Environmental, Social, and Governance report 2022/23

In 2021 Rooftop Housing Group was proud to be an early adopter of the new housing association Environmental, Social, and Governance (ESG) reporting standard, as overseen by The Good Economy.

The Good Economy are specialists in measuring and managing long-term, sustainable impact, and in November 2020 they launched the Sustainability Reporting Standard (SRS) for Social Housing. The SRS was developed with the ESG Social Housing Working Group, which is a collaboration between 18 housing associations, banks, investors, and sector experts. The SRS is now overseen by a Governance Steering Group, an interim body which emerged out of the ESG Social Housing Working Group to establish a new organisation, Sustainability for Housing, the permanent governance body for the SRS.

This Reporting Standard gives consistency, and comparability in ESG reporting, and aims to encourage ESG investment in social housing.

The delivery of the ESG requirements is supported by the Strategic Objectives of our Corporate Plan for 2021-26:

Great Homes: Rooftop Homes Living Standard: Deliver up to 1,000 new homes.

Successful Lives: Excellent Customer Service: Building Stronger Communities.

Better Business: Leadership and Learning Excellence: Digital by Design.

We support over 6,600 households, up to 25,000 people, each other in the workplace, and our own families. We are an adopter of the United Nations Sustainable Development Goals, which underpins the SRS, and take seriously our duty of care as custodians of this world and the environment that we all share.

The current ESG framework is designed to be a voluntary standard that mirrors the Statement of Recommended Practice and aligns to the publication of the annual accounts, which usually occurs each autumn. It contains 30 'core' criteria which are mandatory and 18 'enhanced' criteria which are aspirational. We have completed all of the metrics apart from one of the enhanced metrics, which is optional.

We have reported below on the measures identified in the Reporting Standard for 2022/23, and where possible have provided information for the 'Enhanced' metrics. The details are given in the following table:

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
T1: Affordability and Security	C1	Core	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric: 1) Rent compared to Median private rental sector (PRS) rent across the Local Authority 2) Rent compared to Local Housing Allowance (LHA)	We charge a combination of social and affordable rents. Our affordable rents are mainly set at 80% of Private Rental Sector rent. On average our rents at 31 March 2023 were 81% of the Local Housing allowance.
	C2	Core	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, Other	(see table below)

Tenure	Number	Percentage
General Needs (social rent)	4,004	59.2%
Intermediate Rent	285	4.2%
Affordable Rent	1,394	20.6%
Supported Housing	122	1.8%
Housing for Older People	429	6.3%
Low-cost home ownership	367	5.4%
Care Homes	8	0.1%
Private Rental Sector	36	0.5%
Other	130	1.9%
Total	**6,775**	**100.0%**

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	C3	Core	Share and number, of new homes (homes 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, Other	**Tenure**	**Number**	**Percentage**
				General Needs (social rent)	115	66.1%
				Intermediate Rent	-	
				Affordable Rent	21	12.1%
				Supported Housing	-	
				Housing for Older People	-	
				Low-cost home ownership	38	21.8%
				Care Homes	-	
				Private Rental Sector	-	
				Other		
				Total	**174**	**100.0%**
	C4	Core	How is the housing provider trying to reduce the effect of fuel poverty on its residents? (accounts)	We are undertaking various activities to improve the energy efficiency of our homes and therefore reduce the fuel poverty of our residents. For 2022/23 in addition to our routine programmed replacement programme we competed energy efficiency measures to 91 homes. For 2023/24 our Business Plan objective is to invest £1 million in 125 homes to bring them up to energy efficiency Band C. We will be exploring partnership working and provision of affordable warmth advice and support to help reduce fuel poverty by providing advice on utilities. This in-turn will enable us to tackle issues of affordable warmth and fuel poverty. We are developing and beginning to implement a new standard for our existing homes, replicating so far as possible energy performance seen in our new build Rooftop Living Homes Standard. We will complete the development of this standard and identify the investment requirements we need to ensure all homes meet a minimum Energy Rating Score Band C by 2030. To achieve this, we are planning to invest £10 million over the next eight years. Providing high quality, energy efficient, affordable, and safe homes will remain a mainstay of the Rooftop philosophy. During 2022/23 RHA built 136 new rented homes, 24 of which achieved Energy Performance Certificate (EPC) Band A and 95 EPC Band B. The remainder were Band C.		

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	C5	Enhanced	What % of rental homes have a 3-year fixed tenancy agreement (or longer)	81.9% of our customers have a protected or assured tenancy with no end date, and a further 1.3% are on fixed term tenancy agreement of five years or more.
T2: Building Safety and Quality	C6	Core	What % of homes with a gas appliance have an in-date, accredited gas safety check?	At 31 March 2023, 100% of our homes have an in-date accredited gas safety check. We monitor our gas safety checks daily and provide an update to our Board at each board meeting.
	C7	Core	What % of buildings have an in-date and compliant Fire Risk Assessment?	At 31 March 2023, 100% of our homes have an in-date and compliant Fire Risk Assessment. We complete our Fire Risk Assessments every four years.
	C8	Core	What % of homes meet the Decent Homes Standard? Complete	At 31 March 2023, 97% of our homes meet the Decent Homes Standard, During the 2022/23 financial year Rooftop has carried out 3,000 stock condition surveys which have also been externally validated, with further surveys ongoing to complete a comprehensive review of our homes by 2025. We have identified an increase in properties owned by Rooftop which do not meet the Decent Homes Standard, resulting in 164 non decent homes at 31 March 2023. Included in this number are 125 properties with Category One Housing Health and Safety Rating System (HHSRS) Hazards which are being remedied through our new case management approach. Eighty-three of these hazards relate to the presence of damp, mould and condensation which are also being addressed in accordance with our Damp, Condensation and Mould Policy and procedure. Rooftop is a rural housing provider and therefore a high proportion of our homes are not connected to mains gas, with some cottages in excess of 100 years old. The majority of the 39 homes that fail the Decent Homes Standard at Criterion D (thermal comfort) have been identified for works through the Social Housing Decarbonisation Fund and retrofit assessments are underway. In some cases, residents are reluctant to upgrade to more efficient forms of heating and have refused retrofit works and/or the property is more challenging to retrofit owing to its age, character and location.

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				These properties are being given specific consideration in our Asset Investment Strategy.
T3: Resident Voice	C9	Core	What arrangements are in place to enable the residents to hold management to account for provision of services?	As adopters of the National Housing Federation Together with Tenants we take our responsibility to ensure that customers are able to challenge and scrutinise our services seriously. We publish a brief summary of what we have done and are doing against this each year, which is included in the Autumn Annual Report to Tenants. We have an active Customer Scrutiny Panel that carry out detailed reviews of key service delivery areas. In addition to this we now have CX system live that has enabled us to gather more feedback than ever through satisfaction surveys, tenant satisfaction measures and also complaints, that provides great insight into what is working and what needs to improve. This year we're working with the Tenant Participation Advisory Service to enhance our customer charter with a new Influencer Framework that will encourage meaningful engagement on the most important issues.
	C10	Core	How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?	We measure customer satisfaction through the new Tenant Satisfaction Measures (TSMs) that are reported through to our Board. Customer satisfaction has been a challenging area for us as a business over the last three years due to pandemic and post pandemic related service delivery issues, such as a repair backlog that greatly impacted satisfaction.

Overall Customer Satisfaction	2019/20	2020/21	2021/22	2022/23
Year end	89.2%	84.7%	81.0%	76.4%
Target	90%	90%	90%	90%
Variance to Target	-0.8%	-5.3%	-9.0%	-13.6%

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	C11	Enhanced	In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	From 1 April 2022 to 31 March 2023, we received one complaint that has been upheld by the Housing Ombudsman. As a result of other complaints that we have received, we have made a number of changes to our processes, including: • Reviewing and improving communications with our customers around service charges, particularly for leaseholders; • Reducing the number of generic email accounts in our business; • When a property becomes void, we ensure safety checks are carried out on any home improvements completed by a tenant.

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T4: Resident Support	C12	Core	What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?	Our Community Investment Strategy was updated and approved by the Board in March 2021. **This focusses on the following:** • Community connection and infrastructure. • Health and wellbeing. • Employment, education, skills, and training. • Financial resilience. • Environment. • Digital inclusion. **We have a wide range of activities such as:** • Money Advice Team - available to over 6000 residents. • Domestic Abuse support services supports local families. • Community champions' network. • We achieved the following with our Community Investment Strategy: ❖ A number of cross-team community events have taken place in our areas of operation that have included external partner agencies where appropriate. ❖ Value for Money has been achieved by key staff working together in their communities to create efficiency and streamline working practices. This has been achieved by teams working together to improve Anti-Social Behaviour, and the health and wellbeing of our more vulnerable customers as well as removing duplication from processes. ❖ We have built on and strengthened partnerships both internally and externally, such as with Citizens Advice Bureau (CAB) in the effective management of Universal Credit (UC) cases, and more strategically with local authorities and county council health and social care teams to improve services for customers and attract resources.

5: Placemaking	C13	Enhanced	Provide examples or case studies of where the housing provider has been engaged in placemaking or place shaping activities.	We have six key areas where we are improving the communities and lives of our customers:

We have six key areas where we are improving the communities and lives of our customers:

Community strengthening
- Aligning partner/stakeholder priorities in targeting and commissioning of investment, activities, projects, and services.
- Development of Local Offers in prioritised communities.
- A selection of engagement opportunities that respond to the different needs and equality strands to promote widespread participation.
- Establishment of community hubs and support where there is an identified need.

Health and wellbeing
- Helping people to live independently.
- Increasing access to affordable and healthy food.
- Reducing loneliness and isolation and support access to emotional support.
- Promoting an active and healthy lifestyle.

Employment, education, skills, and training
- Remove barriers to work by increasing access to pre-employment support and assisting job seekers to find employment.
- Supporting skills development and training opportunities.
- Providing volunteering and engagement opportunities.
- Provision of work placements and experience at Rooftop Housing Group and/or through partners.

Financial resilience
- Assisting customers to sustain their tenancy through pre-tenancy and budgeting advice.
- Helping customers to maximise household income through our Money Advice service, hardship fund and other grants.
- Helping reduce fuel poverty by providing utilities advice.
- Social Return on Investment through the Housing Association's Charitable Trust's (HACT) social values bank.

Environment
- Reduction of waste and increase in recycling.
- Creating, using, and maintaining outdoor/open spaces with consideration to achieving biodiversity.
- Creating and improving physical spaces for play and interaction.
- Investment in environmental projects aligned to community priorities.

Digital
- Collaborating with community and business partners to create opportunities for digitally disadvantaged customers.
- Exploration of Community WiFi in areas of high deprivation.
- Seeking opportunities to maximise digital inclusion.

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				• Supporting our customers with training for on-line activities.
T6: Climate Change	C14	Core	Distribution of EPC ratings of existing homes (those completed before the last financial year)	**Band rating** / **%** A — 2.5% B — 18.2% C — 50.9% D — 20.6% E or worse — 7.8%
	C15	Core	Distribution of EPC ratings of new homes (those completed in the last financial year).	**Band rating** / **%** A — 18.4% B — 73.1% C — 8.5% D — 0.0% E or worse — 0.0%
	C16	Enhanced	Scope 1, Scope 2, and Scope 3 greenhouse gas emissions: If you are not tracking Scope 1,2, or 3 emissions, but plan to in the future, when are you aiming to report on these emissions?	Currently, we do not report on Scope 1, Scope 2, and Scope 3 greenhouse gas emissions. We are reviewing the possibility of this reporting for the future. We will maintain our ISO9001 and ISO14001 accreditations to ensure that we meet our legal and regulatory responsibilities, and we will be an active member of the West Midlands Sustainable Housing Action Partnership (SHAP). We will ensure we engage with our staff to embrace their ideas and aspirations to make Rooftop the regional number one community-based provider of excellent homes, services, and custodian of the environment. By 2025, we plan to achieve a 20% reduction in our overall carbon footprint. We are working with Planet Mark to calculate the carbon footprint of our existing properties, which will assist us in measuring this reduction. For 2021/22 they measured the carbon footprint of our offices and have set a target of a 5% reduction over the coming year. Planet Mark is currently calculating the carbon footprint of our offices and our existing housing stock for the year 2022/23.

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				To achieve the 20% reduction in our overall carbon footprint the Future Homes Standard will be introduced in 2025 to future proof new build homes and achieve CO_2 emissions of 75% lower than current Building Regulation standards. We have also set up a group of Green Champions who will coordinate and organise events such as litter picking, Recycle Week and plastic free challenges throughout the year.
	C17	Enhanced	What energy efficiency actions has the housing provider undertaken in the last 12 months?	We are building an energy efficient home to the highest economically viable solution ensuring a fabric first approach, incorporating 'Modern Methods of Construction' and off-site manufacturing to achieve zero carbon homes by 2025. This will reflect the Future Homes Standard introduced by the Government, which is due in 2025. Our aim is that 72% or our new homes are built to achieve EPC band A. By March 2030 we will achieve a minimum Standard Assessment Procedure (SAP) score of 75, mid Band C across all existing homes to reduce energy consumption and bills through our Asset Management Strategy. To support this programme, we have received funding from the Green Homes Grant Local Authority Delivery Scheme (LADS) and Social Housing Decarbonisation Fund (SHDF) by BEIS (Department for Business Energy and Industrial Strategy) now called DESNZ (Department for Energy Security and Net Zero). We started the EPC band C project in October 2021, with the goal of achieving EPC band C for all the homes that are rated as EPC band D and below by 2030. The first stage of conducting energy assessments on as many of our homes as possible was completed in July 2022. We are now in the process of planning how to fund and retrofit all homes that have a lower SAP rating of EPC band C.
T6: Climate Change	C18	Enhanced	How is the housing provider mitigating the following climate risks: - Increased flood risk - Increased risk of homes overheating	We are proposing to include an Overheating Clause in the Development Brief for the building of new homes which states: 'Bedrooms not to exceed 26°C, based on industry guidance: Chartered Institute of Building Survey Engineers (CIBSE) Guide A – Environmental Design (2015 edition) and CIBSE TM 52 – The limits of thermal comfort: avoiding overheating in European buildings (2013)'.

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T6: Climate Change	C19	Enhanced	Does the housing provider give residents information about correct ventilation, heating, recycling etc. Please describe how this is done.	Information is provided to our customers in their individual Home User Pack which is given to them when they move into their new home. The pack contains information about their individual heating system, ventilation system, solar panels (if installed), how to prevent mould growth and the recycling provided by the local Council.
T7: Ecology	C20	Enhanced	How is the housing provider increasing Green Space and promoting Biodiversity on or near homes	As part of our Environmental Sustainability Strategy, we will maintain ISO14001 accreditation to ensure that we meet our legal and regulatory responsibilities, and we will be an active member of the West Midlands Sustainable Housing Action Partnership (SHAP). We will ensure we engage with our staff to embrace their ideas and aspirations to make Rooftop the regional number one community-based provider of excellent homes, services, and custodian of the environment. In addition, part of all planning requirements is to provide 30% - 40% green open space on every new build site. Examples of where we are providing Green Spaces and Biodiversity near our homes include: • Pocket Parks in Gloucester, including Sudbrook Pocket Park opened in September 2021. • Green roofs installed on Shrewsbury and Cherry Orchard House developments. • Wildflower Garden completed at Barnards Close, Evesham, including fruit trees native hedgerow planting and habitat creation for wildlife. • Green roofs proposed for Almonry Close development and St Stephen's Church, Gloucester. • Community orchard, allotments and wildlife pond proposed for Broomhall development. • Hedgehog friendly measures are included in our design brief for new homes to achieve connectivity with the environment.
	C21	Enhanced	Does the housing provider have a strategy to actively manage and reduce all	For the building of our new homes, we adhere to the following Design Brief: • All insulation must be free of ozone depleting substances and have a Global Warming Potential of less than five. • Timber must be pre-treated with an organic preservative treatment. • The following materials must not be used in the works:

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			pollutants? If so, how does the housing provider target and measure performance?	- High alumina cement in structural elements - Woodwool slabs in admixtures for reinforced concrete - Calcium chloride in admixtures for reinforced concrete - Urea/formaldehyde foam - Asbestos products - Lead in paint - Aggregates for use in reinforced concrete which do not comply with the British Standard Specification and/ or aggregates for use in concrete which do not comply with the relevant British Standard Specification - Any other materials or substances not in accordance with British Standards and Codes of Practice current at that time.
T8: Resource Management	C22	Enhanced	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?	When building new homes, we are proposing to follow Design Brief under our Rooftop Homes Living Standard: 75% by volume of timber and timber products for the basic building elements are to be re-used or manufactured from pre- or post-consumer recycled timber, or to come from a certified source.
	C23	Enhanced	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	We are continuing to review the Rooftop Homes Living Standard (RHLS). Under the RHLS we have set a target that 50% of waste materials are recycled on our building sites, and for the RHLS Plus the target is that 85% of waste materials will be recycled.

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	C24	Enhanced	Does the housing provider have a strategy for good water management? If so, how does the housing provider target and measure performance?	We are continuing to review proposals that water consumption within our new homes will be limited to 105 litres per person per day under the RHLS, and less than 90 litres per person per day under the RHLS PLUS. We are also including rain-water butts in our Design Brief for our new homes. A grey water recycling option is included in our RHLS PLUS standard for new homes. All roofs on our new homes will have a slope of at least 20 degrees to assist with rain-water collection. All ground floor roofs, and flat roofs will be considered for the installation of extensive (low maintenance) native green roofs.
T9: Structure and Governance	C25	Core	Is the housing provider registered with a regulator of social housing?	Rooftop Housing Group Limited (RHG), the Group parent, is a non-asset holding, non-charitable Registered Society (29661R), registered with the Regulator for Social Housing (RSH) (L4404), providing operational and corporate services, including treasury management, information and communication technology, and human resources for the whole Group. Rooftop Housing Association Limited (RHA) was registered as a Registered Society in May 1993 (27786R) and obtained registration with the RSH in September 1994 (LH4050). RHA provides core social housing that meets charitable criteria.
	C26	Core	What is the most recent viability and governance regulatory grading?	The Board considers it a priority to comply with the regulatory framework and to maintain G1 and V1 ratings from the Regulator of Social Housing (RSH) under the Governance and Financial Viability Standard. These were formally assessed by the RSH through the In-Depth Assessment process in January 2020 and re-confirmed in November 2020 and October 2021. In 2022, the Regulator confirmed the G1 rating for governance but regraded the Group to V2 for financial viability in recognition of the prevailing economic pressures on the sector, including the Government rent cap at 7%, which was below inflation
	C27	Core	Which Code of Governance does the housing provider follow, if any?	The Board has formally assessed its compliance against the National Housing Federation's Code of Governance (2015) and confirms that the organisation is fully compliant. On 10 March 2021, the Board formally adopted the revised National Housing Federation's Code of Governance (2020).
	C28	Core	Is the housing provider Not-For-Profit? If not, who is the	The Group is a Not-For-Profit organisation and a public benefit entity. Rooftop Housing Association is registered as a Charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014. The principal activity of the

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			largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	Group is to provide housing accommodation at below market rents for people in housing need. Additionally, the Group provides: • housing for sale, both shared ownership and outright sale • temporary housing accommodation through supported housing schemes • housing accommodation for keyworkers • housing accommodation for market rent • a limited number of commercial properties • management of older people schemes in partnership with the ExtraCare Charitable Trust • provision of support services primarily to young and older people.
	C29	Core	Explain how the housing provider's board manages organisational risks	The Group Board is responsible for the overall system of internal control throughout the Group and for reviewing its effectiveness. The Group has delegated initial responsibility for audit, risk and assurance to the Audit and Risk Committee, which comprises Board Members from across the Group with the required skills and experience. The Audit and Risk Committee has responsibility for reviewing: • The adequacy of all risk and control related statements prior to endorsement by the Group's Board; • The effectiveness of internal control systems, including management, financial, operational and risk controls, so that the Group can be reasonably assured that appropriate and effective risk management arrangements are in place, and; • The Risk and Assurance Policy and Framework, and the quarterly report on significant risks, including the accuracy of the assessments and the controls. We have a comprehensive and well-established risk management system, which allows risks to be identified for all parts of the business. Risks are assessed, prioritised and control measures are implemented. The risk process is dynamic with risks being reviewed quarterly. We have identified the key business risks that could impact the achievement of business objectives. Risks are managed across three risk registers: Strategic, Business and Operational within our risk management system. This gives the Board additional clarity of the principal risks that could impact the achievement of business objectives. The health and safety of our customers and colleagues remains one of our top risks monitored at every Audit and Risk Committee and board meeting.

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T10: Board and Trustees	C30	Enhanced	Has the housing provider 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?	We have not been subject to any adverse regulatory findings in the last 12 months.
	C31	Core	What are the demographics of the board? And how does this compare to the demographics of the housing providers residents, and the area that they operate in?	RHG is governed within the framework set by its rules as a Registered Society. These state that RHG will have a Board and determine its membership. In making appointments to the Board, the Group seeks members with a range of skills that it requires to effectively govern its business supported by a Skills Matrix which is reviewed annually and prior to any recruitment.

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Board Members are carefully selected to make sure that they have the mix of skills and experience appropriate to their roles within the Group.

Our current Board Members are listed on the website here Governance and The Board | Rooftop Housing (rooftopgroup.org)
- The Group Board has a membership of nine members; the subsidiary Board has a membership of six members which are drawn from the Group Board.
- Both Boards have a member with direct customer experience.
- In September 2022, we recruited a member with sustainable development and asset management experience.
- In November 2022, a further member was recruited who specialises in diversity and inclusion.

The specific demographics of our Board members as of August 2023 are as follows:

% of female Board members	56%
% of BAME Board members	11%

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				% of Board members with a disability	22%
				Average age of the Board	48 years
				Average tenure of the Board	3 years
	C32	Core	What percentage of the Board and Management Team have turned over in the last two years?	The turnover for our Board and Management Team in the past two years is 24%. This relates to the former Finance Director and People Director and four Board Members leaving the Group.	
	C33	Core	Is there a maximum tenure for a board member? If so, what is it?	There is a maximum tenure of six years, which has reduced from nine years. This is to comply with the National Housing Federation's Code of Governance (2020).	
	C34	Core	What % of the board are non-executive directors?	100% of our Board Members are Non-Executive Directors.	
	C35	Core	Number of board members on the Audit Committee with recent and relevant financial experience	There are two Board Members who are on the Audit and Risk Committee with recent and relevant financial experience. One member of the Committee is currently the Group Finance Director of a large housing association. The other member currently leads the finance section of a charity, having formally headed the finance function for a large care and housing association.	
	C36	Core	Are there any current executives on the Renumeration Committee?	No, there are no current executives on the Remuneration Committee.	
	C37	Core	Has a succession plan been provided to the board in the last 12 months?	Yes, this is reviewed at every meeting of the Nominations and Performance Committee (three times per year) and presented to the Board as part of the annual collective review of its effectiveness.	
	C38	Core	For how many years has the housing provider's current external	BDO LLP has been the Group's external auditors for five years. In September 2021, a resolution for the re-appointment of BDO LLP for an extra year, as auditors of the Group was approved at the Annual General Meeting in September. A tender exercise	

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			audit partner been responsible for auditing the accounts?	has been completed in 2023/24 which has resulted in a further three-year contract awarded to BDO.
	C39	Core	When was the last independently run, board-effectiveness review?	The last Board effectiveness review was held in 2022. The next review is due in 2025.
	C40	Core	Are the roles of the chair of the board and CEO held by two different people?	Two different people always hold the roles of Chair of the Board and Group Chief Executive. Sally Higham is the Group Chair and Boris Worrall is our Group Chief Executive.
	C41	Core	How does the housing provider handle conflicts of interest at the board?	Our Board Members are required to declare any interests before the start of every board and committee meeting. In accordance with the Rules, if a potential or actual conflict of interest arises for a Board member, co-optee or committee member because of a duty of loyalty owed to another organisation or person, and it is not otherwise permitted by the Rules, the unconflicted Board members and co-optees, or committee members, as appropriate, may authorise that conflict provided that no conflicted individual shall count in the quorum for such a decision. Such authorisation shall be on such terms and/or conditions as the Board or committee (excluding any conflicted individuals) may determine. If the conflict is ongoing, the member is required to resign. An annual check on Board Member interests is conducted with a reminder sent out at the six-month interim stage to remind members they must keep their declarations of interest up to date.
T11: Staff Wellbeing	C42	Core	Does the housing provider pay the Real Living Wage?	We do not pay the Real Living Wage. Instead, we pay the National Living Wage, introduced by the Government in July 2015. Four percent of our employees are paid the National Living Wage, with the remaining 96% being paid more than the National Living Wage.
	C43	Core	What is the gender pay gap?	There is no difference in pay for our employees based on gender. Our policy is to maintain salaries for all roles at a median level for the sector. Salaries for roles are determined by an external job evaluation consultancy every three years and are based on the role description, person specification and market pay data. Newly created roles

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				are evaluated in the same way. Evaluations are based on role descriptions not role-holders.
	C44	Enhanced	What is the CEO-worker pay ratio?	As there are less than 250 employees at Rooftop Housing Group, we do not report on the CEO-worker pay ratio.
	C45	Enhanced	How does the housing provider support the physical and mental health of their staff?	We have a rewards and benefits package which includes: – Group-funded health cash plan with a range of treatments including eye tests, dental treatment, physiotherapy, acupuncture, osteopathy, chiropody, consultation, and scans (MRI and CT) – Employee Assistance Programme with 24-hour free confidential phone helpline for employees and families at the same address – Access to eight free counselling sessions each year – Hybrid working, flexible working patterns and flexitime working – Subsidised fitness/gym and club memberships and Cycle Scheme – New Home Leave – Volunteering Leave – Celebration Leave – Occupational maternity and adoption pay – Occupational sick pay and time off for hospital appointments – Occupational health assessments – Mental Health First Aiders.
	C46	Enhanced	Average number of sick days taken per employee	From 1 April 2022 to 31 March 2023 the average number of sick days taken per employee was 9.67 days.
T12: Supply Chain	C47	Enhanced	How is Social Value creation considered when procuring goods and services?	Each procurement process at Rooftop is an opportunity to support the social, environmental and wellbeing of communities that are impacted by the organisation's operations. The Group Procurement Policy recognises the importance of social value and encourages all users of the Policy to ensure that when they consider the desired commercial outcomes of a procurement/sourcing project, they are proportionate and mindful of the community investment priorities and social value impact. When scoring and developing requirements and specifications for quotes, standard questionnaires or tender submissions, there should always be a percentage weighting for social value to highlight how the bidders/suppliers contribute to the society and community in which they operate.

Theme	Criteria	Type of Criteria	Criteria	Measurement Unit
				Depending on the value of the goods/services, in the first instance staff are encouraged to purchase via an established framework, a 'Dynamic Purchasing System' (DPS) or purchasing agreement. The majority of these methods will perform reference and company checks which acts as an additional layer of due diligence when considering social value creation and impact. Rooftop recognises the importance of understanding how to use procurement processes so that we can identify and implement areas of innovation and added value from the suppliers we work with. We are proactively encouraging all staff who procure goods and services to recognise the importance of social value. To assist with this, we are creating Request For Quote and Invitation to Tender templates, which specifically highlight social value, environmental sustainability, and the wellbeing of communities.
	C48	Enhanced	How is Environmental impact considered when procuring goods and services?	The Group Procurement Policy highlights the expectations of the suppliers to reflect the standards and requirements of our Environmental Sustainability Strategy. Where appropriate, the environmental and/or sustainability policies for potential suppliers are requested as part of the due diligence in our procurement processes and we expect suppliers to demonstrate their compliance with our standards and requirements throughout their supply chain. Staff are encouraged to use established frameworks, DPS or purchasing agreements in the first instance when procuring goods/services over a certain value and environmental sustainability forms a part of the pre-completed company checks performed by the framework providers. The consideration of the environmental impact will be more substantial depending on the commodity that is being procured, and an example would be utilities. As an organisation we use the expertise of a broker to procure our utilities (gas and electricity), so we can have a full overview of the market including providers that use renewable energy resources. When procuring utilities, we ensure we balance achieving value for money whilst considering the environmental impact and the use of renewable energy resources.