

2020/21

# Environmental, Social & 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 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 stock.
-  **The COVID pandemic continues** – Newydd wants to support tenants and communities to recover from the effects of the pandemic to live once again in thriving communities with a bright future.

Safety for tenants, the quality of housing stock and the Wellbeing of Future Generations is the backdrop to delivering value and is embedded within strategy development and equality impact assessment 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, 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        | <b>T1   Affordability &amp; Security</b>  | 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.   |
|               | <b>T2   Building Safety &amp; Quality</b> | 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 Quality Housing Standard.   |
|               | <b>T3   Tenant Voice</b>                  | 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   |
|               | <b>T4   Tenant Support</b>                | 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"> <li>• What support is provided?</li> <li>• How successful is it?</li> </ul>   |
|               | <b>T5   Placemaking</b>                   | 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 | <b>T6   Climate Change</b>                | This theme seeks to assess how the activities of Newydd 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. |
|               | <b>T7   Ecology</b>                       | 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.   |
|               | <b>T8   Resource Management</b>           | 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    | <b>T9   Structure &amp; Governance</b>    | 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.   |
|               | <b>T10   Board &amp; Trustees</b>         | This theme seeks to assess the quality, suitability, and performance of the Board of Newydd. The theme is made up of eleven criteria including demographics of the board and independence of the board.   |
|               | <b>T11   Staff Wellbeing</b>              | 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.   |
|               | <b>T12   Supply Chain</b>                 | 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.   |



Environmental, Social & Governance (ESG) Reporting

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# Social



## T1 | Affordability & 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.

For several years, we have used an affordable living rent model based on lower quartile median earnings to check that our rents and service costs really are affordable to tenants on low earnings. 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.

Local Housing Allowance (LHA) rates are used to calculate the amount of benefit that can be paid to tenants to cover their housing costs. The information is collected from landlords and lettings agencies, the LHA rate is based on the 30th percentile from the rents list. Newydd homes are in 5 local authority areas, Cardiff and the Vale of Glamorgan have relatively high market rents whereas Rhondda Cynon Taff, Powys and Neath Port Talbot have relatively low market rents. To make the comparison to LHA more meaningful, separate analysis is provided for these two distinct rental market areas.

#### Newydd Rent as a percentage of Local Housing Allowance 2020/2021

| Number of<br>Number of<br>Bedrooms | Rent charged as a %<br>of LHA in Cardiff and<br>the Vale of Glamorgan | Rent charged as a %<br>of LHA in NPT,<br>Powys and RCT | Rent charged as a %<br>of LHA all general needs<br>and independent living |
|------------------------------------|---|--|---|
| Bedsits*                           | 116%  |  | 116%  |
| 1-bed                              | 90%   | 107%   | 97%   |
| 2-bed                              | 81%   | 102%   | 89%   |
| 3-bed                              | 83%   | 102%   | 92%   |
| 4-bed                              | 68%   | 90%  | 77%   |
| 5-bed                              | 75%   | 93%  | 84%   |
| 6-bed                              | 84%   |  | 84%   |

\*29 bedsits within an independent living scheme

**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 homes affordable for people on low earning that are well designed with affordable running costs.

**Share, and number, of homes allocated**

| Measure  | Existing Built pre (1/4/2020) |     |
|--|-------------------------------|-----|
| General Needs (Social Rent)                                  | 2603                          | 83% |
| Low-cost Home Ownership (Shared ownership and shared equity) | 124                           | 4%  |
| Supported Housing  | 64                            | 2%  |
| Housing for older people (Independent Living)                | 197                           | 6%  |
| Private Rent   | 36                            | 1%  |
| Leasehold  | 118                           | 14% |

**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. The intermediate (affordable) rent properties brought a former abandoned hall back into use. This was done without grant but with local authority support of a 5-year interest free loan.

|  | New Build Post 1/4/2020 |     |
|--|-------------------------|-----|
| General Needs (Social Rent)                                  | 39                      | 57% |
| Intermediate Rent (Affordable)                               | 9                       | 13% |
| Low-cost Home Ownership (Shared ownership & shared equality) | 2                       | 3%  |
| Private Rent   | 18                      | 26% |



## T2 | Building Safety & Quality

### C4 | How is Newydd trying to reduce the effect of fuel poverty on its resident

Newydd is already providing support to its tenants where needed to identify and access the correct energy tariffs through its Financial Inclusion Officers.

In recent years, our development team has 'piloted' sustainable and renewable technologies into our new build programme, and this has been supported by advice from external agencies who have offered the appropriate guidance. It is our intention in the future to roll out these technologies and install them on future development of new homes.

Newydd is currently working with the Carbon Trust to establish the Carbon Footprint for the Newydd Group and its housing stock. Looking ahead, our Asset Management and Decarbonisation Strategies will look, initially, to improve the thermal energy performance of our homes by adopting a 'fabric first' approach, which will be enhanced by then introducing appropriate and renewable technologies to reduce the carbon footprint of our existing homes.

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.

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

100% of Newydd general needs tenancies were assured or secure at 31/3/21, thereby offering maximum security of tenure.

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

99.81% 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 WHQS

100% of our homes meet the Welsh Housing Quality Standard.



## T3 | Tenant Voice

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

We have had an active and award-winning tenant scrutiny group which has been operating for the last 11 years. They are completely independent of the association, have their own budget, have internal and external audit time allocated to their reviews, and report directly to Newydd Group Board of Management with recommendations and reviews. Of all recommendations over the last 11 years every single recommendation apart from one has been accepted and implemented by Newydd.

Further, we have tenant board members, tenant members of the audit committee and the value for money steering group.

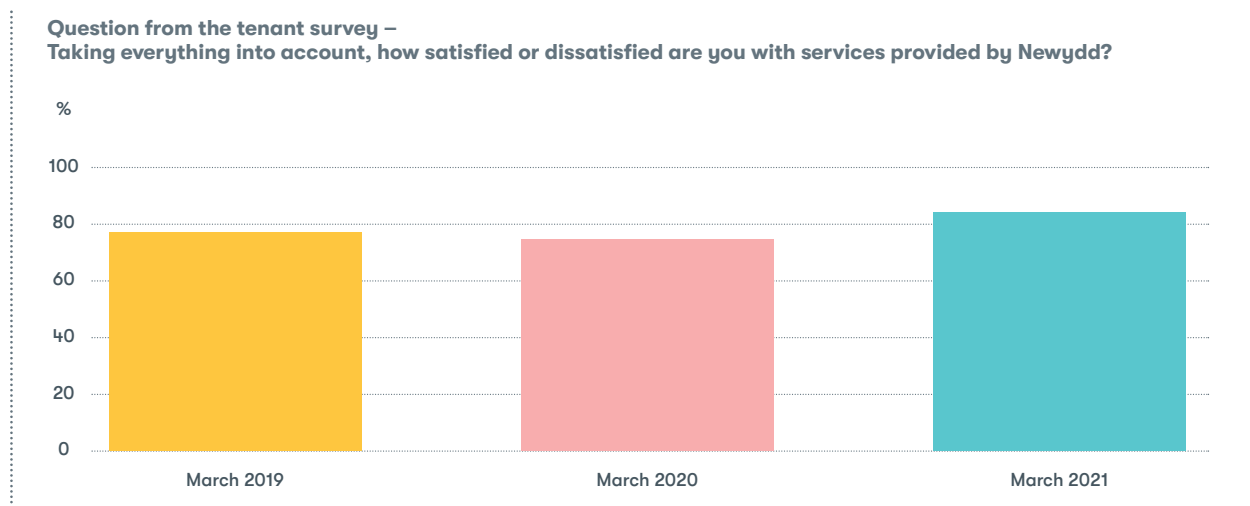
We commission an external provider to undertake a quarterly tenant survey, and we have a robust complaints policy. We also have tenant mystery shoppers who listen to recordings of our telephone calls with tenants and feedback on good and bad aspects to improve our services.

We have a reading and policy panel who undertake a review of all our procedures and documents to ensure they utilise user friendly language and are not jargonistic.

We also have a newly created NEADs group who are looking at Newydd's Equality, Diversity and Inclusion areas of work.

### C10 How does the Newydd measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?

A research agency surveys 500 randomly selected tenants by telephone each year. The results are analysed and circulated to the Board and all managers. Our interim corporate plan sets a target of improving services but does not have a specific measure. The new corporate plan which comes into force in April 2022 sets a target of 90% very/fairly satisfied with the services provided by Newydd.



### 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.

## T4 | Tenant Support

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

Newydd has an established Community Regeneration team to support organisational vision and help meet the 7 wellbeing goals of the Future Generations Act which aims to create a globally responsible, prosperous, resilient, healthier, more equal Wales with cohesive communities, a vibrant culture and thriving Welsh language.

To this end, 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 Involvement** – ensure the tenant voice is integral to service design, development, and implementation, focus on improving services for tenants by working with them to identify areas, ensuring tenants are able to access all services (for further information on the background, objectives, risks, VFM, audit requirements, mainstreaming, equality impact assessment).
- **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.
- **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 to ensure they are able to claim universal credit & manage their universal credit account; undertake online price comparisons to save money and enable them to better interact 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.

## C12 Continued

|  | 2021  |
|--|---|
| Budget for community investment activity | £93,447   |
| Structure of activity                    | 6 programmes with a total of 14 projects  |
| Number of people experiencing outcome    | 1,921   |
| Social Impact                            | £4,636,461 based on 2001 outcomes,<br>1 unevidenced                                       |
| Budget to impact ratio                   | £1: 49.6  |
| Net benefits (benefits less budget)      | £4,543,014  |
| Community benefits                       | 132 weeks non accredited training<br>168 Apprentice weeks<br>246 weeks of work experience |

**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, hardship 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, and internal referrals for employment and training opportunities and digital support.

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 at this stage. 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 2020/21 Newydd Financial Inclusion team supported tenants to gain

# £479,586

**1173**  
Appointments  
**770**  
Referrals

**117** Discretionary  
Housing  
Payment  
Applications  
**£21,227**

**160** people  
assisted with  
Housing  
Benefit  
**£22,686**

**382** people  
assisted with  
their **Universal  
Credit** claim  
**£44,804**

**132**  
people helped  
to **claim benefits**  
**£302,063**

**53**  
Foodbank  
Vouchers  
issued

**56**  
people  
helped with  
**budgeting**

**332**  
people helped  
with **Council Tax  
Reduction**  
**£7779**

**£13,735**  
Gained through  
**water charge  
reduction  
schemes** and  
arrears write off

**42**  
HACT vouchers  
**£2275**

**87**  
**Benefit  
Checks**

**230** Discretionary  
Assistance Fund  
Applications for  
White Goods and  
furnishings  
**£59,849**

**26**  
Charity  
applications  
Grant Awards  
**£1313**

**115**  
sign ups  
attended

**77**  
**Warm Home**  
discount  
applications

**139**  
people  
assisted  
with **utilities**

## T5 | Placemaking

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

- **The 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 past several years – three out of 5 schemes have achieved the Platinum Visibly Better standard. Tenants have worked with us on audits and colour choices etc. (It's only lack of budget that has hindered progress with this over the past 2-3 years)
- **Helping Hands** projects often improve our physical environments as 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.

#### ➤ **Poets Close Flats, Rhydyfelin**

Following an incident at Poets Close flats in Rhydyfelin caused by a fire on the stairwell, recommendations were made to address the access to the flats to protect the tenants. Poets Close also had a history of being hard to let due to the anti-social behaviour problems, including several arson attacks and attacks on tenants had taken place in the previous two years. At the time of the Board approval, there were 14 void properties (37%) at Poets Close.

Here is a correspondence Newydd received from former South Wales Police 'Designing Out Crime Commissioner' Jon Brown on how successful the project was and wanted to share best practises with his colleagues.

**I have been asked by my line managers to do some training with colleagues. I was wondering if Newydd would have any objection to me using the improvements at Poets Close as a good example of what can be achieved and, I may take them to show them the site. Can I also take the opportunity to thank you and all your colleagues at Newydd, you have been a great team to work with.**

**Thanks**

**Jon**



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# Environmental



## T6 | Climate Change

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

| Rating | Before<br>01/04/2020 | %     |
|--------|----------------------|-------|
| A      | 4                    | 0.1%  |
| B      | 523                  | 17.5% |
| C      | 2180                 | 72.9% |
| D      | 154                  | 5.2%  |
| E      | 2                    | 0.1%  |

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

| Rating | After<br>01/04/2020 | %     |
|--------|---------------------|-------|
| A      | 1                   | 0.03% |
| B      | 117                 | 3.91% |
| C      | 7                   | 0.23% |
| D      | 0                   | 0.00% |
| E      | 0                   | 0.00% |

### 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 | Emissions Source                            | Total<br>emissions<br>(tCo2e) | Percentage of<br>total (%) | % change of<br>emissions from<br>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%                                      |
|       | <b>Total</b>                                | <b>9,705.8</b>                |                            | <b>4%</b>                                 |



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

We supply a Home User Guide to every newly built dwelling at the point of the first let. The Guide includes information on the energy efficiency measures fitted within the homes, preventing condensation and advice on recycling. There is general information supplied but also specific information relating to that property as we are currently working to an energy performance rating of A and there are various ways of doing this, so some properties will have certain renewable technologies than others, for example not all the properties will be fitted with photovoltaic panels, which means the Guide will be tailored to match the property.

Newydd have teamed up 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. We have completed 31 whole home surveys with 5 properties receiving I E S systems (Intelligent Energy Systems) We have also topped up loft insulation, renewed windows and doors and we are currently looking at installing PV systems with batteries in some of our properties.

Newydd is committed, through its five year corporate plan, to get all its homes to an EPC rating of C or above by 2025.

**C18 How is Newydd mitigating the following climate risks:**

- Increased flood risk
- Increased risk of homes overheating

In areas identified in high-risk flooding locations, defensive measures have been undertaken such as floodgates being issued, gates removed, and 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.

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

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

Contents to the guide are as follows:

- Introduction to your new home
- Emergency Procedure
- Energy Efficiency
- Heating & Hot Water
- Running In
- Preventing Condensation
- Electricity
- Water
- Services with your home
- Equipment
- Finished & Materials
- Useful Information

Regular campaign mail merges are sent to tenants informing them of ways they can protect their heating, water, and information on services.

## T7 | Ecology

### C20 How is the Newydd increasing Green Space and promoting Biodiversity on or near homes?

#### Improving green space – Cwrt Canna, Llangan, Vale of Glamorgan

Cwrt Canna has been designed to encompass two main areas: a courtyard and an active play area. The courtyard will help encourage interaction between residents and create a sense of place. The active play area will help foster a relationship with nature for all, particularly children resident at the site and those attending the local school. Both elements will help develop a sense of community pride/ownership and promote personal wellbeing, as it has been scientifically proven that “Forest Bathing” (basically just being in the presence of trees) lowers heart rate and blood pressure, reduces stress hormone production, boosts the immune system, and improves overall feelings of wellbeing (*Nippon Medical school, Tokyo*).

#### Biodiversity

Our design brief for all new developments requires compliance with the Design Commission for Wales Place Making Charter, which promotes the inclusion of high-quality open space and genuinely multi-functional green spaces to maximise the value for the local community and ecosystems, helping biodiversity and putting people back in touch with nature. The advent of SuDS Approval Bodies (SABs) and the requirement for SAB approval to be secured alongside planning consent has provided an opportunity to add character and biodiversity to all our future sites.

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

Currently, Newydd does not have a strategy to manage pollutants beyond legal limits and health & 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 C23/for all building works, waste management incorporating building materials C24 and good water management?**

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

Wherever possible, Newydd works with contractors that are accredited under the Considerate Contractors Scheme (CCS) - 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 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 performance of the lifetime of a development site.



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# Governance



## T9 | Structure & 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 “standard” for Governance (including tenant services) and “standard” for Financial Viability (Newydd Group: interim regulatory judgement | GOV.WALES).

### C27 Which Code of Governance does the Newydd follow, if any?

Newydd complies with the Community Housing Cymru Code of Governance.

### C28 Is Newydd 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 Co-operative 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 a mature risk management framework using an established risk register and monitored on a quarterly basis through the governance process by the Group Audit & Risk Committee. The Group uses the “Three Lines of Defence” model and integrates tenants voice into the risk management process. Board members choose three risks each quarter to be tested for assurance by the Internal Auditors.

### 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. The Chief Executive retired in October 2020 and a robust recruitment process took place involving staff, Board, and tenants to appoint the new Chief Executive, who commenced in post on 1 November 2020.

## T10 | Board & 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 the 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:

| Age:         | 21-30 | 31-40 | 41-50 | 51-60 | 61+  |
|--------------|-------|-------|-------|-------|------|
| Common Board | 8.3%  | 25%   | 50%   | 8.3%  | 8.3% |

| Ethnicity:   | White/British |
|--------------|---------------|
| Common Board | 100%          |

| Gender:      | Male | Female |
|--------------|------|--------|
| Common Board | 58%  | 42%    |

| Sexual orientation: | Heterosexual | Lesbian Woman | Gay Man |
|---------------------|--------------|---------------|---------|
| Common Board        | 83%          | 8%            | 8%      |

| Disability:  | No   |
|--------------|------|
| Common Board | 100% |

The Board recognises that it has limited diversity in respect of ethnicity and disability and is making significant efforts to address this.

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.

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.

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

- Chief Executive – Nov 2020 (prior to that was Housing Director from Oct 2003)
- Housing & Communities Director – Nov 2020
- Development & Asset Director – Nov 2003
- Finance & Resources Director – Jan 2009
- NML Managing Director – Apr 2019

**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.

**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.

**C38 For how many years has the Housing Provider's current external audit partner been responsible for auditing the accounts?**

Two years.

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

A full independent governance review was carried out by Campbell Tickell in summer 2019.

**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?

The Newydd group is an accredited living wage employer.

### C43 What is the gender pay gap?

The gender pay gap at the Newydd Group as at 5 April 2021 is median -2.5% and mean 4.1%.

### C44 What is the CEO-worker pay ratio?

CEO pay ratio

25th percentile pay ratio - 4.2

Median pay ratio - 3.3

75th percentile pay ratio - 2.9

### 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 NHSF health plan which provides money back for everyday expenses and treatments and fast track access for consultations and scans.

Our InShape health and wellbeing 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, free fruit for all, a fit bit loan scheme, lunchtime exercise classes and a 12-week mindfulness programme during lockdown. Their intranet page has information and links to resources to help support staff lead a healthier lifestyle.

Newydd champions flexible working and all roles have an element of flexible hours to allow staff to have a good work life balance. During the winter months the lunchtime period is blocked out to prevent meetings being booked and to encourage staff to take a break and to be able to go for a walk in the daylight hours.

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

10.5 days (including long term sickness) 4.7 days (excluding long term sickness).

## T12 | Supply Chain

### C47 How is Social Value creation considered when procuring goods and services

Currently the consideration of environmental impact is not well embedded in the procurement of the goods and services across the organisation, but pockets of good practise exist. With regards to development contracts, Newydd Group reports to the Welsh Government areas such as waste diverted from landfill, reduction in water consumption and carbon emissions.

The use of recycled materials and disposal of materials is currently being considered with regards to tendering for replacement windows and doors programme by way of example.

Community Benefits – Newydd utilises core clauses within all contracts above £50,000 to ensure job and training opportunities are provided to tenants and the wider community which helps move them closer to the job market giving them a better ability to pay their rent. Deliver projects that help make our communities more socially inclusive, desirable places to live with enhanced community cohesion.

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 on their wellbeing value and impact.

### C48 How is Environmental impact considered when procuring goods and services?

Currently, the consideration of environmental impact is not embedded in the procurement of goods and services.

However, there are specific instances where this 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.

Newydd views the integration of environmental considerations into specifications and tender evaluations as being instrumental in assisting in achieving its wider community investment aims. To achieve this, Newydd will actively pursue the integration of environmental aspects into its procurement activities over the next three years.



