

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 2023-26:

Here for our customers:

- **Good quality homes:** Improve 2,500 homes with a £20m investment programme; Upgrade the energy efficiency of 300 homes; Deliver 402 new homes including 80 at St Oswald's urban village phase 1.
- **Reliable landlord services:** Deliver 85% satisfaction with landlord and responsive repairs services; Deliver excellent Customer Communication and Influence Framework; Deliver high quality neighbourhood management.
- **Support and advice:** Help 2,100 customers with money and fuel poverty advice; Implement new service model for supported housing; Deliver our Community Investment Strategy.

Our business:

- **Efficient and focused:** Deliver our Value for Money plan for repairs and maintenance; Maintain Financial Viability and a minimum Interest Cover of 130%.
- **Professional and skilled:** Ensure 100% of colleagues are fully trained for their roles or undertaking training to enhance skills for their role; Ensure 80% of colleagues recommend Rooftop as an employer.
- **Data and technology driven:** Develop options for our Customer to Self-Serve reducing the number of telephone calls; Achieve Level 4 Data Maturity.

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 46 'core' criteria, and 18 of these have 'enhanced' reporting requirements, which are optional.

We have reported below on the measures identified in the Reporting Standard for 2023/24, and where possible have provided information for the 'Enhanced' metrics. The details are given in the following table:

Sustainability Reporting Standard for Social Housing (SRS V2.0)																				
Theme #	Criteria #	Criteria	Measurement Unit	Enhanced Reporting Option(s)	Notes / Guidance	Rooftop response 23-24														
Climate Change	C1	Distribution of EPC ratings of existing homes (those completed before the last financial year).	% of Homes rated A % of Homes rated B % of Homes rated C % of Homes rated D % of Homes rated E or worse % of Homes without an EPC rating	Average SAP rating of existing homes (those completed before the last financial year). Energy use intensity [Kwh/m ² /yr] of existing homes	Account for homes that completed construction before the last financial year. Including homes acquired that were completed before the last financial year, and excluding homes disposed of within the last financial year. The SAP (Standard Assessment Procedure) methodology underpins the Energy Performance Certificate. More details can be found here: https://www.gov.uk/guidance/standard-assessment-procedure For England and Wales, see technical SAP guidance here: https://bregroup.com/sap/sap10/ For Scotland, technical SAP guidance can be found here: https://bregroup.com/sap/standard-assessment-procedure-sap-2012 State where modelled or assumed EPC data has been used.	<table border="1"> <thead> <tr> <th>Band rating</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>% Homes rated A</td> <td>3%</td> </tr> <tr> <td>% Homes rated B</td> <td>17%</td> </tr> <tr> <td>% Homes rated C</td> <td>45%</td> </tr> <tr> <td>% Homes rated D</td> <td>18%</td> </tr> <tr> <td>% Homes rated E or worse</td> <td>0%</td> </tr> <tr> <td>% Homes without EPC rating (unknown)</td> <td>11%</td> </tr> </tbody> </table>	Band rating	%	% Homes rated A	3%	% Homes rated B	17%	% Homes rated C	45%	% Homes rated D	18%	% Homes rated E or worse	0%	% Homes without EPC rating (unknown)	11%
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% Homes without EPC rating (unknown)	11%																			
C2	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of Homes rated A % of Homes rated B % of Homes rated C % of Homes rated D % of Homes rated E or worse % of Homes without an EPC rating	Average SAP rating of new homes (those completed in the last financial year). Energy use intensity [Kwh/m ² /yr] of new homes	Account for homes that completed construction in the last financial year. Including homes acquired that have been completed in the last financial year, and excluding homes disposed of within the last financial year. The SAP (Standard Assessment Procedure) methodology underpins the Energy Performance Certificate. More details can be found here: https://www.gov.uk/guidance/standard-assessment-procedure For England and Wales see technical SAP guidance here: https://bregroup.com/sap/sap10/ For Scotland technical SAP guidance can be found here: https://bregroup.com/sap/standard-assessment-procedure-sap-2012 State where modelled or assumed EPC data has been used.	<table border="1"> <thead> <tr> <th>Band rating</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>% Homes rated A</td> <td>33%</td> </tr> <tr> <td>% Homes rated B</td> <td>58%</td> </tr> <tr> <td>% Homes rated C</td> <td>9%</td> </tr> <tr> <td>% Homes rated D</td> <td>0%</td> </tr> <tr> <td>% Homes rated E or worse</td> <td>0%</td> </tr> <tr> <td>% Homes without EPC rating (unknown)</td> <td>0%</td> </tr> </tbody> </table>	Band rating	%	% Homes rated A	33%	% Homes rated B	58%	% Homes rated C	9%	% Homes rated D	0%	% Homes rated E or worse	0%	% Homes without EPC rating (unknown)	0%	
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C3	Does the housing provider have a Net Zero target and strategy? If so, what is it and when does the housing provider intend to be Net Zero by?	Yes/No Qualitative response, date	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative? [Yes/No] Does the housing provider have a costed transition plan? [Yes/No]	The Net Zero strategy may include targets regarding emissions data over time, and a timeline setting out how the housing provider will meet upcoming government targets. The Net Zero strategy should meet the requirements of the UK Governments Net Zero Strategy: https://www.gov.uk/government/publications/net-zero-strategy	No - Rooftop's current Environmental Sustainability Strategy runs from 2020 to 2025. This will be replaced by a Decarbonisation Strategy in 2024-25 which will include targets to achieve Net Zero and actions to achieve this. In the meantime, Rooftop continues to decarbonise its homes utilising funding available to achieve EPC Band C by 2030.															
C4	What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?	Qualitative response	Number of homes that have been retrofitted in the last financial year[# homes] Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit [%]	Retrofit activities can be included if they align with the UK Governments overall Net Zero Strategy (see C3). Where planned/cyclical works result in an improvement in energy efficiency (or equivalent), these can be included. Responses may include: - Reference to EPC and SAP scores, and related portfolio targets. - The EPC uplift that retrofitted properties have had in the last financial year. - The cost of retrofit activities. - Percentage of homes by heating source	We are building energy efficient homes 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% of 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 Investment Strategy. To support this programme, we have an EPC Band C project which commenced in 2021, with the goal of achieving EPC Band C for all our homes by 2030. Rooftop secured funding through the Social Housing Decarbonisation Fund Wave 2 (SHDF 2.1) in 2023, and works are underway to retrofit 157 of our hardest to heat, off-grid properties to bring them to an EPC Band C. We are also utilising ECO4 funding to upgrade cavity wall and loft insulation to nearly 1,000 of our homes alongside our regular window and door renewal programme. In the current year, we expect to submit a joint bid with the Matrix Partnership for SHDF Wave 3 funding.															
C5	Scope 1, Scope 2 and Scope 3 Green House Gas emissions Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	kg CO ₂ e kg CO ₂ e/home Date	Does the housing provider qualify for SECR reporting? [Yes/No] SECR Intensity Ratio for Total Emissions (Scope 1-3) [kg CO ₂ e/m ²]	Please report Scope 1, 2 and 3 emissions separately. These emissions types are specified by the Greenhouse Gas Protocol - https://ghgprotocol.org/ . Where needed these calculations can be based on modelled data, however this should be stated in the report. Landlords should report on "regulated" emissions from independently heated homes – regulated are those that arise due to the (in)efficiency of the home fabric and the heating system which the landlord has control. They are different to the "unregulated emissions" which are due to plug-in appliances (TVs/fridges etc) which are more in the control of residents. As there is very limited influence landlords can have over "unregulated emissions" these are not typically include in scope 3 emissions. Total emissions per home can be calculated by dividing the housing provider's total Scope 1, 2 and 3 green house gas emissions by the total number of homes owned and managed by the housing provider. Housing providers qualify for SECR reporting if it is a large company that meets two or more of the following: - Turnover (or gross income) of £36m or more; - Balance sheet assets of £18m or more; or - 250 employees or more	Currently, we do not report on Scope 1, Scope 2, and Scope 3 greenhouse gas emissions. We will review the requirements for SECR reporting with our external auditors, BDO, for our 2024-25 annual accounts.															

Environmental	C6	How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?	Qualitative response		In addition to action plans, include information of board oversight to ensure all risks are mitigated. Assessing the Housing Provider's consideration of flooding and overheating provides an indication of the climate resilience of the housing stock in the face of increasing risks of flooding and rising summer temperatures.	As a social housing provider when building new homes we have to comply with any planning conditions, which often cover climate risks. A Flood Strategy is currently being drafted and will be implemented as soon as it is approved internally. No specific risk assessments are carried out to mitigate drought. Rooftop is 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)' in addition to compliance with Approved Document O of the Building Regulations, which took effect from 15th June 2022.
	C7	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?	Qualitative response	Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year). What is the housing provider's Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?	Guidance on calculating the Biodiversity Net Gain can be found here: http://nepubprod.appspot.com/publication/6049804846366720 A good ecology strategy could include: - Invasive species assessment - Condition of any protected habitats or species that might be there - Promotion of biodiversity (retro instalment of garden roofs; flower meadows etc) - Impact assessment if developing on greenfield sites	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 colleagues 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 Almyrny 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.
Ecology	T2					
	C8	Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]		Pollutants include, but are not limited to: air pollutants, asbestos, mould, water pipes containing lead, diesel spills, disposal of paints, PFAS. The strategy (or collective strategies) should cover both existing stock and new-build developments. NB This criteria does not include Greenhouse Gases that are covered in C5.	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: - High alumina cement in structural elements - Woodwool slats 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 At this moment in time, we do not have targets or measure the performance to identify or manage the reduction in pollutants.
Resource Management	C9	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]	% of materials from responsible sources	Guidance on choosing sustainable materials can be found here: https://www.istructe.org/resources/guidance/sustainability-considerations-choosing-materials/ Having a strategy in place to increase the use of responsibly sourced materials in building and repairs works provides a demonstration that the Housing Provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a responsible sourcing strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.	When building new homes, we are proposing to follow our Design Brief under our Rooftop Homes Living Standard: for 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. At this moment in time, we do not measure the usage of responsibly sourced materials.
	C10	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]	% of materials that are recycled and/or diverted from landfill.	- Having a strategy in place for waste management incorporating building materials provides a demonstration that the Housing Provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a waste management strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.	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. At this moment in time, we do not measure our waste management performance.
	C11	Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?	1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy If planning to develop one, when does the housing provider expect it to be established? [Date]		The strategy should cover both resident homes and corporate operations. Having a strategy in place for good water management provides a demonstration that the Housing Provider is committed to minimising the environmental impact that its activities have on the planet. Tracking and measuring the success of a water management strategy is also an important mechanism in ensuring that the organisation remains invested in achieving the targets it has set out.	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. At this moment in time, we do not measure performance of our water management performance.
	C12	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 relevant Local Authority 2) Rent compared to the relevant Local Housing Allowance (LHA)	% of PRS rent % of LHA rent	Report against both Affordability Metrics.	Rent compared to PRS: The % difference between the rent of units and the median private rental sector rent for the same number of beds, using local authority median rent data. For England, this can be found at: https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/private-rental-market-summary-statistics-in-england In Scotland, this can be found at: https://www.gov.scot/publications/private-sector-rent-statistics-scotland-2010-2020/pages/1/ In Wales https://stats.wales.gov.wales/Catalogue/Housing/Private-Sector-Rents Rent compared to LHA: The % difference between rent and the relevant Local Housing Allowance. Whilst figures can be disaggregated by number of beds, local authority etc, please report one portfolio wide figure for % of PRS rent and/or % of LHA rent. Worked example: If your portfolio has three homes with monthly rents of £500, £600, and £700 in local authorities with LHAs of £600, £700, and £800 respectively, rent would be at 86% of the LHA. $\frac{£500}{£600} = 0.83$ $\frac{£600}{£700} = 0.86$ $\frac{£700}{£800} = 0.88$ $0.83 + 0.86 + 0.88 = 2.57$ $2.57/3 = 0.86 = 86\%$ of LHA	We charge a combination of social and affordable rents. Our affordable rents are set at 80% of Private Rental Sector rent. On average our rents are set at 77% of Local Housing Authority rent.

Affordability and Security

T4	C13	Share, and number, of existing homes (owned and/or managed) 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	% homes Number of homes		Both % and number of homes should be provided to get an understanding of scale and composition of tenure type. Account for homes that completed construction before the last financial year. Including homes acquired that were completed before the last financial year. Exclude non-residential units from all reporting.
	C14	Share, and number, of new homes (owned and/or managed) 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 - Other	% homes Number of homes	Number homes disposed of in the last 12 months, by tenure type Number of homes acquired in the last 12 months, by tenure type	Both % and number of homes should be provided to get an understanding of scale and composition of tenure type. Account for homes that completed construction in the last financial year. Including homes acquired that have been completed in the last financial year. As an enhance reporting option, include all disposals and acquisitions of homes over the last 12 months. Exclude non-residential units from all reporting.
	C15	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Qualitative response		This criterion highlights the effects of fuel costs on the affordability of homes for residents, demonstrating the Housing Provider's consideration of additional costs for residents, as well as their focus on maximising the energy efficiency of homes.
	C16	How does the housing provider provide security of tenure for residents?	Qualitative response		Security of tenure is a key differentiator between social housing and the private sector and evidence suggests this security makes a huge difference to people's lives and ability to find work, access informal and formal local support networks and services and build family lives. Good practice in the housing sector is now to offer long term tenancies to general needs residents where possible.

Tenure	Number	Percentage
General Needs (social rent)	3,993	59.5%
Intermediate Rent	285	4.3%
Affordable Rent	1,191	17.7%
Supported Housing	157	2.3%
Housing for Older People	553	8.2%
Low-cost home ownership	364	5.4%
Care Homes	8	0.1%
Private Rental Sector	34	0.5%
Other	130	2.0%
Total	6,715	100.0%

Tenure	Number	Percentage
General Needs (social rent)	33	76.7%
Intermediate Rent	-	-
Affordable Rent	-	-
Supported Housing	-	-
Housing for Older People	-	-
Low-cost home ownership	10	23.3%
Care Homes	-	-
Private Rental Sector	-	-
Other	-	-
Total	43	100.0%

We are undertaking various activities to improve the energy efficiency of our homes and therefore reduce the fuel poverty of our residents. In the current year we expect to deliver retrofit measures to 157 homes through the SHDF Wave 2 Programme alongside improvements to several hundred homes through an EPC4 funded programme to upgrade loft and cavity wall insulation. We will continue to explore and implement 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.
In order to ensure all our homes meet a minimum Energy Rating Score Band C by 2030 we are planning to invest £10 million over the next six years. Providing high quality, energy efficient, affordable, and safe homes will remain a mainstay of the Rooftop philosophy.

88.7% of our customers have a protected or assured tenancy with no end date, and a further 0.4% are on fixed term tenancy agreement of five years or more.

Building Safety and Quality

T5	C17	Describe the condition of the housing provider's portfolio, with reference to: % of homes for which all required gas safety checks have been carried out. % of homes for which all required fire risk assessments have been carried out. % of homes for which all required electrical safety checks have been carried out.	% of homes	% of homes for which all required asbestos management surveys or re-inspections have been carried out. % of homes for which all required legionella risk assessments have been carried out. % of homes for which all required communal passenger lift safety checks have been carried out.	This criterion is included to ensure that the Housing Providers' portfolio of homes meet the minimum compliance and safety requirements. Meeting internal policies and legal requirements should be seen as the minimum expectation, rather than exemplary.
	C18	What % of homes meet the national housing quality standard? Of those which fail, what is the housing provider doing to address these failings?	% of homes	What is the target date for bringing homes that do not meet the standard into compliance?	For example, the Decent Homes Standard for England, the Scottish Housing Quality Standard, or the Welsh Housing Quality Standard.
	C19	How do you manage and mitigate the risk of damp and mould for your residents?	Qualitative response	How many cases of damp and mould were reported in the period that required action? What % of the housing providers portfolio do these homes account for?	Responses to also include a description of resident engagement and communication around damp and mould, the reporting processes, and the provision of advice around home ventilation. Include reference to both Category 1 and Category 2 Hazards as defined by the Housing health and safety rating system (HHSRS) - https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals

At 31 March 2024:
100% of homes had a valid and in date LGSR for the required Gas Safety Check.
100% of homes had a valid and in date Fire Risk Assessment.
100% of homes had a valid and in date electrical safety check certificate.

At 31 March 2024, 98% of our homes meet the Decent Homes Standard. During the 2022/23 and 2023/24 financial year Rooftop has carried out 4,718 stock condition surveys which have also been externally validated, with further surveys planned 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 97 non decent homes at 31 March 2024.
Included in this number are 64 properties with Category One Housing Health and Safety Rating System (HHSRS) Hazards which are being remediated through our case management approach. Thirty nine 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 34 homes that fail the Decent Homes Standard at Criterion D (thermal comfort) have been identified for works through the Social Housing Decarbonisation Fund and works 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. These properties are being given specific consideration in our Asset Investment Strategy.

Rooftop has a case management system to monitor Category 1 and Category 2 HHSRS hazards across its homes and has a zero tolerance approach to damp, mould and condensation. HHSRS hazards and damp, mould and condensation data is shared monthly through our compliance pack and shared with our customers via social media and on our website. The Rooftop website also provides valuable advice and information to customers on how to report damp, mould and condensation either via an online reporting mechanism or via phone or email and provides advice on how to minimise damp, mould and condensation, including home ventilation.
Rooftop's stock condition methodology ensures that decent homes and HHSRS assessments are carried out at each property inspection. Neighbourhood Officers have received HHSRS training and are also able to identify possible hazards when they visit Rooftop homes and estates to be investigated further and addressed through our case management system. In 2024, a dedicated property safety team that focuses purely on hazards and damp and mould will be established to strengthen our response further with regular training provided to relevant colleagues.

Social	Resident Voice	C20	<p>What are the results of the housing provider's most recent tenant satisfaction survey?</p> <p>How has the housing provider acted on these results?</p>	% of residents satisfied Qualitative response	<p>Response should:</p> <ul style="list-style-type: none"> - Disclose date of survey - Disclose % of residents who responded - Disclose sampling method <p>Response to include results from:</p> <ul style="list-style-type: none"> - England's TSM TP01 - "Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord," - Scottish Social Housing Charter - "4.1 Satisfaction with the overall service provided" - Welsh Social Landlord Tenant Satisfaction survey question: "How satisfied or dissatisfied are you with the service provided by your social landlord?" 	<p>From 2023/24, overall customer satisfaction has been measured through Tenant Perception surveys, which are completed as part of the annual Tenant Satisfaction Measures (TSMs) return. In 2023/24, we took a census approach using random sampling to select households for surveying. Based on a tenant population of 6,210 residential units of Low Cost Rental Accommodation (LCRA), we completed 654 Tenant Perception surveys between 5 May 2023 and 11 April 2024, covering 9% of LCRA households. This achieved the required margin of error of +/- 4%, at a 95% confidence level.</p> <p>Overall satisfaction (TSM TP01) at the 2023/24 year end was 76.2%. The 2023/24 result was 5.8% off target (82%); however, it was only 0.2% lower than the previous year end satisfaction of 76.4%. Our results compare favourably with the sector median, particularly for 2023/24 when overall satisfaction dipped below 70% for the first time at 69.4%.</p> <p>We find that customers are generally more satisfied with recent interactions with us (such as repairs), whilst negative past experiences can affect their perception of how satisfied they feel about Rooftop overall, when they are asked TP01. Given that the past year has been extremely challenging for many of our customers, who continue to acutely feel the effect of cost of living pressures, we can be proud of the satisfaction results we have achieved.</p> <table border="1"> <caption>Rooftop Overall Customer Satisfaction</caption> <thead> <tr> <th>Year</th> <th>Rooftop Year End</th> <th>Sector Median</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>89.2%</td> <td>-</td> <td>82.0%</td> </tr> <tr> <td>2020/21</td> <td>84.7%</td> <td>-</td> <td>82.0%</td> </tr> <tr> <td>2021/22</td> <td>81.0%</td> <td>-</td> <td>82.0%</td> </tr> <tr> <td>2022/23</td> <td>76.4%</td> <td>-</td> <td>82.0%</td> </tr> <tr> <td>2023/24</td> <td>76.2%</td> <td>69.4%</td> <td>82.0%</td> </tr> </tbody> </table>	Year	Rooftop Year End	Sector Median	Target	2019/20	89.2%	-	82.0%	2020/21	84.7%	-	82.0%	2021/22	81.0%	-	82.0%	2022/23	76.4%	-	82.0%	2023/24	76.2%	69.4%	82.0%
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T6	C21	<p>What arrangements are in place to enable residents to hold management to account for the provision of services?</p>	Qualitative response	<p>Empowering residents to hold their landlords to account is a key method for social landlords to differentiate themselves from private landlords.</p> <p>We have an active Customer Scrutiny Panel that carry out detailed reviews of key service delivery areas. In addition to this we utilise our 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.</p> <p>After working closely with the Tenant Participation Advisory Service last year to develop and enhance our customer charter with a new Influencing and Engagement Framework, our focus this year will be to implement the framework and gather more feedback from customers to hold us to account for the services that they receive.</p>																										
	C22	<p>In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?</p> <p>How have these complaints (or others) resulted in change of practice within the housing provider?</p>	Number Qualitative response	<p>For example, the Housing Ombudsman Service (HOS) in England, the Scottish Public Services Ombudsman (SPSO), or the Public Services Ombudsman for Wales.</p> <p>The absolute number of complaints, where the Ombudsman has determined that maladministration took place, should be reported, not the percentage.</p> <p>Within the financial year, the HO determined severe maladministration in two Rooftop complaint cases:</p> <ol style="list-style-type: none"> 1.The first case determined in November 2023 related to our response to reports of a broken window, a seized hot water tap, kitchen repairs/condition, a broken/unsuitable communal entrance door, communal cleaning and maintenance, antisocial behaviour (ASB), fire safety concerns and complaint handling. 2.The second case determined in January 2024 related to the handling of energy efficiency works to the property, our response to the customers' reports of damp and mould and complaint handling. <p>Action Plans were put into place and, with the exception of one action which requires and relates to additional/future staffing, both have been completed. These two determinations were a major catalyst for change and resulted in the establishment of a dedicated central team and significant changes to our Policy and procedures.</p> <p>Rooftop reviews following the findings by the HO identified a number of learning themes and specific areas for improvement. These were addressed in the detailed Action Plans but are summarised across the two cases below:</p> <ul style="list-style-type: none"> -Customer communication -Clarity of responsibility for aspects of building maintenance/safety -Delays and ineffective responses -Following policy and procedure -Responding to evolving and multiple complaints -Defining the complaint -Putting things right -Tone and approach -Contractor failure. -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. 																										
Resident Support	T7	C23	<p>What are the key support services that the housing provider offers to its residents?</p> <p>How successful are these services in improving outcomes?</p>	Qualitative response	<p>Reference services that help residents:</p> <ul style="list-style-type: none"> - Increase skills and gain employment - Increase their income and better manage their money (i.e. this includes work to increase access to benefits and reduce debt) - Improve their physical health - Improve their mental health <p>For each service, include:</p> <ul style="list-style-type: none"> - Description of the service - How many residents have directly benefited from the service (and how representative this is of total resident population) - KPIs used to measure success <p>Social Value and SROI calculations can also be included in this response.</p> <p>Our Community Investment Strategy continues to focus on the following:</p> <ul style="list-style-type: none"> -Community connection and infrastructure. -Health and wellbeing. -Employment, education, skills, and training. -Financial resilience. -Environment. -Digital inclusion. <p>We have a wide range of activities such as:</p> <ul style="list-style-type: none"> -Money Advice Team - available to over 6000 residents. -Domestic Abuse support services supports local families. -Community champions network. <p>We achieved the following with our Community Investment Strategy:</p> <ul style="list-style-type: none"> - A number of cross-team community events have taken place in our areas of operation that have included external partner agencies where appropriate, including an event at Easter for Evesham residents and a Ukrainian celebration event. - Value for Money has been achieved by key colleagues 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. 																									

Placemaking	T8	C24	Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located. Provide examples or case studies of where the housing provider has been engaged in placemaking or place-shaping activities.	Qualitative response	Social Value calculations (including monetisations) of placemaking activities [1]	Provide examples of how, through a 'whole organisation approach' your development, housing management and community investment teams have worked with residents and external partners to bring about positive changes to a particular place, spanning the physical realm, the local community and local services. Detail your measures of success.	<p>We have six key areas where we are improving the communities and lives of our customers:</p> <p>Community strengthening</p> <ul style="list-style-type: none"> 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. <p>Health and wellbeing</p> <ul style="list-style-type: none"> 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. <p>Employment, education, skills, and training</p> <ul style="list-style-type: none"> 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. <p>Financial resilience</p> <ul style="list-style-type: none"> 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. <p>Environment</p> <ul style="list-style-type: none"> 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. <p>Digital</p> <ul style="list-style-type: none"> 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. Supporting our customers with training for on-line activities.
	Structure and Governance	T9	C25	Is the housing provider registered with the national regulator of social housing?	Yes/No		For example, the Regulator of Social Housing in England, the Scottish Housing Regulator, or the Regulatory Board for Wales.
C26			What is the housing provider's most recent regulatory grading/status?	Varies by Nation		<p>English Providers will have a numerical V/G grading, e.g. V1/G2.</p> <p>Welsh Providers will have a "Standard, Increased Intervention, Statutory Action" grading.</p> <p>Scottish Providers will have a regulatory status of "Compliant, Working Towards Compliance, or Statutory Action".</p>	<p>The Board considers it a priority to comply with the regulatory framework and to maintain a G1 and compliant V1/2 rating from the Regulator of Social Housing (RSH) under the Governance and Financial Viability Standard. 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. These ratings were reconfirmed in 2023 following the annual Stability Check. In May 2024, the Group was inspected by the RSH under the new consumer regulation regime. <u>As of 6 September 2024, we await the Regulator's judgement.</u></p>
C27			Which Code of Governance does the housing provider follow, if any?	Name of code		<p>The expectation is that non-profit Housing Providers in England will follow the National Housing Federation's Code of Governance issued in 2020.</p> <p>Scottish Registered Social Landlords must comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.</p> <p>Welsh Housing Providers are expected to follow Community Housing Cymru's Code of Governance.</p>	<p>The Board has adopted the National Housing Federation's Code of Governance (2020) and formally annually assesses its compliance. On 22 May 2024 the Group Board confirmed that the organisation is fully compliant and a statement to this effect was included in the 2023-2024 financial statements.</p>
C28			Is the housing provider 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?	Yes/No Name % %		<p>This criterion provides insight into the ownership and control of for-profit Housing Providers. It is a standard question asked by many investors of for-profit companies.</p>	<p>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 Group is to provide housing accommodation at below market rents for people in housing need. Additionally, the Group provides:</p> <ul style="list-style-type: none"> 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 older people.
C29			Explain how the housing provider's board manages ESG risks. Are ESG risks incorporated into the housing provider's risk register?	Qualitative response	<p>Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?</p>	<p>Good governance is based on good systems and structures. The way a Housing Provider uses its Risk Management Framework provides a clear view into how they handle and mitigate ESG risks.</p>	<p>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 Group Board is responsible for the overall system of internal control throughout the Group and for reviewing its effectiveness.</p> <p>The Audit and Risk Committee has responsibility for reviewing:</p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>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.</p> <p>We have alignment of all ESG themes at least at Operational Risk Level within our Symbiant Risk Register. A review of risk reporting against ESG themes will take place in 2024/25 to strengthen controls and mitigation assurance at Board level.</p>
C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?	Yes/No	If yes, describe.	<p>This criterion is included to raise any issues that have adversely affected the Housing Provider in the last year. It serves an important purpose in ensuring that any issues relating to the organisation's governance must be disclosed to investors.</p>	<p>We have not been subject to any adverse regulatory findings in the last 12 months.</p>		

Governance		Board and Trustees		Staff Wellbeing											
T10	C31	<p>How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?</p> <p>Does the housing provider consider resident voice at the board and senior management level?</p> <p>Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?</p>	Qualitative response	<p>Response to include:</p> <ul style="list-style-type: none"> - What % of the board are women? - What % of the board are BAME? - What % of the board are residents? - What % of the board have a disability? - Average age of the board - Average tenure of the board 	<p>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. Board Members are carefully selected to make sure that they have the mix of skills and experience appropriate to their roles within the Group.</p> <p>Our current Board Members are listed on the website here: Governance and The Board Rooftop Housing (rooftopgroup.org)</p> <ul style="list-style-type: none"> - 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 July 2024, we recruited an independent member to the Audit and Risk Committee to provide further oversight. - We have recruited a new member with treasury and financial expertise to replace a retiring member from September 2024. - A further round of recruitment is planned for late 2024 to replace two retiring members in line with the Group Board approved Succession Plan. <p>The specific demographics of our Board members as of August 2024 are as follows:</p> <table border="1"> <tr> <td>% of female Board members</td> <td>56%</td> </tr> <tr> <td>% of BAME Board members</td> <td>11%</td> </tr> <tr> <td>% of Board members with a disability</td> <td>22%</td> </tr> <tr> <td>Average age of the Board</td> <td>48 years</td> </tr> <tr> <td>Average tenure of the Board</td> <td>3 years</td> </tr> </table>	% of female Board members	56%	% of BAME Board members	11%	% of Board members with a disability	22%	Average age of the Board	48 years	Average tenure of the Board	3 years
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	C32	<p>What % of the housing provider's Board have turned over in the last two years?</p> <p>What % of the housing provider's Senior Management Team have turned over in the last two years?</p>	% %	<p>Report separate turnover figures for both the board and management.</p> <p>Each figure should cover the last two years.</p> <p>Worked example: There are 10 members of the management team, one member left and was replaced in the 2021/22 financial year, and two members left and were replaced in the 2022/23 financial year. Thereby management team turnover is 30%. $1+2 = 3$ $3/10 = 0.3 = 30\%$</p>	<p>The turnover for our Board is 0% and the turnover for the Management Team in the past two years is 50% due to two Executive Directors leaving.</p>										
	C33	<p>Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.</p>	Number and description of experience	<p>The absolute number should be reported, i.e. if 4 of the 8 board members on the Audit Committee have recent and relevant financial experience, the criteria response should be 4.</p>	<p>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. In July 2024, we recruited an independent member to the Audit and Risk Committee with treasury, audit and financial skills.</p>										
C34	<p>What % of the housing provider's board are non-executive directors?</p>	%	<p>Non-executive director refers to a member of a company's board of directors who isn't a company employee. This means that they don't engage in the day-to-day management of the organisation, and act as an independent advisor.</p>	<p>100% of our Board Members are Non-Executive Directors.</p>											
C35	<p>Has a succession plan been provided to the housing provider's board in the last 12 months?</p>	Yes/No	<p>The recent presentation of a succession plan to the board indicates that an organisation has taken appropriate steps to prepare for future changes in the makeup of the organisation's senior management team. This evidences clear planning and preparedness in the Housing Provider's governance.</p> <p>Where the same auditor has been used for many years, there is a concern that over time there will be a conflict of interest and therefore a lack of scrutiny. This is a standard question which is asked by many investors.</p>	<p>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.</p>											
C36	<p>For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?</p>	Number of whole years	<p>Where the same auditor has been used for many years, there is a concern that over time there will be a conflict of interest and therefore a lack of scrutiny. This is a standard question which is asked by many investors.</p>	<p>BDO LLP has been the Group's external auditor for eight 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 was completed in 2023/24 which has resulted in a further three-year contract awarded to BDO.</p>											
C37	<p>When was the last independently-run, board-effectiveness review?</p>	Date	<p>Please report month and year (XX/XXXX).</p>	<p>The last Board effectiveness review was held in 2022. The next review is due in 2025.</p>											
C38	<p>How does the housing provider handle conflicts of interest at the board?</p>	Qualitative response	<p>As Housing Providers grow, the likelihood for a conflict of interest increases. Therefore it is vital that they have an appropriate way of handling them when they arise.</p>	<p>Board Members are required to complete a declaration of interests on appointment. This is reviewed every six months. Prior to the start of any formal meeting of the Boards or Committees, declarations of interest in agenda items are sought.</p>											
T11	C39	<p>Does the housing provider pay the Real Living Wage?</p>	Yes/No	<p>The Real Living Wage is Calculated and set by https://www.livingwage.org.uk/.</p> <p>Note that the Real Living Wage is different to, and higher than, the National Living Wage.</p> <p>Please disclose whether apprentices and/or contractors have been included.</p>	<p>We do not pay the Real Living Wage. Instead, we pay the National Living Wage, introduced by the Government in July 2015. 3.56% of our employees are paid the National Living Wage, with the remaining 96% being paid more than the National Living Wage.</p>										
	C40	<p>What is the housing provider's median gender pay gap?</p>	% gap	<p>Reporting should be in-line with government standards: https://www.gov.uk/guidance/gender-pay-gap-reporting-overview</p>	<p>Due to our size we don't have to publish the gender pay gap figures. 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 are evaluated in the same way. Evaluations are based on role descriptions not role-holders.</p>										
	C41	<p>What is the housing provider's CEO:median-worker pay ratio?</p>	Ratio	<p>Calculated as the ratio between the CEO and the median pay of workers. This criteria will use the Department of BEIS Methodology: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/755002/The_Companies_Miscellaneous_Regulations_2018_QA_-_Publication_Version_2_1.pdf</p>	<p>As there are less than 250 employees at Rooftop Housing Group, we do not report on the CEO-worker pay ratio.</p>										
	C42	<p>How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?</p>	Qualitative response	<p>Response to include:</p> <ul style="list-style-type: none"> - How is the policy of the housing provider operationalised? 	<p>We have an EDI strategy which means we promote a culture where Equality, Diversity, and Inclusion (EDI) is alive, valued and respected at Rooftop and makes a real and practical difference for customers and colleagues.</p> <p>The Strategy includes an action plan that is overseen and driven by our Inclusion Alliance group that aims to build on our inclusive culture and workplace where difference is celebrated at Rooftop.</p> <p>We challenge and act on inappropriate behaviour such as bullying, harassment and discrimination of any kind and continue to take positive action to adjust services to meet the needs of vulnerable customers and remove barriers in areas such as language, physical and mental health, and digital access.</p> <p>Using the insight from our customer data and feedback, as well as our participation in the annual National Housing Federation's data survey also help to inform the focus of this Strategy and our annual workplan.</p> <p>Colleagues in our Inclusion Alliance oversee our work and seek challenge and input from the Board and, in particular, the Board EDI representative. We use our annual Colleague survey to question colleagues about their perception of equality, diversity and inclusion at Rooftop.</p>										
	C43	<p>How does the housing provider support the physical and mental health of its staff?</p>	Qualitative response	<p>This criterion helps to demonstrate the actions taken by Housing Providers to support their staff in terms of their physical and mental health and wellbeing, providing an indicator of the Housing Provider as a good employer.</p>	<p>We have a rewards and benefits package which includes:</p> <ul style="list-style-type: none"> - Group-funded health cash plan with a range of treatments including eye tests, dental treatment, physiotherapy, acupuncture, osteopathy, chiropractic, 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 confidential 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. 										
C44	<p>How does the housing provider support the professional development of its staff?</p>	Qualitative response	<p>What % of employees have received qualification that are relevant for their professional development, within the last year?</p> <ul style="list-style-type: none"> - Split result by demographic. 	<p>Professional development of staff is a growing area of importance for the social housing sector.</p>	<p>We are partnered with the Chartered Institute of Housing as Gold Members meaning we have offered professional CH qualifications to 17 colleagues over the last two years, with a further 19 colleagues currently undertaking CH professional qualifications. Over the last two years, many colleagues have also completed professional housing, human resources, Health & Safety, GDPR, accountancy and management courses.</p>										

Supply Chain	T12	C45	<p>How is social value creation considered when procuring goods and services?</p> <p>What measures are in place to monitor the delivery of this Social Value?</p>	<p>Qualitative response</p>	<p>What is the relative weighting of Social Value considerations in procurement policies?</p> <p>How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?</p>	<p>The housing sector has the potential to deliver social value through its supply chain e.g. through contracting local businesses and social enterprises and creating job opportunities for residents. This criterion provides an opportunity for Housing Providers to describe how they take social value into consideration in their procurement policies and processes, including any alignment with the Social Value Act.</p>	<p>Each procurement process at Rooftop is an opportunity to support and improve the social, economic and environmental wellbeing of our communities that are impacted by the organisation's operations.</p> <p>The Group Procurement Policy recognises the importance of social value and maximising it and encourages all users of the policy to consider the additional benefits for society which can be achieved through its procurement/sourcing activities.</p> <p>Users are encouraged to use the Request for Quotation (RFQ) or Invitation to Tender (ITT) as social value is embedded within areas of these templates. The specification requires users to define their social value requirements to the supply chain. The evaluation/award model includes social value within the qualitative scoring criterion through a question and percentage weighting which requires bidders/suppliers to communicate how they can contribute to the society and community in which they operate. Social value requirements must be relevant and proportionate to the procurement subject-matter and mindful of the community investment priorities and social value impact. Users can access the templates via the Procurement SharePoint.</p> <p>Rooftop is also a member of several established public sector procurement frameworks and dynamic purchasing systems (DPS) which users are encouraged to utilise. The majority of these methods embed social value into their practices and can us to help identify social value opportunities.</p> <p>When users complete standalone procurements over £30k, they are advised to advertise the procurement through Contracts Finder and Find a Tender which notifies small to medium enterprises (SMEs) in the supply chain, some which may be local, of the opportunity.</p> <p>Social value is highlighted within the organisations RFQ and ITT templates. Both templates include an initial screening assessment which collects information from suppliers to assesses their ability to perform a contract. This is qualitative information based on a suppliers economic and financial standing, suitability, equality, diversity and health and safety, data protection and modern slavery and insurance. This measure is a layer of due diligence which is in place to safeguard the organisation and its communities and identify unethical practices prior to entering a contract.</p> <p>The templates embed social value within the evaluation/award model. Users can modify the model, however for 'covered procurements' social value is mandatory and a minimum weighting of 10% should be applied. During the evaluation stage within a procurement, users are required to record responses from bidders within the Bidders Response Scoring Template. This ensures responses, including social value, are clearly documented and users can evaluate bidders in a systematic way in accordance with the evaluation/award model.</p> <p>SMEs are now being recorded on the Contracts Register and reported on as a procurement KPI.</p>
		C46	<p>How is sustainability considered when procuring goods and services?</p> <p>What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?</p>	<p>Qualitative response</p>	<p>What is the relative weighting of environmental impact considerations in procurement policies?</p> <p>How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?</p>	<p>A Housing Provider's supply chain also has an environmental impact. This criterion provides an opportunity for Housing Providers to describe whether they seek to reduce the negative environmental impact of their supply chain e.g. by requiring contractors to reach certain sustainability standards.</p>	<p>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. Users can request certain sustainability standards in their specification.</p> <p>Depending on commodity that is being procured, users can add an environmental/sustainability question within their procurement's evaluation/award model which will require bidders to provide qualitative information on their practices in this area.</p> <p>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.</p>