

ENVIRONMENTAL SOCIAL AND GOVERNANCE REPORT ESG report 2022/23



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Introduction

Welcome to Angus Housing Association's first ESG Report. In 2023, we signalled our commitment to ESG by signing up to the Sustainability Reporting Standard for Social Housing (SRS) – an environmental, social and governance standard designed to help the housing sector measure, report, and enhance its ESG performance in a transparent, consistent, and comparable way. As part of our commitment to improve and be transparent about ESG, we will be publishing an annual report on our performance.

Angus Housing Association is a social landlord serving communities in Angus and Dundee. Our mission is to contribute to providing high quality affordable housing for all those individuals, families and communities in Angus and Dundee who are in need of the fundamental human right of a decent, secure home to call their own. We are very clear about the impact good housing plays in the lives of our tenants and communities. Beyond this however, we also understand that we have a social role in areas such as financial inclusion, relieving fuel poverty and a wider ethical responsibility to take steps against climate change.

The process of collecting the standardised data for this report has allowed us to look at the gaps in the data we collect and how we can improve this for future reports.

The Association is very much at the start of our ESG journey and in 24/25, we will be publishing our ESG Strategy and updating our Asset Management Strategy to take account of the Scottish Government's Heat In Buildings Strategy and in particular, the standards that will be set within this for social housing stock.

I would like to thank all the staff that have contributed to the data collection that has allowed us to produce this report and in particular to Pam Giblin, Business Support Analyst, for co-ordinating the data collection and designing what I hope you will agree, is a very interesting and useful report.



ESG Report - Structure

The criteria for our reporting is structured within three high level areas:

E Environment - environmental covers energy efficiency, climate change, carbon footprint, greenhouse gas emissions, deforestation, biodiversity, and other environmental issues.

S Social - social covers employment standard, wages and benefits, diversity, human rights, community relationships, privacy and data protection, health and safety, supply change and other social justice issues.

G Governance - covers the governance of the E and S and includes corporate governance and compliance considerations.

We identify a set of themes aligned with the UN Sustainable Development Goals (SDGs) with environmental themes relating to the management of housing stock and social criteria relate to residents and the local community. There are 12 core themes within these that we will cover within the report:

- Affordability and Security
- Building Safety and Quality
- Resident Voice
- Resident Support
- Placemaking
- Climate Change
- Ecology
- Resource Management
- Structure and Governance
- Board and Trustees
- Staff Wellbeing
- Supply Chain Management



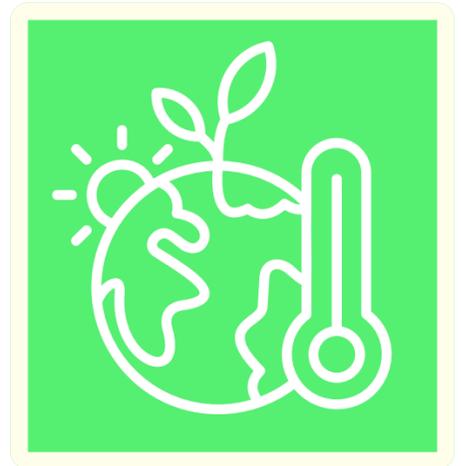
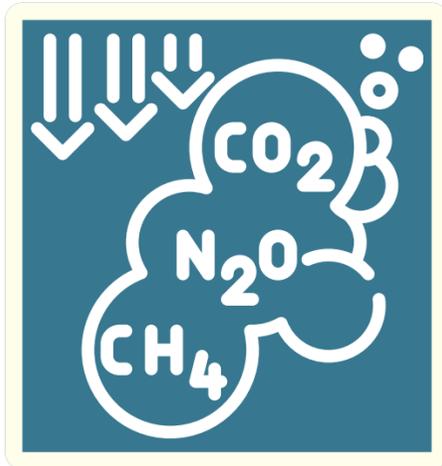
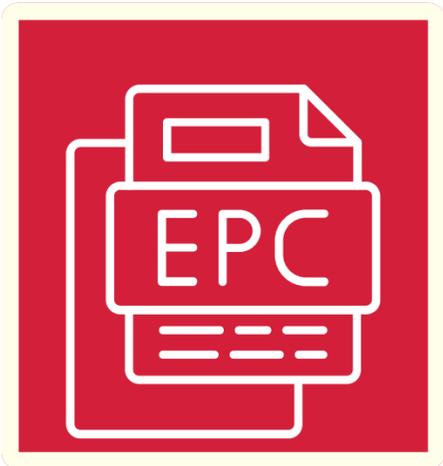
UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

ESG Reporting approach covers 12 themes and 48 criteria to demonstrate ESG performance. The criteria is aligned to international frameworks and standards including the SDGs.



ESG AREA	THEME	UN Sustainable Development Goal (SDG's)
SOCIAL	Affordability and security	No poverty Reduce Inequalities  
	Building safety and quality	Affordable and clean energy Sustainable cities and communities  
	Residents Voice	Sustainable cities and communities 
	Resident support	Sustainable cities and communities Good health and well-being  
	Placemaking	Sustainable cities and communities 
ENVIRONMENTAL	Climate Change	Climate action 
	Ecology	Responsible consumption and production Climate action  
	Resource management	Sustainable cities and communities Climate action  
GOVERNANCE	Structure and governance	Decent work and economic growth Good health and well-being  
	Board and trustees	Decent work and economic growth Good health and well-being Reduced inequalities Quality education    
	Staff wellbeing	Decent work and economic growth Good health and well-being Reduced inequalities Quality education    
	Supply chain management	Sustainable cities and communities Responsible consumption and production  

Environmental Climate Change

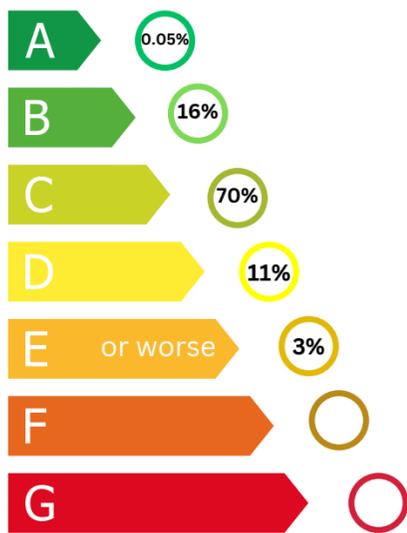


Whilst the environmental aspect of ESG is probably our weakest and least developed indicator, AHA have made progress in this area and some of this is shown below. As part of our ESG development, the challenge of meeting the Scottish Social Housing Net Zero Standard, will be sourcing funding to allow us to improve the energy efficiency of homes and reduce fuel costs for tenants whilst continuing to keep our rents affordable.

EPC

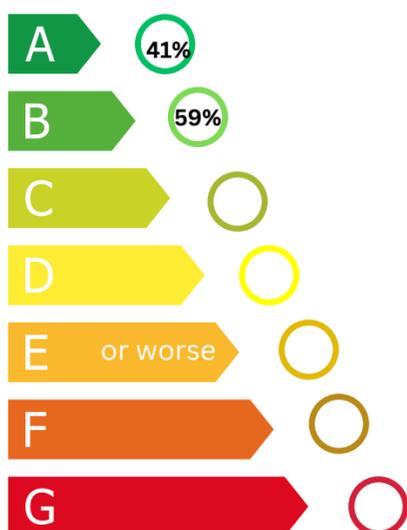
Distribution of EPC ratings of existing homes (completed before the last financial year)

0% of homes without EPC rating



Distribution of EPC ratings of new homes (completed before the last financial year)

0% of homes without EPC rating (unknown)



Green House Gas Emissions

AHA do not have any owned or controlled sources.

We produce 58.5 tonnes CO2 between our 2 local offices. We will work to develop how to collect information on communal heat and light emissions.

We do not currently record scope 3 emissions.

Climate Risks

AHA have a few properties that are at high risk of flooding. We have one area where there are localised issues due to the drainage.

At this stage, we don't have any properties identified as being high risk for overheating but with rising temperatures, we will have to take this into account.

We offer hybrid working to all staff 1 day per week, to help reduce greenhouse gas emissions, traffic congestion, improve air quality & make our roads safer



Energy Improvements

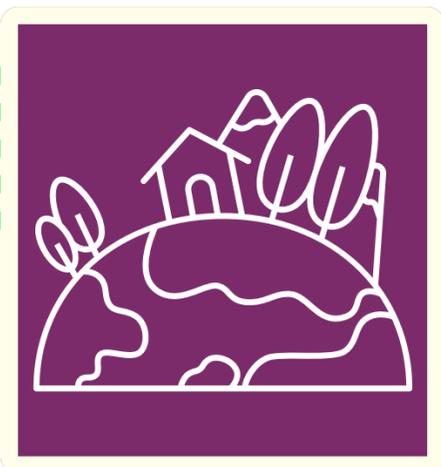
The Kirkbank energy improvement programme was a project to replace inefficient and dated storage heating with new energy efficient Air Source Heat Pumps for the supply of heating a hot water. This was supplemented by solar PV's and battery storage capable for generating and storing electricity, providing much of a tenants day to day electricity needs. 32 Properties benefited from this project.



The completed works saw an uplift in SAP rating from an average of 58 to 72

Environmental Ecology and Resource Management

This criteria covers increasing and promoting biodiversity on or near homes and having a strategy in place to actively manage and reduce pollutants and methods of targeting and measuring performance. This is an area where, as part of our ESG strategy, we need to produce a plan for how we will deliver this objective. This will include conversations with tenants in our existing stock to see how already established areas can focus on ecology and will bring discussions in at an early stage with developers of new build housing to consider how this can be maximised. Our Design Guide will be reviewed to take account of ecology, green space, and biodiversity. With regard to resource management, we will work with tenants and local authorities to increase the availability of recycling and promote recycling opportunities. This will include consideration of the impact of the circular economy and how we can best participate in local initiatives. Consideration will be given to “grey water” schemes in new housing developments however we recognise the additional costs involved in delivering this innovation.



Green Space

Having green space is a hugely important part of all new developments which is determined by the local authority planning department. Where possible we build houses or self-contained flats that have garden space. In existing schemes, we maintain our green spaces to a high standard and are working with tenants to improve the use and quality of some of our playpark areas.



Sourced Materials

Currently we have no system for assessing the carbon footprint of sourced materials, but we are planning on developing a strategy by end of 2024. This is a standard question within any tenders we produce, and all submissions are scored on their environmental and sustainability credentials.



Waste & Water Management

Currently we work with Scottish Water to manage water use and waste water management however we do not report on it specifically. Approaches to water management are standard questions within any tenders we produce, and all submissions are scored on their environmental and sustainability credentials. In future and as part of our renewable's efforts, we will be considering grey water schemes for new build developments.



Homes Retrofitted

We have not carried out any retrofit activities in the last 12 months.



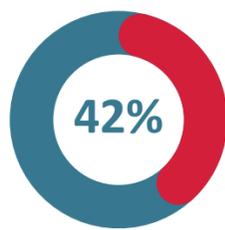
Net Zero

The production of our ESG Strategy which will contain our Net Zero commitment is dependent on the requirements of the Scottish Governments SHNZS which we expect to be finalised during 2024.

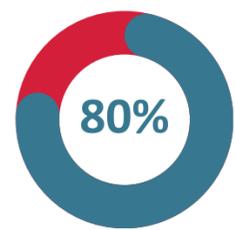
Social Affordability & Security

As a social landlord and registered charity, the social justice aspect of what AHA does is incredibly important to us. We strive to ensure that our rents are affordable, and we review and benchmark this every three years to ensure we deliver this. At the heart of what we do is our social purpose and we understand that the impact we have on tenants, communities and the environment have is significant. Affordable housing has multiple positive impacts socially and environmentally including contributing to health and wellbeing, improving child educational attainment, helping people into training and work, contributing to reducing inequalities, providing a route out of poverty, shaping places and environments, and giving people a place to enjoy their lives.

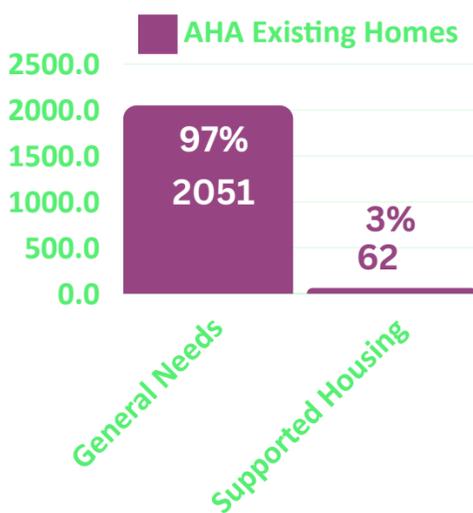
Rent compared to median private rental sector (PRS) rent across the relevant Local Authority



Rent compared to the relevant Local Housing Allowance (LHA)



Tenure of homes we owned & manage from 1st April 2023 & new homes completed in 22/23



AHA reducing effect of High Energy Costs to its Residents



- As part of our improvement programme, we continue to look at specifying components that improve thermal performance or reduce energy consumption eg when replacing windows, we look to use triple glazing or better than currently installed double glazed windows.
- Replacing older boilers with more energy efficient models as part of a lifecycle replacement programme.
- Inspecting loft insulation as part of a capital improvement programme and top up if needed.
- Removing old storage heating and replacing with a quantum system.
- In new developments, we will use technology such as solar panels, air source heat pumps and heat recovery technology e.g. recoup "easy fit +" to improve the energy efficiency of new build houses to meet required levels.
- We have an in-house energy advisor to assist tenants with fuel poverty matters, providing advice on tariffs, practical energy saving and liaising with our capital works staff to recommend heating changes or renewables advice. with our capital works staff to recommend heating changes or renewables advice.

Social Building Safety & Quality

Providing safe, high-quality homes is a key objective for AHA. This applies not only to our stock as individual homes but also the environment neighbourhoods and localities that our tenants live in. We have an extensive programme of data collection and inspection visits to ensure that our homes remain safe and fit for current and future tenants. We understand the importance of good quality housing, the step up it can give people in their lives, and that when we get it right it can profoundly and positively impact future outcomes for our tenant in other areas of their lives.

Gas Safety Checks

% of homes for which all required gas safety checks have been carried out.



Fire Risk Assessments

% of homes for which all required Fire Risk Assessments have been carried out.



Electrical Safety Checks

% of homes for which all required electrical safety checks have been carried out.



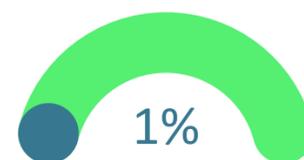
Scottish Housing Quality Standard

We are 99% SHQS compliant. Here we are the areas where properties fail 1. Safe & Secure - no door entry system on flatted blocks in Angus, due to not having 100% ownership of block. 2. Kitchens - not enough electrical sockets. We have now changed our minimum electrical requirements specification, which exceeds SHQS and this is being delivered for all. We continue to look at specifying components that improve thermal performance or reduce energy consumption eg when replacing windows, we look to use triple glazing or better than currently installed double glazed windows.



Ventilation and Heating

Data show 18 cases of Damp & Mould reported which equates to 1% of tenanted properties. Of these, 6 Tiny Tags installed to allow recording of humidity & temperature levels, 9 had minor works including supply of dehumidifiers, 2 new homes were recorded as latent defects, and 1 unit received a specialist survey. All reports inspected within 5 working days. Advice or remediation provided for all reports. Providing information to residents on sustainability matters such as correct ventilation, heating and recycling provides demonstration that we are committed to improving the sustainability within our stock portfolio. How residents manage their homes ultimately has a large influence on the environmental impact that a home creates so communicating to residents how to do so in a sustainable manner is important. Tenants are advised on ventilation and heating when they move in to their property. If there are any issues during the tenancy, AHA have an Energy Advisor that will visit the property, assess the situation and provide further advice. Recycling is the responsibility of the local authority, but tenants are advised where to find all relevant information, when they move in to the property.



Asbestos Inspections

% of homes for which all required asbestos management surveys or re-inspections have been carried out.



Legionella

% of homes for which all required legionella risk assessments have been carried out.

Commercial Properties - **100%** Compliant

We have no applicable domestic properties.

Lift Safety Checks

% of homes for which all required communal passenger lift safety checks have been carried out.

We have No lifts within our stock.

Social Residents Voice



Tenant Satisfaction Survey

We collect satisfaction data tri-annually (last completed 2022) where we had a 42.6% response rate for our face to face surveys. Our overall satisfaction rating was 86.8%. Approximately one in twenty tenants (5.1%) are dissatisfied with Angus Housing's service overall. The survey is a mixture of SHR mandated questions and others that provide us with data on our services and homes.

Key take away from the survey were:

- AHA's overall satisfaction rating was higher than the national average
- Satisfaction with the information we provide and opportunities to become involved in the work of the Association had reduced since the 2019 survey
- Satisfaction with repairs had increased to 86.3%
- Satisfaction with tenants homes had reduced from 87.4% to 84.5% but was still above the national average
- Rating of rent as good value for money had reduced from 78.5% to 76%

Whilst indicators had reduced, the figures were rated as positive given the wider context of COVID and the cost of living crisis and were on a par with sector averages.

We worked with our consultants to not only get quantitative data but also to let tenants provide feedback and this has also been used to look at our performance. We invited tenants who had provided this information to attend focus groups with staff and our consultant to get context for their views and to form the basis of an action plan of improvement and development.

Tenants are represented on our Board and we currently have 2 tenants. To be transparent and accountable, our Board minutes are published on the website. We intend to develop a tenants scrutiny panel to look at delivery of our services in more detail.



Provision of Services

As with all RSL's we follow the SPSO Complaints Handling Procedures We report complaints quarterly to the Board of Management and produce an annual report. We also provide our Board with quarterly satisfaction information on key areas such as repairs performance and complaints by department.

In our Annual Return on Charter for 22/23, we recorded 337 Stage 1 complaints and 24 Stage 2 complaints. On average stage 1 complaints took 6.5 days to respond to (target 5 days) and 20 days for stage 2 (target 20 days).

We run regular tenant drop in sessions specific to issues in schemes including consultations improvement works. We promote membership of the Association and encourage tenants to join as a member and attend the AGM, vote on key issues or stand for election to the Board. In order to ensure that we take account of the views of our tenants and communities, we have 3 members of staff dedicated to tenant and community engagement. Examples of their work is noted elsewhere in this report.

Complaints - Ombudsman

In the last 12 months, we are happy to share that **No** complaints have been escalated to the Scottish Public Services Ombudsman. The SPSO is the final stage for complaints about public service organisations in Scotland.

Social Residents Support & Placemaking

Since 2020, AHA have been building our capacity to be a community anchor in the areas in which we work. This built on the foundation of our established Financial Inclusion Team (FIT). These activities support tenants and communities but are not directly related to our statutory duties as a landlord. We have developed partnerships with other local third sector agencies to deliver non landlord services. To show value for money, the Association is working with HACT, utilising their Social Value Calculator Toolkit. One of the objectives in our Strategic Plan is that through our policies, we will work to remove poor energy efficiency as a driver of fuel poverty.

Financial Inclusion Team

The Financial Inclusion Team have implemented several initiatives to help support our tenants including:

FUEL SUPPORT FUND

AHA secured £47,000 from the Social Housing Fuel Support Fund (accessed through the Scottish Federation of Housing Associations) in January 2023 to help towards tenant's fuel costs & issue energy efficient appliances, such as air fryers, microwaves and slow cookers. This was in direct response to rising levels of fuel poverty and record high utility prices.

STARTER PACKS

The Association Issue new tenants with smaller essential items required to settle into their new home. This includes low energy bulbs and cooking tools such as slow cookers and air fryers.

HARDSHIP FUNDS

We are fortunate to be able to provide emergency financial assistance to tenants by purchasing essential white goods, emergency shopping vouchers and contribute towards flooring costs.

▶ CASE STUDY 1

Case Study - Mr F had £2665.10 outstanding on his electric account as he was really worried about managing his ongoing usage and arrears on a low income. The FIO applied to the Home Heating Advice Fund on his behalf and successfully managed to clear his outstanding balance of £2665.10. We then provided Mr F with his £98 fuel voucher to top up his meter after his debt had been cleared.

▶ CASE STUDY 2

Our Financial Inclusion Officer, Julie Bruce helped support tenant, Scott Barker into his new home. Supported to apply for a Community Care Grant for help with white goods, flooring and a bed - which were all granted. He was also given one of our in-house "Starter Packs" which included a microwave, bedding, plates, cutlery, kitchen utensils, an Air Fryer and fuel vouchers from our Fuel Support Fund.



Welfare Benefit & Money Advice

Financial Inclusion Team

Our Financial Inclusion Team offers money advice and support to all our tenants. This service is designed to help with tenancy sustainment, by maximising household incomes, providing support to address debts and ensuring tenants have all the necessary items required to feel settled in their homes. The team offers support in the following areas -

- Advice on benefit entitlement and assistance to make claims
- Advice and support when settling into a new property
- Help with charitable grant applications to write-off/ reduce household debts
- Help to address debts
- Challenging decisions from the DWP and local government
- Offer energy advice & support to address fuel debt.
- Provide advice and guidance with general money management.



Successes

The FIT secured a total of **£377,352.95** in unclaimed benefits and grants for tenants in 2022/23

Social Residents Support & Placemaking

The Association isn't just a landlord. It performs functions as diverse as registered charity to social club. We aim to do this in a way that doesn't financially impact the Association by sourcing external and match funding, encouraging community involvement and using social values principles.

We acknowledge the influence that RSL's have on local communities and the need to be accountable to the communities we serve, including promoting policies which offer a high level of tenant and stakeholder involvement in our decision making processes. Our allocations process (Choice Based Lettings) encourages people to make a choice to stay in a neighbourhood and research shows that this method can result in people investing more in their homes and localities.

Tenant Participation Team

The Tenant Participation Team supported Ormiston, Inveresk & Salton Residents Association to source two external funding awards amounting to /321k to cover wages to support the Stay and Play group that operated out of our Ormiston Office Community Space. This was a great partnership that widen support to tenants' children and families in our area. It created opportunities to promote resident engagement.



Partnerships include:

- Dundee City council
- Communities and literacies team Dundee Carers

Community Benefit Scheme

Included with our contracts, we include Community Benefit Obligations. This has allowed us to:

- update paint-work in our Community Space
- offer a local young person a 3 year modern apprenticeship with our gas contractor, WRB gas
- support the local primary school with their Christmas parties

HELM

We have partnered with Dundee based charity HELM to Support to young people in Angus to gain qualifications in health and beauty. AHA had the ability to provide space in our Russell Square facility for this training opportunity. in partnership with Helm and Action for Children, staff participate in a programme to inform S4 pupils on housing options with a view to reducing homelessness and encouraging education and training.

Skillz

Skillz, a local charity are providing free seated exercise followed by a hot meal in our Arbroath community Lounge through LACER funding. This is targeted at our older residents and promotes health and wellbeing and social inclusion.

Tenant's Quote

"Thank you for supplying me with a MyFi it makes a massive difference being able to communicate with Family and friends, especially when most of my Family live abroad.

Also helps enormously with banking and researching various items I might purchase. Another added bonus is being able to connect with Angus Housing and if they wanted to do a video call it would be most helpful, giving beneficial advice and help.

We did have a few teething issues, but your determination, help and solutions made it work. Problems being down to faulty equipment which you couldn't have predicted. Never once did you give in and kept in contact and updated me throughout.

Thank you so so much for being so helpful, friendly and above all professional"

REHIS Community Cook It

In partnership with the local NHS Nutrition team, our TP Team ran free weekly cooking & nutrition classes to tenants, including providing a hot meal. They run regular Bingo Bletcher sessions for tenants and have organised themed movies events at Christmas and Halloween. In the summer and during the school holidays staff ran Family Fun events.

SFHA

During COVID the Association successfully made a bid to the Scottish Federation of Housing Associations to support the hand out 49 Mobile Myfi devices and unlimited data bundles to tenants living in rural areas. This increased connectivity at a crucial time and promoted the use of online services.

Governance - Structure & Governance

AHA operate under the Scottish Housing Regulator's Regulatory Framework including the Standards of Governance and Financial Management

Our staff and Board of Management have signed the SFHA Codes of Conduct which are reviewed annually along with Conflict of Interest disclosures

AHA are Registered with the Scottish Housing Regulator, OSCR and the FCA

AHA business is run under Rules contained within the SFHA Model Rules 2020. These are approved by the Financial Conduct Authority

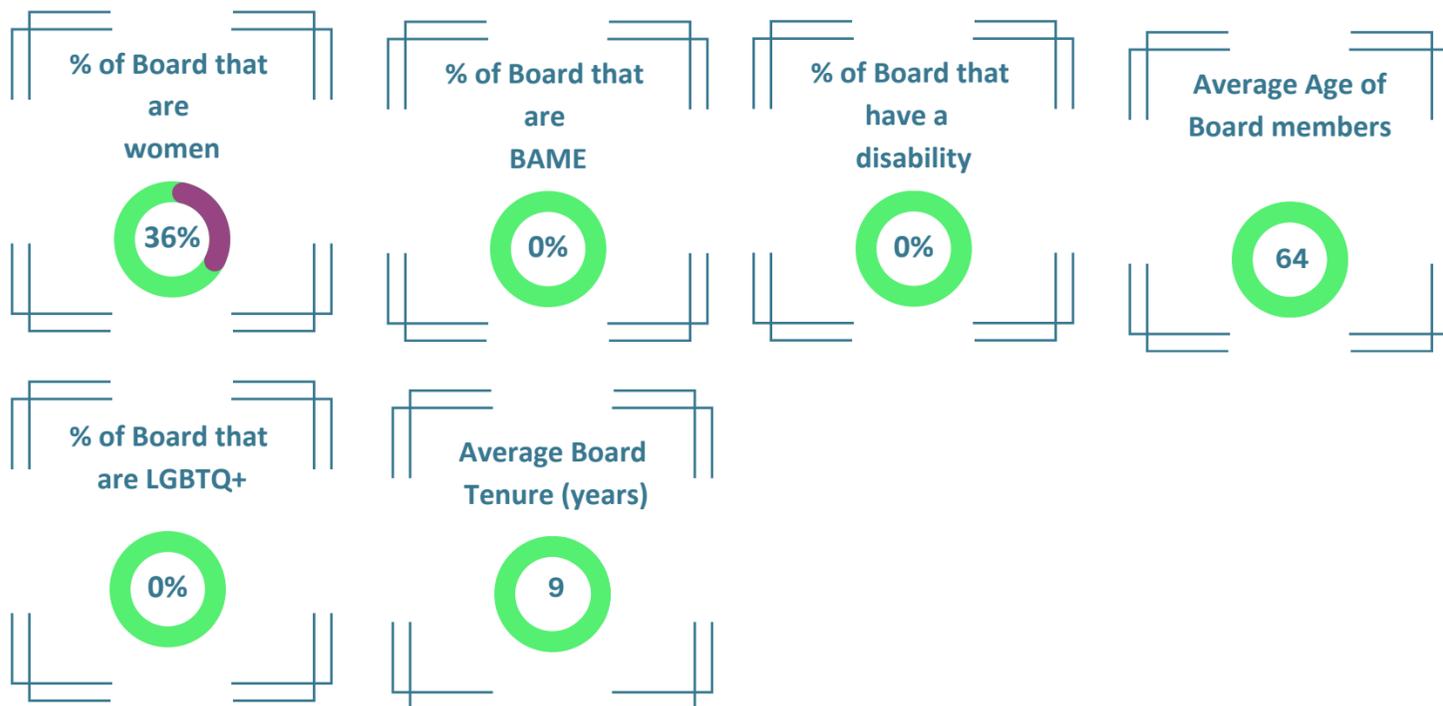


--Regulatory grading status--

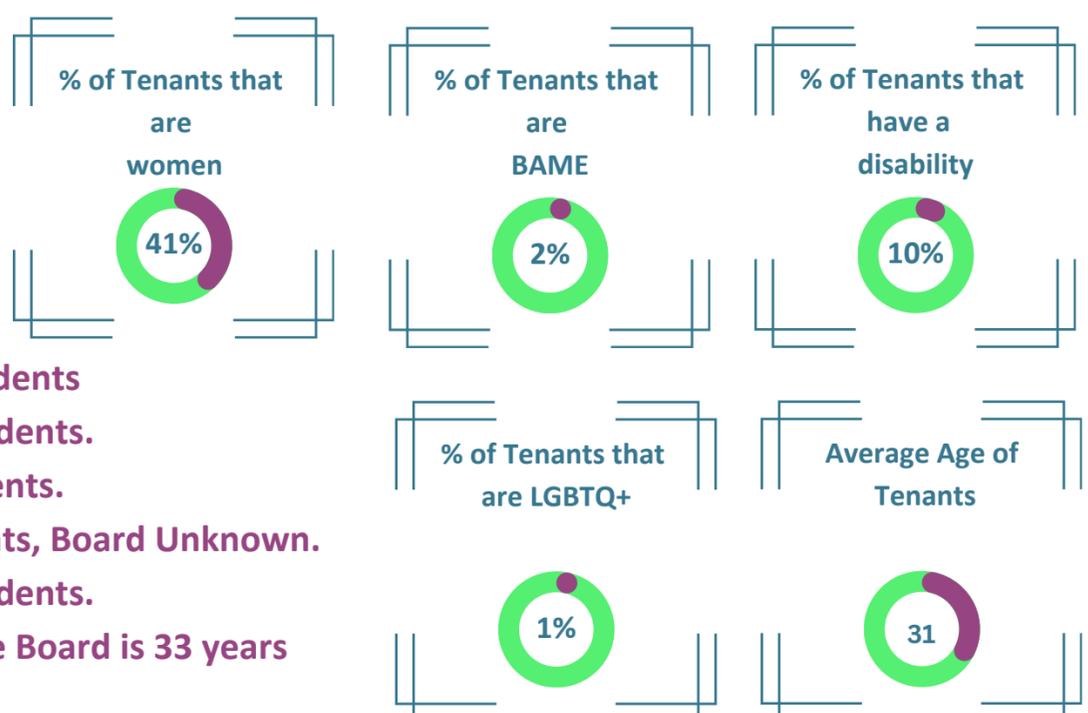


As at 31 March 2023, the regulatory status of Angus Housing Association is Compliant. This means we are assessed by the Scottish Housing Regulator as meeting all regulatory requirements, including the Standards of Governance and Financial Management.

Board & Trustees



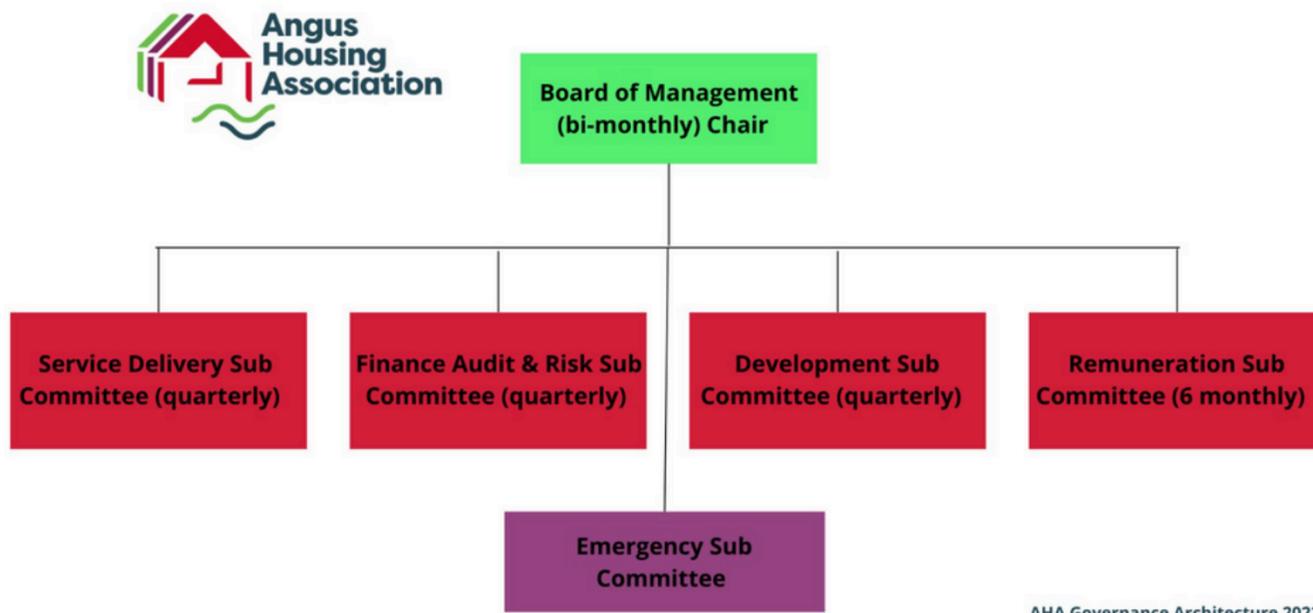
▶ The demographics of the board compared to Tenants



Comparison Board to Residents

- 5% more Women Residents.
- 2% more BAME Residents.
- 10% Disability Residents, Board Unknown.
- 1% more LGBTQ+ Residents.
- The average age of the Board is 33 years older than Residents.

Governance Board & Trustees



The role of our Board of Management is to provide oversight, direction and constructive challenge, set the Strategic Goals and ensure that we deliver our aims and objectives. The Board at the centre of crafting our future. They receive regular feedback and reporting performance which allows them to assess service delivery and consider emergent strategy as the environment in which we operate changes and adapts to new circumstances. To this end, the Board meets at least 20 times each year and instruct the CEO who is responsible for ensuring that the requirements of the Board are delivered.

The Board of Management understands the necessity for good governance and its importance in securing the future of the Association for our tenants. All our Board Members are volunteers. We continue to strengthen the skills and knowledge of our Board Members through training to ensure their understanding of their role in good governance, utilising external training where appropriate. To ensure that the Association operates in the correct way, the Board regularly review key policies and strategies used to ensure good service delivery, compliance with regulation and legislation, best practice and good governance. The use of internal and external audit, Board appraisal systems and consultants ensure that we can confidently Submit our Annual Assurance Statement to the SHR.

One other key responsibility of the Board of Management is to manage risk. Assessing internal and external risks informs decision making and future forecasting. The Board have carried out both SWAT and PESTLE analysis as part of this process. The importance of risk management is reflected in the Boards decision to change the Finance and Audit Sub Committee to become the Finance, Audit and Risk Sub Committee. From 2023/24, a new risk management process will be put in place which will include ESG related risks along with measures and controls that will mitigate and manage these risks.

Board turnover in the last 2 Years

- % of board 27.0% (3 out of 11 Board Members in the past 2 years)
- % of management team 25.0% (1 out of 4 of the Senior Management Team in the past 2 years)

Governance

Staff Wellbeing & Supply Chain



▶ Staff Wellbeing

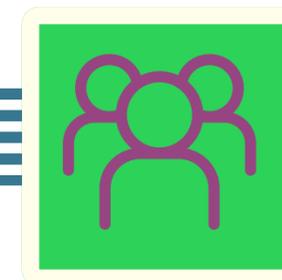
Employment package includes flexi, hybrid working, good pay and conditions. We pay the Real Living Wage.

- No Median Gender Pay Gap.
- CEO-Median Worker pay ratio - 2.7
- Health & Safety Working Group
- Health & Wellbeing Policy
- Workforce Development Policy



▶ Staff support for physical & mental health

We support staff by providing access to Rowan Counselling Services. Staff can self-refer & all enquiries are dealt with in confidence. We have in place a Health & Wellbeing Policy. All staff attend a level of mental health awareness training between half day to 2 full day Mental Health First Aid course. All staff complete a mandatory DSE assessment for both office and home workspace. We aim to ensure we create a working environment within which our staff are resourced and motivated to maximise their potential.



▶ Staff Personal Development

We offer foundation, modern and graduate apprenticeships along with training opportunities for SCQF accredited courses including CIH, CIPD, Governance and ESG qualifications. We pay staff professional membership fees. We run in house training courses and post related courses for staff along with H&S and Equalities mandatory training. In the past 24 months, 2 Modern Apprentices, 2 Assistants, 1 Officer and the CEO have gained professional qualifications (12% of workforce).



▶ Ensuring Equality, diversity & inclusion

All staff members have completed EDI Training and the Association has an Equalities Group with representatives from each department. The Association has undertaken various policy Equality Impact Assessments which are available for staff or tenants to view. There is an EDI page on the Association's website with links to EDI information and local groups. The Association has an EDI calendar on the website and promotes EDI events on the Facebook. The Association has also completed LGBTQ+ Youth Scotland Bronze Accreditation. Within our staff 75% of the SMT are female with 60% of the Management Team Female. For the staff as a whole, 69% are women.



▶ Supply Chain

AHA endeavour to consider social value when procuring goods and services. We have standard questions on sustainability and providing social value within our tenders and standard contracts however this is an area where we need to ask for more information from our suppliers.

Next Steps

In 2023/24 we aim to produce an update Asset Management Strategy and a new ESG Strategy. This is dependent however on:

- Publication of consultation and final guidance on the EESH2 replacement criteria
- Scottish Government's Net Zero Heat Strategy
- Scottish Government's Social Housing Net Zero Standard

Once these are available we will produce an action plan linked to ESG aims within the Strategy. The delivery of the action plan will be a strategic goal under the remit of the Board and the CEO.

We will work to consider how we will collect data on the criteria we are not reporting on, and how to develop the data and narrative for those that we can. In particular we will look at areas such as Ecology, Biodiversity, Resource Management and Supply Chain Management.





Thank You



0345 177 2244



Email: admin@aha.org.uk



Website: www.angusha@org.uk



Address: 93 High St, Arbroath DD11 1DP