



**Yorkshire
Housing**

Sustainability reporting standard

Financial year 2023/24



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Executive Summary

About us

Yorkshire Housing is the biggest social housing provider based solely in Yorkshire. We own and manage around 18,500 homes across the region and have plans to build another 8,000 to help tackle the housing crisis. This includes shared ownership homes and other schemes to help people get on the housing ladder.

At Yorkshire Housing, it's about more than bricks and mortar, but about giving customers place they're proud to call home. We don't just put a roof over their heads because a home should be somewhere people can thrive. So, we offer extra support services for customers who need it.

Yorkshire housing is a not-for-profit organisation. For us it's about profit for purpose – we reinvest the money we make back into the business to improve our homes for rent and services for customers.

Our business strategy focuses on three priorities, being customer obsessed so we offer a brilliant service that meets the needs of customers, providing homes and places to be proud of and taking a pre-emptive approach to the services we provide.

Report Summary

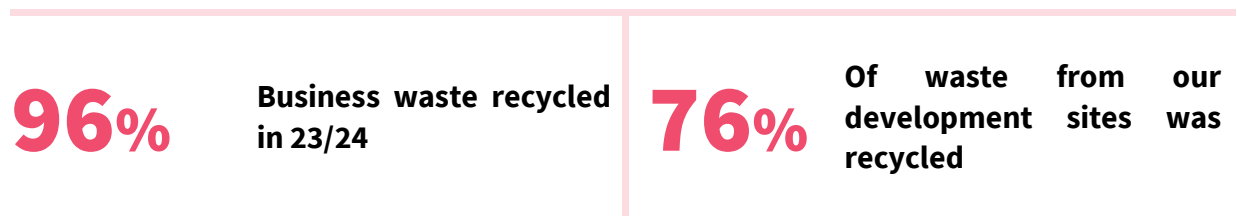
This report shows our approach and the progress we're making to improve the lives of our customers and the environment. It also highlights our best practice and governance approach. Our governance is compliant with the 2020 National Housing Federation Code of Governance and we were confirmed as G1/ V2 by the Regulator of Social housing following an IDA in 2023.

We take our responsibility to be a low carbon business seriously. We consider the environmental impact of our homes and business operations and look at how to improve our sustainable practices. We have a strong focus on retrofitting existing homes to ensure all reach EPC C by 2030. Here's an overview of our progress in 23/24.

99.7%	£18m	1,802	2030
<i>Of new homes are EPC B or higher</i>	<i>Invested in retrofit over next 5 years</i>	<i>Homes retrofitted in 23/24</i>	<i>All homes to be EPC C or above</i>

A new biodiversity strategy has been created for our development sites. This will be rolled out from Autumn 2024 to enhance our landscapes and ecological provisions on new build sites.

To reduce our carbon footprint we have a focus on recycling and ensuring our contractors procure sustainable materials for our development sites. This year we've also started to measure our carbon footprint which was a key commitment in the 21/22 report.



A rating For new developments contractors must source materials that achieve an A-rating from the Green Guide for Housing

Yorkshire Housing's vision is to become the UK's best housing association. To achieve this we need to deliver safe, warm and affordable homes. All of our homes meet the decent homes standard and we're investing £100 million in improving our homes over the next 30 years.

To ensure our services are tailored to the needs of our customers, we have a wide range of ways customers can feedback and influence decision making and co-create services. This includes our Customer Voice and Review Committee which scrutinises operational performance and a panel of 300 customers called Your Voice Matters.

There is still much for us to do to address the housing crisis and to help meet housing need across Yorkshire. Our aim is to give many more people the opportunity to have a place they're proud to call home.

Structure of the Report

This report has been prepared according to the specific themes outlined in the latest version ([v2.0 published in Autumn of 2023](#)) of the Sustainability Reporting Standard for Social Housing by Sustainability for Housing (SfH). The standard comprises 46 criteria across 12 themes distributed among the sustainability pillars E, S, and G. Enhanced Reporting Options are available for select criteria, and in such instances, we also diligently endeavour to address them where pertinent to the company.

Environmental

Theme 1 - Climate Change

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

To provide insight into the overall energy efficiency of our current stock, we are disclosing the distribution of our Energy Performance Certificate (EPC) rating across our existing portfolio.

EPC given for Low-Cost Rental only

EPC Rating (Existing Homes)	Number	Percentage	Increase/ (decrease) v last year
A	6	0.04%	0.03%
B	1,161	7.00%	1.33%
C	11,909	71.75%	(0.55)%
D	3,103	18.70%	(0.28)%
E	389	2.35%	(0.28)%
F	17	0.11%	(0.11)%
G	2	0.02%	(0.02)%
Not yet assessed	11	0.07%	(0.07)%
Total	16,598		

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

To ensure that our future stock of housing is more energy efficient than our older units, we are disclosing the distribution of our EPC rating for newly constructed homes in our portfolio.

EPC given for Low-Cost Rental only

EPC Rating New Homes	Number	Percentage	Last Year
A	2	0.49%	1.79%
B	412	99.28%	98.21%
C	1	0.25%	0%
Total	415		

C3. Does the housing provider have a Net Zero target and strategy?

If so, what is it and when does the housing provider intend to be Net Zero by?

We will focus on low carbon homes that are intelligent, energy efficient and sustainable. We'll stop building new homes that use gas, and adapt our existing homes to make them warmer, greener and more affordable to live in. Our Yorkshire Housing Standard for our existing homes will include improved EPC ratings.

We launched our Active Asset Management Strategy last year which includes targets for YH to:

- Become a net zero business by 2050; and
- Ensure all our homes achieve a minimum EPC C rating by 2030.

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

How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

In 2023/34 we have continued to deliver our Asset Management Strategy, which includes a key commitment to reducing the environmental impact of our homes and business. To do this we are investing £18 million over the next five years to improving the energy efficiency of our homes to get them all to EPC band C by 2030. In 2023/24 we secured an additional £0.9 million in external funding to support his work through the central government and combined local authority grant streams.

We have made amazing progress along our EPC C and Net Zero roadmap this year surpassing last years performance by a mile! In 2023/24 we have retrofitted 1,802 Homes, seeing 346 homes meet that all important EPC C target and 1,456 homes taking a step or two closer! That’s a massive 49% of the homes we need to improve to EPC band C by 2030.

This includes:

- 350 Solar PV Systems, 319 more than last year!
- 54 ASHPs, up from 21 in 2022/23
- 304 boiler upgrades
- 79 homes insulated
- 314 New windows and doors
- 28 solid fuel heating systems removed

C4. Enhanced Reporting Option(s):

Number of homes that have been retrofitted in the last financial year

Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit

Retrofitted homes	% of retrofitted homes
1,820	49.75

C5. CHG Emissions

Streamlined Energy & Carbon Report (SECR) is a replacement for the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme which sets out requirements for disclosing greenhouse gas emissions. The information below is also disclosed in our SECR Report.

Description of Scope 1, 2, and 3 emissions

In 2022/23 we calculated our greenhouse gas emissions for the first time ever and we’re pleased to report that we’ve achieved some fantastic reductions throughout 2023/24. As this is only our second year of reporting our GHG emissions, we are continuing to work with our operational and data teams to ensure we’re capturing everything. We also aim to widen the scope of our emissions reporting as we develop our data capture and reporting processes. We recognise that our data and resulting reporting will evolve as we progress through this reporting process.

Scope	FY2024	FY2023	Increase/ (decrease)
Scope 1 & 2 GHG emissions	3,634	3,324	9.33%
Scope 3 GHG emissions	40,320	40,882	(1.37)%
Total GHG emissions (tCO2e)	43,954	44,206	(0.57)%

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?

All our new developments are subject to flood risk assessment as per National Planning Policy and Building Regulations. Some of our recent developments have included flood barriers, raised foundations and smart air bricks as flood mitigation measures following assessment.

As part of our business-as-usual activity we continue to use asset management data systems to assess the likelihood of flooding to our existing homes with significant risks recorded in our corporate risk register.

Theme 2 - Ecology

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

If yes, please describe with reference to targets in this area

If no, are you planning on producing one in the next 12 months?

We have commenced developing a strategy to enhance our landscape and ecological provisions on new build sites. This will include a strategic approach to biodiversity. The strategy will be implemented in phases starting Autumn 2024. Currently, we comply with local and national planning policy in relation to biodiversity for all our new housing developments. Typically, as part of the planning application and planning condition discharge, we prepare appropriate landscape proposals supported by a 30 year biodiversity management plan (BMP). The BMP is delivered by our Environmental Services team or by a contractor procured and managed by them. Looking to the future, we are currently undertaking a review of how we implement new landscapes. This involves creating new tools to ensure high quality design and ensuring a greater awareness of the importance of implementing landscape proposals accurately and to good practice. For our existing homes we do not currently have a dedicated biodiversity strategy, but our Estates Services Team continue to build biodiversity into their business as usual. We work hard to keep our green spaces clean and accessible for our communities, which includes planting wildflower meadows annually. We also continue our partnerships with local farmers and community groups to reuse our wood chippings and enhance our woodland and water habitats. This year we have added another wildflower area to our estate in Rotherham, working in partnership with our Customer Voice and Review Committee member and Chair of our Homes and Environment Group.

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

If so, how does the housing provider target and measure performance?

We do not currently have a dedicated strategy to manage all pollutants, we will continue to develop this as part of our commitment to year-on-year improvement of our environmental impact within our Business and Active Asset Management Strategies.

We have specific management plans in place for both asbestos and legionella which ensure we have up to date inspections and risk assessment in place. We comply with all relevant health, safety and waste management regulations and our actions focus on reducing the use and safe management of hazardous substances. This includes emergency response procedures and audits of our depots and sites.

We also continue to work towards our climate commitments in terms of removing all solid fuel boilers from our stock by 2027 to reduce CO2 and improve air quality. In 2023/24 we removed 28 solid fuel systems, 14 more than last year!

Theme 3 – Resource Management

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

If so, how does the housing provider target and measure performance?

One of our key priorities in our Business Strategy is Homes and Places to be proud of and one way we'll make this happen is to reduce our overall impact on the environment through measuring and then reducing our carbon footprint.

Our strategy is to increase the use of responsibly sourced materials for all building and repairs works and we will target increases and measure performance against these.

For all new developments we continue to require contractors to source materials that achieve an “A” Rating from the Green Guide for Housing. At least 75% of timber used for construction and finishing should be FSC (Forestry Stewardship Council) certified, or alternatively 95% PEFC (Programme for the Endorsement of Forest Certification) certified. Chain of custody certificates must be produced by all suppliers and KPI's are used for each site to measure performance.

For 2023/24 our Development Team are working on a new specification for our homes that will take us beyond the Future Homes standard on our path to net zero carbon.

Our primary contract for the supply of Materials used by the in-house repairs team ensures that their supply chain, including third party specialists, are assessed via a statement of expectations prior to being considered as their supplier. This statement outlines our expectations from suppliers, including Environmental Considerations, Health and Safety Compliance, Ethical Responsibility and Product/Compliance.

The environmental responsibility includes:

- Timber - https://www.travisperkinsplc.co.uk/media/jkmnn1hy/policy-guidance-doc_timber.pdf
- Carbon - https://www.travisperkinsplc.co.uk/media/xlxpay42/policy-guidance-doc_carbon-energy-and-water.pdf
- Waste and efficiency https://www.travisperkinsplc.co.uk/media/tu3m1iuz/policy-guidance-doc_waste-and-efficiency.pdf
- Natural materials https://www.travisperkinsplc.co.uk/media/jxnnn3ul/policy-guidance-doc_natural-materials.pdf

We ensure all formal tenders for building and repairs works consider responsibly sourced materials and we are currently in the process of reviewing our procurement policy and processes to align with the Procurement Act 2023. We aim to develop a framework of best practice that will consider including tracking and monitoring environmental targets.

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

If so, how does the housing provider target and measure performance?

While we currently do not have a strategy in place for waste management incorporating building materials, we recognise that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet. We continue to work with our suppliers, contractors and colleagues to ensure ongoing compliance with the waste hierarchy and our duty of care.

Through our Active Asset Management Strategy, we aim to reuse or recycle 100% of all our waste streams by 2030.

In 2023/24 we recycled, on average, 96% of waste from our business and operational activity - that's an amazing 4% increase from last year!

Throughout the construction process of our new housing developments, we require contractors to monitor the rate of material recycling. This is reported each month and the data is collected and reviewed as part of the KPI review. In future we will be requesting that contractors provide us with further detail on their waste management strategy. This will enable us to identify total waste, total recycled, and what was sent to landfill. Through 2023/24 our sites recycled 77% of waste, in line with last year's performance.

C10. Enhanced Reporting Option(s):

% of materials that are recycled and/or diverted from landfill

77% of waste was recycled and diverted from landfill on our 11 development sites.

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

If so, how does the housing provider target and measure performance?

At Yorkshire Housing we not currently have a dedicated water management strategy, our water management policies continue to prioritise legionella prevention.

All our repairs, maintenance and development specifications include a requirement to fit appliances that meet the Water Supply (Water Fittings) Regulations which focus on water safety and preventing undue consumption.

As we continue to implement and develop plans around our Active Asset Management Strategy, we will start to develop a more proactive management strategy that focuses on water conservation.

Social

Theme 4 – Affordability and Security

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)

To help provide housing to households who cannot afford to rent or buy in the open market, provision of affordable housing is a core purpose of regulated housing providers.

Median Gross Rent of General needs, Affordable, and Housing for Older People only. Intermediate and Specialised Supported Housing have been excluded from these figures as well as any non-Low Cost Rental properties. All figures Converted from weekly rent to monthly figure by multiplying 52 and dividing by 12.

ONS Link only gives medians up to and including "4 or more bedrooms" hence same median PRS given for 4 bedrooms and more than 4 bedrooms:

<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/privaterentalmarketsummarystatisticsinengland>

Rent compared to Private Rented Sector (PRS):

Unit Size	PRS Rent (£)	YH's Av Rent (£)	YH Av Rent As % of PRS
Room	0.00	0.00	0.00%
Studio	500.00	376.39	75.28%
One Bedroom	550.00	415.39	75.53%
Two Bedrooms	632.00	456.56	72.24%
Three Bedrooms	695.00	477.62	68.72%
Four Bedrooms	1,200.00	503.71	41.98%
More than Four Bedrooms	1,200.00	522.90	43.58%
All Categories	796.17	458.76	62.89%

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

- General needs (social rent)
- Intermediate rent
- Affordable rent
- Supported Housing
- Housing for older people
- Low-cost home ownership
- Care homes
- Private Rented Sector
- Other

To better understand the scale and composition of tenure type in housing, a breakdown is provided to demonstrate the extent to which we provide accommodation.

Tenure Type	Number	Year on Year Increase/ (Decrease)	Proportion of All Homes	Year on Year Increase / (Decrease) in share
Social Rent	9,373	(0.81)%	51.77%	(1.80)%
Intermediate Rent	1,370	1.11%	7.57%	0.13%
Affordable Rent	4,616	2.40%	25.49%	1.35%
Supported Housing	402	0.50%	2.22%	(0.45)%
Housing for Older People	837	(3.24)%	4.62%	(4.35)%
Low-cost Home Ownership	1,165	16.15%	6.43%	14.82%
Private Rented Sector	343	(0.29)%	1.89%	(1.56)%
Total Homes Managed / Owned	18,106	1.01%	100.00%	0.00%

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

- General needs (social rent)
- Intermediate rent
- Affordable rent
- Supported Housing
- Housing for older people
- Low-cost home ownership
- Care homes
- Private Rented Sector
- Other

The new homes completed during FY 2024 is detailed in the table below:

Tenure Type	Number	Year on Year Increase / (decrease) in volume	Percentage	Year on Year Increase / (decrease) in share
General Needs (social rent)	127	176.09%	20.09%	100.10%
Intermediate Rent	91	93.62%	14.40%	40.35%
Affordable Rent	196	60.66%	31.01%	16.40%
Supported Housing	1	100.00%	0.16%	100.00%
Housing for older people	0	0.00%	0.00%	0.00%
Low-cost home ownership	216	(11.11)%	34.18%	(35.58)%
Private Rented Sector	1	100.00%	0.16%	100.00%
Total Homes Managed / Owned	632	37.99%	100.00%	0.00%

C14. Enhanced Reporting Option(s):

Number homes **disposed** of in the last 12 months, by tenure type

Number of homes **acquired** in the last 12 months, by tenure type

Number of homes disposed of in the last 12 months	Number of homes acquired in the last 12 months
138	632

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

Energy Efficiency Retrofit is one of our key asset management priorities, we are investing £100 million in our assets over the next 30 years with £18m of this directly committed to improving the energy efficiency of our homes over the next 5 years to reach EPC band C by 2030. This will significantly reduce the energy demand of our homes which will support our customers with managing high energy costs.

We also use our website and social media to guide and support customers with efficient use of low carbon technology, energy saving, keeping warm, utility bill support and maintaining a healthy home.

This year we held our first Homes and Environment Group, replacing our Climate Change Steering group, to create a more holistic platform for customers to discuss and feedback on both climate change and wider sustainability issues such as retrofit plans, EV charging, and future housing standards for our homes.

Our dedicated money and tenancy coaches are on hand for our customers who may be experiencing financial, health, or wellbeing issues as a result of high energy costs.

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

Offering long term tenancies to general needs residents (where possible) is deemed good practice. This provides security of tenure which makes a huge difference to people's lives.

We aim to build strong and sustainable communities and we believe that offering long-term tenancies will help achieve this goal.

We do not offer fixed term tenancies for our social and affordable homes. Social and affordable homes are offered on an assured short hold tenancy for 12 months which automatically rolls over to an assured tenancy if there has been no tenancy breaches. Right to transfer customers will automatically transfer onto an assured tenancy. Our commercial assets team offer fixed term tenancies for intermediate and rent to buy homes of 5 years or less.

Theme 5 – Building Safety and Quality

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.

	% of Homes
Percentage of homes for which all required gas safety checks have been carried out.	100%
Percentage of homes for which all required fire risk assessments have been carried out.	100%
Percentage of homes for which all required electrical safety checks have been carried out.*	99.67%

* The percentage figure relates to conformance with our Electrical Safety Policy of 5 yearly fixed wire testing. The exception is due to access, and measures are currently in progress.

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

Of those which fail, what is the housing provider doing to address these failings?

The Decent Homes Standard (DHS) is a government-agreed technical definition on the statutory minimum requirement for a home to be classed as ‘decent’. This is a standard national criterion that provides insight into the condition of a Housing Provider’s stock. At the end of March 2024, 100% of our homes met the Decent Homes standard.

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

- Stock condition surveys every 5 years with HHSRS assessment.
- Capital investment profiled to homes at risk of damp and mould.
- Capital specifications for component renewal that support a proactive approach to tackling damp and mould.
- Support to customers via our website (<https://www.yorkshirehousing.co.uk/your-home/damp-and-mould>).
- Customer promise (<https://www.yorkshirehousing.co.uk/media/tsbp4d0w/yhl-7323-dmc-customer-promise-white-digital82.pdf>)
- Damp and mould leaflet, healthy homes handed out by repairs colleagues on visits to our customers’ homes (<https://www.yorkshirehousing.co.uk/media/qnphtvoi/yhl-7563a-your-healthy-home-leaflet-digital.pdf>)

Theme 6 – Resident Voice

C20. What are the results of the housing provider's most recent tenant satisfaction survey?

How has the housing provider acted on these results?

TSM surveys conducted 01/04/2023 - 31/03/2-24 using Stratified Random Sampling

	Low Cost Rental (LCR)	Low Cost Home Ownership (LCHO)
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77.7 %	53.6%
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	75.0%	N/A
TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	70.6%	N/A
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained.	78.8%	N/A
TP05 Proportion of respondents who report that they are satisfied that their home is safe.	86.9%	64.2%
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	69.2%	37.3%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.3%	49.2%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.3%	60.3%
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	35.4%	24.4%

	Low Cost Rental (LCR)	Low Cost Home Ownership (LCHO)
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68.4%	32.5%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	71.3%	25.0%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	70.0%	36.8%

We have reported the results of the TSMs to the relevant customer committees (see below) and Board. This reporting included the use of AI to generate common themes on areas we can improve our service to customers.

We have used this information to inform our change programme and help prioritise different projects within it.

We implemented a new Repairs Delivery strategy this year and information gained from the TSMs was used to inform and enhance the strategy.

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

There are a range of opportunities for customers to feedback and influence decision making and service provision:

- The Customer Voice and Review Committee (CVRC) has been established to review operational performance, carry out scrutiny projects and provide input to service re-design. A committee of 14 customers from all tenures and geographies in Yorkshire. They have undertaken scrutiny in the repairs service and ASB services during the last year.
- Your Voice Matters – a panel of 300 Yorkshire Housing customers who take part in surveys and focus groups.
- Customer Complaints Forum – who review and check customer complaints and ensure that lessons learned translate into service improvements.
- Chair of CVRC sits on our Homes and Places Committee, who are responsible for providing the Board with assurance on the quality of our service offer.

- Customer engagement strategy in place to provide opportunities for customer involvement. This includes a customer climate change group which has reviewed our approaches to tackling climate change.

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

There have been 14 in the last 12 months.

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

One complaint case can have more than one outcome, for example one complaint can have many separate determinations. The executive team are made aware of all cases that go to the Ombudsman and the outcome of these complaints and involved in discussions about what we need to do differently as a consequence of each ruling.

The new Salesforce system will enable various technologies to improve the quality and speed of complaint resolution. Introducing a robust QA framework. This will continue to evolve with every Ombudsman publication and spotlight reports, which will mean our complaint resolution quality standard will have a cycle of continuous improvement.

We have also created a Root Cause Analysis (RCA) tool which uses AI to give us greater visibility of common root causes of complaints. By providing us with greater visibility of complaint causes, we are in a better position to address these. The RCA tool continues to evolve each week, as we review and adjust the outputs the AI will improve the result accuracy.

Theme 7 – Resident Support

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

How successful are these services in improving outcomes?

The coaching team has secured significant additional funding for our customers and for Yorkshire Housing. But this is just a tiny part of what we do in coaching. A significant chunk of our impact comes from sustaining tenancies by achieving a range of outcomes, including but not limited to:

- reducing the burden of personal debt;
- supporting life skills;
- building customer confidence;
- getting people into training or employment;
- creating a safer home; and
- advocating in areas where people need a little bit of extra support and guidance.

To show the wellbeing impact of our coaching team we use the HACT social value calculator.

Theme 8 – Placemaking

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.

Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

Our community independence team works closely with a wide range of teams and services across Yorkshire Housing, as well as local community partners, to provide place making and shaping activities. Here is a selection of the year's highlights:

Community Centre Refurbishments & Review

We have invested in upgrading community spaces to offer better facilities for customers and the community groups running different activities. Valley View Centre in Keighley and Rainbow Lane in Malton have both had a complete internal redecoration with new flooring and furniture. Groups running from these centres include local social meetups, parent and toddler and hobby groups.

We have also launched a review of all our community spaces in 2024/25 in consultation with Yorkshire Housing customers and the community partners who use them. We'll be looking at whether our spaces are fit for purpose, popular with customers, and whether there are any alternative uses or management models for some spaces that offer greater benefits for our customers. This review is led by our Technology, Insight & Change team.

Mental Wellbeing Café

In Skipton we have partnered with local arts organisation, Pioneer Projects, to offer a regular wellbeing café space for anyone in the community experiencing mental health difficulties and/or loneliness and isolation. This is a 2-year project with funding from the primary care network. One of a network of cafes running at different times of the week across Skipton, our Community Independence Officer, Karen McIntyre, has worked closely with mental health professionals, local artists and community prescribers to develop the support offered to approximately 15 individuals weekly.

Health Connector

Also in Skipton, we are working in partnership with North Yorkshire Council, Skipton Step Into Action and other partners, to launch a new initiative aimed at improving health outcomes in the Greatwood & Horseclose area. Our community centre now hosts a Community Health Connector, working in collaboration with the community to identify barriers to accessing health services and support to manage identified health conditions, including high blood pressure and early cancer diagnosis.

Investment in Green Spaces

Community Independence Officers have worked with Yorkshire Housing teams, local authority services and customers to improve estates and green spaces in Helmsley, Malton, Sheffield, Scarborough & Bradford, among others. This includes working alongside customers to understand what kind of practical changes are most useful and effective. We have installed bins, removed waste and fly tipping, replaced garden furniture and altered landscaping. An example includes re-landscaping the green space next to a supported housing scheme in Rotherham to improve access to the grounds for wheelchair users.

Volunteering & Community Grants

Our Volunteer Development Officer has focussed on developing new volunteering opportunities for customers and the wider public across a range of Yorkshire Housing locations. This includes supporting customers who want to lead activities where they live, and offering opportunities for others to share their skills and time with our customers.

Since Our Volunteer Development Officer joined us in July 2023, she has also concentrated on promoting the benefits of volunteering to colleagues:

- Colleague Volunteering
- Number of colleagues taking part 19
- Hours given 168
- Charities/organisations supported 15
- Types of activity
- Reducing social isolation 1
- Heritage support 1
- Festive campaign giving 1
- Skilled volunteering 2
- Outdoor maintenance 3
- School support 1
- Employment support 1
- Refurbishing/ decorating buildings 1
- Fundraising 3

Governance

Theme 9 – Structure and Governance

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

We are registered with the Regulator of Social Housing.

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

G1 / V2. Confirmed in July 2023, following an IDA.

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

We have adopted a Code of Governance, based on clear requirements and commitments which enable the board to demonstrate best-practice compliance as it applies to the housing sector. This is the National Housing Federation Code of Governance 2020.

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

If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?

Yes, we are Not-For-Profit.

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

Are ESG risks incorporated into the housing provider's risk register?

The delivery of our strategic priorities and the sustainable growth of our business is dependent on effective risk management and strong governance. This helps us to deliver our operations in a socially responsible and resilient manner.

Our risk management framework is an established methodology designed to support the timely identification, evaluation, management and reporting of significant external and internal risks facing the business.

We can understand, communicate and respond to the impact of risks and opportunities in relation to our purpose, strategic objectives, finances, operations, customers, colleagues, partners, regulatory responsibilities, legal requirements and reputation. This is underpinned by a three lines of defence model for risk management and assurance.

The Board has overall responsibility for ensuring the group has appropriate systems for managing risk, agreeing the principal risks facing our business, and ensuring these are managed in line with the Board agreed risk appetite (i.e., the amount of risk we are willing to take in pursuit of achieving our strategic priorities). The Board receives regular reporting on risk and assurance activity at each meeting and considers external, sector specific, and horizon risks.

The Audit and Risk Committee is responsible for oversight of our risk management framework and provides assurance to the Board on the adequacy and effectiveness of the systems of internal control, risk management and governance. This includes monitoring of strategic and significant operational risks, review of internal control frameworks, specific projects and mitigation activity and receiving deep dives and reports on risks and assurance.

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. We have not been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices).

Theme 10: Board and Trustees

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?

Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?

Our Succession Planning Strategy puts diversity as a key consideration for any recruitment of Board or Committee Members. Board and Committees are also asked to consider the diversity of their respective Board or Committee as part of their annual Effectiveness Reviews. We have a Committee made up entirely of customers which ensures the customer voice is heard throughout our governing structure.

Demographics of the board	
What % of the board are women?	70%
What % of the board are BAME?	20%
What % of the board are residents?	None, but we have a Customer Voice and Review Committee which is made up entirely of customers which feeds into our overall governance structure.
What % of the board have a disability?	10%
Average age of the board	54

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

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

	FY
Board members that have turned over in the last two years	20%
Senior Management team that have turned over in the last two years	40%

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

Two of our Audit Committee members have recent and relevant financial experience.

Our Audit Committee is known as ARC (Audit and Risk Committee) and covers risk as well as audit. Our ARC is chaired by Russell Galley, who has considerable experience at a senior level in the banking industry.

Another member of the committee has experience working in the financial services sector and a further member is a qualified Accountant. In addition, we have two independent members with relevant financial qualifications and experience who add an independent view to ARC.

C34. What % of the housing provider's board are non-executive directors?

All of our Board are non-executive directors.

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 board in the last 12 months. It is provided annually, most recently in March 2024. Oversight of our Succession Plans is also overseen by our Governance and People Committee.

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

Beever & Struthers has been our external audit partner responsible for auditing our accounts for 3 years

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

Altair undertook an independent review of our governance arrangements in early 2022. This included detailed feedback from our Board Members and executive team on our governance arrangements, observation of some meetings, and a review of some of our documentation. The outcome of this was generally positive with Altair making a number of high-level recommendations on areas where we could improve. These have all now been addressed through an action plan which was monitored and signed off by the Board.

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

Disclosure of interests is a standing agenda item at every Board and Committee meeting to ensure that decisions are made solely in the interests of Yorkshire Housing. The requirement for Members to declare any interests, at any time, is stipulated within Yorkshire Housing Code of Conduct Policy and Member Service Agreements. At least annually all Board and Committee Members are required to complete an annual declaration of interest form. The

register of Interests, per the requirement of our chosen Code of Governance, is also made publicly available upon request and is stated as such on our website.

Theme 11: Staff Wellbeing

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

Yes, we pay our employees at least the Real Living Wage and commit to increasing pay to at least the RLW rate annually.

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

We've been publishing our gender pay gap since 2017 and we've made some very positive progress. We have reported virtually no gender pay gap for the last 3 years. In 2022, we also voluntarily published our ethnicity pay gap and the commitments we have made to remove the small gap we have found in this area. As of 31 March 2024, the gender pay gap is minus 0.28.

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

	FY2024
CEO: Median Worker Pay Ratio	1 : 6.59

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

We have inclusion embedded within our corporate values with a core value of #beyourself which is in relation to bringing your authentic self to work. We have robust policies for customers and colleagues in relation to a zero tolerance to discrimination with a specific policy called 'Call it Out' to call out micro aggression and behaviour. We also have robust people policies such as our grievance and disciplinary policies. We understand the link between customer inclusion and how this promotes colleague inclusion.

We also have 5 primary active colleague networks which are a voice for underrepresented groups such as cultural diversity, disability, LGBTQ+, whose chairs regularly meet with the CEO and are active with raising awareness in a variety of ways such as at 'lunch and learns' and celebrating key events. Specific examples include an event to celebrate and talk about issues impacting colleagues going through the menopause and highlighting inclusion on National Inclusion week. Colleague networks are also sponsored by Directors to ensure their voice is considered in strategic thinking.

We train all managers on how to be inclusive leaders and to be aware of things such as unconscious bias. We also have equality, diversity and inclusion champions to raise issues and champion inclusion. We have also undertaken training at Board and Senior leader level and have just completed reciprocal mentoring between board members and colleagues with a proposal of extending this next year. We also have an annual report on the progress of inclusion initiatives for colleagues, which is scrutinised by committee at board level. Our

refreshed strategy will focus on embedding EDI at all levels which will be built into business plans.

A key strategic aim is to be customer obsessed. Therefore, we have had speakers such as Kwejo Twenenboa (Housing activist) to come and talk to leaders about the stigma in social housing and we are now embedding social stigma into training programmes, with inclusion for underrepresented groups of customers inter woven into colleague training. We also promoted inclusion through guests like Kwejo joining our CEO on our 'raising the roof' podcasts.

We have active partnerships to learn about best practice and collaborate on inclusion initiatives. We are active participants in networks such as National Housing Federation Diversity (inclusion Group) and we support and are part of the Yorkshire & Humber CEO Inclusion Group and regional initiatives in Wakefield and Bradford. We partner with public bodies on increasing diversity in our workforce and other inclusion matters that impact the diverse communities in Yorkshire. We also obtain specialist support from Housing Diversity Network and Inclusive Employers.

Data is a cornerstone of our inclusion practice and strategy, we have started gathering social mobility data for colleagues and our data practices are evolving to reflect best practice. We have inclusion related questions in colleague surveys, our system design (using Salesforce) will also enable a better and more complete picture of our customers. Our recent survey work on TSMs has also enriched our understanding on prioritising key issues which matter to underrepresented groups. For example, we report our people EDI data to Directors at least once a quarter and use colleague data within the people team to highlight trends on the demographics and inequalities in our demographics. We gather data on recruitment and have overhauled and evolved our recruitment practices to remove and tackle bias. For example, we have utilised assessment centres and practical assessments to reduce unconscious bias and barriers to get the best out of neurodiverse candidates, we will also be rolling a training programme for hiring managers in relation to how to hire equitably and without bias. We promote inclusion in our adverts with specific reference to wanting candidates from underrepresented communities and sign posting recruitment support where reasonable adjustments are needed.

We communicate our commitment to inclusion messaging internally on our internal Comms Platform and externally on social media as part of our recruitment and brand strategy. We report voluntarily on our ethnicity pay gap.

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

1. Flexible working. We support a 'Hub, Home, Roam' approach which allows colleagues true flexibility in when and how they work. This supports good mental health.
2. We have a Health and Wellbeing Policy which provides colleagues with guidance on what to do and where to go when it comes needing support for mental, physical and financial health.

3. We run a wellbeing hub which all colleagues have access to and signposts colleagues to tools and techniques to assist with the management of good mental and physical health.
4. We use an Occupational Health provider to give managers guidance on how best colleagues can be supported either in work or off work.
5. We provide level 1 membership to HealthShield for all colleagues.
6. Physiomed is available to all colleagues
7. We operate an Employee Assistance Programme which provides counselling support if needed, in some case up to 12 sessions paid for by YH.
8. We promote a health culture in which colleagues are encouraged to ask for help when they need it which allows bespoke support to be implemented as needed on a case by case basis.
9. We accommodate reasonable adjustments to support colleagues, including phased returns to work.
10. We run ad hoc on site health checks and massages, which colleagues can book into themselves.
11. We support annual 'brew and breather' sessions, where teams are able to come together for a few hours and talk and engage with each other. This works particularly well given our remote ways of working. This helps everyone feel part of a team and understand their purpose and contribution to Yorkshire Housing.

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

As well as an Induction with the L&OD team, local onboarding and mandatory training, we offer a range of development opportunities for colleagues at all levels across the organisation including:

- eLearning on topics including but not limited to from project management, mindfulness, presenting and negotiation skills and many more
- Aspiring manager programmes
- Managing people programmes
- Courses and workshops dependant on identified learning needs including but not limited to: communicating with impact, influencing without authority and getting better sleep
- Time to be curious sessions (lunch and learns) on various topics including EDI related topics, wellbeing topics and digital skills
- Apprenticeships
- CIH qualifications from L2 - L5
- Coaching and mentoring (including reciprocal mentoring with the board)
- Psychometric profiling and learning opportunities
- Train the trainer
- Toolbox talks

Learning and Organisational Development Business Partners enable us to annually plan what development opportunities teams and people are going to need to succeed, creating annual learning plans and pathways for teams and individuals. These learning needs are identified through conversations and feedback with Heads of Service and Directors, looking ahead at upcoming change, supporting the growth and succession of colleagues and includes courses and workshops including but not limited to: Technical skills, systems and technology, communication, professional qualifications (e.g. CIPD/ACCA/IPRM), resilience, change, customer experience, complaints management, emotional intelligence, employee relations, adaptability, debt and welfare support, project management, assets, car-bon literacy and industry conferences.

C44. Enhanced Reporting Option(s):

What % of employees have received qualifications that are relevant for their professional development, within the last year?

- Split result by demographic.

	FY2024
Percent of employees	2.38%

Sexual Orientation:

- Gay Woman - 10%
- Heterosexual - 65%
- I prefer not to say - 5%
- Prefer to self-describe - 10%
- No Response - 10%

Ethnicity:

- Asian/Asian British: Chinese - 5%
- Asian/Asian British: Pakistani - 5%
- Mixed/Multiple Ethnicity: White & Asian - 5%
- White: British/Welsh/Scottish/English/N.Irish - 80%
- No Response - 5%

Religion or Belief:

- Another religion or belief - 5%
- Christian - 30%
- Muslim - 5%
- No religion or belief - 45%
- No Response - 15%

Gender:

- Female - 75%
- Male - 25%

Theme 12: Supply Chain Management

C45. How is social value creation considered when procuring goods and services?

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

We've fully embedded Social Value within Procurement at Yorkshire Housing by introducing a meaningful way to support key Yorkshire Housing priorities that will enhance the social and environmental well-being for our customers and communities across Yorkshire.

Social value is a core part of our tender criteria, we engage our CIT (Community Independence Team) team who have developed a unique social value contribution calculator and it forms part of the final bid scoring. The score is weighted and evaluated and assessed based on the type and scalability of the contract and we aim to apply 5-10% weighting to social value in the tender process.

By asking our suppliers how they create additional benefits for society in general, we are now seeing tangible results that are specifically driven towards helping Yorkshire Housing customers and residents through Digital Capability, Community Spaces, Employment and Training, Financial Inclusion, Equality and Diversity, Health and Wellbeing, Environmental and much, much more.

In the last 12 and a bit months we've secured approximately £618k of social value contribution through our supply chain contracts. We have tenders in the pipeline that will provide similar numbers over their contract term which will continue on a rolling annual basis.

Social Value is reported on in the form of a semi-annual report and monitored by the CIT. As social value will be regularly recorded and continually considered through procurement and training workshops, any updates to legislation or regulation will be part of the social value work delivered with the CIT team.

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

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

One of our key priorities in our Business Strategy is Homes and Places to be proud of and one way we'll make this happen is by Sustainable homes... we will focus on low carbon homes that are intelligent, energy efficient and sustainable. We'll stop building new homes that use gas, and adapt our existing homes to make them warmer, greener and more affordable to live in. Our Yorkshire Housing Standard for our existing homes will include improved EPC ratings.

We recognise our supply chain has an environmental impact and this criterion provides us with an opportunity to seek to reduce the negative environmental impact of our supply chain.

Sustainability and other supply chains considerations are identified at the procurement planning stage for all formal tenders for the procurement of works, goods and services. We include sustainability as a tender criteria where appropriate and engage our Sustainability Lead. The score is weighted and evaluated and assessed based on the type and scalability of the contract and we aim to apply 5-10% weighting to sustainability in the tender process which may cover but not limited to requiring sustainability standards, environmental standards, our code of conduct, CO2 emissions reduction, energy consumption, water usage, waste reduction, plastic reduction, material efficiency in material input per unit of service or noise pollution.

We did this recently procuring our Electricity and Gas for 500 + sites or schemes with green energy which is produced using a method, and from a source, which causes no harm to the natural environment.

We are currently in the process of reviewing our procurement policy and processes to align with the Procurement Act 2023 and aim to develop a framework of best practice that will consider including measures to monitor the sustainability of our supply chain when procuring works, goods and services.

Thank you for reading our ESG Report.

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