



**Yorkshire  
Housing**

# **Sustainability reporting standard**

**Financial year 2022/23**

# Forward

**Welcome to our second Sustainability Reporting Standard (SRS) report. The SRS for social housing was launched in November 2020 as a means for housing associations to demonstrate their environmental, social and governance (ESG) credentials. The standard also aligns to the 17 United Nations' (UN) Sustainable Development Goals (SDGs).**

At Yorkshire Housing we're committed to improving our impact on the environment, supporting our customers and providing a high standard of governance. By reporting against the same measures as others in the sector we hope to demonstrate our commitment to ESG and contribute to the transparency of the whole sector on ESG.

Each year we'll publish an update to this report in September, refreshing our answers to the questions and looking at the progress we have made during the year. If you do have any questions on any of the information contained in this report, then please feel free to drop us a line at: [communications@yorkshirehousing.co.uk](mailto:communications@yorkshirehousing.co.uk)

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**Section:**

# **Executive summary**

Sustainability and  
reporting standard



# Executive summary



We believe this report demonstrates that we have a comprehensive approach to improving the lives and environment of all our customers. This is underpinned by sound governance that reflects best practice in how we go about our affairs. Particular areas to highlight are:

- The homes we provide across Yorkshire are affordable and safe. We support the communities they are in through a variety of means such as providing community spaces, supporting community projects, and creating volunteering opportunities.
- We provide additional support to our customers through our tenancy and money coaching teams. A particular area of focus in the last year has been around providing support with utilities against the backdrop of huge increases in energy costs.
- We listen to our customers through a range of different channels, they have a voice in co-creating and evaluating our services and delivery.
- We are focused on reducing the carbon footprint of both our new and existing homes with 78% now at the minimum EPC C standard and are well on our way to achieving this for all our homes by 2030.

- We have calculated our first ever carbon footprint which was one of the key commitments in our 2021/22 report. Our first footprint is a high-level look at our carbon impact and we're aiming to dive deeper into this over the coming year to fully understand and accurately capture as much of our carbon impact as possible.
- Our governance is compliant with the 2020 NHF Code of Governance and we were confirmed as G1/V2 following an IDA in 2023.
- The health and wellbeing of our employees is one of our key priorities and we're active in supporting diversity and inclusion in our workforce.

There is still more for us to do. The challenges posed by the cost-of-living crisis continue to place a strain on the support provide and there is still a desperate shortage of affordable homes that we are trying to address.

We have launched a new business strategy, which focuses on our customers through being customer obsessed, providing homes and places to be proud of, and taking a pre-emptive approach to the services we provide. Our commitment to sustainability runs through all of these.

**Section:**

**Social**

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# Social 1: Affordability and security



## ***C1 How do our affordable properties compare to the Local Housing Allowance (LHA) and median private rental sector (PRS) by local authority?***

We have nearly 15,000 properties that are subject to the rent regulation regime and these are spread across 18 different local authorities.

On average in 2022/23 our properties that are subject to rent regulation were rented out at 85% of the LHA and 65% of the median private rental.

The table on the right shows how the average rent on these compares to the relevant LHA and median private rental by authority. Our properties are affordable in all areas, although the comparison to both LHA and median PRS will vary by authority.

The LHA is the maximum rent that can be claimed through housing benefit, so it's important that our homes are below this to ensure our customers on benefits can afford.

The comparison to the median PRS rent demonstrates how much more affordable our homes are than those offered for rent by the private sector.

We have excluded a small number of properties with five bedrooms or more from this analysis.

Local authority	Average % of LHA	Average % of median PRS
Barnsley	94%	77%
Bradford	87%	67%
Calderdale	88%	72%
Craven	94%	68%
Doncaster	87%	71%
East Riding of Yorkshire	110%	81%
Hambleton	93%	77%
Harrogate	76%	65%
Kirklees	88%	71%
Leeds	70%	50%
Pendle	83%	65%
Rotherham	89%	73%
Ryedale	87%	67%
Scarborough	98%	83%
Selby	77%	78%
Sheffield	70%	54%
Wakefield	90%	69%
York	68%	51%

# Social 1: Affordability and security



**C2,3 & 5 How many homes and what types of tenancies do we have?**

Housing Type	Existing homes		New homes in 2021/22	
	Number	%	Number	%
General needs	9,450	52.7%	46	10.0%
Supported housing	400	2.2%	0	0.0%
Housing for older people	865	4.8%	0	0.0%
Intermediate rent	1,355	7.6%	47	10.3%
Affordable rent	4,508	25.1%	122	26.6%
Low-cost home ownership	1,003	5.6%	243	53.1%
Private rented sector	344	1.9%	0	0.0%
<b>Total</b>	<b>17,925</b>		<b>458</b>	



# Social 1: Affordability and security



## ***C4 How are we trying to reduce the effect of fuel poverty on our residents?***

- Our coaching team give advice and guidance around utilities and signpost to a number of national and local energy support organisations. We can also make direct top ups with customers using our customer support fund.
- We have created Cost of Living Ambassadors throughout the organisation to assist customers in real time and created a separate fund to use for this. We fund instant emergency purchase of online voucher top ups that can be emailed or sent by text straight to our customers. This can be done through an online platform with one of our partners for energy top-ups and food vouchers.
- We work in partnership with The Fuel Foundation to award vouchers to customers experiencing energy poverty. This is a jointly funded project between YH and The Fuel Foundation.
- We have a partnership with Yorkshire Water that looks at water usage and the amount of fuel needed to generate hot water and heating and have a number of remedies that we can implement at YH on behalf of Yorkshire Water to reduce the usage and cost.
- We complete British Gas Energy Trust applications (any supplier) for customers and support them with the outcomes and dealing with fuel debt. We also support customers to apply to any of the funds that they may be eligible for.
- We support customers in accessing local welfare assistance schemes. What and how much is available depends on which local authority area the customer lives in, but it is normally for gas and electricity vouchers for pre-paid meters and payments for increases in energy costs. There are also a number of independent charities that provide this service where provision via the Local Authority isn't available.
- We talk to key stakeholders regularly about this issue and in particular Local Authorities so we are fully aware of their offer on fuel poverty assistance. We have created an in-house resource that can be used to find any local assistance.

# Social 2: Building safety and quality



## ***C6 What % of our homes with a gas appliance have an in-date, accredited gas safety check?***

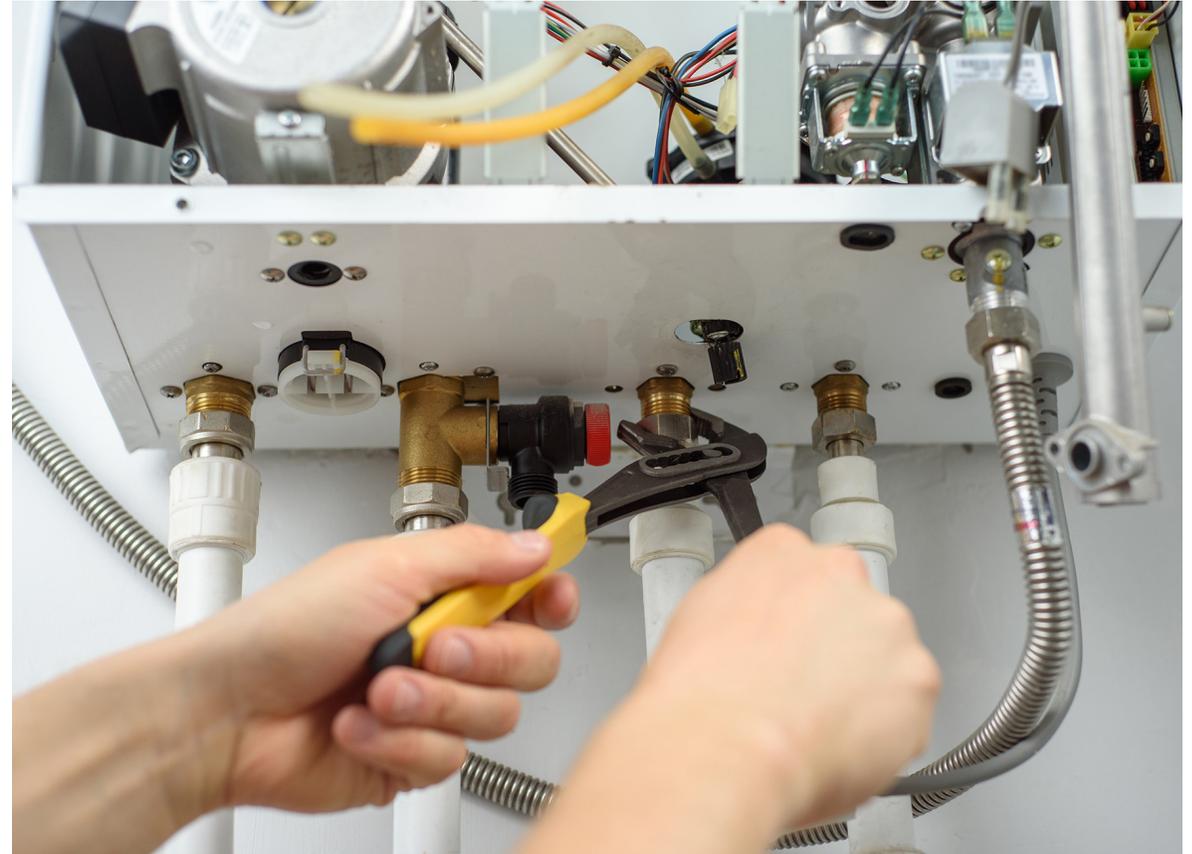
At the end of March 2023, we had 13,371 properties that required a gas safety check, and all of these were up to date.

## ***C7 What % of our buildings have an in-date and compliant Fire Risk Assessment (FRA)?***

At the end of March 2023, all of our properties had up to date FRAs in place. In addition, there were no outstanding high-risk actions.

## ***C8 What % of our homes meet the Decent Homes standard?***

At the end of March 2023, 100% of our homes met the Decent Homes standard.



# Social 3: Resident voice



## ***C9 What arrangements are in place to enable our customers to hold us to account for 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 is carrying out scrutiny into ASB services. In 22/23, customer spent 851 hours involved, shaped 4 YH policies and generated over £780k in social value.
- 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 the 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.

## ***C10 How do we measure customer satisfaction and how has our Customer Satisfaction changed over the last three years?***

We use Explain housing satisfaction surveys to measure customer satisfaction. Individual service areas also carry out transactional customer satisfaction surveys. Based on surveys conducted in each year, the number of customers rating their overall satisfaction at seven or above out of ten each year was:



# Social 3: Resident voice



## ***C11 In the last 12 months, how many complaints have been upheld by the Ombudsman and how have we responded?***

During 2022/23 we closed 757 complaints. 16 complaints were determined by the Ombudsman of which 6 were upheld in favour of YH, of the remaining 10 complaints, 12 orders were made.

All orders were 100% fully complied within target timescales. Actions required included; ongoing repairs to be completed, compensation to be paid etc.

The table to the right shows the proportionate outcome of Ombudsman cases compared to the national average for 2022/23.

Customer Complaints Forum have been making sure that we're meeting all the standards in The Housing Ombudsman's Complaint Handling Code. This changed in October 2022 to make sure that it was even stronger, with a lot of the Code becoming Mandatory. The great news is that we're right on track and are meeting all the mandatory elements of the code.

<b>Outcome</b>	<b>Yorkshire Housing % Findings</b>	<b>National Performance By Landlord % Findings</b>
Severe maladministration	0%	3%
Maladministration	4%	24%
Service failure	36%	21%
Mediation	4%	2%
Redress	12%	15%
No maladministration	40%	24%
Outside jurisdiction	4%	11%
Withdrawn	0%	1%

# Social 4: Resident support



**C12 What support services do we offer to our residents?  
How successful are these services in improving outcomes?**



## Tenancy and money coaching

Our coaching team coach customers to learn the skills that are the barrier to them doing something themselves, or that seem too difficult to handle, but may mean their tenancy is at risk of failing. This builds their resilience and confidence and keeps them in their home. We create a coaching agreement and agree goals with our customers to help them achieve outcomes.

We target a number of topics including;

Benefits, budgeting and cost of living, hoarding and self-neglect, domestic abuse, addiction and substance misuse, lack of essential household items, rent arrears, utility debt, ill health (physical or mental), employment/volunteering, training and fuel/food poverty.

We recognise that some issues have become more prevalent than others and we then try and provide a new way of delivering our offer to customers. We developed a housing first hoarding app in 2022 that is due to be used organisation wide by Autumn 2023, and have worked on a new approach to dealing with hoarding and self-neglect that strikes the balance between; organisational need; customer need and the wider need of our customers that live nearby.

We have created a funding pot to ensure customers who have been victims of person to person crime can access additional safety measures for their property, without additional cost to them, and we will refer them to appropriate local services.

The coaches also refer customer to trusted partner organisations that are experts in different fields (see C4 where we explain how they help with fuel poverty).

# Social 4: Resident support



**C12 What support services do we offer to our residents?  
How successful are these services in improving outcomes?**



## Outcomes for Yorkshire Housing customers

During 2022-23, the coaching team had over 1,200 referrals and secured over £1.4m of 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, using the HACT social value calculator, we calculate this generated over £5 million of social value in 2022-2023.



# Social 5: Placemaking



**C13 Some practical examples of where we have been involved in placemaking and making a difference to the lives of people who live in our communities.**

## Community independence

We manage community spaces, work with partners on community projects, develop place plans, create volunteering opportunities and kickstart new social and educational activities alongside our customers. We use social value to measure the impact on customers wellbeing and in YH communities. Our final social value report for 22/23 will be published later this year with an estimated £2m in social value generated from community independence activities alone.

## Community and green spaces

- Internal refurbishment of three community spaces using social value returns
- A comprehensive activity programme for all ages delivered across 13 community spaces
- Recruited new Employment & Skills Officer
- Increased grant awards to provide greater flexibility and support for new initiatives
- Delivering events with Ageing Better (HACT) Bradford
- Delivering community events alongside customers and colleagues
- Positive footprints - *young person's raising aspirations project*
- Developing our social value in procurement process to benefit customers and communities



Community grant – One Somali Foundation cycling event, Sheffield

**Section:**

# **Environmental**

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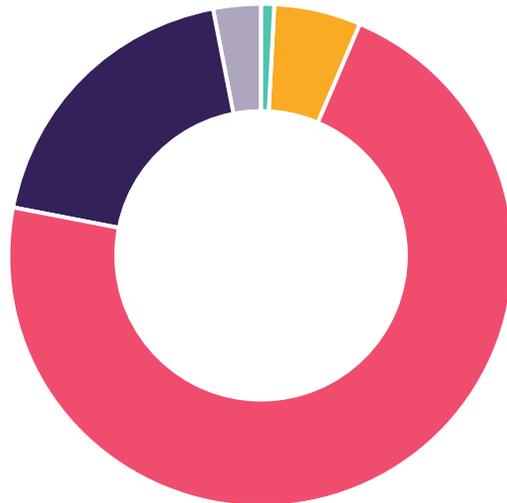
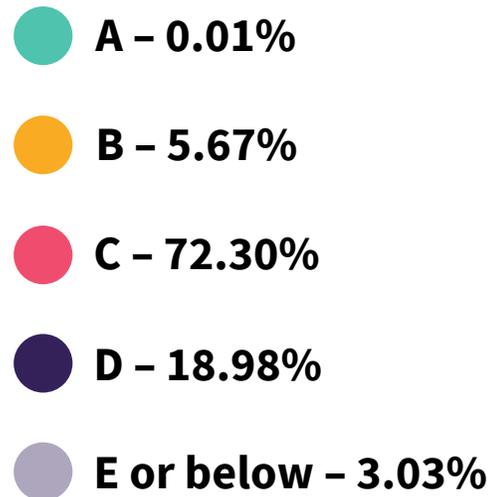
# Environment 6: Climate change



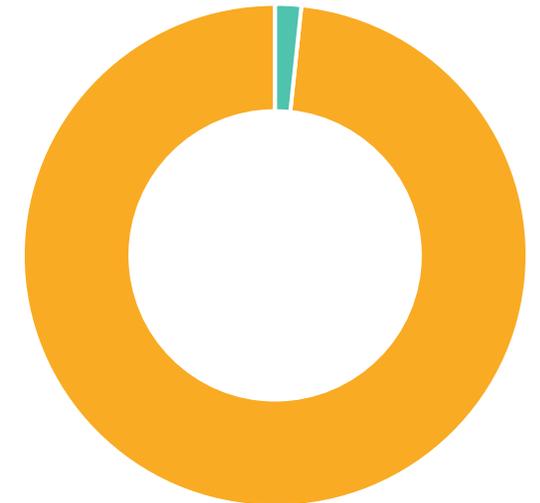
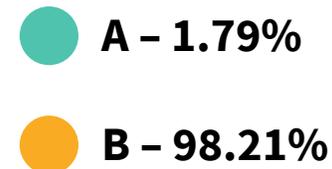
## C14 & 15 What are the Energy Performance Certificate (EPC) ratings of our existing and new homes?

By 2030 all our homes will need to meet a minimum level of energy efficiency – EPC C. At the end of the 22/23 financial year, 78% of our homes were EPC band C or above, that's a massive 15% increase from 2021/22! This has been achieved through retrofit upgrade works detailed throughout this report and through improving our data quality via property surveys and data cleansing.

### EPC rating of our existing 16,618 homes



### EPC rating of our 224 new homes built in 2022/23



# Environment 6: Climate change



## C16 What is our scope 1, 2 and 3 carbon footprint?

We have calculated our first ever carbon footprint which was one of the key commitments in our 2021/22 report. Our first footprint is a high-level look at our carbon impact and we're aiming to dive deeper into this over the coming year to fully understand and accurately capture as much of our carbon impact as possible.

### 1 Scope 1 emissions (tCO<sub>2</sub>e)

1,982



Gas from our business and landlord supplies

584



Fleet vehicles

### 2 Scope 2 emissions (tCO<sub>2</sub>e)

758



Electricity from business and landlord supplies

### 3 Scope 3 emissions (tCO<sub>2</sub>e)

58



Electricity transport and distribution

69



Waste disposal

10



Employee business travel

40,745



Our homes

# Environment 6: Climate change



## ***C17 What energy efficiency actions have we undertaken in the last 12 months?***

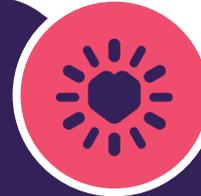
In early 2023 we launched our Active Asset Management Strategy which includes a core commitment to reducing the environmental impact of our homes and business. To do this we are investing £100m in our assets, with £8m of this directly committed to improving the energy efficiency of our homes to reach EPC band C by 2030.

We're well on the way to achieving our goals with lot more exciting things to come in 2023/24 including introducing you to our new Sustainability Team!



**31**

**Solar PV panels installed**



**21**

**Air source heat pumps installed**



**365**

**Boiler upgrades**



**14**

**Solid fuel systems removed**



**154**

**Roof insulation upgrades**



**21**

**Windows and doors upgraded**



# Environment 6: Climate change



## Staxton Retrofit Case Study

In March 2022, Yorkshire Housing was successful in bidding for the Social Housing Decarbonisation Fund (SHDF) as part of a consortium with West Yorkshire Combined Authority. We received 190k in grant funding to support delivery of a £1.3m investment, improving the energy efficiency of our homes in Staxton, North Yorkshire.

Our Customers homes in Staxton were fitted with External Wall Insulation (EWI), new windows and doors, air source heat pumps and solar PV panels.

100% of properties attained an EPC band C.

It's early days for us in understanding all the benefits these improvements are bringing our customers, but early monitoring is showing customers are getting an average 166 kWh of electricity a month from their solar panels.

*"I applaud Yorkshire Housing for this investment because it shows they're genuinely committed to improving customer welfare and tackling climate change by working towards becoming a net-zero carbon emissions social housing provider"*

Steve MacKenzie, Customer Voice Climate Change Champion



# Environment 6: Climate change



## ***C18 How are we mitigating the following climate risks: Increased flood risk, Increased risk of homes overheating?***

All our new developments are subject to flood and overheating assessments 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.

We continue to use our asset management data systems to assess the likelihood of flooding to our existing homes with significant risks recorded in our corporate risk register. As part of our new Active Asset Management strategy our aim is to undertake a full housing stock risk assessment for overheating which we will use to develop a mitigation and adaptation plan.

## ***C19 What information we provide to customers about correct ventilation, heating, recycling etc.***

We use our website and socials to guide and support customers in joining us on our sustainability journey. We have developed a dedicated [sustainability page](#) on our website and regularly post hints and tips on energy saving, biodiversity, keeping warm, utility bill support and maintaining a healthy home. This includes specific advice and support around damp and mould prevention and reporting. This year we held our first three Climate Change Steering Group meetings where we met our customers to discuss and get feedback on topics like retrofit, future housing standards and low carbon technology for our homes.



# Environment 6: Climate change



## **C19 What information we provide to customers about correct ventilation, heating, recycling etc.**

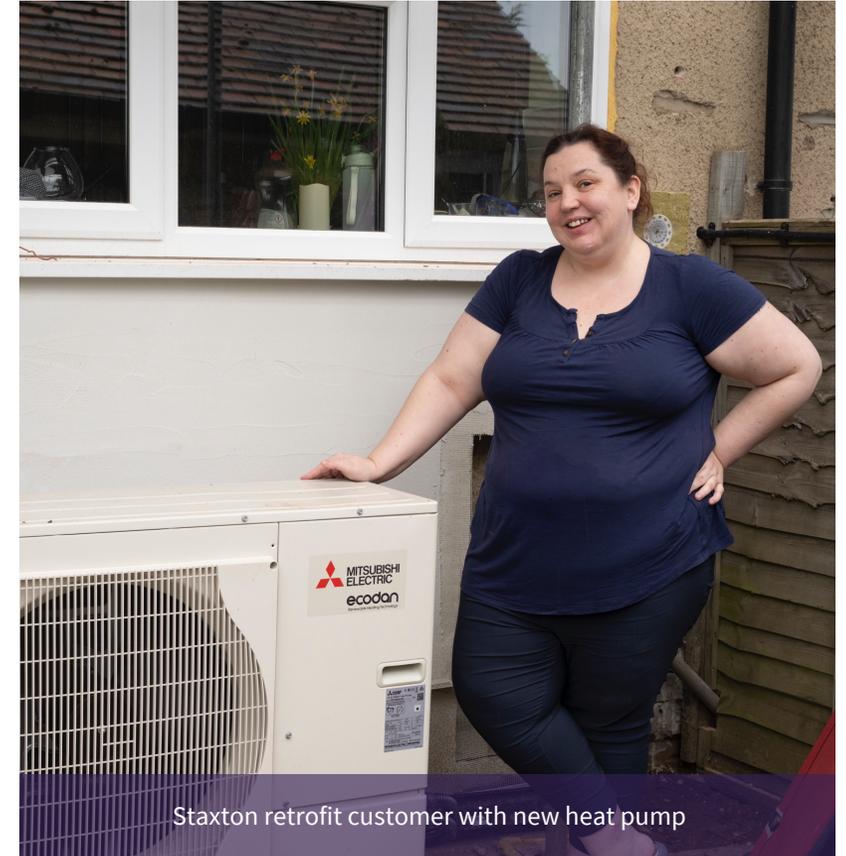
**Retrofitting Support** - As part of our energy efficiency retrofit programs all customers receive one to one engagement before and during the works. After work is completed, each customer receives a home information pack detailing what energy efficiency measure have been installed, how to use them and who to contact for help and support.

### **Update from Steve MacKenzie, Yorkshire Housing Customer Voice Climate Change Champion...**

*“In the last year, a Climate Change Steering Group has been formed and is made up of YH officers and customers. This collaboration will ensure YH hit their target of net zero and every customer, both current and new, has a safe, healthy and energy efficient home they are proud to live in. Yorkshire Housing are doing a fantastic job!*

*Since becoming CC Champion, YH have sponsored me to attend conferences and events and supported me by answering questions and involving myself and others in discussions about customer engagement, retrofit works – both before and after – as well as sharing information and reports. As a tenant, I am often asked for opinions on matters and how a customer sees them. I am able to talk directly to those in charge of energy efficiency and sustainability. For me, this shows how ‘obsessive’ YH are towards their customers.*

*So, what’s next? Some hard work in going out to customers! Whether they are having retrofit work done or not, discussing climate change, energy efficiency and explaining what it means for them personally. With Yorkshire Housing’s support and customer engagement strategy I believe it’s the way to go.”*



Staxton retrofit customer with new heat pump

# Environment 7: Ecology



## ***C20 How are we increasing green space and promoting Biodiversity on or near our homes?***

All our new build sites have a requirement for a 10% net gain in biodiversity over a minimum 30 year period. Our Estates Services Team work hard to keep our green spaces clean and accessible for our communities which includes planting wildflower meadows annually.

We are continuing our partnerships with local farmers and community groups to reuse our wood chippings and enhance our woodland and water habitats.

## ***C21 How do we actively manage and reduce pollutants?***

We do not have a dedicated strategy to manage pollutants, but we are aiming to build a clear environmental management action plan in line with our Active Asset Management Strategy.

We comply with all relevant health, safety and waste management regulations and our actions focus reducing the use and safe management of hazardous substances. This includes emergency response procedures and audits of our depots and sites.

We have also made climate commitments in terms of removing solid fuel boilers from our stock by 2027 to reduce Co2 and improve air quality.



# Environment 8: Resource management



## ***C22 Our strategy to use or increase the use of responsibly sourced materials for all building works and how we target and measure performance.***

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.



# Environment 8: Resource management



## ***C23 Our strategy for waste management incorporating building materials and how we target and measure performance.***

Through our Active Asset Management Strategy, we are aiming to capture and report on all our waste and recycling activity. Our aim is to reuse or recycle 100% of all our waste streams by 2030.

In 2022/23 we recycled, on average, a whopping 92% of waste from our business and operational activity and 78% from our development sites. We are continuing to work with our contractors to ensure ongoing compliance with the waste hierarchy and our duty of care.

## ***C24 Our strategy for good water management and how we target and measure performance.***

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 implement our new Active Asset Management Strategy, we will start to develop a more proactive management strategy that focuses on water conservation.



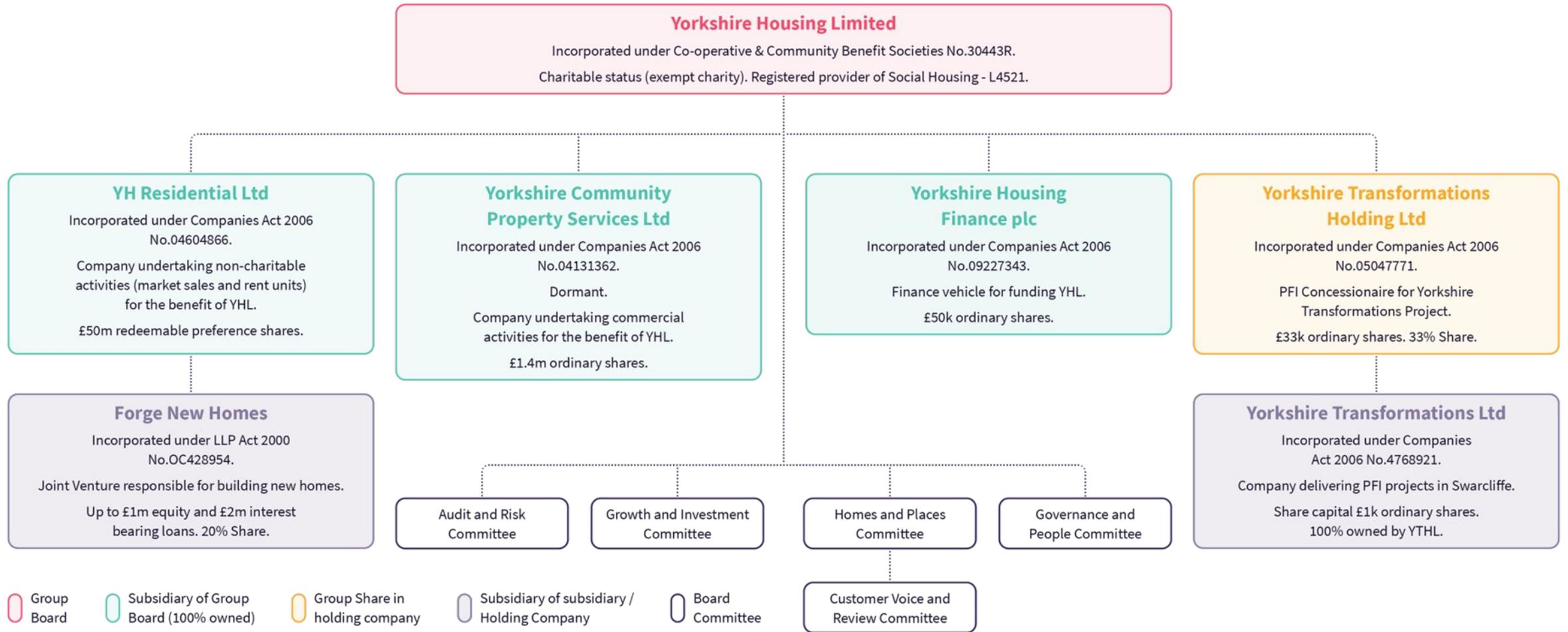
**Section:**

# **Governance**

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# Governance 9: Structure and governance

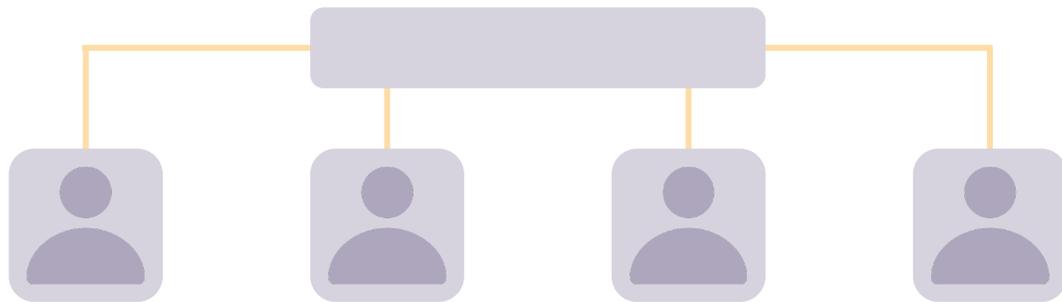


# Governance 9: Structure and governance



**We have a straight-forward group structure with three main statutory entities:**

- Yorkshire Housing Ltd is the registered provider and parent company and covers all of our social housing activity.
- YH Residential Ltd is a wholly owned subsidiary of Yorkshire Housing Limited and covers all of our non-social housing activity, principally market sale and market rent.
- Yorkshire Housing Finance plc is a wholly owned subsidiary of Yorkshire Housing Limited and is a vehicle to allow the group to issue bond debt.



**C25 Are we registered with the regulator of social housing?**

Yes.

**C26 What's our most recent viability and governance regulatory grading?**

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

**C27 Which Code of Governance do we follow?**

The National Housing Federation (NHF)  
Code of Governance 2020.

**C28 Are we Not-For-Profit?**

Yes.

**C30 Have we been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action?**

No.

**G1 / V2**  
Regulatory  
grading

# Governance 9: Structure and governance



## ***C29 How does our Board manage organisational risks***

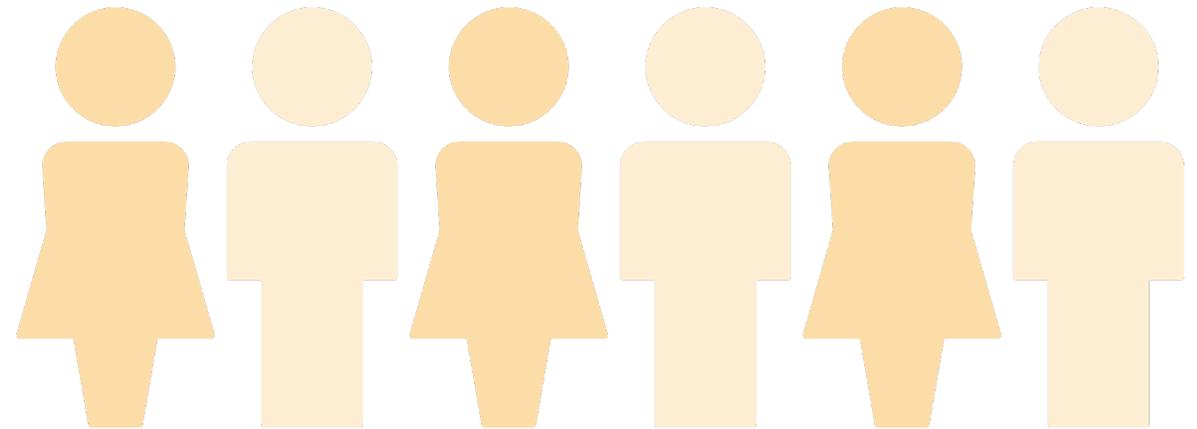
The delivery of our strategic priorities and the sustainable growth of our business is dependent on effective risk management and strong governance. This helps us to deliver our operations in a socially responsible and resilient manner.

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.



# Governance 10: Board and trustees



## ***C31 What are the demographics of our Board and how do they compare to our customers and the area that they operate in?***

22% of our Board are from ethnically diverse backgrounds and 67% of our Board are women. From an ethnicity and gender perspective this is fairly representative of our customers.

We are conscious that it's also important to ensure that our Board has sufficient diversity of thought and a range of experiences to draw upon and this is something we're looking at improving over time.

## ***C32 What % of our Board and management team have turned over in the last two years?***

In the last two years there have been six Board members retire and nine new Board members appointed, including a new Chair.

There has been significant strengthening of the leadership team also. Of the eleven Executive Directors and Directors in post at the end of March 2023, four joined within the last two years.

## ***C33 What is the maximum tenure for our Board members?***

Under our governance arrangements Board members are normally expected to serve two consecutive three year terms, making six years in total. Under exceptional circumstances we may ask a Board member to stay longer, with an absolute maximum of nine years in total.

## ***C34 What % of our Board are non-executive directors?***

All of our Board are non-executive directors.

## ***C35 How many Board Members on our Audit Committee 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.

# Governance 10: Board and trustees



## ***C36 Are there any current executives on our Remuneration Committee?***

No. We have a Governance and People Committee (GPC) that has the responsibilities typically assigned to a Remuneration Committee. This committee is made up of three non-executive Board Members.

## ***C37 Has a succession plan been provided to our Board in the last 12 months?***

Yes. A succession plan was developed and approved by the Board in 2022. This is reviewed and updated annually, most recently in March 2023.

## ***C38 For how many years has our current external audit partner been responsible for auditing the accounts?***

This is the second year that Beaver & Struthers have audited our accounts, having been appointed following a tendering exercise in 2021.

## ***C39 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.

## ***C40 Are the roles of the Chair of the board and CEO held by two different people?***

Yes.

## ***C41 How do we 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.

# Governance 11: Colleague wellbeing



## **C42 Do we 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.

## **C43 What is our 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 2 years and last year there was no gap.

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.

## **C44 What is our CEO-worker pay ratio?**

1 : 6.54



# Governance 11: Colleague wellbeing



## C45 How do we support the physical and mental health of our staff?

Wellbeing and inclusion are key components of our colleague offer. We focus on four key strands of mental health, physical health, financial wellbeing (supported by our in-house trained money coaches) and feeling connected.

Colleagues can access up to date materials, tools and advice on our wellbeing hub which is updated regularly. This includes access to wellbeing (mental health) first aiders and our 24/7 employee assistance programme.

To help embed a culture where colleagues can #beyourself, all our managers have attended experiential workshops on supporting mental health and being an inclusive manager.

Our approach has considered how our different colleagues work; not all are surrounded by colleagues all day or sat at a laptop. We regularly run 'brew and a breather' sessions for our mobile colleagues. It's an opportunity for those who are out on the road most of the day to take some time out with their colleagues. It's also a great opportunity for us to share what we offer and get feedback on what else they would like to see offered.

We have a program of 'lets talk about' sessions throughout the year with guest speakers sharing their experiences on topics such as neuro diversity, menopause, LGBTQ+ and racism.

We have several colleague led inclusion networks where champions can get together to discuss issues, experiences & help educate others about diversity. This includes 'My Ability' (disability, neurodiversity and mental health network), 'Embrace (ethnically diverse network) and 'Raising the Future' (parenting and carers network).



## C46 What is the average number of sick days taken per staff member?

Our sickness absence levels have remained below sector averages – we reported a total sickness absence percentage of 3.6% for the financial year 2022/23, or 2.4% excluding Covid-19 related absences. This is an average of 8 days per person in total.

# Governance 12: Supply chain



## **CC47 & C48 How we consider Social Value creation and environmental impact when procuring goods and services.**

We've really shaken up how we deliver Social Value in Procurement at YH 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.

In order to do that we incorporate a Social Value question into the tendering and contract renewal process that is weighted in line with contract value and scored by our Enhanced Tenancy Support (ETS) team.

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.

The numbers are impressive too. In addition to the £100k + we get back a year from our Materials Supplier, in the last 12 months or so, we've secured nearly £370k of social value contribution through our supply chain contracts, and we have tenders in flight that will land another £800k in the next 5 years.

## **Three of our community centres in North Yorkshire have been given a face lift thanks to funding from BAAS Construction Ltd.**

£90k has been pledged by BAAS as part of Yorkshire Housing's Community Legacy Fund. The fund has been set up by Yorkshire Housing as part of their commitment to creating social value partnerships where money is invested back into the local community by contractors and suppliers who win contracts from Yorkshire Housing.

This year, Neville Crescent Community Centre, Princes Drive Community Room and Greatwood and Horseclose Community Centre have all had work completed, including replacing roofs, flooring, and general redecoration.

