

2022/23

Environmental, Social and Governance (ESG) Reporting



Newydd Group Limited has a shared vision to provide affordable homes and support sustainable communities with excellent services to tenants and customers.

Newydd Housing Association (1974) Ltd is a charitable housing association that offers over 3,000 affordable homes for rent and sale to people where need is at its greatest in mid and south Wales.

Two other Group members, **Newydd Maintenance Ltd** and **Living Quarters (Lettings & Sales) Wales Ltd** provide maintenance and lettings/sales services to the Group.

Newydd Group wants to support our communities to grow in a sustainable, safe environment. In order to do that, the Board has developed a Corporate Plan to drive the organisation forward and ensure that we collaborate to deliver the policy aims of the Welsh Government and our local authority partners.

- **The housing crisis continues** – the Welsh Government is committed to providing 20,000 new low carbon homes by the end of the current government term. Newydd Group aim to contribute to this strategic aim by delivering 600 low carbon homes over the term of this corporate plan across our principal local authority areas.
- **The climate crisis continues** – Newydd wants to play its part in addressing the climate emergency and aims to assist the Welsh Government through the Optimised Retrofit Programme to reduce carbon emissions across our homes.
- **The cost of living crisis continues** – Rising costs will continue to place the social housing sector under growing financial pressure in trying to balance an increase in costs against what tenants can afford. We will do our utmost to support our tenants by providing money information and support during this difficult period.
- **Renting Homes Wales Act** – On 1 December 2022 the Renting Homes (Wales) Act 2016 came into force and changed the way we rent our properties. Secure and Standard Occupation contracts have replaced Assured and Assured Shorthold tenancies. Our policies and procedures have been updated to reflect the new legislation and important aspects of the Act, such as fitness for human habitation and a new 2 month notice period for rent increases.

Safety for tenants, the quality of homes and the Wellbeing of Future Generations is the backdrop to delivering value. They are embedded within strategy development, equality impact assessments and remains a high priority for the Board. Newydd aims to ensure tenants live in safe, high-quality homes, receiving excellent landlord services.

Having a long-term strategy demonstrates that we appreciate the scale of the challenges we face. These range from retrofitting over three thousand homes to become zero-carbon and meeting higher building safety standards, to exploring new ways of raising the significant funding needed to continue to build more of the right homes, in the right places.

Preparing this report has been instrumental in helping us identify the gaps in our journey to sustainability. In doing so, we will set our focus to plan for a greener future by investing sensibly to reduce our environmental impacts. We will do this by working collaboratively with partners to achieve mutually beneficial outcomes.

Our journey has already started and will evolve as we refine the data received from the Optimised Retrofit Programme.

While we were gathering the information and data for this report – it has proved to be a very insightful exercise for us at Newydd. It has helped us identify where we are on our journey to becoming a carbon free organisation. We hope you, our key stakeholders, find this report just as useful.

This report covers 12 key ESG themes that are set to have a direct impact on how Newydd reach their sustainability objectives within the 2022 – 2027 corporate plan.

Social	T1 Affordability and security	This theme seeks to assess the extent to which Newydd provides homes that are genuinely affordable to those on low incomes. The theme is made up of five criteria, including the tenure mix of new and existing properties and security of tenure and fuel poverty.
	T2 Building safety and quality	This theme seeks to assess how effective Newydd is at meeting its legal responsibilities to protect tenants and keep buildings safe. The theme is made up of three criteria, disclosing gas safety checks and fire risk assessments and meeting Welsh Housing Quality Standard.
	T3 Tenant voice	This theme seeks to assess how effective Newydd is at listening to and empowering tenants. The theme is made up of three themes that cover Board scrutiny, complaint handling and tenant satisfaction.
	T4 Tenant support	This theme seeks to assess the effectiveness of the initiatives that Newydd runs to support individual tenants. The theme is made up of two criteria that cover: <ul style="list-style-type: none"> • What support is provided? • How successful is it?
	T5 Placemaking	This theme seeks to highlight the wider set of activities that Newydd undertakes. To create well-designed homes and places that meet local needs and provide great places for people to live and enjoy. This gives examples of our placemaking work.
Environmental	T6 Climate change	This theme seeks to assess how Newydd's activities are impacting on climate change. This theme considers current practice, as well as the changes being made to improve performance in the future. The theme is made up of six criteria, including the distribution of EPC ratings, emissions data, climate risk mitigation plan and environmental strategy.
	T7 Ecology	This theme seeks to assess how Newydd is protecting the local environment and ecology. The theme is made up of two criteria around managing pollutants and increasing biodiversity.
	T8 Resource management	This theme seeks to assess how Newydd has a sustainable approach to materials in both the construction and management of properties. The theme is made up of three criteria that covers sourcing materials, water management and waste management.
Governance	T9 Structure and governance	This theme seeks to assess Newydd's overall structure and approach to governance. The theme is made up of six criteria covering the regulator, code of governance, risk management and ownership.
	T10 Board and trustees	This theme seeks to assess the quality, suitability, and performance of the Newydd Board. The theme is made up of eleven criteria including demographics of the Board and independence of the Board.
	T11 Staff wellbeing	This theme seeks to assess how staff are supported and how their wellbeing is considered. The theme is made up of five criteria including salary information, additional support for staff and average sick days.
	T12 Supply chain	This theme seeks to assess if Newydd procures responsibly. The theme is made up of two criteria assessing how social value and environmental impact are considered.

Social



T1 | Affordability and security

C1 For properties that are subject to the rent regulation regime, report against one or more affordability metrics.

Our vision is to provide affordable homes and support sustainable communities with excellent services to tenants and customers.

Newydd uses an affordable living rent model to check that our rents and service costs really are affordable to tenants. For many of our tenants, especially those in new properties, service charges have become a significant part of their housing costs. Our aim is to control service costs and ensure that the total costs to the tenant for a flat is no more than a similar sized house.

The table below shows our rents from 2022/23 as a percentage of median private sector rents for the 2022/23 for the local authority areas we cover.

Newydd rent as a percentage of median private sector rents 2022/23:

Local Authority	1 bed	2 beds	3 beds	4+ beds
Vale of Glamorgan	90%	79%	76%	58%
Rhondda Cynon Taff	84%	97%	102%	85%
Powys	112%	103%	95%	91%
Neath Port Talbot	100%	98%	105%	-
Cardiff	71%	63%	-	-

C2 Share, and number, of existing homes (homes completed before the last financial year) allocated to: general needs (social rent), intermediate rent, affordable rent, supported housing, housing for older people, low-cost home ownership, care homes, private rented sector

Our primary focus is to provide affordable homes for people on low earnings that are well designed with affordable running costs.

Share, and number, of homes allocated:

Measure	Existing build pre (1/4/2022)	
General needs (social rent)	2,692	82.1%
Intermediate rent	10	0.3%
Low-cost home ownership (shared ownership and shared equity)	125	3.8%
Supported housing	60	1.8%
Housing for older people (independent living)	203	6.2%
Private rent	67	2.0%
Leasehold	123	3.8%

C3 Share, and number, of new homes (homes that were completed in the last financial year), allocated to: general needs (social rent), intermediate rent, affordable rent, supported housing, housing for older people, low-cost home ownership, care homes, private rented sector.

Our priority is to build homes that are well designed and located and with affordable running costs. Our development programme has seen a shift towards achieving an 'EPC A' rating utilising pre-fabricated panelised timber frame systems. This is to achieve a fabric first, highly insulated dwelling which demonstrates our aim of achieving near zero carbon dwellings within the short to medium term. Our first rent to buy homes were part of a larger development that delivered market rent to buy homes and social rent homes.

Measure	New build post (1/4/2022)	
General needs (social rent)	32	66.7%
Supported housing	1	2.1%
Rent to buy	15	31.2%
Total new builds	48	100.0%

T2 | Building safety and quality

C4 How is Newydd trying to reduce the effect of fuel poverty on its residents?

Our Asset Management and Decarbonisation Strategy considers ways to improve the thermal energy performance of our homes by initially adopting a "fabric first" approach. Following on from this, and in accordance with timescales set out by Welsh Government in its Welsh Housing Quality Standard 2023, we have embarked on a surveying programme (over the next 3 years). This will establish Target Energy Pathways for all our properties and identify the appropriate renewable technologies in a particular property to help reduce the tenant's fuel bills.

We will also look to identify grant funding opportunities to fund these works and to raise awareness and knowledge amongst our tenants in carbon literacy, energy usage etc.

Our Financial Inclusion Team complete regular training with the National Energy Agency to provide advice and support to residents experiencing fuel poverty. All residents are assessed and registered with the appropriate utility reduction scheme and any available grants applied for.

We have partnered with Charis Grants to enable access to emergency fuel vouchers for pre-pay meters for our residents, paid for by our Hardship Fund. We are also registered with the HACT Energy Redress Scheme for fuel vouchers and a member of the Fuel Bank Foundation which enables us to access fuel vouchers for our tenants.

If it is thought that the energy efficiency of the home might be a contributing factor, the Optimised Retrofit Programme register is checked to see if the property is part of the programme, and if not a referral is made to the Asset Team, suggesting that the property is surveyed and put on the retrofit list as a priority.

C5 What % of rental homes have a 3-year fixed tenancy agreement (or longer)?

100% of Newydd's general needs and independent living properties have periodic Secure Occupation Contracts in line with Renting homes Wales Act (2016). This gives tenants the highest levels of security of tenure.

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

99.75% of properties had a valid gas certificate.

C7 What % of buildings have an in-date and compliant fire risk assessment?

100% of buildings have an in-date fire risk assessment.

C8 What % of homes meet Welsh Housing Quality Standard (WHQS)?

80% of our homes are either fully compliant with WHQS or have acceptable failures against them. 20% of properties have at least one WHQS failure category against them. The three largest WHQS failure categories are 'Sufficient external storage' (141), 'Bathroom & WC 25 years old or less unless in good condition' (127), and 'Kitchen 15 years old or less unless in good condition' (124).

T3 | Tenant voice

C9 What arrangements are in place to enable the residents to hold management to account for provision of services?

Our Tenant Influencer Strategy offers a menu of varied, flexible, and inclusive opportunities for tenants to influence every aspect of our business and was launched early in 2023. The new strategy was created using feedback from our Tenant Scrutiny Group; tenant consultations; Tenant Participation Advisory Service (TPAS) Cymru's Tenant Engagement Standard Assessment (TESA) accreditation recommendations and also aims to meet Welsh Government standards. It also takes account of the wellbeing goals of the Wellbeing of Future Generations Act; the programme for Government 2021-23 and associated wellbeing statement; WHQS 2023 and the decarbonisation agenda. It also considers equality, diversity and inclusion and value for money.

Our long established, independent, and award-winning Tenant Scrutiny Group continue to be key service influencers. They have also contributed to our Welsh Government self-evaluation document. In line with our new strategy, their individual roles moving forward will be as lead influencers and they will each work closely with our Senior Management Team and Heads of Department to facilitate themed focus groups to capture wider tenant feedback on the 5 corporate plan themes.

We commission an external provider to undertake quarterly telephone tenant surveys; capture transactional feedback; and have a robust complaints policy.

We have tenant Board members and tenant representation on the Audit and Risk Committees.

We hold monthly community pop up events to enable tenants to talk to staff about their homes and communities and these have proved very successful. We have used these opportunities to door knock all our properties in the vicinity of the community pop up and we ask 3 questions: What matters to tenants in their home, their community and with regard to Newydd as their landlord.

Our Tenant Reading and Policy Panel review our policies and public documents to ensure that content is in plain English with no jargon and are also user friendly.

Newydd's Equality and Diversity Subgroup (NEADS) look specifically at equality, diversity and inclusion issues and helps co-produce documents and influence operational process changes. Having obtained the prestigious equality and diversity accreditation known as QED in March 2022 we worked hard to embed further good practice in this area, and we had a positive Year 1 Review in March 2023. The NEADS group enables us to engage with tenants on equality related service delivery issues.

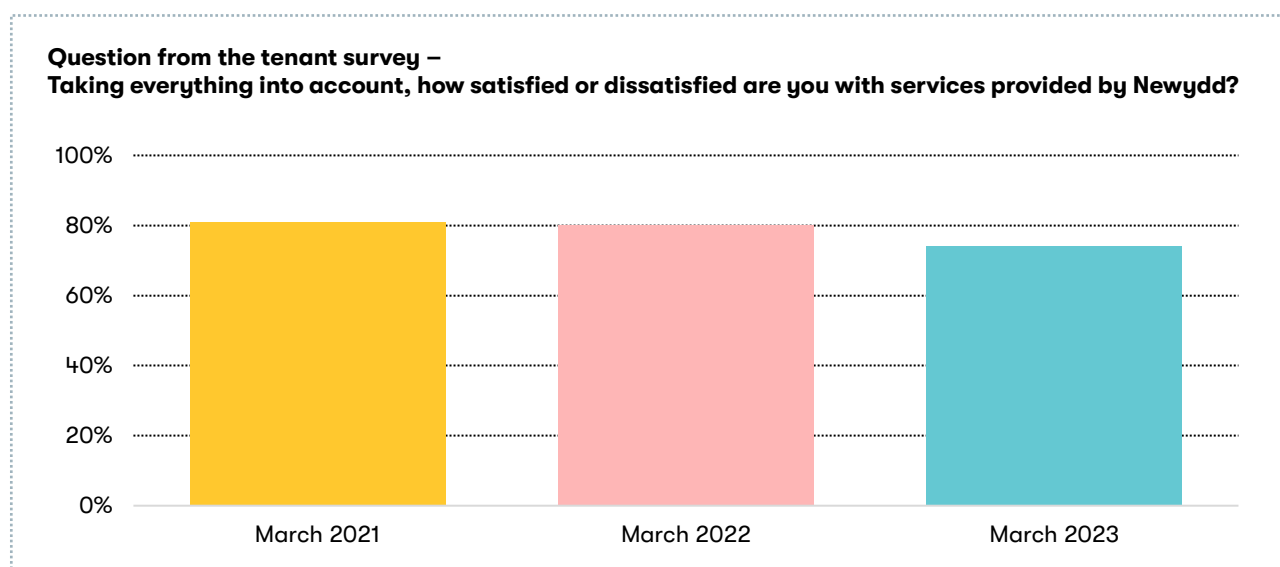
We offer tenants the opportunity to talk to senior staff members about rent and service charge setting and affordability. We had an online Q&A session in the autumn of 2022 on this topic which helped influence our rent setting policy for Board in December 2022 and the Affordability Strategy that we developed in 2022.

C10 How does Newydd measure resident satisfaction and how has resident satisfaction changed over the last three years?

A market research company surveys approximately 525 randomly selected tenants by telephone each year. The results are analysed and circulated to the Board and all managers.

Since February 2022 the Welsh Government has requested all RSLs to submit tenant satisfaction data focusing on 12 core questions for benchmarking purposes and this data is now published annually.

Our corporate plan sets a target of 90% of tenants being very/fairly satisfied with the services provided by Newydd. The graph below details performance over the last 3 years. In 2020/21 overall satisfaction was 81%. This slightly reduced to 80% in 2021/22 and reduced further to 74% for 2022/23.



C11 In the last 12 months, how many complaints have been upheld by the Ombudsman?

The Ombudsman has not upheld any complaints in the last 12 months.

Complaints are analysed to identify if there are “themes” to inform service improvement and are presented annually to the Board.

Looking forward Newydd, working with the Public Service Ombudsman (Wales), is implementing a model complaint handling policy. The PSO (Wales) model Complaints Handling Procedure was introduced to local authorities in April 2021, Health Boards during June 2021 and some housing associations started in 2022.

Newydd is one of the early housing association adopters of the model.

T4 | Tenant support

C12 What support services does Newydd offer to its residents? How successful are these services in improving outcomes?

Newydd's Community Regeneration Team supports our organisational vision and helps to meet the 7 wellbeing goals of the Future Generations Act. This Act aims to create a globally responsible, prosperous, resilient, healthier, more equal Wales with cohesive communities, a vibrant culture and thriving Welsh language.

To achieve this, the team works on themes to help regenerate our communities; positively affect the lives of our tenants, their families, and communities of interest; and put tenants at the heart of everything we do. The themes we work on are digital inclusion; education, employment, and training; health and wellbeing; tenancy ready/sustainment; community benefits; safeguarding; physical regeneration; and tenant involvement/scrutiny.

- Tenant influence – We continue with our commitment to enabling and supporting our tenants to have a say about how their housing services are designed and delivered; mainstreaming tenant influence throughout the organisation; and accommodating the diverse needs of all our customers.
- Health and wellbeing – support tenants and communities of interest to improve their health and wellbeing, enhance community cohesion and help reduce social isolation. This activity is entirely grant funded from external sources. Activities run within this project include the weekly warm hub and food surplus project. The food surplus project is a weekly event whereby we collect surplus food from a mainstream supermarket and distribute to tenants at the Rhydyfelin office. This activity attracts minimum of 8 tenants a week. The warm hub is a 12-week project funded by the local authority whereby our office is opened to the public to offer warm spaces with teas/coffees and heating/warmth items. This would have an average engagement of 8 tenants a week. The biggest attendance in a single week was 20.
- Education, training and employment – support tenants to move closer to the job market, or upskill, to enable tenants to attain better paid jobs to ensure they can pay their rent.
- Digital inclusion – support tenants to become digitally included and help improve their digital skills. This is to ensure they are able to claim universal credit and manage their universal credit account, undertake online price comparisons and improve their interaction with Newydd through online means to increase cost savings to the organisation.
- Tenancy sustainment – to provide pre-tenancy advice to ensure tenants sustain their tenancies and ensure Newydd's rental income is maximised.
- Safeguarding – ensure that our tenants and their families are adequately safeguarded against any form of abuse. More detail on this can be found in the Safeguarding Policy.
- Community benefits and social value – We ensure that all our procured spend above £50,000 has social value clauses within the contracts. This provides much needed employment opportunities in the areas of apprenticeships and work experience. Further, we also apply a community investment sum per contract which allows our communities to apply for funding for their much-needed projects.

C12 continued

Budget for community investment activity	£190k in 2022/23
Structure of activity	5 programmes with a total of 26 projects
Number of people experiencing outcome	3,907
Social impact	£15.7m based on 3,907 outcomes, 0 unevidenced
Budget to impact ratio	£1 : £747
Net benefits (benefits less budget)	£19.9m
Community benefits	512 apprentice weeks 3 weeks of work experience 76 previously unemployed people now employed

Newydd has a Financial Inclusion Team in core services.

Services provided by the Financial Inclusion Team cover:

- Benefit checks, applications, mandatory reconsiderations, appeals, and representation at tribunals.
- Applications to statutory agencies for white goods, furniture, grants, Emergency Assistance Payments, and Discretionary Housing Payments and applying for backdated housing costs to mitigate the impacts of Welfare Reform.
- Budgeting, fuel poverty interventions, registering for low-income utility schemes and grants.
- Referrals for support, signposting to specialist free registered debt advice and other partner agencies, Foodbank and internal referrals for employment and training opportunities and digital support.
- Newydd has invested funds and partnered with Charis Grants, enabling access to emergency fuel and supermarket vouchers for our residents.

A financial inclusion assessment is provided for all new tenants. A new risk matrix is completed at the verification stage to identify the level of support needed. This will be revisited at the 9-month stage of the tenancy to assess if the interventions have helped to sustain the tenancy and changed the risk level.

Existing tenants can be referred to the Financial Inclusion Team from any internal department or external partners if needs are identified, such as housing officers referring for rent arrears, or customer services referring if a tenant has mentioned they are struggling to pay bills or have had a change of circumstances in their home. A performance sheet is completed and monitored each month.

In 2022/23 Newydd Financial Inclusion Team supported tenants to gain

£621,854

968

Appointments

763

Referrals

98 Discretionary
Housing
Payment
Applications

£18,303

112 people
helped with
Housing
Benefit claims

£31,395

275 people
assisted with
Universal Credit
claims

£71,831

127

People helped with
Legacy Benefit
claims

£432,600

27

Foodbank
vouchers
issued

31

people
helped with
budgeting

182

people helped
with Council Tax
reduction

£5,010

£5,840

Gained through
water charge
reduction
schemes and
arrears write off

31

People
assisted with
flooring

68

Benefit
Checks

260

Discretionary
Assistance
Fund

43

People assisted
with debt issues

51

Warm Home
discount
applications

134

people assisted
with utilities.
Tenants gained

£9,957

Applications
for white
goods and
furnishings

£39,789

T5 | Placemaking

C13 Provide examples or case studies of where Newydd has been engaged in placemaking or placeshaping activities.

Our approach to regeneration and involvement of staff and the communities we serve is about working together to transform communities for the better, reduce inequalities and ensuring that regeneration is inclusive, sustainable and focused.

Newydd believe that sustainable communities:

- ✓ Are places that people are proud to live in
- ✓ Where the quality of housing and the environment is high
- ✓ Are places where everyone feels safe

In order for Newydd to deliver its commitment to our vision we have developed an Asset Management and Decarbonisation Strategy as well as a Tenant Influencer Strategy to recognise that regeneration is about both people and place. Investment in the physical and social aspects of a locality can also deliver long-term benefits to our communities which is in addition to the provision of quality homes, and an improved social environment for tenants.

Adopting a strategic approach to transforming neighbourhoods can impact on the health and wellbeing of residents, reduce crime and anti-social behaviour and bring communities together. Improving and enhancing public spaces, roadways and parking can have significant long-term benefits for communities. People should be able to enjoy the environment they live in and want to take responsibility for it.

In recent years we have refurbished a number of bin stores and have a large-scale refurbishment project at planning stage at one of our estates in Barry, Vale of Glamorgan.

Our Visibly Better Project has seen substantial investment and major improvements have been made to improve the physical environment for the visually impaired living in our independent living schemes over the last few years – four out of five schemes have now achieved the Platinum Visibly Better standard.

Helping Hands projects often improve our physical environments. Communal painting has improved communal lounges and reception areas and communal gardens have been improved with the introduction of raised beds and decking (many of these projects are undertaken at the request of tenants). Community Benefits contributions have also supported some of the work undertaken.

Newydd is also a signatory to the Welsh Government's Placemaking Wales Charter. By signing the Charter we pledge to:

- Involve the local community in the development of proposals
- Choose sustainable locations for new development
- Prioritise walking, cycling and public transport
- Create well defined, safe and welcoming streets and public spaces
- Promote a sustainable mix of uses to make places vibrant
- Value and respect the positive distinctive qualities and identity of existing places.

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Environmental



T6 | Climate change

C14 Distribution of EPC ratings of existing homes (those completed before the last financial year)

EPC rating	Number of properties	%
A	14	1%
B	737	25%
C	1,369	46%
D	237	8%
E	9	1%
F	1	0%
No EPC	625	21%

C15 Distribution of EPC ratings of new homes (those completed in the last financial year)

EPC rating	Number of properties	%
A	0	0%
B	32	67%
C	16	33%
D	0	0%
E	0	0%
F	0	0%
No EPC	0	0%

C16 Scope 1, Scope 2 and Scope 3 greenhouse gas emissions

The following table is an extract from our Carbon Footprint report and illustrates the carbon emissions across the Newydd Group.

Scope	Emission source	Total emissions (tCO ₂ e)	Percentage of total (%)	% change of emissions from FY 19/20
1	Operational natural gas consumption	214.3	2.2%	1%
	Vehicle fossil fuel consumption	158.1	1.6%	(8%)
	Housing stock natural gas consumption	4,050.6	41.7%	3%
2	Operation electricity consumption	111.8	1.2%	(39%)
3	Housing stock electricity consumption	2,380.9	24.5%	3%
	Business travel (transport & accommodation)	24.1	0.2%	(49%)
	Water consumption	25.4	0.3%	157%
	Waste output and disposal	76.2	0.8%	10%
	Purchased goods and services	2,478.6	25.5%	19%
	Employee commuting	87.6	0.9%	(53%)
	WTT and T&D	98.4	1.0%	(21%)
	Total	9,705.8	100.0%	4%

C17 What energy efficiency actions has Newydd undertaken in the last 12 months?

Newydd is working with the Welsh Government and 68 partners to deliver the Optimised Retrofit Programme (ORP). The ORP will deliver a whole house approach to decarbonising existing homes. As of March 2023, Newydd has completed over 200 whole home surveys, and has installed Intelligent Energy Systems in 54 of our properties. We have also installed triple glazed windows at 22 properties, installed new low u-value doors at 35 properties, topped up loft insulation at 56 properties and commissioned 61 photovoltaic systems, with 21 further systems awaiting commissioning. Newydd is committed to achieving net zero and we will ensure 15% of our existing homes are carbon neutral EPC A (SAP 92) by 2027.

C18 How is Newydd mitigating the following climate risks:

- Increased flood risk
- Increased risk of homes overheating

In areas identified as high-risk flooding locations, defensive measures have been undertaken such as floodgates being issued, gates removed, brick walls built and landscaping to improve drainage. We are also working with stakeholders (local council) to improve preventative measures, attenuation ponds and improved culverts and 24-hour culvert surveillance via CCTV systems.

C19 Does Newydd give residents information about correct ventilation, heating, recycling etc. How this is done?

All tenants of new properties are given a guide to their home when they begin their tenancy with Newydd.

Contents in the guide are as follows:

- Introduction to your new home
- Emergency procedure
- Energy efficiency
- Preventing condensation
- Electricity
- Water
- Utilities within your home
- Equipment
- Finish and materials
- Useful information

Newydd has also produced a condensation information leaflet aimed at helping tenants to understand the main causes of condensation and black mould, and the actions they can take to help to manage these issues. There is also useful information including top tips on reducing condensation on our website and we have produced a video for tenants to view which has been promoted on social media. Relevant articles are also included in our digital newsletter for tenants.

Information about recycling is provided at sign ups and at community pop up events.

For properties receiving improvements through the Optimised Retrofit Programme, tenants are also provided with factsheets and information regarding the improvement measures they may be receiving by our dedicated Tenant Liaison Officer as well as information on smart meters, photovoltaic panels and external wall insulation. Tenants can also find a video and information on our website with further information on energy efficient homes.

T7 | Ecology

C20 How is Newydd increasing green space and promoting biodiversity on or near homes?

Our new developments all incorporate Sustainable Urban Drainage System (SuDS) features that will positively enhance biodiversity in the local area. We also approach developments with the aim of achieving a biodiversity net gain (BNG) situation which tries to ensure that the land and local area in a measurably better state than before the development started.

Newydd is also a signatory to the Welsh Government's Placemaking Wales Charter. By signing the Charter we pledge to:

- Involve the local community in the development of proposals
- Choose sustainable locations for new development
- Prioritise walking, cycling and public transport
- Create well defined, safe and welcoming streets and public spaces
- Promote a sustainable mix of uses to make places vibrant
- Value and respect the positive distinctive qualities and identity of existing places.

C21 Does Newydd have a strategy to actively manage and reduce all pollutants? If so, how does Newydd target and measure performance?

Currently, Newydd does not have a strategy to manage pollutants beyond legal limits and health and safety legislation/good practice. Looking ahead, Newydd will need to understand this technical area in more detail using specialist consultancy advice to develop a baseline understanding before we can look to improve on our performance.

T8 | Resource management

C22/Does Newydd have strategies for the use of responsibly sourced materials for all building works, waste management incorporating building materials and good water management?
C24

Newydd doesn't have strategies for these areas, but we plan to consider these as part of our journey to sustainability.

Newydd Maintenance Limited holds a waste carriers' licence and only disposes of waste at licensed recycling centres, who minimise the amount of waste that goes to landfill.

Wherever possible, Newydd works with contractors that are accredited under the Considerate Contractors Scheme (CCS). This is an independent code of practice that commits sites, companies and suppliers registered with the scheme to care about appearance, respect the community protect, the environment and secure everyone's safety and value their workforce.

The environmental strand requires:

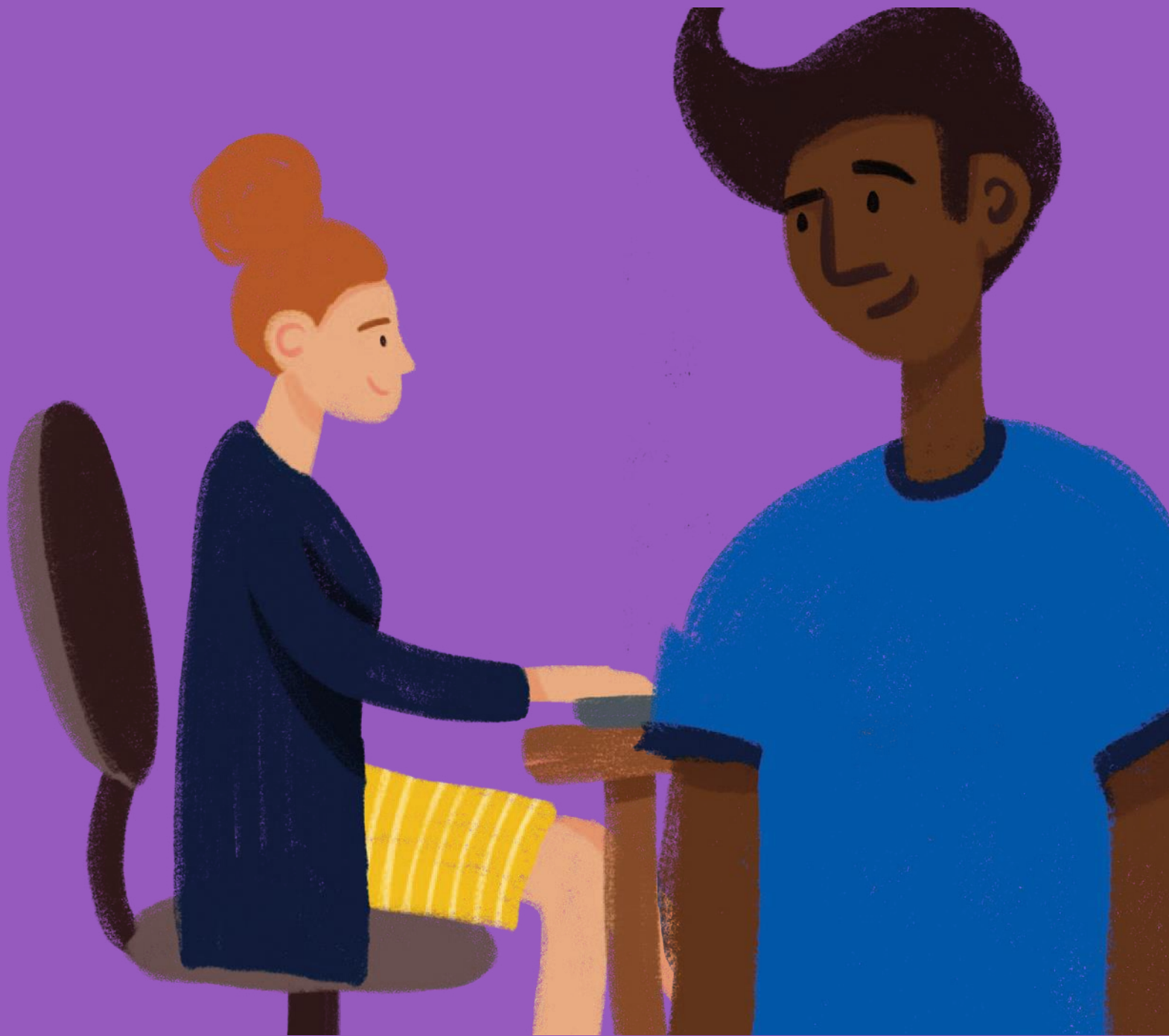
- Identifying and communicating environmental issues through initial assessment, workforce, and supply chain
- Avoiding waste and minimising the use of resources through policy and planning, reducing, reusing, and recycling
- Bringing in specialist input where required – e.g. noise monitoring, lighting, water/energy saving measures, carbon footprint monitoring
- Communicating performance

Each new development is independently assessed and scored against the Code of Considerate Practice to effectively measure performance. A monitoring report is produced incorporating constructive feedback and highlighting where improvements can be made in the lifetime performance of a development site.

We currently do not have a waste management strategy or good water management strategy as we tend to rely on the policies and approach from our contractors regarding these issues.

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Governance



T9 | Structure and governance

C25 Is Newydd registered with a regulator of social housing?

Newydd Group and Newydd Housing Association are registered social landlords, regulated by the Welsh Government.

C26 What is the most recent viability and governance regulatory grading?

The most recent regulatory assessment judged Newydd as “Green” for Governance and Tenant Services and “Green” for Financial Viability (Newydd Group Ltd: Regulatory Judgement, March 2023)

C27 Which code of governance does Newydd follow, if any?

Newydd complies with the Community Housing Cymru Code of Governance.

C28 Is Newydd a not-for-profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?

Newydd Group is a registered society under the Co-operative and Communities Benefit Societies Act 2014 and not for profit. Newydd Housing Association (1974) Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and has charitable objectives recognised by the Inland Revenue.

C29 Explain how Newydd’s Board manages organisational risks.

Newydd Group has developed a Risk Assurance Framework using an established risk register which is reviewed regularly. It is linked to the organisation’s strategic business objectives and monitored on a quarterly basis through the governance process by the Group Audit and Risk Committee. The Group uses the “Three Lines Model” to provide assurance and evidence of effective risk management and mitigation, and our tenants’ voices are integrated into the risk management process.

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

The Group has not been subject to any adverse regulatory findings in the past 12 months.

T10 | Board and trustees

C31 What are the demographics of the Board? And how does this compare to the demographics of Newydd's residents, and the area that they operate in? Add commentary if useful.

Board membership of Newydd Group Limited and Newydd Housing Association (1974) Limited is held in common by Board members. The Common Board was implemented in 2019 following a governance review. The adoption of a Common Board has improved communication and reduced governance administration.

Board demographics:

	Overall population for all Newydd property areas	Tenants	Board
Gender			
Male	49.3%	38.7%	50.0%
Female	50.7%	61.3%	50.0%
Transgender	Not available	0.8%	0.0%
Age			
16 to 24	Not comparable	3.4%	0.0%
25 to 34	Not comparable	17.7%	8.3%
35 to 44	Not comparable	21.4%	33.3%
45 to 54	Not comparable	19.5%	41.7%
55 to 64	Not comparable	12.5%	8.3%
65 to 74	Not comparable	10.2%	8.3%
75+	Not comparable	15.3%	0.0%
Disabled	Not comparable	19.6%	0.0%
Ethnic origin			
Any other Asian Background	0.8%	0.3%	8.3%
Any other Mixed Multiple Ethnic Background	Not comparable	0.2%	0.0%
Any other White Background	2.6%	0.2%	0.0%
Arab	0.5%	0.1%	0.0%
Asian or Asian British - Indian	0.9%	0.0%	0.0%
Asian or Asian British - Pakistani	0.6%	0.1%	0.0%
Black British	Not comparable	0.1%	0.0%
Black or Black British - African	0.8%	0.2%	0.0%
Black or Black British - Caribbean	0.1%	0.1%	0.0%
Canadian	Not comparable	0.0%	0.0%
Chinese	0.6%	0.1%	0.0%
Indian	0.9%	0.1%	0.0%
Mixed British	Not comparable	0.5%	0.0%
Opt-Out	Not comparable	17.0%	0.0%
Romany / Traveller / Gypsy	0.1%	0.0%	0.0%
Unknown	Not comparable	1.1%	0.0%
White and Black African	0.3%	0.1%	0.0%
White and Black Asian	0.5%	0.1%	0.0%
White and Black Caribbean	0.5%	0.4%	0.0%
White British	92.3%	78.4%	91.7%
White European	Not comparable	0.8%	0.0%
White Irish	0.4%	0.1%	0.0%

Board demographics continued:

	Overall population for all Newydd property areas	Tenants	Board
Religion and belief			
Hindu	0.4%	0.1%	8.3%
No religion	52.2%	37.1%	58.4%
Christian (all denominations)	43.4%	20.0%	33.3%
Unknown	Not comparable	1.1%	0.0%
Buddhist	0.4%	0.2%	0.0%
Any other religion	0.6%	1.8%	0.0%
Opt-out	Not comparable	39.2%	8.3%
Muslim	2.9%	0.5%	0.0%
Sexual orientation			
Bisexual	1.0%	0.9%	0.0%
Unknown	Not comparable	1.1%	0.0%
Pan sexual	Not available	0.1%	0.0%
Gay male	1.9% (combined figure)	0.5%	0.0%
Lesbian	1.9% (combined figure)	0.6%	8.3%
Opt-out	Not comparable	41.9%	8.3%
Other	Not comparable	0.5%	0.0%
Heterosexual	94.8%	54.4%	83.4%

Board members can serve a maximum of 9 years on the Board and this is managed through a succession plan so there is a spread of tenure amongst members.

The average board tenure is 4.8 years.

In respect of the other demographics, the Board reflects the communities we serve.

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

As mentioned above the Board has a regular turnover of members in accordance with the 9-year succession plan.

1 Board member resigned from the Board at the Annual General Meeting held in September 2023 to assist with Board succession planning. 1 Board member was appointed to the Board at the Annual General Meeting held in September 2023.

Board turnover in last two years: 17%.

Until 2020, Senior Management Team had been very static, but is now made up of:

- Chief Executive since Nov 2020 (prior to that was Housing Director from Oct 2003)
- Housing & Communities Director since Nov 2020
- Development & Asset Director since Nov 2003
- Finance & Resources Director since Feb 2023
- NML Managing Director since Apr 2019

Senior Management Team turnover in the last two years: 20%.

C33 Is there a maximum tenure for a Board member? If so, what is it?

Maximum tenure for Board members is 9 years.

C34 What % of the Board are non-executive directors?

100% of the Board members are non-executive directors.

C35 Number of Board members on the Audit Committee with recent and relevant financial experience

Two members of the Audit & Risk Committee have recent and relevant financial experience.

Chair has over 25 years' experience in strategic finance and business reporting and is a Chartered Banker with over 20 years' experience of leadership in corporate finance, funding companies, not-for-profits and SPVs with equity and debt at all stages of their lifecycles.

Another Audit Committee member has significant financial experience of auditing in the finance sector.

C36 Are there any current executives on the Remuneration Committee?

100% of Remuneration Committee members are non-executive directors.

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

The Board has succession plans for the Chief Executive post and for Board members, last reviewed in March 2023 and subject to Internal Audit in October 2022.

C38 For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

Four years.

C39 When was the last independently-run, Board-effectiveness review?

A full independent governance review was carried out by Campbell Tickell in June 2019. The next review is currently underway and will report back in quarter one 2023.

C40 Are the roles of the chair of the Board and CEO held by two different people?

All Board members are non-executive and therefore the CEO cannot hold the position of Chairperson.

C41 How does Newydd handle conflicts of interest at the Board?

The Board has a conflict of interest register and every Board meeting begins with declaration of conflicts of interest.

T11 | Staff wellbeing

C42 Does Newydd pay the Real Living Wage?

Newydd Group is an accredited living wage employer and includes contractors at our workplaces. Apprentices are not included.

C43 What is the gender pay gap?

The gender pay gap at Newydd Group as at 5 April 2023 is median -2.8% and mean 5.8%

C44 What is the CEO-worker pay ratio?

25th percentile pay ratio – 4.4 Median pay ratio – 3.8

75th percentile pay ratio – 3.1

C45 How does Newydd support the physical and mental health of their staff?

As part of our benefits package, Newydd provides a free 24/7 confidential employee assistance programme. We also provide access to the BHSF health plan which provides money back for everyday expenses and treatments and includes fast track access for consultations and scans. It also includes the MyMindPal app which is a mental fitness app that helps people to stress less and enjoy life more. It has 100's of simple and creative daily exercises to make the mental fitness journey fun and help people create a happier healthier version of themselves.

Our MyWellbeing group is made up of enthusiastic staff volunteers and leads on new initiatives and activities. They introduced the onsite gym, pool bikes for lunchtime exercise, a cycle to work scheme to encourage green travel, a Fit Bit loan scheme, lunchtime exercise classes and other initiatives. Their intranet page has information and links to resources to help support staff lead a healthier lifestyle. The group regularly meets to discuss staff wellbeing, and plan upcoming activities. They also ensure to support national wellbeing campaigns with awareness raising on our Yammer page.

Newydd champions agile working and all roles have an element of flexible hours to allow staff to have a good work life balance. Working from home is also available for the majority of roles.

Newydd's mental health champions are MHFA qualified and are passionate about ensuring that we have an open and safe culture at Newydd to talk about mental health and end the stigma. They are trained to spot the signs and symptoms of mental ill health and understand the importance of non-judgemental listening. They are there to help colleagues who need to speak to someone about their mental health or a colleague they are concerned about.

C46 Average number of sick days taken per employee.

7.1 days (including long term sickness) 5.2 days (excluding long term sickness).

T12 | Supply chain

C47 How is social value creation considered when procuring goods and services?

Newydd utilises core clauses within all procured contracts above £50,000 to ensure job and training opportunities are provided to tenants and the wider community. This helps move them closer to the job market giving them a better ability to pay their rent. Newydd is committed to delivering projects that help make our communities more socially inclusive, desirable places to live with enhanced community cohesion. Further, we also apply a community investment sum per contract which allows our communities to apply for funding for their much-needed projects.

Newydd is committed to the foundational economy and the 7 wellbeing goals, ensuring to not focus on lowest price but the ethical and moral considerations of providers. To this end we ensure to score our tenders on a price/quality basis with a heavy weighting on the quality aspects.

Newydd has implemented the Housing Association Charitable Trust (HACT) Value Insight Tool. The HACT Value Insight Tool helps us understand, measure, and map the social impact of our activities and their wellbeing value and impact. Newydd has specific staffing resource to manage the delivery of community benefits and is currently reviewing the strategy to ensure that it maximises the value that can be created. Externally facilitated workshops have taken place with key staff, facilitated by a leading consultant in this field. The Board and staff are fully committed to the delivery of social value.

C48 How is environmental impact considered when procuring goods and services?

Currently, the consideration of environmental impact is becoming more embedded in the procurement of goods and services. Staff are trained in carbon literacy and the Carbon Trust have been supporting Newydd to understand our environmental impact throughout the supply chain.

Newydd views the integration of environmental considerations into specifications and tender evaluations as being instrumental in achieving its wider community aims. To support this, sustainability is one of the core themes of Newydd's recently adopted Procurement Strategy through to 2025. Newydd is also working to introduce the Welsh Government's Sustainability Risk Assessment tool.

There are a range of examples where the environmental impact has been considered as part of a procurement process. Examples include the purchase of FSC timber products in our new build developments and in-house maintenance services, consideration of fuel economy for fleet decisions and the requirement to recycle and minimise waste being included in a contract.



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