

Plymouth Community Homes

2019-20 Environmental, Social and Governance Report Summary

Executive Summary

We are a leading, growing, independent housing association with a clear social purpose, providing homes and services people want and can afford. We also recognise the impact we have on the local and wider environment, both directly through our corporate activities and indirectly through the energy and resource use of our residents. We endeavour to deliver quality homes and services to our residents whilst treading lightly on the planet.

A summary of our performance can be seen below:

Focus	Indicator	2019/20
Environment	Strategic objective benefiting the environment?	Yes
	ISO14001:2015 Environmental Management certification?	Yes
Reducing Carbon Emissions	Climate Change	
	Average SAP rating	71.7
	Carbon footprint of organisation	627.4 tonnes
	Homes with rooftop solar PV	15%
	Total renewable energy generation	5484 MWh
Using Resources Efficiently	Ecology	
	Total waste generated (tonnes)	1,376
	Waste recycled	99%
Help Residents Thrive	Affordability	
	Percentage of homes let at a social or affordable rent	100%
	Total new homes	113
	Building Safety	
	Homes with a gas supply with an in-date gas safety check?	99.98%
	Communal areas with an in-date Fire Risk Assessment?	100%
	Resident Voice	
	Number of tenants on the Board	3
	Responsive repairs satisfaction (target 95%)	96.1%
	Major repairs satisfaction (target is 95%)	81.42%
	Satisfaction with anti-social behaviour complaint outcome (Target is 90%)	On target
	Residents overall satisfaction with our services (2018 Star survey)	91.20%
	% all complaints responded to within 10 days	99.07%
Looking After Staff	Staff wellbeing	
	Ratio of CEO pay to lowest paid worker	9.81
Governance	Board and Trustees	
	Number of board members	12
	Systems and Risk Management	
	Registered with the RSH	Yes
	Most recent Governance and Financial Viability rating	G1 V1
	% homes that meet Decent homes standard	99.3%
Number of adverse regulatory findings in past 12 months	0	



Environment

We recognise the impact we have on the local and wider environment, both directly through our corporate activities and indirectly through the energy and resource use of our residents.



ENVIRONMENTAL STRATEGY

Our Environmental Management System, certified to the ISO14001:2015 standard, ensures that we have identified our most significant environmental aspects, assessed risks and implemented procedures to manage those risks.

We have an Environmental Sustainability Policy which gives an overview of our approach to these aspects and we are developing an Environmental Sustainability Strategy to set out the key environmental outcomes, objectives and targets whilst ensuring compliance with environmental legislation and implementing continuous improvement.



CLIMATE CHANGE

In 2019, the UK government declared a Climate Emergency and committed to achieve net-zero carbon emissions by 2050.

Our goal is to reduce the carbon footprint of our homes and organisation through positive changes to buildings, business practices and education. During 2020-21 we will explore the options available to enable us to create a plan for how our housing stock will meet the Government's net-zero 2050 target.



ENERGY EFFICIENCY

Our homes have the largest impact on the environment, and energy efficiency is important to us for two reasons. Firstly, we want to ensure that the homes are as environmentally sound as possible and secondly, as a result of environmental improvements residents can save money on their bills.

The average SAP rating for the stock is 71.7, which equates to a band C.

The distribution of the energy efficiency of our homes is as follows:

A	B	C	D	E	F	G
0.67%	12.5%	57.49%	26.88%	1.94%	0.45%	0.06%

15% of the homes have solar panels, which generated 5,484 mWh of electricity during 2019-20. This means that households with solar panels can benefit from free electricity generated on their rooftop, whilst reducing their carbon footprint.

The carbon footprint of our homes and business is 627.4 tonnes.



RESIDENT ENGAGEMENT

We provide advice to residents on protecting the environment and saving money on running their home.

Residents are shown how to use their heating system efficiently and the modern controls provide comfort and fuel efficiency while reducing the housing stock's carbon footprint. We also provide a Home Energy Advice leaflet on our website.



PROCUREMENT

At PCH we are conscious that there is an environmental impact associated with everything that we buy. In our Environmental Sustainability Strategy our goal is to include environmental criteria as part of the procurement process and to select goods and services that are as local and sustainable as possible.



WASTE

Waste management is the most significant environmental risk for the day to day running of the organisation. Our goal is to reduce, reuse or recycle the waste generated by our business activities and work with residents and the Local Authority to improve domestic recycling uptake.

We disposed of 1,376 tonnes of waste during 2019-20, of which 99% was recycled or recovered and just 1% sent to landfill.

Our greatest success in waste management is the opening of our Reuse Centre to deal with items left in empty properties and fly tipped waste from our neighbourhoods. Previously, everything was disposed of via landfill however with the introduction of a sorting facility, we are now recycling or recovering 97% of the waste.

Often we receive good quality items into the centre, and these are set aside and passed onto residents suffering hardship free of charge.



POLLUTION

Our goal is to achieve a record of no pollution events as a result of our business activities.

To avoid pollution incidents we will:

- Comply with pollution legislation and standards;
- Comply with water and environmental permitting regulations;
- Remain committed to the prevention of all types of pollution in order to protect both the environment and our residents.



WATER

Our goal is to reduce the water footprint of our homes and organisation through the installation of water efficient fittings, improved business practices and education.

To manage water usage and drainage we will:

- Promote water efficiency;
- Continue to install water-efficient fittings in the homes and corporate buildings;
- Support sustainable urban drainage.



BIODIVERSITY

Our goal is for our activities to make an overall positive impact on green space and biodiversity across our communities. PCH is responsible for the maintenance of a large areas of green space which is managed in a way that promotes nature and biodiversity.

SOCIAL

We are a leading, growing, independent housing association with a clear social purpose, providing homes and services people want and can afford.



AFFORDABILITY

Social Rents are charged on approximately 75% of our social housing stock and are set in line with a Government formula. Our rents are lower than other housing associations in Plymouth and amongst the lowest in the country. The majority of our Social Rents are at least 40% cheaper than a privately rented home.

The remaining 25% are charged at an Affordable Rent. These are charged at up to 80% of the cost of a privately rented home, with the additional rent used support our development programme. We aim to increase the supply of affordable homes and last year we delivered 113 new homes for rent or shared ownership.



BUILDING SAFETY

99.98% of homes have an in-date landlord gas safety check and every communal area that requires a fire risk assessment has one. Fire risk assessments are completed on each of the communal areas of our blocks, with the frequency determined by the characteristics of the building and demographic of the occupants.



RESIDENT INVOLVEMENT

Resident involvement is how we find out what residents and communities think about the services we provide and how we should shape our services.

We have formal and informal ways for residents to get involved, for example we have residents as Board members and leading on scrutiny as well as offering residents opportunities to become armchair advisors and participate in focus groups and surveys.

We hold TPAS Landlord Accreditation and were described as exemplary for our work with communities, including community projects and our work to engage residents of Mount Wise Towers.



SATISFACTION WITH SERVICES

It is important that we understand how satisfied residents are with our services. We regularly measure how satisfied customers are with responsive repairs, major works, and anti-social behaviour complaint outcomes.

The 2019/20 figures were:

Every two years we carry out a perception survey using the HouseMark STAR methodology. The results of our most

	2019/20 Outturn	Target
Responsive repairs satisfaction	96.10%	95%
Major repairs satisfaction	81.42%	95%
Satisfaction with anti-social behaviour complaint outcomes	93.75%	95%



SUPPORTING RESIDENTS

Question	2018
Overall satisfaction with landlord services	91.2%
Overall satisfaction with quality of your home	90.9%
Satisfaction with neighbourhood as a place to live	85.8%
Satisfaction that rent provides value for money	91.8%
Satisfaction that service charge provides value for money	81.6%
Overall satisfaction with repairs and maintenance	89.6%

Supporting residents is a huge part of what we do, and this is reflected by the number of ways we support residents throughout the organisation.

We have Housing Officers who work with residents with additional needs to help them sustain their tenancy and Incomes Officers who support residents to pay their rent and manage their finances.

Additionally we have Housing with Support Officers who provide a housing-related support services for the over-55s in our supported housing.



COMPLAINT HANDLING

Feedback from residents is an important way for us to understand what is working and what is not. During 2019-20 we responded to 99% of complaints within the published timeframe.



RESIDENT TRAINING

Learn for Free is our free training programme designed for residents and is shaped around three themes:

Get Skilled: aims to help residents to build their CV and gain employment.

Get Together: aims to encourage residents to meet other people while enjoying and exploring different hobbies and interests.

Get Involved: aims to help residents get more involved their local community, and with PCH.



HEALTH AND WELLBEING

Another key part of our role in the community is to promote good health and wellbeing amongst residents. We are part-way through our New Home, New You project which helps new residents who want to make positive lifestyle changes when they start their tenancy - using a new home as a catalyst to make changes - such as give up smoking, drinking less or eating healthier.



SOCIAL VALUE

As part of our procurement processes, we require that our contractors contribute social value as part of doing business with us. This can be either through a financial contribution, training for residents or a direct supply of services to a community.



COMMUNICATIONS WITH RESIDENTS

We communicate with residents in a range of ways, for example, via a quarterly magazine, local newsletters, website and social media updates and an annual report for residents.



STAFF WELLBEING

Plymouth Community Homes prides itself on being an employer of choice. Staff are supported by the organisation in a range of ways during their employment.

Remuneration is in line with market conditions for the role, and we pay above the national living wage for our lowest paid roles.

We offer a contributory pension scheme, sick pay and a generous annual leave provision.

The organisation also cares for employee wellbeing and so offers free of charge use of the company gym, and is committed to an Employee Assistance Programme to support staff in times of stress or difficulty.



GOVERNANCE

Strong corporate governance is essential in a thriving and high-performing organisation. The PCH Board is a group of 12 Independent non-executive directors who are responsible for the overall strategic direction and governance of the organisation. The Board is supported by a Chief Executive and three Executive Directors who are responsible for the day to day running of the business.

Plymouth Community Homes is registered under the Co-operative and Community Benefit Societies Act 2014 and has charitable status.

It has no majority shareholder, although interested parties can purchase one share in order to gain voting rights on the company rules. Each share has a nominal value of £1, which no right to interest, dividend or bonus.



COMPANY STRUCTURE

PCH has a transparent corporate group structure as a parent company with two subsidiary companies, this allows us to trade in a for-profit context whilst reducing the risk associated with such activities.



BOARD EFFECTIVENESS

Each year our Boards and Committees must consider their effectiveness in line with regulatory guidance. Once every three years, the National Housing Federation Code of Governance requires members to have a formal review at least every three years, which was last carried out in 2019.



REGULATOR OF SOCIAL HOUSING

We are registered with the Regulator of Social Housing and the Board certifies PCH's compliance with the Governance & Financial Viability standard within the annual accounts.

Our robust governance arrangements ensure that we have not been subject to any adverse regulatory findings in the last 12 months, or before that.

The most recent stability check by the RSH was in November 2019 where we maintained our G1 V1 grading meaning we are operating at the highest level expected by the Regulator for Governance and Financial Viability.

In addition to holding the highest grading for Financial Viability, the international credit rating agency Standard and Poor's has given Plymouth Community Homes an A+ rating.



ORGANISATIONAL RISK AND OPPORTUNITY MANAGEMENT

PCH's approach to risk & opportunity management focuses on:

- Ensuring that risks and opportunities are identified, understood and managed effectively and appropriately.
- Maintaining an effective and updated risk framework that provides a structured approach to managing and monitoring risks at all levels of the business (strategic and operational).
- Actively managing, anticipating and influencing risk and opportunities before they materialise, and learning from actual and near miss events that arise.



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