

**DISCLOSURE AGAINST CRITERIA**

Housing Association details		RESPONSE	
Name		bpha	
Location (if more than one region select National)		East of England	
Date of SRS disclosure		27-Oct-22	
Reporting period (month/year - month/year)		31-Mar-22	

Theme #	Criteria #	Type of Criteria	Criteria	Measurement Unit	RESPONSE		
Affordability and Security	C1	Core	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric: 1) Rent compared to Median private rental sector (PRS) rent across the Local Authority 2) Rent compared to Local Housing Allowance (LHA)	% of PRS rent (e.g. 80%)	57.0%		
				% of LHA rent (e.g. 90%)	65.1%		
	C2	Core	Share, and number, of existing homes (owned and 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	Number of General Needs units	8901	% of General Needs units 45.4%	
				Number of Intermediate Rent units	723	% of Intermediate Rent units 3.7%	
				Number of Affordable Rent units	2473	% of Affordable Rent units 12.6%	
				Number of Supported Housing units	195	% of Supported Housing units 1.0%	
				Number of Housing for Older People units	1010	% of Housing for Older People units 5.1%	
				Number of Low-cost Home Ownership units	2960	% of Low-cost Home Ownership units 15.1%	
				Number of Care Home units	862	% of Care Home units 4.4%	
				Number of Private Rented Sector units		% of Private Rented Sector units 0.0%	
				Number of Other units	2494	% of Other units 12.7%	
				Number of General Needs units	18	% of General Needs units 0.1%	
	C3	Core	Share, and number, of new homes (owned and 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	Number of Intermediate Rent units	152	% of Intermediate Rent units 0.8%	
				Number of Affordable Rent units	1	% of Affordable Rent units 0.0%	
				Number of Supported Housing units	1	% of Supported Housing units 0.0%	
				Number of Housing for Older People units		% of Housing for Older People units 0.0%	
				Number of Low-cost Home Ownership units	136	% of Low-cost Home Ownership units 0.7%	
				Number of Care Home units		% of Care Home units 0.0%	
				Number of Private Rented Sector units		% of Private Rented Sector units 0.0%	
				Number of Other units		% of Other units 0.0%	
C4				Core	How is the housing provider trying to reduce the effect of fuel poverty on its residents?	Qualitative response	Using data to identify fuel poverty: We support customers to alleviate fuel poverty in several ways, including assisting with grant applications to improve efficiency, providing advice on reducing energy consumption and cutting bills, and working closely with local authorities. An example is our partnership with Cambridge City Council to provide fuel vouchers for those who need them most. We identify customers at risk of fuel poverty through collaboration between our Money Advice and Property Service teams, as well as information passed on by energy contractors. Our Money Advice Team leverages relevant data to enable action. For example, by aligning essential property and repair data, we are better able to identify and apply solutions for more potential cases of fuel poverty. Our continued focus on helping customers reduce their fuel bills includes providing free and low-cost carpets to further insulate homes and other practical measures such as supplying LED lightbulbs. Our teams also continue to work with customers on the option of downsizing – helping to sustain and heat homes more efficiently.
						% of homes	92.0%
Building	T2	C6	Core	What % of homes with a gas appliance have an in-date, accredited gas safety check?	% of homes 100.0%		
		C7	Core	What % of buildings have an in-date and compliant Fire Risk Assessment?	% of buildings 100.0%		
		C8	Core	What % of homes meet the national housing quality standard?	% of homes 100.0%		
Resident Support	T3	C9	Core	What arrangements are in place to enable the residents to hold management to account for provision of services?	Qualitative response Customer committee plus Resident complaints group review complaint management, meeting with senior management to share findings and suggest change. Management must evidence learning and feedback. Resident Inspectors – speak to customers about work done in their homes to ensure quality of contractor and contract management is appropriate, meet with management to discuss learning, make changes etc. Other groups set up with customers on specific subjects e.g. shared ownership management, building safety. Also on line feedback through surveys and external and internal customer satisfaction collection.		
		C10	Core	How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?	Qualitative response Annual external survey through ICS, internal touchpoint survey bi-annually by phone plus regular feedback on all aspects of service. Results: 2022: 73%, 2021: 77%		
		C11	Enhanced	In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	Number of complaints upheld 0 Qualitative response Not applicable		
Resident Support	T4	C12	Core	What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?	Qualitative response money advice, tenancy sustainment, carelink, supported, sheltered and extra care services, work in partnership with others where appropriate to meet the diverse customer needs		
Placemaking	T5	C13	Enhanced	Provide examples or case studies of where the housing provider has been engaged in placemaking or placemaking activities.	Qualitative response Sited in Milton Keynes, Campbell Wharf is a new-build area where bpha manages affordable and shared ownership accommodation. bpha aims to help build a sustainable, safe and engaged community for individuals and families moving into the area. Key actions include: • Creating a network of support options to help strengthen the neighbourhood at Campbell Wharf and encourage the community to thrive • Sharing information to help enable customers grow a supportive community • Developing a 'welcome experience' to inform customers about bpha's services and to signpost local information to support quality of life. The project has relied on strong engagement between a range of stakeholders and organisations, including Milton Keynes Town Council, Thames Valley Police, Donovo, Broadoak Management Company and bpha.		
	C14	Core	Distribution of EPC ratings of existing homes (those completed before the last financial year).	% of homes rated A	0.4%		
				% of homes rated B	39.6%		
				% of homes rated C	50.8%		
				% of homes rated D	17.1%		
				% of homes rated E or worse	11.1%		
				% of homes without EPC rating (unknown)	0.0%		
	C15	Core	Distribution of EPC ratings of new homes (those completed in the last financial year).	% of homes rated A	7.2%		
				% of homes rated B	18.4%		
				% of homes rated C	13.4%		
				% of homes rated D	0.7%		
				% of homes rated E or worse	0.3%		
				% of homes without EPC rating (unknown)	0.0%		
C16	Enhanced	Scope 1, Scope 2 and Scope 3 greenhouse gas emissions.	Scope 1: Kg CO2 equivalent	2,555,900			
			Scope 2: Kg CO2 equivalent	1,089,150			
			Scope 3: Kg CO2 equivalent	31,173,100			
			Scope 1, 2 & 3: Total Kg CO2 equivalent	35,192,250			

Climate Change	T6	C17	Enhanced	What energy efficiency actions has the housing provider undertaken in the last 12 months?	Qualitative response	We are improving the energy efficiency of our new and existing homes. The opportunities around existing homes are particularly powerful. According to the UK Green Building Council, energy usage within existing housing stock represents 48% of the country's built-environment emissions. Furthermore, around 80% of 2050's building stock already exists. We plan for all our housing stock to be band EPC C or above by 2030 – this is more ambitious than the Government's target of 2035. EPC ratings represent a key indicator of home efficiency. Homes are graded from A to G with A being the top EPC rating. The average for homes in the UK is band D. During the last financial year, bpha made significant strides in upgrading homes into band C and above. As of 31 March 2022, 82% of all bpha homes were rated EPC C or higher, compared to 76% on 31 March 2021. Meanwhile, the number of homes rated D has dropped from 2,973 to 2,279. In terms of new homes, 99% of properties developed during the 2021/2022 financial year are rated EPC band C or above.		
		C18	Enhanced	How is the housing provider mitigating the following climate risks: - Increased flood risk - Increased risk of homes overheating	Qualitative response	We protect our homes from climate risks such as flooding and overheating. Currently, no bpha home is in a medium or high-risk flood area, and the few which are located near flood plains have been provided with guidance on mitigation measures in the very unlikely event of flooding. 92% of bpha homes are at low risk from overheating. For the remainder, and some communal areas in high-rise blocks, we continue to allocate risks through simple but effective measures such as modified ventilation. Effective data is key in all the above areas to improve the sustainability of our homes. We have updated and improved the way this data is collected over the past year, including increasing the number of homes evaluated by our surveyors.		
		C19	Enhanced	Does the housing provider give residents information about correct ventilation, heating, recycling etc? Please describe how this is done.	Qualitative response	We continue to provide advice via our customer publication, Talk, and social media channels, with our growing Money Advice Team also providing essential support.		
Ecology	T7	C20	Enhanced	How is the housing provider increasing Green Space and promoting Biodiversity on or near homes?	Qualitative response	Much of bpha's housing is in urban areas where green spaces can be at a premium. Areas like parks, gardens and playgrounds, play an important role in promoting mental and physical wellbeing while helping to reduce exposure to air pollutants, noise and excessive heat. Residents continue to be consulted and listened to. For example, customer influenced the re-tendering of our grounds' maintenance contracts, which now extend beyond the basic upkeep of grass areas to incorporate tasks such as jet cleaning bin stores. Our new homes planned for Winttingham provide a good example of how we are designing green spaces into new developments. We have carefully considered how to best use the 162 hectares to include a large amount of open green space to provide biodiversity and support the physical and mental wellbeing of local people. We will develop a Land Management Plan by 2023/2024 that sets out key biodiversity aims for green spaces around all our new home developments. Our commitments around green spaces, biodiversity and management of pollutants will be further solidified in bpha's Environment Strategy.		
		C21	Enhanced	Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one Qualitative response	Yes We have an environment Strategy which has targets for the reduction of some pollutants		
Resource Management	T8	C22	Enhanced	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one Qualitative response	Yes Our strategy includes an aim to monitor the use of responsibly sourced materials used by our in-house Maintenance Service with a view to reduce this where possible.		
		C23	Enhanced	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one Qualitative response	Yes We measure our waste volumes through the SHIFF Benchmarking.		
		C24	Enhanced	Does the housing provider have a strategy for good water management? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one Qualitative response	Yes We measure our water usage in both office and estimated usage in our properties through SHIFF.		
		C25	Core	Is the housing provider registered with the national regulator of social housing?	Yes / No	Yes		
Structural and Governance	T9	C26	Core	What is the most recent regulatory grading/status?	Varies by nation	V1 / G1		
		C27	Core	Which Code of Governance does the housing provider follow, if any?	Name of code	National Housing Federation's 2020 Code of Governance		
		C28	Core	Is the housing provider Not-for-Profit?	Yes / No If no, name, %, %	Yes		
		C29	Core	Explain how the housing provider's board manages organisational risks.	Qualitative response	Organisational risk is managed in line with our Risk Management Strategy. This is reviewed quarterly by the Audit and Risk Committee, with relevant risks overseen by each of the Board committees with the overall findings presented to the Board.		
		C30	Enhanced	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	No		
Board and Trustees	T10	C31	Core	What are the demographics of the board? And how does this compare to the demographics of the housing provider's residents? Add commentary if useful.	% of board that are women % of board that are BAME % of board that have a disability % of board that are LGBTIQ+ Average age of board members (years) Average board tenure (years) Additional commentary	30.0% 10.0% 10.0% 59.0 3.0		
		C32	Core	What % of the board AMO management team have turned over in the last two years? Add commentary if useful.	% of board % of management team Additional commentary	20.0% 20.0%		
		C33	Core	Is there a maximum tenure for a board member? If so, what is it?	Yes / No	Yes		
		C34	Core	What % of the board are non-executive directors?	Length of maximum tenure (years) % of the Board Number	9 70.0% 2		
		C35	Core	Number of board members on the Audit Committee with recent and relevant financial experience.	Description of experience	Two of the members of Audit and Risk Committee are qualified Accountants. One has recently held the position of Finance Director with a property development firm.		
		C36	Core	Are there any current executives on the Remuneration Committee?	Yes/No	No		
		C37	Core	Has a succession plan been provided to the board in the last 12 months?	Yes/No	Yes		
		C38	Core	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	Number of whole years	8		
		C39	Core	When was the last independently-run, board effectiveness review?	Date (month/year)	August 2021		
		C40	Core	Are the roles of the chair of the board and CEO held by two different people?	Yes/No	Yes		
		C41	Core	How does the housing provider handle conflicts of interest at the board?	Qualitative response	Conflicts of interest are declared both annually and at the start of each Board and Committee meeting.		
		Staff Wellbeing	T11	C42	Core	Does the housing provider pay the Real Living Wage?	Yes/No	Yes
				C43	Core	What is the median gender pay gap?	% gpp (median)	7.8%
C44	Enhanced			What is the CEO median-worker pay ratio?	Total annual CEO remuneration divided by annual median working remuneration	7.3		
C45	Enhanced			How does the housing provider support the physical and mental health of their staff?	Qualitative response			
C46	Enhanced			What is the average number of sick days (both long and short term) taken per employee?	Number of days	8.8		
Supply Chain	T12	C47	Enhanced	How is Social Value creation considered when procuring goods and services?	Qualitative response	We also weight social value in the procurement process. For example, social value accounted for 10% of bid scores for our recent estate management contract. We also calculated these scores, through a matrix based on customer feedback. Key requirements from customers in this instance include provision of apprenticeships, gardening training and fly tipping support.		
		C48	Enhanced	How is Environmental impact considered when procuring goods and services?	Qualitative response	Our Environment Strategy includes a greater focus on reducing our environmental impact. It provides more emphasis on how we define, evaluate, implement and measure improvements for both bpha and our supply chain. Specific actions include improving the thermal efficiency of our properties and the biodiversity of our green spaces. We are also exploring options on an electric vehicle leasing scheme for our colleagues and supplying our caretakers with electric vans.		