentices in the coming months.

We have a clear Learning and Development (L&D) offer supported by our L&D Policy. There is a dedicated L&D page on our staff intranet within which people can request to undertake formal study programmes to attain a qualification or to attend specific role related external training. Internally we have a yearly L&D catalogue which provides visibility of the soft skills sessions that we have set out for the year, such as resilience and assertiveness training, which can be booked through Helix.

We also have a huge range of e-learning sessions for employees to select from such as time management and excel skills, also accessible via Helix. We encourage continuous development and offer job shadowing opportunities where appropriate and we currently have a small mentoring programme pilot about to start.

In September 2024 we opened applications for the first stage of our Management Development Programme which has a tiered approach to encompass a broad range of roles.



The L&D Team is a member of the Greater Manchester Housing Provider L&D network, and we regularly attend joint meetings where we discuss horizon scanning and share best practice.

C45. How is Social Value creation considered when procuring goods and services?

YHG ensures that Social Value is considered in all relevant procurements in line with the Public Services (Social Value) Act and work closely with our Community Investment Team. We have developed a standard set of social value requirements to be built into our decision making criteria in a proportionate way that reflect YHG's social value aims.

These requirements form part of the specification for goods, works, or services when tendering.

This allows for an assessment to be made of the supply chain's social value capability and commitment to YHG through delivery of the project or contract, at either selection or award stages of the procurement process where appropriate.

What measures are in place to monitor the delivery of this Social Value?

On the successful award of a contract, the Community Investment Team will develop a direct relationship with the relevant supply chain members for the life of the contract to support and ensure the delivery of all social value commitments made during the procurement process. In FY24 we have secured significant social value commitments from our supply chain through our planned investment works.

As part of our Legal Framework some suppliers proposed a financial rebate that could be utilised by the Community Investment to support customers and invest in local community initiatives or revitalise green spaces

within communities. Planned Investment providers have committed to:

- One apprenticeship per £500k worth of works
- 12 opportunities per year of work experience for YHG customers for each Lot
- Additional workforce requirements advertised within YHG communities and local job sites – YHG customer guaranteed interview scheme where minimum criteria met
- Two sector taster days per year per Lot – Overview of sector, employment opportunities, CV support, practical work taster.



C46. How is sustainability considered when procuring goods and services?

The environmental impacts of the goods, works or services being purchased are considered at the outset of the procurement process through the development of a bespoke Procurement Strategy.

Depending on the commodity, particular environmental requirements will be set in the formation of the specification, and supplier information and approaches to carbon reduction, waste and recycling etc. evaluated through the selection and award stages of the tender.

In October 2023, we received 36 new Hybrid Toyota Corollas which so far have saved us an estimated 6.8 tonnes CO₂e (calculated as an average over 8,000 miles x 36 hybrid cars in our fleet).

Our waste partner Acumen have helped ensure our operatives have diverted 82% of our waste from landfill in FY24.

For new build properties and as part of planned maintenance programmes, taps are fitted with restrictors to comply with the higher water usage

requirements under building regulation's part G. The litre capacity in our baths also complies with these requirements and toilets are dual flush to encourage users to use less water.

Through working with United Utilities, it is our intention to pilot new water efficiency devices for new developments.

What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

We will continue to measure and monitor our supply chain on:

- Ensuring compliance with existing and future legislation
- Reporting and minimising the CO₂ emissions which arise from activities, services, and products supplied to us, including but not limited to waste, energy, and transport
- Promoting the recycling and reuse of materials and considering the cost of environmentally friendly alternatives
- Conducting annual audits of supply chain sustainability performance.



Our Social Value Performance

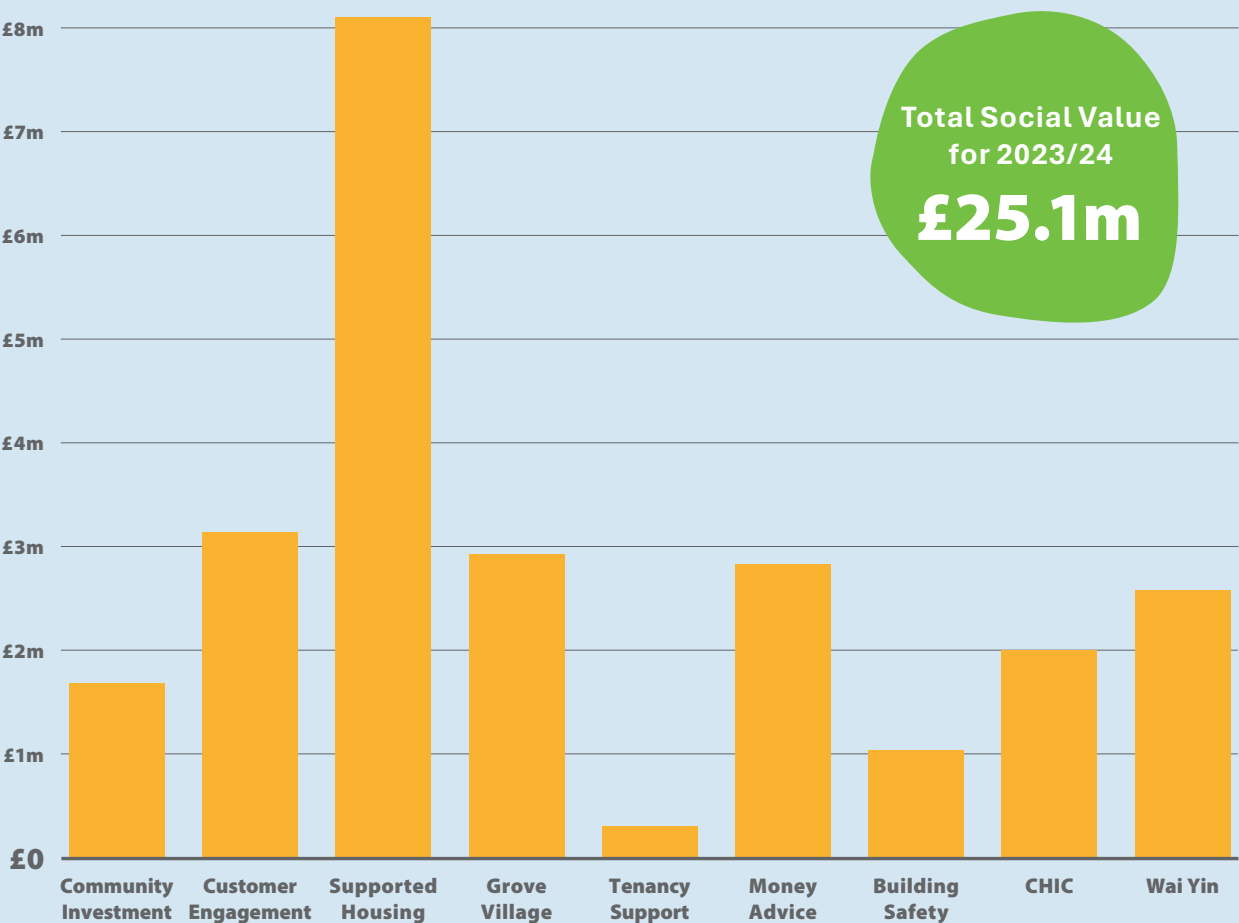
We work with Housing Association Charitable Trust (HACT) and use their Social Value Tool to monitor and evidence the outcomes and value of its projects, initiatives, and services.

Social Value can be generated from the outcomes from working with our customers through services such as Money Advice, Tenancy Support, and Supported Housing. Through external projects within our communities via the Community Investment Team and providers such as the Chinese Health

Information Centre (CHIC) and Wai Yin, and, through external Social Value commitments via external suppliers and contractors.

Since April 2013 we have generated over £185m of Social Value to the end of March 2024.

These services have seen over 16,000 people experience an outcome such as gaining employment, improving confidence, financial security, being involved in social groups, and feeling good about where they live.



2022/23	
Money Advice	£2m
Community Investment	£1.6m
Grove Village	£2.4m
Supported Housing	£11m
Wai Yin/ CHIC	£4.9m
Tenancy Support	£0.9m
Customer Engagement	£3.5m
Total	£26.3m

2023/24	
Money Advice	£2.8m
Community Investment	£1.7m
Grove Village	£2.9m
Supported Housing	£8.3m
Wai Yin/ CHIC	£4.7m
Tenancy Support	£0.4m
Customer Engagement	£3.2m
Building Safety	£1.1m
Total	£25.1m



Case Study

Moorlands Employment Support

Employment & Training support is delivered from three locations in the Staffordshire Moorlands area every week.

The Learning Curve in Biddulph, Haregate Community Centre in Leek and Cheadle Community Fire Station in Cheadle are available to local residents to attend to receive support with employment, training, or other wellbeing needs.

With support from partners such as the NHS, the Department for Work and Pensions, the Volunteering Bureau, and Leek College, over 2024 we have supported:

- 55 people into work
- 121 people completed accredited training
- 32 people volunteering weekly
- We have offered 16 Courses in total including Basic IT, Health & Safety at Work, and Food Hygiene Level 2
- Delivered over £900k of Social Value.



Case Study

The Hope Pantry, Partington

The Hope Pantry opened its doors back up at Wood Lane on 16 January 2024 following a small refurb to reconfigure the unit provided by YHG. The site now has space for people to sit and chat and has a small meeting area for residents to meet with other support services.


To the end of March 2024, they now have 280 members signed up to the project, accessing the pantry for food support. This also includes the issuing of 675 food shops purchased, counting the pay it forward scheme. The pantry has also supported members in crisis by issuing 38 energy vouchers valued at £1,780.


Due to the increased interest from YHG colleagues, we have organised a number of donation stations in the Base at Youggle House for colleagues to make donations.


Community support through partnerships

Number of YHG customers assisted with food parcels Hope Centre, Partington, Moorlands Work Clubs, and Marybone Food Club	3,095
Number of food vouchers issued Hope Centre, Partington, and Moorlands Work Clubs	224
Value of food vouchers issued Hope Centre, Partington, and Moorlands Work Clubs	£4,480
Value of food donated Donations to the Hope Centre, Partington to support customers	£18,822
Energy Top Ups Hope Centre, Partington delivering support to customers	150
Value of Energy Top Ups Hope Centre, Partington delivering support to customers	£8,983
Prescription support Support for customers from Hope Centre, Partington, and Moorlands Work Club	23
White Goods support Support for customers in Partington and Moorlands with White Goods	37

We'd love to hear from you:

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 yourhousinggroup.co.uk

 Your Response 0345 345 0272



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