



2022/23 Environmental, Social and Governance (ESG) Report

September 2023

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Introduction

Welcome to Beyond Housing’s environmental, social and governance report.

In 2021, Beyond Housing implemented a sustainable bond framework¹ that set out our social and environmental objectives for delivery within our 2020–2025 business strategy².

The framework included a commitment to adopting the Sustainability Reporting Standards (SRS), which align with the United Nations’ (UN) Sustainable Development Goals

(SDGs)³ and provide a standardised way of reporting ESG performance in a transparent, consistent, and comparable way.

For ease of reading, while this report has been structured in line with the standard themes and criteria (below), we have also taken the opportunity to include some specific case studies to bring to life the true impact of Beyond Housing’s commitment to its customers and communities.

Environmental	Social	Governance
Climate change Ecology Resource management	Affordability and security Building safety and quality Resident voice Resident safety Placemaking	Structure and governance Board of trustees Colleague wellbeing Supply chain management

About Beyond Housing

Beyond Housing is a registered social housing provider, established in 2018 to provide homes and services to customers and communities across Tees Valley and North Yorkshire. We provide just over 15,000 homes and a range of services to over 30,000 customers. We are one of the largest landlords in the North East and North Yorkshire, covering a geographical footprint of over 400 square miles. With almost 750 colleagues, we recognise our role in society is one that is much bigger than bricks and mortar. We can raise aspirations, invest in our communities, and provide support to people who need it.



¹ [Beyond Housing sustainable bond framework 2021](#)
² [Beyond Housing 2020–2025 business strategy](#)
³ [United Nations \(UN\) ‘blueprint to achieve a better and more sustainable future for all by 2030’](#).

Our purpose

Why we exist

To help our **customers** and **communities** succeed and thrive.

Our mission

How we deliver our purpose

By providing **homes** customers want, **places** they are proud of, **services** they value, delivered by **people** who care.

We are committed to sustainability and genuinely care about the work we do to transform the lives of our customers. We pride ourselves in adding social value to our communities, delivering a wide range of services that support and enhance people's quality of life.

We work towards improving the economic, social and environmental wellbeing of the people living in our communities. These benefits cover a wide range of activities including the creation of apprenticeships and jobs, sub-contracting to local social enterprises, and working with customers and residents to create new and improved community spaces.

Our business model and sustainability impact

We provide housing management, improvement, repair, care and support services, customer empowerment, and community development to a diverse customer base. We have a bold vision for the future, offering enormous opportunity, as outlined in the Beyond Housing Strategy 2020–2025.

By 2025, we are set to achieve four ambitious objectives for our services, homes, places, and people:

- **Provide quality services to our customers** – increase customer satisfaction, grow our independent living business, and have 65% of our customers using digital services
- **Build new homes and keep our existing homes in good condition** – build circa 2,000 new homes, increase customer satisfaction with the quality of our homes and repairs satisfaction, and improve the Energy Performance Certificate (EPC) ratings for all our homes to EPC C or better by 2030
- **Invest in our communities/neighbourhoods to create a great place to live and work** – offer the best information and advice to customers, be a leading training provider and create neighbourhoods our customers are proud of
- **Be a great place to work for our people** – achieve Investors in People (IIP) accreditation, deliver an agile working environment, increase colleague satisfaction, and improve the health and wellbeing of colleagues.

Social impact

Social value is incredibly important to us and is a crucial factor in the way we conduct our business. These benefits cover a wide range of activities, including the creation of apprenticeships and jobs, sub-contracting to local social enterprises, or simply working with residents to create a community garden.

Sustainable bond – financing our ambition

The sustainable bond framework supported Beyond Housing to refinance the business in May 2021, securing the first long-dated (20 year) sustainable bond in the housing sector.

The finance raised from the bond is enabling us to invest in existing properties, providing more energy-efficient homes, and helping us move to become a carbon-zero organisation.

In addition, this will help us to deliver our ambitious development programme, providing value for money and securing the company's long-term plans. It will enable us to be front and centre in contributing to the levelling-up agenda and providing quality homes and neighbourhoods as our area goes from strength to strength.



Social

Theme 1: Affordability and security

Criteria 1. Rent compared to Local Housing Allowance (LHA)

Social general needs		Hambleton		Teesside		Scarborough	
		Beyond Housing	LHA	Beyond Housing	LHA	Beyond Housing	LHA
CAT B	1 Bed			£82.99	£86.30	£77.25	£86.30
CAT C	2 Bed	£102.75	£115.07	£91.82	£99.65	£89.46	£111.62
CAT D	3 Bed	£113.01	£136.93	£101.56	£115.00	£96.21	£128.88
CAT E	4 Bed			£112.13	£155.34	£104.03	£149.59

Affordable general needs		Darlington		Hambleton		Hull & East Riding		Tyneside		Teesside		Scarborough	
		Beyond Housing	LHA	Beyond Housing	LHA	Beyond Housing	LHA	Beyond Housing	LHA	Beyond Housing	LHA	Beyond Housing	LHA
CAT B	1B	£97.05	£76.15							£86.18	£86.30	£90.20	£86.30
CAT C	2B	£103.06	£92.05	£106.06	£115.07	£92.43	£92.05	£92.53	£109.32	£110.82	£99.65	£106.67	£111.62
CAT D	3B	£108.25	£113.92	£114.76	£136.93	£107.49	£109.32	£105.87	£126.58	£115.79	£115.00	£121.35	£128.88
CAT E	4B	£125.94	£151.89							£126.05	£155.34	£134.13	£149.59

Criteria 2. Share, and number, of existing homes 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.

Tenure	Number	%
General needs	13,240	87.8%
Intermediate	82	0.6%
Affordable	1,104	7.3%
Supported	108	0.8%
Housing for older people (HoP)	278	1.8%
Low-cost home ownership (LCHO) (shared)	259	1.7%
Market rent	3	0.0%
Total	15,074	100%

Criteria 3. Share, and number, of new homes 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.

Tenure	No.	%
General needs	0	0.0%
Intermediate	2	1.4%
Affordable	93	65%
Supported	31	21.7%
Housing for Older People (HoP)	0	0.0%
Low Cost Home Ownership (LCHO) (shared)	17	11.9%
Total	143	100%

Criteria 4. How is Beyond Housing trying to reduce the effects of fuel poverty on its residents?

Beyond Housing installs only A-rated boilers and the annual capital works programme includes loft and external wall insulation, double glazing, kitchen and bathroom replacements, and other heat saving initiatives in line with stock condition work. We also support customers accessing government grants such as winter fuel allowances and energy grants.

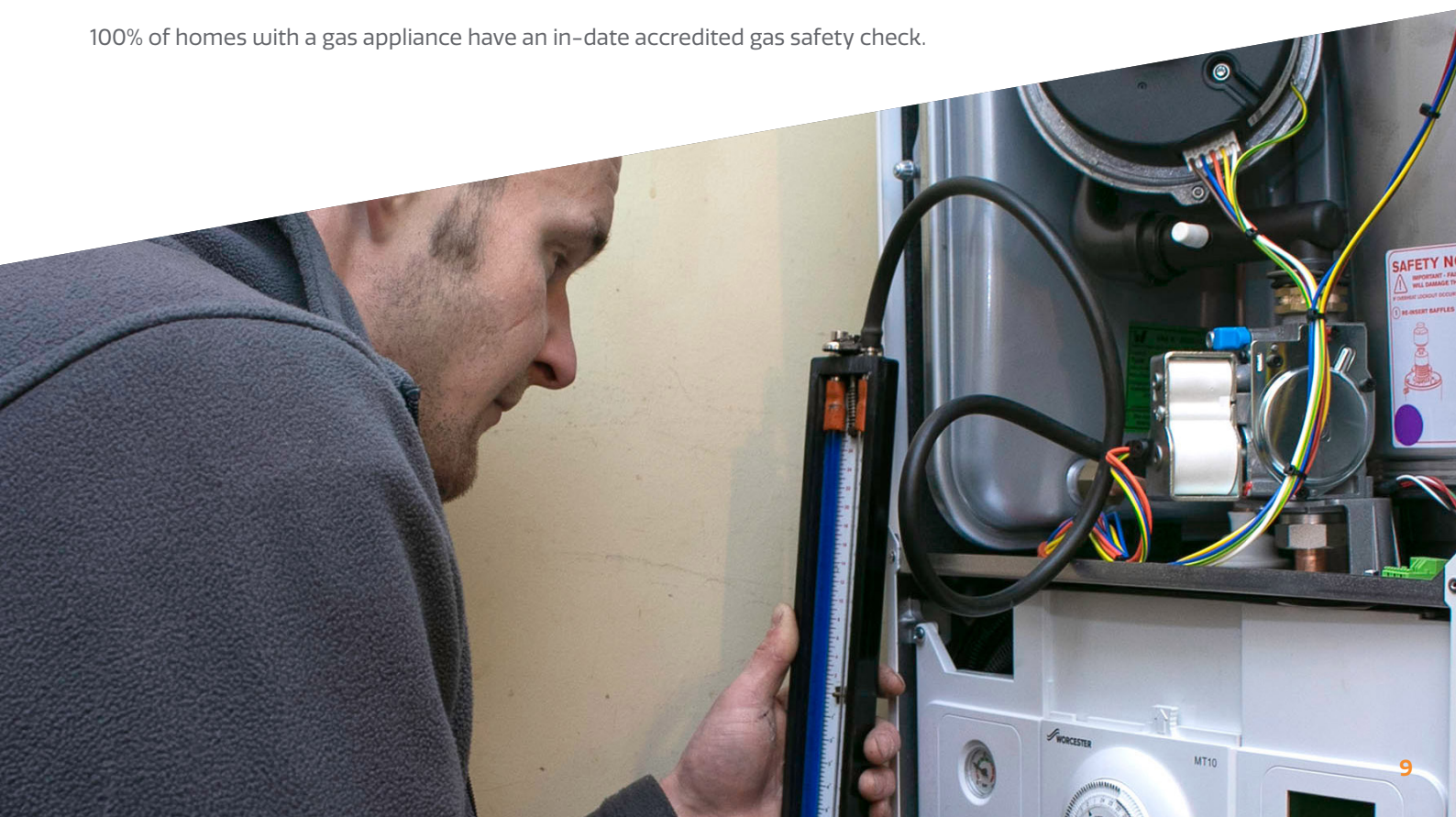
Criteria 5. What percentage of Beyond Housing rental homes have a three-year fixed tenancy agreement (or longer)?

As of 31 March 2023, 99.7% of Beyond Housing customers had a three-year-or-more fixed tenancy agreement.

Theme 2: Building safety and quality

Criteria 6. What percentage of homes with a gas appliance have an in-date accredited gas safety check?

100% of homes with a gas appliance have an in-date accredited gas safety check.



Criteria 7. What percentage of buildings have an in-date and compliant fire risk assessment?

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

Assessment cycles are assigned based on risk. The current programme is set out below.

Assessment cycle	Number	%
Three months	2	0.6%
Annual	212	59.2%
Three years	144	40.2%
Total	358	100%

Fire doors

In 2022/23, Beyond Housing invested £1.5 million upgrading fire doors in its blocks of flats. This was to ensure that the doors meet the current updated fire safety regulations.

In conjunction with Novus Solutions, we installed new entrance doors to over 400 flats.

The new composite FD30 doors that have been installed have been thoroughly tested for fire resistance. These will give 30 minutes of protection from fire and smoke in the event of a fire.

This ensures we are protecting our customers in the best possible way. The new doors are modern in design and improve the look of our blocks for all residents and visitors.

Along with the flat entrance doors, over 500 fire doors were also installed, replaced, or upgraded in the communal areas of the blocks to corridors, electric cupboards, and store cupboards to meet current regulations, increasing fire protection to customers and colleagues.



Criteria 8. What percentage of homes meet the decent homes standard?

99.99% of homes meet the decent homes standard.

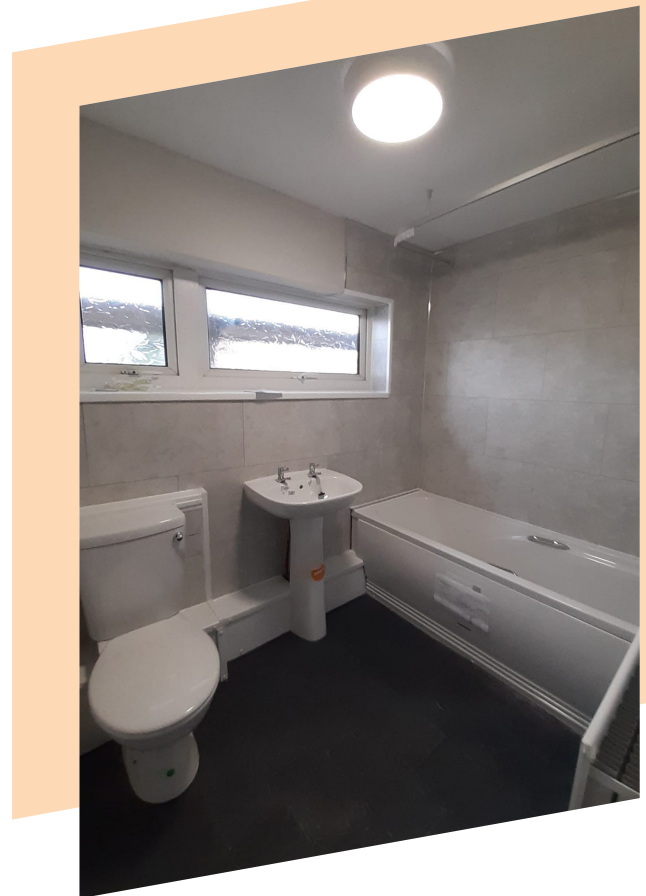
All Beyond Housing's homes are maintained to the decent homes standard as a minimum. Over the next four years, we will develop and deliver a new Beyond Housing home standard. This will exceed the decent homes standard and will incorporate improved energy performance by using better heating systems, insulation, and damp proofing, as well as renewable technologies. This will improve energy performance and modernise the homes we offer.

Improvement works

In 2022/23, £13 million was invested in improvement work to the existing housing stock. This resulted in the installation of 166 new bathrooms, 258 new kitchens, 844 new boilers, and 341 composite doors, as well as the full rewiring of five properties, re-roofing of 86 properties, and the installation of new windows in 272 homes.

Customers are offered a choice of kitchen unit colours and handle designs, worktop colours, flooring colours in both the kitchen and bathroom, and wall cladding choices in the bathroom. There are also five front door designs and six colour choices available. This gives customers a say in the decision-making process for what is installed in their homes. The variety of external door choices gives properties individuality and removes the look of uniformity that came from the same style door being fitted to every property.

We received the following comments from a customer who had this bathroom fitted: "Could you please pass on our thanks to the two lads, Dave and Adam, who did a wonderful job in the bathroom. They worked really hard and were a pleasure to have round".



Theme 3: Resident voice

Criteria 9. What arrangements are in place to enable the residents to hold management to account for the provision of services?

Beyond Housing believes customers are the experts on the services they receive, the homes they live in, and the communities around them. What our customers think really matters to us, and we actively encourage our customers to get involved via a number of different platforms, to help us shape, transform, and improve the services we provide.

Approach to customer engagement

To support the delivery of the Beyond Housing's corporate strategy, a review of our existing customer engagement offer (January 2021) was completed in partnership with the Tenants Participation Advisory Service (TPAS). The purpose of the review was to inform the creation of a new customer engagement approach that is fit for the future.

The review focused on:

- Evaluating the previous customer engagement policy to inform the new policy (to establish what starts, stops, and continues)
- Guiding how to monitor and report on customer engagement across the organisation, including to the Beyond Housing board
- Ensuring activity is meaningful and has an impact that can be monitored.

As a result of the review, the following key objectives were created:

- Establish options and opportunities for engagement
- Establish a clear understanding of customer needs and expectations
- Ensure customers influence operational and strategic decisions
- Ensure quality and responsive communication to all customers.

Below are the ways the new approach to customer engagement was carried out in 2022/23:

April 2022

Leasing of Wykeham Court Community Centre, Skelton:

Prior to the leasing of Wykeham Court Community Centre to TEES (Together Engage, Encourage, Support), customers in the nearby area were consulted to capture views on what they would like to see TEES offer to the local community, with TEES welcomed into Wykeham Community Centre in June 2022.

Development of land:

Local customers within the Manham Hill area in Eastfield were given the opportunity to provide feedback on the improvement proposals for the communal area. Feedback was used to inform the final designs for the area.

Church Lane North, Grangetown:

Customers were asked about opportunities to improve the community spirit and employment opportunities in the local area. This feedback informed the bespoke community plan for the estate and partners we needed to engage with.

May 2022

Sleights Community Centre:

We sought local customer views on the opportunity of a SEND family voice group (a group of parents and carers of disabled children) delivering their service out of Sleights Court Community Centre (Guisborough).

June 2022

Customer Summit event:

Opportunity for customers to attend an event focusing on reviewing the services they receive, giving feedback on case studies, and how improvements could be made.

Anti-social behaviour (ASB) policy (phase 1):

We held face-to-face and online meetings to ask customers what they felt constitutes ASB. Themes were pulled from the revised ASB policy and discussed with customers.

Musham Bank development consultation:

Customers' feedback was reviewed on the proposed plans for a development at Musham Bank in Eastfield. Feedback was reviewed, collated and submitted in the North Yorkshire Council planning process.



July 2022

Church Lane North, Grangetown:

As part of the regeneration process at Church Lane North, through partnership work with Grangetown Generations, You've Got This, and Barefoot Kitchen, local residents attended sessions to design their ideal green spaces as well as learn new gardening and cookery skills.

Fountains Close, Whitby:

We obtained local customer views on the potential use of land following the demolition of garage sites at Fountains Close, capturing what customers would like to see the land used for with parking spaces created as a result.

August 2022

Stair lift:

We consulted with customers to establish their wants, needs, and expectations for a new stair lift provider, incorporated their feedback into the tender, and used it to frame the questions we asked potential providers.

September 2022

Anti-social behaviour policy (phase 2 – policy review):

We shared the final draft of our anti-social behaviour policy with customers for their final approval, following a number of previous consultations with them.



October 2022

Church Lane North residents' group meeting, Eston:

We held a face-to-face introduction with the new community engagement and partnership manager for the area. We liaised with the residents on their perception of changes in the area over the last few months. We also discussed how they wish to proceed with the content of their monthly meetings.

Hungate Court Community Centre, Hummanby:

Following feedback from customers, we gained opportunities for improvements. We identified both short and long-term improvement actions for the space.

Grounds maintenance contract:

A Beyond Housing customer sat on the tender interviewing panel, asking potential providers questions from a customer perspective. This highlighted stronger bid offers from contractors as a result.

Cleaning service:

We engaged with customers to understand their needs, wants, and expectations in relation to our communal cleaning services. The feedback fed into the tender process for the new service.

Broadway West, Dormanstown fencing project:

We gathered feedback from customers who were affected by the proposed removal of dead-end alleyways and the gifting of the space to residents for their gardens.

November 2022

Affordability:

We obtained customer views on our 'Let's start a conversation' affordability webpage to check readability and content from a customer perspective. This feedback helped us to make the page more user-friendly and informative.

On-hold music:

We established customer preferences for the on-hold music and voice type used for recorded messages. This feedback was used to inform the development of our new customer telephone system.

Anti-social behaviour:

We conducted a website review of our ASB services. Customers provided feedback on their expectations and what's most important to them about our ASB services. This feedback was incorporated into our ASB webpage to ensure that it meets the needs of our customers.

Church Lane North, Eston perception survey:

The annual survey took place to measure the perception of customers who live within the Church Lane North regeneration area.

December 2022

Repairs policy:

We reviewed our repairs policy with customers to ensure it is clear and easy to understand. We also asked customers what is most important to them when they need a repair to their home. The importance of communication and keeping customers informed of the next steps with their repairs was a significant theme for inclusion in the policy.

Rent increase:

We gathered feedback from customers on our proposed rent increase for April 2023. This feedback was used to inform our decision to cap the rent increase below inflation at 7%.

Customer feedback response times:

We conducted a post-consultation survey to ask customers when they would like to receive information on how their feedback has been used. We have committed to providing an update within 30 days after the completion of a consultation.

Church Lane North, Grangetown:

We held an informal event at Church Lane North to encourage customers to visit their community hub, meet the team and local partners, raise any enquiries and discuss the progress of the works.

Cleaning contract:

A Beyond Housing customer sat on the tender interviewing panel, asking potential providers questions from a customer perspective. This highlighted stronger bid offers from contractors as a result.

Tenancy management policy:

We consulted with customers on the tenancy management policy to ensure that it was clear, concise, and met their needs. We used the feedback we received from our customers to revise our policy and ensure that it was the best it could be.

January 2023

Neighbourhood policy consultation:

We conducted a consultation with customers to create a view of what customers feel is most important in creating a successful neighbourhood, and Beyond Housing's role in supporting this. The consultation received a positive response and we are using the feedback to shape our future plans for neighbourhoods.

Spencerbeck House, Ormesby consultation:

We consulted with customers who live within Spencerbeck House about the long-term future of the building. Two options were presented to customers. The feedback from customers will help us decide the future of the building.

Birkdale Community Centre:

In partnership with a charity, we surveyed warm space users to gather their feedback on how to maximize the use of the building in the future.

February 2023

Adaptions:

We collected feedback from customers on the current minor adaptation services available to them and what they would like to see available in the future. This feedback was fed into the recent adaptations policy review, which is exploring new service opportunities to improve the existing service provisions for customers.

March 2023

Engagement policy:

We consulted with customers to ensure that the existing ways that they could participate in shaping our services were suitable and accessible. We also established whether the policy document was easy to read.

Church Lane North, Eston public open spaces:

We presented the designs created by the landscape architect to customers for their thoughts and suggestions. We sought feedback on the overall layout, the use of materials, and the inclusion of any features or amenities.





Manham Hill

The problem:

Customers expressed their concern about the limited availability of a safe community space for socialising outdoors. As the conversation continued, it became evident that the existing outdoor area had been marred by negative incidents, including youth nuisance, littering, and the presence of drug paraphernalia. The noise disturbances further added to customers' unease, making them feel unsafe while using the open space.

The impact:

The impact of unsafe open space on both customers and the business was investigated and quantified. Customers reported feeling unsafe in their allocated open space, which impacted their daily lives in two ways. First, they were unable to hang washing outside, which was a hassle and inconvenience. Second, they felt stuck indoors, which negatively affected their mental and physical wellbeing.

The landscape designs went through a consultation process with customers.

The customers' views were taken into account, and the designs were modified to address their concerns.

The benefits:

We provided external fencing to surround all the flats, removed all drying facilities from hidden areas and replaced them with new facilities situated in visual areas.

The fencing provides a physical boundary and encourages other users to respect the space and find alternative routes. It also discourages the behaviour that customers highlighted as the problem and provides a safe outdoor environment for customers to use and socialise in.

We are sustaining tenancies by ensuring that the customers' needs are listened to and in turn delivering asset improvements to address them.

Church Lane North – Public open space consultation

The problem:

The Church Lane North estate is undergoing a major regeneration project. One of the aims of the project is to reduce the amount of green open space on the estate by enclosing it into residents' gardens. However, the project also recognises the need to include communal green spaces that are fit for the future needs of the community.

The estate has multiple issues, including high levels of anti-social behaviour (ASB) and crime, residents not feeling safe, difficulty letting properties, lack of community activities, and low health and wellbeing factors.

The impact:

An eight-week consultation programme was conducted to gain insight into what the local community wanted to see in their surrounding green spaces. Based on this feedback, a landscape architect created designs for three separate areas on the estate with a heavy emphasis on the environment, biodiversity, natural play elements, and mental wellbeing. The wider community was then invited to give

their views on these designs in order to hone the wants and needs of residents living at Church Lane North.

The benefits:

The benefits of the project include:

- Increased natural lighting and surveillance by reducing the number of large trees, which will help to create a safer feeling when moving around the estate
- Reduction of proposed seating areas, which will discourage negative behaviour that may lead to ASB
- Agreement to redevelop only two areas instead of three, as one of the smaller areas was not considered to be used to its full advantage due to its location behind a small number of properties
- A partnership approach is being used to deliver the open space and provide activities which encourage the community to use the areas to their full potential, increase the feeling of ownership, and ensure future sustainability.



Criteria 10. How does Beyond Housing measure resident satisfaction and how has resident satisfaction changed over the last three years?

In April 2020, together with our research partner IFF Research, we introduced a new relationship survey to ask customers about their experience and relationship with Beyond Housing. Amendments to this survey were made in August 2022 to incorporate the collection of the Regulator of Social Housing's tenant satisfaction measures.

The survey gathers feedback across a range of themes, with relationship-specific questions including how easy Beyond Housing is to deal with, customer trust in doing what we say we will, and how much we care about our customers. We also capture feedback across our service offer with questions relating to repairs, neighbourhoods and communities, ASB, allocations, and complaints.

The feedback from the surveys has identified opportunities in both operation and strategic projects to improve services and experiences for customers by focusing on these key drivers. This will improve key areas of expectation and importance for customers including:

- Delivering a reliable repairs service
- Customer communication
- Improving neighbourhoods
- Quality of home at move in
- Digital services to customers.

In the summer of 2024, all landlords (including Beyond Housing) with 1,000 or more homes, will send their first year of tenant satisfaction measures data to the Regulator of Social Housing, and in autumn 2024, the first year of tenant satisfaction measures data will be published.

Criteria 11. In the last 12 months, how many complaints have been upheld by the Ombudsman and how have these complaints (or others) resulted in change of practice?

In 2022/23, Beyond Housing received 337 complaints from over 15,000 homes and 30,000 customers to whom we provide services. Of those 337 complaints received, 193 were upheld, and 30 cases were referred to the Housing Ombudsman. We received one maladministration determination and one service failure from the Housing Ombudsman, and following the determinations, made improvements to our procedures to prevent future cases and improve the customer experience for all customers.

Maladministration case – Beyond Housing's handling of a resident's reports of damp in the property and Beyond Housing's handling of the move to alternative accommodation to facilitate the repair works.

Following the Housing Ombudsman's determination, Beyond Housing has taken the following steps to improve its handling of mould and damp complaints and record keeping:

- Created a draft repairs policy that will include reference to planned repairs and to our responsibilities. This policy will be approved by the board in August 2023

- Planned a review of internal systems to ensure that vulnerabilities are accurately recorded and we use that information to tailor our services to customers' needs
- Implemented a new damp and mould team managed by a specialist team leader with damp and mould knowledge. This team will help triage and prioritise the removal of risk for customers where damp and mould are present.

Service failure – Record keeping and complaints handling.

To address this service failure, Beyond Housing has:

- Increased the number of quality assurance checks completed within the complaint process. These checks include verifying the date the complaint was logged and received
- Before evidence is provided to the Housing Ombudsman, all evidence is to be signed off by the relevant director for the service area.

You said, we did:

Complaints learning across 2022/23 has influenced several changes and enhancements to our service.



Customers told us:

They were unhappy with the timescales and lack of updates regarding component renewal requests.

What we did:

Reviewed the component renewal process to ensure timely decisions are made and customers are kept informed.

Customers told us:

The grass cuttings left after maintenance were a concern.

What we did:

Mulching of grass cuttings is now included in the new offer with the contractor.

Customers told us:

They were unhappy with the standard of a void property.

What we did:

Reviewed the void inspection process to ensure loft insulation is laid correctly, to reduce cold spots and condensation, and ensure any obvious structural defects are identified.

Customers told us:

They were unhappy with the timescales and lack of updates on snagging defects after moving in.

What we did:

Scheduled regular meetings with contractors to discuss defects performance and ensure defects lists align.

Customers told us:

They were concerned about the large numbers of defects reported when purchasing a home.

What we did:

Carried out trend analysis of defects and reviewed this with the clerk of works to improve workmanship and reduce the number of defects.

Customers told us:

They wanted a wider range of optional upgrades when buying a house.

What we did:

We now offer additional upgrades. Depending on the build stage, sales customers at Mill Meadows are now offered a range of optional upgrades when reserving their new home, including Neff appliances, oven and induction hob, and chrome window handles. Customers also told us that it would be better if they could see the range of appliance package upgrades available rather than sharing the entire kitchen brochure, so now we also include this in the new home marketing pack.

Customers told us:

They were unhappy with the lack of action to ongoing mould and damp conditions.

What we did:

Implemented a new mould and damp team to deal with all new reports of mould and damp to triage cause, treat mould, and raise jobs for follow on works identified. Produced a condensation leaflet and handed out hygrometers to allow customers to measure humidity in the air.





Theme 4: Resident support

Criteria 12. What support services does Beyond Housing offer to its residents? How successful are these services in improving outcomes?

Beyond Housing provides an employment support service that includes meeting training needs, CV and application support, and job searching. In addition, we provide apprenticeships, volunteering, and work experience opportunities.

Here are some of our 2022/23 resident support highlights:



Reach & Respond – This service offers a 24/7, 365 days a year lifeline to people, who might otherwise require in-person care or support, to live happily, healthily, and independently in their own homes. Services range from technology solutions to welfare calls and visits. The technology-enabled system provides reassurance that help is available through a personal alarm system set up throughout the customer's home. It also offers the option of a range of telecare sensors, which can automatically detect an emergency, such as a fall, and alert a responder.

Reach & Respond provides customers and their families with the reassurance that, in an emergency, someone will be there to help. With just the push of a button, a responder will arrive in just 24 minutes.

The service also offers personalised support through a range of welfare calls or visits to customers' homes, providing reassurance and social contact. The service further supports social inclusion through the provision of organised activities based in the communities we serve. This includes regular events such as coffee mornings, exercise clubs, and national celebrations.



“Having someone to come and check on me every morning is reassuring, especially if anything goes wrong, I know someone is coming. My family lives far away and I like the company every day. The responders are very nice and always listen to me.”

Reach & Respond partnership working – This service is delivered in partnership with Carers Plus and Responders. It is offered to our customers in some of our community centres and provides information, advice, and signposting on how customers can find the right support to stay well and active within their local community.

Me & My Home – This is a portal for customers to take control and manage their tenancies online and in one place. They can check their rent balance, make a payment, report and track repairs, update personal information and, view and print rent statements.



Westfield Farm – This is our community resource and training centre based in Dormanstown, which offers free internet access. In 2022/23, 66 new customers accessed Westfield Farm and 1,401 appointments were made by customers to use the IT suite. In partnership with Lighthouse Navigation NE, our Be Connected course was delivered to 22 learners from the community. The aim of the course was to help bridge the digital divide and help customers access vital services online. Upon completion, learners received a free tablet and data through the Good Things Foundation and National Lottery funding.

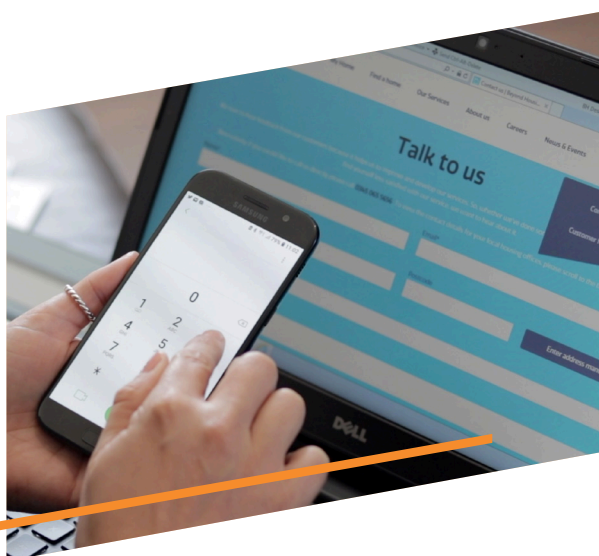


Aids and adaptations – The adaptations team delivers minor adaptations directly to customers in their own home and has extended this offer to include 'adaptations without delay', whereby some minor adaptations can be provided without the need for an occupational therapy assessment (such as grab rails, key safes, lever taps and additional bannister rails). Beyond Housing works in partnership with local authority areas' home improvement agencies, handyperson adaptation teams and occupational therapy teams to deliver minor and major adaptations and identify (and feed into the development of) suitable accommodation for customers with specific requirements. This service enables customers to remain living independently in their homes without the need to access supported or specialist accommodation.

Safeguarding – Beyond Housing has a dedicated safeguarding coordinator to ensure that customers and their families are supported against any potential abuse. Their role is underpinned by service area safeguarding leads to embed safeguarding as part of all service delivery. This is done through induction, training and awareness-raising with all colleagues, detailed policy and procedure, and the development of a concerns system, monitored continually, where colleagues and external agencies can raise concerns to be investigated, as well as partnership working with statutory, specialist and third sector services to deliver robust interventions to support customers.

Income management (benefit case workers) –

This team focuses on providing intensive customer support, including advice on universal credit, fuel poverty grant, and advice on direct government rental support. In 2021, this service helped customers access a further £1.4m in benefits and resulted in the level of rent arrears remaining under control.



Community partnership and engagement service –

The community partnership and engagement service provides dedicated resources to support localised initiatives. These colleagues work alongside teams from across the business and external partners to develop and support community changes. A recent initiative is the creation of an accessible community woodland and wetland area in Loftus, Redcar. This saw the transformation of 4.6 acres of unused and overgrown land into an accessible public space to support the improvement of health and wellbeing in the local community while providing local employment opportunities to young people throughout the transformation.



Intensive housing management service – The intensive housing management service is delivered by tenancy management advisors and underpinned by tenancy support officers. The service is available to all customers for an initial period of 13 weeks. It provides assessed needs, support and risk planning, and direct hands-on support to empower customers to maintain and sustain their tenancies. Typically, customers using the service will be struggling to declutter their homes due to a physical disability or a clinical condition such as hoarding. The tenancy management advisors will also assist customers with accessing longer-term support through statutory services such as adult care or accessing third sector voluntary support services. Customers engaging with this support service are 75% more likely to remain living independently in their own home.

Reach & Respond partnership working

Reach & Respond has created a partnership with Carers Plus. This partnership focuses on engaging with current and hard to reach customers within the community, offering social inclusion and delivering services via technology using a person-centred approach. The partnership has brought together customers within our local community centres to re-engage them with one another through various activities, including crafts and cooking, and also providing support with practical skills such as using computers and giving customers opportunities to explore modern technology such as the Echo Dot.

Between Reach & Respond and Carers Plus, we have ensured that our beneficiaries have been at the heart of any collaboration and have collated case studies to show the positive impact and measurable results we have achieved.

One customer said: “It’s a treat to get out of the house among friends. The staff are fantastic, helpful, and caring”, whilst another stated: “I have a great time here, the staff are very friendly and helpful. If I didn’t come, I would be sat at home on my own.”





Intensive housing management

Reasons for referral: Poor physical and mental health, and an inability to manage finances along with debt management assistance required.

Physical health:

- Arranged support through GP and began hormone replacement therapy treatment
- The customer was referred for community therapies. The customer is now supported by an occupational therapist and physiotherapy team
- Aids and adaptations engaged with, which provided grab rails, key safe, trolley for food prep and walking, perching stool, and additional bannister rails
- Arranged COVID-19 vaccinations
- Supported the customer to attend GP appointments. The customer has now started treatment for arthritis in their knees.

Mental health:

- Referred the customer to community mental health team and supported with their visit and a home assessment as the customer was fearful to leave home
- The customer was allocated a community psychiatric nurse and started therapy and treatment for anxiety, depression and post traumatic stress disorder.

Fire brigade referral:

- Home fire safety visit completed and supplied with vibrating pillow and flashing smoke detector.

Repairs and maintenance:

- The property needed a new heating system and replacement of internal fire safety doors. We attended all home visits when work was carried out as the customer was too fearful to have unknown males working in the property. The heating system was replaced and four new doors were successfully fitted

- The customer was supported to make an insurance claim when carpets and cushions were damaged by workmen. The carpets and soft furnishings were also replaced.

Finances:

- The customer was supported to claim benefits, manage their finances, and to set up payment programmes for their council tax, water, gas and electric, and non-priority debts. Support was also given to access online banking to allow for direct debits to be set up and finances managed moving forward
- Worked with the customer and water company to reduce the debt by 80%
- Secured a grant for a double bed as the previous bed was damaged and impacting on the customer's health
- Represented the customer to successfully appeal their personal independence payment (PIP). The customer was awarded backdated payments of £2,577 employment support allowance and £23,359 PIP. Their weekly income also increased from £27 to £40.

Domestic abuse support:

- The customer shared details of abuse by a former partner. Support was given to accompany the customer to attend court as a witness. The perpetrator was convicted with a custodial sentence and emotional support was provided throughout.

Outcome:

- The customer is now living independently and is more engaged with the community and outside world, as well as now being financially independent.

Theme 5: Placemaking

Criteria 13. Provide case studies of where Beyond Housing has been engaged in placemaking or place shaping activities.



Church Lane North, Grangetown

We are working with partners and the community to deliver a £16 million transformational regeneration of the Church Lane North estate in Grangetown. Work started on site in October 2021 to deliver physical change that will address issues with the estate layout, crime and anti-social behaviour, and other concerns raised through community consultation. New roads and infrastructure will allow extensions to private gardens, provide new public open spaces, and the removal of alleyways and cut-throughs will reduce crime and anti-social behaviour.

The on site works include the re-roofing and installation of external wall insulation to 137 existing homes to improve energy efficiency and external appearance. 214 homes will have extended private gardens and 93 more homes will have on-plot parking. By making selective demolitions and reusing redundant car parking areas, we are building 33 new homes that will increase the choice on the estate by

size, type, and tenure. The regeneration also includes the refurbishment of 15 long-term empty properties to bring them back into use.

Before the start of the works, we employed a dedicated caretaker to keep on top of day-to-day issues and support the contractors on site. We also provided a community hub in a previously void property to support resident involvement and provide a space to meet. Alongside the physical works to transform the look and feel of the area, we are delivering training and employment opportunities together with a range of activities and channels to encourage residents to be more engaged in the process. We are working with stakeholders to secure the long-term future of the estate and our investment. Works are due to complete at the end of 2023.

Supported housing new build developments

Beyond Housing is committed to providing homes to suit all of our customers' needs, including supported housing options. Since September 2022, we have handed over or contracted on three supported housing schemes.

Larch Court, Hummersea

This development is part of the wider Hummersea Hills redevelopment and was designed in partnership with Redcar and Cleveland Council Adult Services team to provide independent living accommodation with the flexibility of care and support being provided within the home.

The supported scheme comprises of a total of nine apartments, two two-bed apartments and seven one-bed apartments, all with level access accommodation, a lift to the first floor

and community hub, and 10 one-bed two-storey houses together with 24 bungalows across the wider housing development designated for those with support and care needs.

The homes were designed to allow all individuals with care and support needs to live independently and have not been designed for a particular user group. Prospective residents are nominated through a joint nominations panel between Redcar and Cleveland Council and Beyond Housing.





Kirkleatham Supported Village, Redcar

This development started on site in March 2023 and was also designed in partnership with Redcar and Cleveland Council Adult Services team. This development provides flexible accommodation to house all types and levels of support and care needs. The village has a total of 75 homes.

There is an apartment block of 45 homes, comprising of 31 two-bed apartments and 14 one-bed apartments with communal spaces, such as an office and communal lounge. There are additional apartments outside of the larger block, each with its own front door. Six are ground floor and six are first floor, all are two-bed. There are 12 two-storey, 1-bed homes and six wheelchair-accessible bungalows, four of which are two-bed and two which are three-bed.

The scheme is due to complete in March 2024 and homes will be allocated through a joint nominations panel between Redcar and Cleveland Council and Beyond Housing.



Guisborough Community Village, Park Lane, Guisborough

This development started on site in December 2022 and was designed in partnership with Redcar and Cleveland Adult Services team. It is due to complete by May 2024.

The concept proposal provides flexible accommodation for people with care and support needs. Homes will also be allocated through a joint nominations panel between Redcar and Cleveland Council and Beyond Housing.

The complex provides 10 one-bed houses, six two-bed apartments and four one-bed apartments together with a communal space for residents.



Boho Village, Middlesbrough

In May 2023, 30 new Rent to Buy affordable apartments at Boho Village in Middlehaven, Middlesbrough were completed.

Middlehaven is a significant and long-term regeneration site for the town and Boho Village is a strategic location for housing development. Identified as an area for 'city-style living', it is close to Middlesbrough town centre, the railway station, river Tees, and the iconic Transporter Bridge. The scheme supports the delivery of the Middlehaven Development Framework and Middlesbrough Council's affordable housing priorities.

The properties form part of Middlesbrough Development Company Ltd's (MDC) 61-home scheme, designed by Bright Ideas Consulting & Development, with Beyond Housing's apartments available for Rent to Buy through our sales arm, Viola Homes. The two-bedroom apartments were delivered in partnership with MDC and contractor Equans, and were part-funded by Homes England.

The contemporary design features open-plan kitchen, dining, and living areas, with ground-floor apartments benefitting from an enclosed private garden space and first and second-floor apartments featuring a private balcony. All the apartments are equipped with high-speed internet connections and air-source heat pumps, efficiently reducing carbon emissions by extracting renewable heat from the environment to generate hot water and heating in the home.

Louise Bentley, Senior Project Manager at Beyond Housing, said: "We are delighted to have been a part of this exciting new development. By delivering these 30 beautiful homes for sale on a Rent to Buy basis, we can offer a great, affordable opportunity for people to become established on the property ladder."



Environmental

Theme 6: Climate change

Criteria 14. Distribution of EPC rating of existing homes

Year	EPC rating					Total
	A	B	C	D	E (or below)	
2022/23	0.4%	5%	80.8%	13.8%	1.6%	100%
2021/22	0%	3.2%	80.7%	14.4%	1.7%	100%
2020/21	0%	3.1%	74.9%	19.9%	2.1%	100%

84.6% of our housing stock has achieved an energy efficiency rating of EPC C or above (including 55 properties with an A rating). The average SAP rating is 72.5, and we have set ourselves the target of achieving EPC C or above on 95% of our stock by 2023, and will meet the government's target of 100% EPC C or above by 2030.

To support the government's aim to achieve carbon neutrality by 2050, 50% of new build homes from 2023/2024 will be carbon-neutral. The balance of new build homes from 2023/2024 will be EPC A and all new homes will be 'off gas' by 2025.

Some examples of our commitment to achieving carbon neutrality:

- We delivered a low-regret programme (including insulation, thermostatic radiator valves, smart thermostats, removal of secondary heating, and draught-proofing) to almost 300 properties
- In 2023/24, we plan to deliver a second low-regret programme to 500 homes
- Replacement of solid fuel and oil systems. In 2022/23 we have changed 14 solid fuel/oil systems.



Criteria 15. Distribution of EPC rating of new homes

Year	New homes	EPC rating	%
2022/23	119	B	100%
2021/22	132	B	100%
2020/21	92	B	100%

Criteria 16. Scope 1, 2 and 3 greenhouse gas emissions

By 2025, Beyond Housing will reduce the carbon impact of our business operations by at least 20% to no more than 1,132 tCO₂e.

This year we reduced our carbon footprint per employee by 10%, making good progress towards the government's carbon neutral targets.

Emissions	In scope		Out of scope	
	Scope 1		Scope 1	
	Direct emissions: Combustible gases, kerosene heating oil, owned vehicles		None	
	Scope 2		Scope 2	
	Indirect emissions: Purchased electricity		None	
	Scope 3		Scope 3	
	Other indirect emissions relating to: Electricity transmission and distribution losses, and private vehicles used for work purposes		Employee commuting, emissions from hotel accommodation, couriers, and suppliers	

SCOPE 1 CO ₂ e (tonnes)	% estimated	Specific exclusions (%)	Apr 19 – Mar 20	Apr 20 – Mar 21	Apr 21 – Mar 22	Apr 22 – Mar 23
Natural gas	0	None	377.0	260.8	388.0	323.5
Company owned transport	0	None	556.6	567.6	530.2	541.0
Refrigerants	0	None	0.5	0.5	0.5	0.5
Other types of fuel	100%	None	0.0	20.0	20.0	0.0
Total scope 1	100%	None	934.1	848.9	938.7	865.0

SCOPE 2 CO ₂ e (tonnes)	% estimated	Specific exclusions (%)	Apr 19 – Mar 20	Apr 20 – Mar 21	Apr 21 – Mar 22	Apr 22 – Mar 23
Electricity	0%	None	327.3	305.6	263.7	235.2
Total scope 2	0%	None	327.3	305.6	263.7	235.2

SCOPE 3 CO ₂ e (tonnes)	% estimated	Specific exclusions (%)	Apr 19 – Mar 20	Apr 20 – Mar 21	Apr 21 – Mar 22	Apr 22 – Mar 23
Electricity T&D losses	0	None	27.8	26.3	23.3	21.5
Private transport for business purposes	0	None	127.3	40.3	80.6	88.1
Total scope 3 CO₂e (tonnes)			155.1	66.6	103.9	109.6
TOTAL CO ₂ e scope 1, 2, 3 gross emissions (tonnes)			1,416.5	1,221.1	1,306.4	1,209.8
Intensity metric measure (employee)			801	773	760	760
Intensity metric (gross emissions) tCO ₂ e/employee			1.768	1.580	1.719	1.592
Energy consumption		Specific exclusions (%)	Apr 19 – Mar 20	Apr 20 – Mar 21	Apr 21 – Mar 22	Apr 22 – Mar 23
kWh		As above	5,835,868	4,671,705	5,886,493	5,467,299

	April 19 – March 20 (base year)	April 20 – March 21	April 21 – March 22	April 22 – March 23
Gross tCO ₂ e per employee	1.768	1.580	1.719	1.592
Change (gross) against base year (%)	0	-10.7%	-2.8%	-10.0%



Criteria 17. What energy efficiency actions have been undertaken in the last 12 months?

Improving energy efficiency – Social Housing Decarbonisation Fund (SHDF)

Beyond Housing, working with E.ON, has fitted energy saving, external wall insulation to 55 homes. These are located across our communities in the Redcar and Scarborough areas and the work has been carried out following the successful bid through Wave 1 of the Social Housing Decarbonisation Fund.

The wall insulation helps improve the properties' EPC ratings towards the required C rating and provides multiple benefits to our customers:

- Helps to reduce energy bills
- Helps create a warmer and more comfortable home
- Lowers carbon footprint
- Protects the home from heat loss
- Improves property appearance and weatherproofing.

Criteria 18. How is Beyond Housing mitigating climate risks – increased flood risk, correct ventilation, heating, recycling etc?

A strategic approach will be developed by the end of 2023/24.

Criteria 19. Does Beyond Housing give residents information about correct ventilation, heating, recycling etc?

Ventilation – Beyond Housing worked with customers to develop a guide to help control condensation and mould which is available on our website and handed out at survey visits to help keep customers informed.

The guide is supported on the website by handy videos with useful tips to help customers reduce condensation in their homes.

Theme 7: Ecology

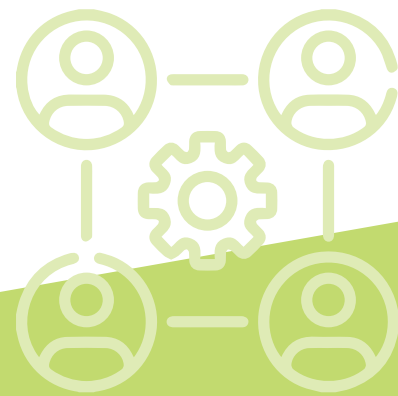
Criteria 20. How is Beyond Housing increasing green space and promoting biodiversity on or near homes?

A strategic approach will be developed by the end of 2023/24.



Criteria 21. Does Beyond Housing have a strategy to actively manage and reduce pollutants?

No, however a strategic approach will be developed by the end of 2023/24.



Theme 8: Resource management

Criteria 22. Does Beyond Housing have a strategy to use or increase the use of responsibly sourced materials for all building works?

Beyond Housing has a strategic relationship with Travis Perkins (TP), its main materials supplier for direct use. TP sources products and services from thousands of suppliers around the world. Responsible sourcing of quality products from approved suppliers is essential to establish resilient and transparent supply chains, and to protect the group and its customers from interruption or reputational damage.

In 2020, TP introduced an online risk assessment tool questionnaire to test suppliers' commitments

to responsible sourcing. The questionnaire covers a range of topics, including business ethics, labour and human rights, environment, health and safety, and product quality. TP also carries out site inspections for manufacturers of its own brand products, and is continuing to roll out this programme to other suppliers within its group.

Beyond Housing works closely with TP to discuss up-and-coming products and a review of TP's supply chain is a part of this analysis.



Criteria 23. Does Beyond Housing have a strategy for waste management incorporating building materials?

A full review of Beyond Housing waste management activities is due to take place in 2023/24 with a view that a tender process and subsequent contract(s) will be

implemented. It is anticipated that the resulting contracts will address key themes such as improving recycling opportunities and ensuring that waste is removed in a sustainable manner.



Criteria 24. Does Beyond Housing have a strategy for good water management?

A strategic approach will be developed in our new corporate strategy 2025–2030.



Governance

Theme 9: Structure and governance

Criteria 25. Is Beyond Housing registered with the regulator of social housing?

Yes, our registration number is LH4401.

Criteria 26. What is the most recent governance and viability regulatory grading?

G2/V1 – Regulatory judgement, 28 September 2022.

Criteria 27. Which Code of Governance does Beyond Housing follow?

Beyond Housing has adopted the 2020 NHF (National Housing Federation) Code of Governance.

Criteria 28. Is Beyond Housing a 'not-for-profit' organisation?

Yes, Beyond Housing is a not-for-profit, community-benefit society.

Criteria 29. Explain how the Beyond Housing board manages organisational risk.

Beyond Housing has an established risk management framework in place which includes routine reporting and strategic risk reviews by the board and audit and risk committee. In addition, biannual board risk workshops (including risk appetite/tolerances) take place and stress testing is carried out and reported to the board quarterly.

Criteria 30. Has Beyond Housing been subject to any adverse regulatory findings in the last 12 months (e.g. data protection breaches, bribery, money laundering, HSE (Health and Safety Executive) breaches or notices) that resulted in enforcement or other equivalent action?

In March 2022, Beyond Housing made a self-referral to the regulator relating to errors in rents charged for a small number (468) of its homes and was found to be in breach of the Rent Standard (Regulatory Notice published on 28 September 2022). As a result, Beyond Housing was issued a regulatory downgrade from G1 to G2. .

Theme 10: Board and trustees

Criteria 31. What are the demographics of the board? How does this compare to the demographics of Beyond Housing residents, and the area that they operate in?

	% Women	% BAME	% Disability	Average age	Average tenure
Board	70%	0%	0%	50.0 years	3 years
Resident	61.6%	1.06%	28.9%	54.7 years	

Criteria 32. What percentage of the Beyond Housing board and management team have turned over in the last two years?

* The board membership in 2021/22 was 10, this was increased during May – September 2022 to 12 to facilitate the transition of retiring board members in line with the board succession plan in place.

	%
Board*	0%
Management	0%

Criteria 33. Is there a maximum tenure for a Beyond Housing board member. If so, what is it?

The maximum tenure for a board member is six years.

Criteria 34. What percentage of the board are non-executive directors?

Nine of the 10 board members (90%) are non-executive directors. The chief executive officer is the only executive director on the board.

Criteria 35. How many board members on the audit committee have recent and relevant financial experience?

There are three members of the audit and risk committee with recent and relevant financial experience.

Criteria 36. Are there any current executives on the remuneration committee?

Beyond Housing's governance and review committee have responsibility for remuneration – there are no executives on this committee.

Criteria 37. Has a succession plan been provided to the board in the last 12 months?

Yes, the board succession plan is presented quarterly to the governance and review committee and is used to inform future recruitment.

Criteria 38. For how many full years has Beyond Housing's current external audit partner been responsible for auditing the accounts?

Four – Beyond Housing's external audit contract is for a term of three years, with the option for a further two years (in line with the adopted Code of Governance – maximum six years).

Criteria 39. When was Beyond Housing's last independently-run board-effectiveness review?

Beyond Housing commissioned an independent effectiveness review in 2021 which provided assurance to the board that robust governance controls are in place. The next review will commence in January 2024.

Criteria 40. Are the roles of the chair and chief executive officer (CEO) held by two different people?

Yes, the chair of the board is a non-executive director.

Criteria 41. How does Beyond Housing handle conflicts of interest at the board?

There is a declaration and conflicts standing item on board and committee agendas. Conflicts/potential conflicts are dealt with by the board chair/senior independent director/audit and risk committee (whichever is deemed appropriate) with reference to the rules, agreement for services, code of conduct, TOR etc.



Theme 11: Staff wellbeing

Criteria 42. Does Beyond Housing pay the real living wage?

Yes, Beyond Housing pays the real living wage, as defined annually by the Living Wage Foundation. This includes apprentices from year two. During year one they are paid at least the apprentice rate for 18+, regardless of their actual age.

Criteria 43. What is Beyond Housing's gender pay gap?

Beyond Housing's 2022 mean gender pay gap was 2.3 and the median gender pay gap was 5.9, which compares to 13.9 and 14.9 respectively in the UK overall.

Criteria 44. What is Beyond Housing CEO/worker pay ratio?

Beyond Housing's CEO/worker pay ratio is **5.77**.

Criteria 45. How does Beyond Housing support the physical and mental health of colleagues?

Employee assistance programme

Beyond Housing funds an excellent healthcare policy with UK Healthcare which helps contribute to colleagues' day-to-day health and wellbeing. The scheme offers counselling, legal advice, bereavement assistance, general health and wellbeing advice, and access to medical professionals. The scheme also provides cash payback on a range of medical services.

Health advocates

Beyond Housing has a group of colleagues from across the business who are passionate about health and wellbeing and are instrumental in developing our positive wellbeing culture.

The group welcomes everyone to participate in and share their health and wellbeing achievements and provide information on upcoming health and wellbeing events and campaigns, health topics, fact sheets, and external support group contact details.

Mental health first aiders

Beyond Housing has a number of trained mental health first aiders, promoted to colleagues on a rolling monthly basis. These volunteers support colleagues who are approaching or in crisis, enabling them to get immediate support from the right agencies when it is needed. Mental health first aiders now conduct monthly random wellbeing calls, to proactively check on the wellbeing of colleagues to demonstrate the importance of good mental health, the commitment of the employer to this, and to prevent progression to crisis. Groups statistically at higher risk of suicide are prioritised in the roll out of these calls.



Better Health at Work award

In 2023, the company was proud to achieve a gold level Better Health at Work award a year after attaining silver, following a sustained programme of campaigns aimed at supporting the physical and mental wellbeing of our colleagues.

The team completed step challenges, health checks, and led a wellbeing week that introduced seated and laughter yoga, better sleep sessions, meditation, healthy eating talks, and stress management workshops, together with a financial support guide for colleagues.

Office remodelling

In 2022, we started the remodelling of our office spaces. The new layouts promote agile working, creating a variety of spaces to encourage colleagues to move and mix more and includes social spaces and wellbeing rooms. The remodelling of our office spaces is part of our commitment to creating a healthy and productive work environment.

The social spaces are designed to be informal and inviting, with comfortable seating and plenty of natural light. These spaces are perfect for spontaneous conversations, collaborative sessions, or just taking a break from work. The wellbeing rooms are equipped with relaxation amenities including yoga mats and bean bags. These rooms provide a quiet space for colleagues to de-stress, recharge, and improve their mental health.



Theme 12: Supply chain management

Criteria 46. How is social value creation considered when procuring goods and services?

Since 2022, for all contracts where spend exceeds £50k in total contract value, contractors are requested to include in their tender bid a social value offer of either a 1% levy of total contract value or equivalent goods and services will be paid back to Beyond Housing to support key third sector organisations. The aim is to provide valuable services to customers in our priority estates.

Our main materials supply, kitchen supply, grounds maintenance, and cleaning contracts all provide funding to be utilised on social value related works. Projects approved include breakfast clubs for local primary schools, sponsorship of ladies' grassroots football clubs, warm hubs, and community woodland areas.

Where contract values do not exceed this threshold, we will actively encourage suppliers, service providers, and contractors to provide added social value for our customers, such as work experience placements or offering their own time in the form of voluntary work to community and charity groups to improve local community spaces.

Criteria 47. How is environmental impact considered when procuring goods and services?

All contractors are required to outline their quality standards including ISO and other sustainability awards as part of the Beyond Housing contractor approval process. During the tender process, each contract is assessed on an individual basis as to whether appropriate quality questions can be included to encourage the contractor to reduce their environmental impact, which is included within any resulting contract as a scope or key performance indicator (KPI) requirement.

National targets are in place for social housing providers to improve the energy efficiency of homes and reduce CO2 emissions. Beyond Housing is fully committed to reducing our impact on the environment. We are constantly exploring options and solutions to reduce reliance on gas and fossil fuels, improve energy efficiency, make better use of renewable energy, and create warmer healthier homes.



Supply chain

Novus is the current contractor for fire door replacements as part of the investment programme for Beyond Housing.

As part of its contract, it is required to provide labour and/or materials to support community engagement activities directly within the areas of work where it is replacing doors. This will be actioned via the contract review meetings during the course of the agreement.

During its contract delivery, Novus looked for opportunities to assist in the local community and identified, within the contract review meetings, that a Scarborough based community centre needed a new kitchen.

Representatives from Novus had already run a food and clothing appeal and while delivering the items to the centre, they noted that the kitchen needed updating. With Novus being a multi-skilled organisation, the team identified that they had some kitchen worktops and units that could be utilised for this and looked to Beyond Housing to consider a partnership approach to delivering this project.

Beyond Housing provided a joiner and Novus delivered all materials and units needed to improve the kitchen at the Rainbow Centre. This collaborative improvement has allowed the team there to provide an enhanced service to the local community and improve the facilities in which they were working.

In addition, Novus also delivered energy saving ideas booklets to all residents in the area they were working in light of the current energy cost difficulties being experienced by many households.

