DISCLOSURE AGAINST CRITERIA

		RESPONSE
Housing Provider details	Name (from dropdown - or type in if no name exists)	**White Horse Housing Association**
	Location (if more than one region select 'National')	**South West**
	Date of SRS disclosure	**29/09/2025**
	Reporting period (month/year - month/year)	**2024-25**

Theme #		Criteria #	Criteria	Measurement Unit	RESPONSE	Enhanced Reporting Option	Measurement Unit	RESPONSE
Climate Change	T1	C1	Distribution of EPC ratings of the housing provider's existing homes (those completed before the last financial year).	% of homes rated A	4.90%	Average SAP rating of existing homes (those completed before the last financial year).	Average Rating	57.00
				% of homes rated B	16.30%	Energy use intensity of existing homes (those completed before the last financial year).	Kwh/m²/yr	
				% of homes rated C	45.69%			
				% of homes rated D	21.50%			
				% of homes rated E or worse	11.60%			
				% of homes without EPC rating (unknown)	0.00%			
		C2	Distribution of EPC ratings of the housing provider's new homes (those completed in the last financial year).	% of homes rated A	63.60%	Average SAP rating of new homes (those completed in the last financial year).	Average Rating	92.00
				% of homes rated B	36.40%	Energy use intensity of new homes (those completed in the last financial year).	Kwh/m²/yr	
				% of homes rated C	0.00%			
				% of homes rated D	0.00%			
				% of homes rated E or worse	0.00%			
				% of homes without EPC rating (unknown)	0.00%			
		C3	Does the housing provider have a Net Zero target and strategy?	Yes/No	No	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?	Yes/No	No
			If so, what is it and when does the housing provider intend to be net zero by?	Qualitative response	Although the Association has a Sustainability Strategy it does not - at this time- include targets to achieve Net Zero by 2050. This will be addressed in later strategies as Government Policy in this area becomes clearer.	Does the housing provider have a costed net zero transition plan?	Yes/No	No
		C4	What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?	Qualitative response	The Association has targeted its worst performing properties located in and around the village of Kilmersdon in Somerset. Works completed over the past 2 years include improved insulation, heating upgrades, low wattage lighting, new windows and doors, new roofs and the installation of Solar PV. Many of the properties targeted are 150-200 year old solid stones cottages located in a conservation area making them a challenge to retro-fit and improve the overall EPC rating. The Association successfully bid for £150,000 in funding for this project from Charity Bank's Green Funding Scheme, split (£60k grant and £90k loan). We have also completed wotrk to over 60 properties across our portfolio that did not benefit from any cavity wall insulation. This work was financed using ECO 4 funding.	Number of homes that have been retrofitted in the last financial year.	# of homes	17.00
			How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?			Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit.	% of homes requiring retrofit activities	11.2%
			Scope 1, Scope 2 and Scope 3 Green House Gas emissions	Scope 1: Kg CO2 equivalent		Does the housing provider qualify for SECR reporting?	Yes/No	No
				Scope 2: Kg CO2 equivalent		SECR Intensity Ratio for Total Emissions (Scope 1-3)	Kg C02e/m²	
				Scope 3: Kg CO2 [Category 1 – Purchased goods and services]				
				Scope 3: Kg CO2 [Category 2 – Capital goods]				
				Scope 3: Kg CO2 [Category 3 – Fuel- and energy-related activities]				
				Scope 3: Kg CO2 [Category 4 – Upstream transportation and distribution]				
				Scope 3: Kg CO2 [Category 5 – Waste generated in operations]				
				Scope 3: Kg CO2 [Category 6 – Business travel]				
				Scope 3: Kg CO2 [Category 7 – Employee commuting]				
				Scope 3: Kg CO2 [Category 8 – Upstream leased assets]				
				Scope 3: Kg CO2 [Category 9 – Downstream transportation and distribution]				
				Scope 3: Kg CO2 [Category 10 – Processing of sold products]				
				Scope 3: Kg CO2 [Category 11 – Use of sold products]				
				Scope 3: Kg CO2 [Category 12 – End-of-life treatment of sold products]				
				Scope 3: Kg CO2 [Category 13 – Downstream leased assets]				
				Scope 3: Kg CO2 [Category 14 – Franchises]				
				Scope 3: Kg CO2 [Category 15 – Investments]				
			Scope 1, Scope 2 and Scope 3 Green House Gas emissions	Scope 1, 2 & 3: Total Kg CO2 equivalent				

		C5	per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Scope 1: Kg CO2 equivalent/home				
				Scope 2: Kg CO2 equivalent/home				
				Scope 3: Kg CO2 home [Category 1 – Purchased goods and services]				
				Scope 3: Kg CO2 home [Category 2 – Capital goods]				
				Scope 3: Kg CO2 home [Category 3 – Fuel- and energy-related activities]				
				Scope 3: Kg CO2 home [Category 4 – Upstream transportation and distribution]				
				Scope 3: Kg CO2 home [Category 5 – Waste generated in operations]				
				Scope 3: Kg CO2 home [Category 6 – Business travel]				
				Scope 3: Kg CO2 home [Category 7 – Employee commuting]				
				Scope 3: Kg CO2 home [Category 8 – Upstream leased assets]				
				Scope 3: Kg CO2 home [Category 9 – Downstream transportation and distribution]				
				Scope 3: Kg CO2 home [Category 10 – Processing of sold products]				
				Scope 3: Kg CO2 home [Category 11 – Use of sold products]				
				Scope 3: Kg CO2 home [Category 12 – End-of-life treatment of sold products]				
				Scope 3: Kg CO2 home [Category 13 – Downstream leased assets]				
				Scope 3: Kg CO2 home [Category 14 – Franchises]				
				Scope 3: Kg CO2 home [Category 15 – Investments]				
				Scope 1, 2 & 3: Total Kg CO2 equivalent/home				
				Expected Reporting Date (if appropriate)				
		C6	How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?	Qualitative response	All homes have been mapped against the Environmental Agency's flood risk register and over 98% of our homes are located in areas of very low risk. We therefore do not intend to take any mitigating flood risk measures at this time. All homes have either had, or will have, their loft insulation topped up to the latest regulations. All those homes with cavity walls are now filled. Homes will also benefit from double or triple glazing where possible. The Association fits 'as standard' low flow taps in kitchens and bathrooms. We also fit thermostatically controlled shower taps and unvented hot water cylinders as part of our refurbishment programme. Both these measures help to reduce overall water consumption within the household. Our Asset Management Strategy includes targets to improve overall EPC ratings and reduce carbon emissions to help make a contribution towards achieving Net Zero by 2050.			
Ecology	T2	C7	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe, with reference to targets in this area. If no, is the housing provider planning on producing one in the next 12 months?	Qualitative response	The Association's Development Protocol - an over-arching document setting out how we want to design and build our land-led developments - includes a commitment to enhancing green space and complying with bio-diversity policies. However, many of our previous developments have taken these issues into consideration and we have included open green space, landscaping, wild flower meadows, bat and hedgehog boxes and wildlife corridors, all of which have contributed to the overall bio-diversity of the neighbourhood.	Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year).	%	
						What is the housing provider's BNG target (for new and existing homes)?	% for existing homes	
							% for new homes	10.0%
						Does the housing provider's BNG target exceed minimum requirements?	Yes / No / No, but planning to develop one	No
							Qualitative response	BNG is set to meet current planning regulations
		C8	Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No			
				Qualitative response	We are currently working with our Architects and other consultants, together with the local authority, on the best way to mitigate against phosphate discharge from our developments in order to meet the current 'nutrient neutrality' rules.			
Resource Management	T3	C9	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No	% of materials from responsible sources	% of materials	
				Qualitative response	We work closely with our repairs and maintenance contractor on this issue and, through their own procurement processes, they do seek to purchase 'responsibly sourced' materials for all the work they complete. Our Development Protocol also seeks to ensure such materials are used in our land-led developments - an example of this is the 10 home 'passive haus' scheme completed at Seend in 2024.			
		C10	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No	% of materials that are recycled and/or diverted from landfill	% of materials	
				Qualitative response	We do not have an 'in-house' strategy in place for waste management as we are located in serviced offices. However,we do expect our contractors - whether they are our responsive repairs contractor or building contractor - to comply with current regulations and ensure that all waste material generated as part of their work is responsibly disposed of. This is tested as part of the procurement process.			
		C11	Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?	Yes / No / No, but planning to develop one	No			
				Qualitative response	We do not have a strategy in place for water management given our overall size. However, we do fit 'as standard' low flow taps on sinks and wash hand basins and thermostatically controlled shower mixer taps (fed by unvented hot water cylinders) in our bathrooms. This helps to minimise water usage on a daily basis.			

Affordability and Security	T4	C12	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric: 1) Rent compared to median private rental sector (PRS) rent across the relevant Local Authority 2) Rent compared to the relevant Local Housing Allowance (LHA)	% of PRS rent (e.g. 80%)	68.0%	Report against both Affordability Metrics.		
				% of LHA rent (e.g. 90%)	59.0%			
		C13	Number, and share, of existing homes (owned and/or managed and 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	# of General Needs (social rent) units	348			
				# of Intermediate Rent units	0			
				# of Affordable Rent units	73			
				# of Supported Housing units	0			
				# of Housing for Older People units	0			
				# of Low-cost Home Ownership units	33			
				# of Care Home units	0			
				# of Private Rented Sector units	0			
				# of Other units	0			
		C14	Number, and share, of new homes (owned and/or managed, and 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	# of General Needs (social rent) units	6.00	Number homes disposed of in the last 12 months, by tenure type	# of homes, by tenure	0
				# of Intermediate Rent units	0.00	Number of homes acquired in the last 12 months, by tenure type	# of homes, by tenure	**22 new homes acquired.** 16 social rented homes through a transfer of engagements; 10 'affordable rent new builds; 6 'social rent' new builds; 6 shared ownership homes
				# of Affordable Rent units	10.00			
				# of Supported Housing units	0.00			
				# of Housing for Older People units	0.00			
				# of Low-cost Home Ownership units	6.00			
				# of Care Home units	0.00			
				# of Private Rented Sector units	0.00			
				# of Other units	0.00			
		C15	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Qualitative response	White Horse Housing has been helping its tenants who are struggling with the cost of living crisis through a Discretionary Support Fund that last year came to the aid of more than 302 households. In total, we were able to award more than £44,000 in payments and vouchers. The Association has a further £40,000 for tenant support in 2025-26. The Association has also successfully applied for £1,600 from the HACT Fuel Fund to provide vulnerable tenants with electricity vouchers, and this continues to make a significant difference to household budgets. The association also allocates a significant amount of money each year to help improve the energy efficiency of our homes, starting with the worst performing homes first. See question C6 for further details.			
		C16	How does the housing provider provide security of tenure for its residents?	Qualitative response	White Horse Housing currently offer all new tenants an Assured 'probationary tenancy' as standard. This creates an 'assured shorthold tenancy' for the first 12 months, which automatically converts to a full 'assured tenancy' on the first anniversary, providing the tenant has not breached the terms and conditions of their tenancy and been served with a Notice to Quit. A 6 month extension to the probationary period is also available if required. However, we are aware that the Government is committed to ending 'no fault evictions' and this will effectively end the use of shorthold tenancies. At that point the Association will only issues full 'assured tenancies' to all new tenants. Where existing tenants are looking to transfer to another social home they will be offered a full 'assured tenancy' as standard. The Association believes that taking eviction action against any tenant should be a last resort. We will give tenants the opportunity to amend their behavior and work closely with them to prevent eviction becoming an option. Indeed, over the past 8 years only one tenant has been evicted for a serious breach of tenancy. Therefore, we believe tenants can be assured that they have full 'security of tenure' when taking a tenancy in one of our homes.			
Building Safety and Quality	T5	C17	Describe the condition of the housing provider's portfolio, with reference to: % of homes for which all required gas safety checks have been carried out. % of homes for which all required fire risk assessments have been carried out. % of homes for which all required electrical safety checks have	% of homes (with gas safety checks)	100.0%	% of homes for which all required asbestos management surveys or re-inspections have been carried out.	% of homes (with asbestos checks)	100.0%
				% of homes (with fire risk assessments)	100.0%	% of homes for which all required legionella risk assessments have been carried out.	% of homes (with legionella assessments)	0.0%
				% of homes (with electrical safety checks)	100.0%	% of homes for which all required communal passenger lift safety checks have been carried out.	% of homes (with lift safety checks)	0.0%
		C18	What % of the housing provider's homes meet the national housing quality standard?	% of homes	100.0%	What is the target date for bringing homes that do not meet the standard into compliance?	Date	
			Of those which fail, what is the housing provider doing to address these failings?	Qualitative response	N/A			
		C19	How does the housing provider manage and mitigate the risk of damp and mould for its residents?	Qualitative response	The Association has adopted a formal 'damp and mould' procedure that all reports from our tenants of the issue will follow. The procedure includes an initial 'triage' questionnaire to gauge the severity and extent of the problem, followed by a home visit and inspection by our Maintenance Manager. All reports and logged and any actions taken recorded. Our contractors are also signed up to the procedure and have a range of measures available to resolve the issue including specially formulated anti-mould paints, various extractor fans and positive pressure air circulation units. There is also an information leaflet given to all effected tenants containing a range of helpful advice to help prevent the issue from returning.	How many cases of damp and mould were reported in the period that required action?	# of cases of damp and mould	60.00
						What % of the housing providers portfolio do these homes account for?	% of homes	13.2%
				% of residents satisfied	96.0%			

Resident Voice	T6	C20	What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?	Qualitative response	Overall Satisfaction with the Association - 96% Overall satisfaction with the Repairs and Maintenance service - 93% Satisfaction with the time taken to complete the last repair - 93% The Association listens to views and acts on them - 85% Overall safety of the home - 97% Satisfied that the Association keeps tenants informed - 91% Treats tenants 'fairly and with respect' - 94% Complaints handling - 72% Communal areas clean and well maintained - 69% Net Promoter Score - 75 The latest tenant satisfaction survey was completed in January 2024 and included the 12 'perception' indicators included in the Regulator for Social Housing's Tenant Satisfaction Measures. The results have been reported to our Board and the Resident Scrutiny Panel. Panel members have been given access to the complete data set and have met - independently of staff - to discuss the results and report back any comments or recommendations they may have. One main area of concern, where action was urgently required, was an improvement in the grounds maintenance service. As a result, in partnership with the Scrutiny Panel, the whole service was re-tendered and two local contractors were successful. We believe this action has improved the service overall and should reduce the level of dis-satisfaction as a result.			
		C21	What arrangements are in place to enable residents to hold management to account for the provision of services?	Qualitative response	The Association has a comprehensive Tenant Involvement Policy that seeks to give all residents an opportunity to play a part in the management of their homes. We have also adopted the National Housing Federation's 'Tenants Together' charter. We have established a Resident's Scrutiny Panel that meets at least 4 times a year and reviews, comments and scrutinises a range of policies, procedures and performance. They also scrutinise complaints and help identify any learning points. A Board member attends these meetings to provide a direct two-way link to the Board. We also hold a number of Tenant Feedback Group meetings across our area of operation each year where tenants can come to hear about the latest developments, service issues that may effect them and provide comment and feedback on the services they receive. We also hold a range of 'on-line' meetings with shared owners and individual schemes where particular issues may need addressing. Tenants also received regular newsletters (at least 4 times per year) and the Annual Report to Tenants setting out how we have met the Consumer Regulations.			
		C22	In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within the housing provider?	# of complaints upheld	0.00			
				Qualitative response	During the year, just two formal complaints were received from residents. Both were completed at stage one of the complaints process. No complaints were referred to the Ombudsman. A number of 'learning points' were taken from these complaints and changes made to procedures to try and avoid similar issues occurring again. These mainly centered around repairs issues and the level of consultation that takes place prior to any communal work on our schemes.			
Resident Support	T7	C23	What are the key support services that the housing provider offers to its residents? How successful are these services in improving outcomes?	Qualitative response	The Association offers a 'Tenancy Plus' service to those tenants who need additional help and support to sustain their tenancies. This service is provided on a 1-2-1 basis and is fully monitored, and outcomes recorded for reporting purposes. Support ranges from budgeting, welfare benefit advice, finding more suitable accommodation, property support, safeguarding and general well-being. Residents can also be signposted to relevant support service for additional help and advice if required. This service has also expanded over recent years to provide further help to residents through the 'cost of living' crisis. Help has included making direct payments to residents using our £40,000 Housing Support Fund. See question C15 for more details. The outcome of this scheme is that we have not evicted any tenant for almost 10 years, we have improved the lives of over 300 tenants duruing the year and have helped reduce our rent arrears down to a record low of just 0.42%.			
Placemaking	T8	C24	Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located. Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.	Qualitative response	The Association has continued to work closely with a number of Community Land Trusts to assist them bring forward new affordable housing schemes that will directly benefit local people in housing need and contribute to the viability and vitality of their local village community. The main example of this is the 10 new 'Passive Haus' homes completed at Seend in June 2024. This scheme represents the end of 6 years' work with the local CLT, Parish Council and with the wider community. Together we have identified a suitable site, agreed the design, layout and look of the new homes, agreed a local lettings policy, selected the project team and monitored progress throughout the build. The scheme is extremely popular and is acknowledged as a significant success for community collaboration across the county. Other CLT schemes we are currently involved with include a scheme of 6 homes in Broad Chalke, a further 6 homes in Tisbury and a potential scheme of 10 homes in Colerne.	Social Value calculations (including monetisation) of placemaking activities	£	
Structure and Governance	T9	C25	Is the housing provider registered with the national regulator of social housing?	Yes/No	Yes			
		C26	What is the housing provider's most recent regulatory grading/status?	Varies by nation	As we have less than 1000 homes this part of the Regulatory Framework does not apply to White Horse Housing.			
		C27	Which Code of Governance does the housing provider follow, if any?	Name of code	NHF Code of Governance 2020			
		C28	Is the housing provider a Not-For-Profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	Yes/No	Yes			
				Name, %, %				
		C29	Explain how the housing provider's board manages ESG risks.	Qualitative response	All ESG findings and outcomes are reported to the Board at least once a year. Our overall Sustainability Strategy and its associated objectives and targets are monitored by the Sustainability Committee who meet at least twice a year.	Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?	Qualitative response	no
			Are ESG risks incorporated into the housing provider's risk register?	Yes/No	ESG risks are not incorporated within the Strategic Risk map specifically. However, many are covered by other risks that are included.			
		C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?	Yes/No	No	If yes, describe.	Qualitative response	

Board and Trustees	T10	C31	How does the housing provider ensure it gets input from a diverse range of people into its governance processes? Does the housing provider consider resident voice at the board and senior management level? Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?	Qualitative response	All new Board positions are advertised widely and people from all backgrounds are encouraged to apply in accordance with our EDI policy. There are currently no residents on the Board, but that does not prevent them from applying if there is a vacancy. The Association has a very active Resident's Scrutiny Panel that does include a diverse range of tenants from across our housing stock. Their meetings are attended by senior managers and a Board member who has responsibility to provide a two-way link with the Board. They undertake a wide range of service and policy reviews, monitor complaints, performance and satisfaction levels and ensure the Association's Resident Involvement Strategy is fully implemented. Scrutiny Panel members also attend the annual Board Away Day to participate in our strategic planning.			
				% of board that are women	30%			
				% of board that are BAME	0%			
				% of board that are residents	0%			
				% of board that have a disability	0.0			
				Average age of board members (years)	61.0			
				Average board tenure (years)	6.0			
		C32	What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?	% of board	8%			
				% of management team	0%			
		C33	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	# of board members	1.00			
				Description of experience	The Chair is a partner with KPMG.			
		C34	What % of the housing provider's board are non-executive directors?	% of board	90%			
		C35	Has a succession plan been provided to the housing provider's board in the last 12 months?	Yes/No	Yes			
		C36	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	# of whole years	21.00			
		C37	When was the housing provider's last independently-run board-effectiveness review?	Date	All Board members are required to complete an Annual Board Effectiveness Questionnaire and submit it to the Chief Executive. The outcomes from this survey are collated (anonymously) and reported to the Remuneration and Governance Committee every October. All scores, comments and suggestions are considered and any agreed actions reported to the Board. The outcomes also form part of the Annual Board Away Day agenda where it is considered necessary.			
		C38	How does the housing provider handle conflicts of interest at the board?	Qualitative response	All Board members are required to complete and submit and Declaration of Interests Form to the Chief Executive every year. The outcomes are collated and published on the Association's website. All Board and Committee meeting agendas include a Declaration of Interest's item at the beginning of the meeting to allow participating members to declare any interests they may have in the items' to be discussed on the agenda. Any such interest's will be noted in the minutes of the meeting.			
Staff Wellbeing	T11	C39	Does the housing provider pay the Real Living Wage?	Yes/No	Yes			
		C40	What is the housing provider's median gender pay gap?	% gap	55.0%			
		C41	What is the housing provider's CEO: median-worker pay ratio?	Ratio	2.8			
		C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Qualitative response	The Association has a published Equality and Diversity Policy and seeks to ensure all members of staff understand the principles, value and actions it contains. E&D training is also provided periodically to refresh knowledge and update staff on the latest issues.			
		C43	How does the housing provider support the physical and mental health of its staff?	Qualitative response	All staff have annual appraisals and bi-monthly 1-2-1's with their line manager. These meetings are able to assess and review performance against set targets and objectives and confidentially discuss any issues the member of staff may have. Full support is provided where required (and a range of measures are available) to ensure the staff member can continue to undertake their duties. Given we are only a small staff team, everyone supports each other and where any issues may occur these are identified quickly.			
		C44	How does the housing provider support the professional development of its staff?	Qualitative response	The annual appraisal and bi-monthly 1-2-1 process helps to identify any training needs an individual staff member may require. These are logged and help to influence the annual training plan. Ad hoc training is also identified through this process and other day-to-day meetings and this will be arranged for the staff member (or members) that require it. The Association is a member of a number of organisations that provide excellent training (relevant to the job) - either face-to-face or on-line - and this provides the opportunity to book staff members on once the issue is identified. Staff have also been encouraged to pursue other professional qualifications to further their skills and knowledge and the Association will fund this training where possible given the huge benefits it brings	What % of employees have received qualification(s) that are relevant for their professional development within the reporting period?	% of employees, split by demographic.	0
y Chain	T12	C45	How is social value creation considered when the housing provider is procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	Qualitative response	The Association's size and staff capacity prevent it from pursuing formal policies and performance measures on social value within it contracts. However, we do understand the importance of social value and the need to ensure social value is part of the overall service offering is contained within our various contracts. We regularly monitor and report on performance, cost and satisfaction levels across all our services and this help us to determine the level of social value provided.	What is the relative weighting of Social Value considerations in procurement policies?	%	
						How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?	£	

Suppl		C46	How is sustainability considered when the housing provider is procuring goods and services? What measures are in place to monitor the sustainability of the supply chain when procuring goods and services?	Qualitative response	The issue of procuring sustainable materials where possible is an requirement of our contractors. They understand our desire to limit the impact on the environment of our day-to-day activities and are committed to assisting where practicable. However, we do not have a formal policy and we do not monitor their actions on a regular basis given our overall staffing numbers and work capacity.	What is the relative weighting of environmental impact considerations in procurement policies?	%	
						How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?	Qualitative response	