

Grand Union Housing Group

Sustainability Reporting Standard for
Social Housing response 2021/22

Our SRS response

This is our second year reporting against the Sustainability Reporting Standard for Social Housing (SRS), which is a voluntary reporting framework covering 48 criteria across environmental, social and governance (ESG) considerations. These criteria help up to demonstrate our performance in a qualitative and quantitative manner.

This document highlights our responses to each criteria. You can find more details in our full ESG report, which is available on our website: www.guhg.co.uk

ESG Area	Theme name	Criteria
Social	Affordability and security	C1, C2, C3, C4, C5
	Building safety and quality	C6, C7, C8
	Resident voice	C9, C10, C11
	Resident support	C12
	Placemaking	C13
Environmental	Climate change	C14, C15, C16, C17, C18, C19
	Ecology	C20, C21
	Resource management	C22, C23, C24
Governance	Structure and governance	C25, C26, C27, C28, C29, C30
	Board and trustees	C31, C32, C33, C34, C35, C36, C37, C38, C39, C40, C41
	Staff wellbeing	C42, C43, C44, C45, C46
	Supply chain management	C47, C48

Social

Criteria and ESG measure	Our response																																	
C1 (Core) - Rent compared to Local Housing Allowance (LHA)	61.71%																																	
C2 (Core) - Number of existing homes owned and managed completed before the last financial year	<table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>General needs</td> <td>8,554</td> <td>70.5%</td> </tr> <tr> <td>Intermediate rent</td> <td>73</td> <td>0.6%</td> </tr> <tr> <td>Affordable rent</td> <td>934</td> <td>7.7%</td> </tr> <tr> <td>Supported housing</td> <td>315</td> <td>2.6%</td> </tr> <tr> <td>Housing for older people</td> <td>934</td> <td>7.7%</td> </tr> <tr> <td>Low-cost home ownership</td> <td>1,189</td> <td>9.8%</td> </tr> <tr> <td>Care homes</td> <td>7</td> <td>0.1%</td> </tr> <tr> <td>Private rented sector</td> <td>134</td> <td>1.1%</td> </tr> <tr> <td>Other</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>12,140</td> <td>100%</td> </tr> </tbody> </table>		Number	%	General needs	8,554	70.5%	Intermediate rent	73	0.6%	Affordable rent	934	7.7%	Supported housing	315	2.6%	Housing for older people	934	7.7%	Low-cost home ownership	1,189	9.8%	Care homes	7	0.1%	Private rented sector	134	1.1%	Other	0	0%	Total	12,140	100%
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C3 (Core) - Number of new homes owned and managed that were completed in the last financial year	<table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>General needs</td> <td>31</td> <td>10.06%</td> </tr> <tr> <td>Intermediate rent</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Affordable rent</td> <td>109</td> <td>35.39%</td> </tr> <tr> <td>Supported housing</td> <td>10</td> <td>3.25%</td> </tr> <tr> <td>Housing for older people</td> <td>25</td> <td>8.12%</td> </tr> <tr> <td>Low-cost home ownership</td> <td>108</td> <td>35.06%</td> </tr> <tr> <td>Care homes</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Private rented sector</td> <td>15</td> <td>4.87%</td> </tr> <tr> <td>Other</td> <td>10</td> <td>3.24%</td> </tr> <tr> <td>Total</td> <td>308</td> <td>100%</td> </tr> </tbody> </table>		Number	%	General needs	31	10.06%	Intermediate rent	0	0%	Affordable rent	109	35.39%	Supported housing	10	3.25%	Housing for older people	25	8.12%	Low-cost home ownership	108	35.06%	Care homes	0	0%	Private rented sector	15	4.87%	Other	10	3.24%	Total	308	100%
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C4 (Core) - How we're trying to reduce the effect of fuel poverty on our residents	<p>We have installed:</p> <ul style="list-style-type: none"> • Solar PV at 747 properties • Solar thermal at 180 properties • Air source heat pumps at 642 properties without access to mains gas • <p>Our Financial Wellbeing team gives advice to existing customers on switching fuel tariffs and on fuel debt. This includes accessing trust funds to secure write-offs, setting affordable repayment arrangements or including debt in insolvency options.</p>																																	
C5 (Enhanced) - Percentage of rental homes have at least a three-year fixed tenancy agreement	80.9%																																	

Criteria and ESG measure	Our response
C6 (Core) - Percentage of homes with a gas appliance have an in-date, accredited gas safety check	99.6%
C7 (Core) - Percentage of buildings with an in-date and compliant Fire Risk Assessment	100%
C8 (Core) - Percentage of homes that meet the national housing quality standard	99.9%
C9 (Core) - What arrangements are in place to enable the residents to hold management to account for provision of services?	<ul style="list-style-type: none"> • Customer Engagement Framework which brings together all of our research, engagement and feedback activity • Customer digital research panel platform – Voice • Delivered a full psychographic segmentation
C10 (Core) - How does we measure resident satisfaction and how has resident satisfaction changed over the last three years?	<ul style="list-style-type: none"> • We continue to track feedback at our transactional level service touchpoints through Rant & Rave. • Rant & Rave enables us to capture customer feedback in real-time.
C11 (Enhanced) - In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	<ul style="list-style-type: none"> • One complaint upheld in the last 12 months. • We have started an in-depth service review of our repairs service, which will focus on improving our “right first time” rate and communication with customers. • We are also running a programme of customer service excellence training sessions with colleagues that focusses on improving how we keep customers informed about their repairs.
C12 (Core) - What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?	<ul style="list-style-type: none"> • 1,265 cases opened for benefits 182 opened for debt • 23,500 debt written off. • £2.46m secured in extra income for our customers through welfare benefits advice. • 27 customers supported into employment • 146 customers supported with information, advice and guidance sessions • 37 customers supported with training needs • Wellbeing & Support team
C12 (Core) - Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.	<ul style="list-style-type: none"> • Our award-winning work at The Bilberry Road estate in Clifton, Bedfordshire demonstrates this, both with the partnership working to disrupt the ASB and create a more cohesive community, infrastructure work to support this and the subsequent health and housing work which is now taking place at The Hub. • The Hub is now a “health hub”, providing a link between health services and the local community; with fortnightly “Tea and Talk” sessions run with health colleagues offering services within the local community including smoking cessation, More Life (weight management), KOOTH (mental health services for young people) and blood pressure checks, all with the offer of a free smoothie or coffee.

Environmental

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C14 (Core) - Distribution of EPC ratings of existing homes (those completed before the last financial year).	<table border="1"> <thead> <tr> <th></th> <th style="text-align: right;">%</th> </tr> </thead> <tbody> <tr> <td>Homes rated A</td> <td style="text-align: right;">0.17%</td> </tr> <tr> <td>Homes rated B</td> <td style="text-align: right;">13.05%</td> </tr> <tr> <td>Homes rated C</td> <td style="text-align: right;">42.18%</td> </tr> <tr> <td>Homes rated D</td> <td style="text-align: right;">28.22%</td> </tr> <tr> <td>Homes rated E or worse</td> <td style="text-align: right;">2.25%</td> </tr> <tr> <td>Homes without a rating (unknown)</td> <td style="text-align: right;">14.13%</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">100%</td> </tr> </tbody> </table>		%	Homes rated A	0.17%	Homes rated B	13.05%	Homes rated C	42.18%	Homes rated D	28.22%	Homes rated E or worse	2.25%	Homes without a rating (unknown)	14.13%	Total	100%
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C16 (Enhanced) - Scope one, Scope two and Scope three green house gas emissions.	<table border="1"> <thead> <tr> <th></th> <th style="text-align: right;">Kg CO₂ equivalent</th> </tr> </thead> <tbody> <tr> <td>Scope one</td> <td style="text-align: right;">473,020</td> </tr> <tr> <td>Scope two</td> <td style="text-align: right;">38,000</td> </tr> <tr> <td>Scope three</td> <td style="text-align: right;">95,630</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">606,650</td> </tr> </tbody> </table>		Kg CO ₂ equivalent	Scope one	473,020	Scope two	38,000	Scope three	95,630	Total	606,650						
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C17 (Enhanced) - What energy efficiency actions has the housing provider undertaken in the last 12 months?	<ul style="list-style-type: none"> • 39 properties were surveyed which required no insulation works • 87 properties received a loft insulation top-up • 2 properties received cavity wall insulation • 6 properties received external wall insulation • 114 properties also benefitted from insulation under the Energy Companies Obligations (ECO3) equating to £120k worth of funding. 																
C18 (Enhanced) - How is the housing provider mitigating the following climate risks: <ul style="list-style-type: none"> • Increased flood risk • Increased risk of homes overheating 	<ul style="list-style-type: none"> • We have included climate risk in the action plan as the Climate Change Adaptation Plan with a deadline of March 2024. This will include various factors including flood risk and increasing temperatures. • We have also introduced assessment against building for a healthy life and National Design Standards into our new homes, which is a new requirement for our Homes England funded programme. 																

Criteria and ESG measure	Our response
C19 (Essential) - Do we give residents information about correct ventilation, heating, recycling etc?	Our customer portal, MyGUHG, includes a number of video guides that provide helpful information about a wide range of topics including saving energy and water, fire safety, heating systems and general household maintenance.
C20 (Enhanced) - How are we increasing green space and promoting biodiversity on or near homes?	Enhancing biodiversity is one of the four key themes in our Environmental Sustainability Strategy. Within the accompanying action plan we are also looking to: <ul style="list-style-type: none"> • develop biodiversity procedures across estates and independent living gardens • establish local partnerships that can help deliver biodiversity projects • deliver a biodiversity project trial commencing in January 2023
C21 (Enhanced) - Do we have a strategy to actively manage and reduce all pollutants?	No, but we are planning to develop one
C22 (Enhanced) - Do we have a strategy to use or increase the use of responsibly sourced materials for all building works?	No, but we are planning to develop one. We are currently undertaking the background work in order to establish sustainable sourcing for building works. This includes capturing our scope 3 emissions and understanding our existing impact and where we can improve.
C23 (Enhanced) - Do we have a strategy for waste management incorporating building materials? If so, how do we target and measure performance?	No, but we are in the process of doing this. A procedure has been developed detailing how all waste should be handled across the business. We are monitoring waste data (where we can) to establish what our baselineto enable targets to be set in the future.
C24 (Enhanced) - Do we have a strategy for good water management?	No, but we are planning to develop one . We are currently doing some work to identify products that we can introduce to offices/homes in order to reduce water consumption.



Governance

Criteria and ESG measure	Our response												
C25 (Core) - Are we registered with the national regulator of social housing?	Yes												
C26 (Core) - What is the most recent regulatory grading/status?	G1/V1												
C27 (Core) - Which Code of Governance do we follow?	National Housing Federation												
C28 (Core) - Are we not-for-profit?	Yes												
C29 (Core) - How do our Board manage organisational risks?	<ul style="list-style-type: none"> • Risk management is a central part of Grand Union's strategic management • We are committed to a 'risk aware' rather than a 'risk averse' culture • We methodically address all risks that are attached to our activities by focussing on the identification and treatment of these risks • The Board agrees the strategic risk Grand Union faces in delivering its business plan, and the appetite for risk, with the Executive Management team. 												
C30 (Enhanced) - Have we 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												
C31 (Core) - What are the demographics of the board? And how does this compare to the demographics of the housing provider's residents?	<table border="1"> <tbody> <tr> <td>% of Women on Board</td> <td>26.7%</td> </tr> <tr> <td>% of Board that are BAME</td> <td>13.3%</td> </tr> <tr> <td>% of Board that have a disability</td> <td>7%</td> </tr> <tr> <td>% of Board that are LGBTQ+</td> <td>0%</td> </tr> <tr> <td>Average age of Board members (years)</td> <td>54.7</td> </tr> <tr> <td>Average board tenure (years)</td> <td>3.8</td> </tr> </tbody> </table> <p>The average percentage of BAME customers in our main areas of operation - Central Bedfordshire, South Northamptonshire and East Northamptonshire - is only 5%.</p> <p>If we take the average of these three areas, as well as Milton Keynes, where our office is based, it gives us 8%. This means we have a higher level of representation on our Board.</p>	% of Women on Board	26.7%	% of Board that are BAME	13.3%	% of Board that have a disability	7%	% of Board that are LGBTQ+	0%	Average age of Board members (years)	54.7	Average board tenure (years)	3.8
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C32 (Core) - What percentage of the Board and management team have turned over in the last two years?	<table border="1"> <tr> <td>% of Board</td> <td>31%</td> </tr> <tr> <td>% of management team</td> <td>0%</td> </tr> </table>	% of Board	31%	% of management team	0%
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C33 (Core) - Is there a maximum tenure for a Board member? If so, what is it?	Yes, the maximum tenure is six years.				
C34 (Core) - What percentage of the Board are non-executive directors?	100%				
C35 (Core) - Number of board members on the Audit Committee with recent and relevant financial experience.	Two. A semi-retired banker with many years' experience in the financial services sector, specialising in risk management with a particular focus on lending to the property sector. A full member of the Chartered Institute of Internal Auditors.				
C36 (Core) - Are there any current executives on the Remuneration Committee?	No				
C37 (Core) - Has a succession plan been provided to the board in the last 12 months?	Yes				
C38 (Core) - For how many years has our current external audit partner been responsible for auditing the accounts?	Three				
C39 (Enhanced) - When was the last independently-run, board-effectiveness review?	The Board undertakes its own effectiveness review annually.				
C40 (Core) - Are the roles of the Board Chair and CEO held by two different people?	Yes				
C41 (Core) - How do we handle conflicts of interest at the Board?	<ul style="list-style-type: none"> • Declarations of interests is a standing item on each Board agenda. • The Chair will determine the extent to which that member participates during the consideration of the matter in question. • Members must sign an annual declaration of interest form which is held on our HR management system • We also have a Declaration of Interest policy and Board and Committee members' Code of Conduct. 				



Criteria and ESG measure	Our response
C42 (Core) - Does the housing provider pay the Real Living Wage?	Yes
C43 (Core) - What is the median gender pay gap?	4.1%
C44 (Enhanced) - What is the CEO:median-worker pay ratio?	5:3:1
C45 (Enhanced) - How do we support the physical and mental health of our staff?	<ul style="list-style-type: none"> • Mental health first aiders • Recently teamed up with Thrive homes to provide a mental health charter for colleagues to access mental health champions across both organisations. • Medicash, our healthcare cash plan for health and wellbeing, offers colleagues counselling as well as stress support. • All colleagues are now able to benefit from hybrid working, spending three or four days working from home. • We are piloting MoreLife in conjunction with our NHS colleagues • We offer GymFlex as a colleague benefit
C46 (Enhanced) - What is the average number of sick days (both long and short term) taken per employee?	8.8
C47 (Enhanced) - How is Social Value creation considered when procuring goods and services?	<ul style="list-style-type: none"> • As part of our major work procurement, we ask contractors to supply method statements in respect to supply chain management. We then score their responses and if is too low (two or less out of five), we will not consider them further. • We have adopted an approach to social value using HACT's social value model.
C48 (Enhanced) - How is Environmental impact considered when procuring goods and services?	We have introduced a new more detailed form to be completed for Grand Union procurements. This form covers a wide range of sustainability areas including whether contractors have an environment policy, an environmental management system and what actions they take should an audit be failed. It also includes the monitoring and management of energy, water and waste as well as any environmental penalties.





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K2, Timbold Drive, Kents Hill, Milton Keynes, Bucks MK7 6BZ
Grand Union Housing Group Limited is a Charitable
Community Benefit Society registered in England & Wales
No. 7853, regulated by the Regulator of Social Housing
No. 5060, and is a member of the National Housing Federation