

TAFF

ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORTING 2024/25



Environmental, Social and Governance Report 2024/25

I'm delighted to share our annual Environment, Social & Governance (ESG) report.

We've adopted the Sustainability Reporting Standard(SRS) for Social Housing as this reflects the sector standard framework for ESG reporting and it will help us, not only demonstrate and track our own progress, but also how we are contributing to sector wide ambitions to tackling this challenging agenda. This report is aligned with Version 2.0 of the SRS.

Our vision is to provide great homes and services and enable communities to thrive.

A thriving community is a place that people are proud of; homes are safe, warm and of good quality, and the wider community is safe, clean, green and sustainable. Equality, diversity and inclusion are valued.

In this report, you'll see how we are performing across all aspects of ESG. Our decarbonisation plans are progressing, customer voice continues to influence service delivery, and we're better capturing the social impact we generate for the people and places we serve.

This year we are pleased to have increased the % of homes within EPC bands A - C to 57%. We hope this progress goes some way to demonstrate our determination to deliver warmer, more energy efficient homes and to tackle fuel poverty head on.

Our work towards achieving the Welsh Housing Quality Standard 2023 (WHQS23) continues and is complementary to our ESG efforts.

Our foremost priority is ensuring that all our homes are fully compliant with all statutory landlord obligations, which include a wide array of safety and maintenance regulations mandated by law.

Additionally, we are dedicated to meeting and exceeding the requirements set forth by WHQS 2023. This focus on statutory compliance and adherence to WHQS 2023, alongside our commitment to ESG more broadly ensures that our tenants live in secure, healthy, and environmentally friendly homes.

We hope you find this report interesting.

Helen White

Chief Executive Officer

United Nations Development Goals

Reducing our environmental impact and helping tenants tackle the cost of living crisis are priorities for Taff Housing and as a charitable organisation, we take our responsibility to improving how we work to make a real and lasting difference to individuals, communities, and our planet, seriously.

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

From <https://sdgs.un.org/goals>

This report focusses specifically on The Sustainability Reporting Standard (SRS) for Social Housing themes. For each theme we've reported against individual criteria and details how it relates to specific SDGs.

A guide to UN Sustainable Development Goals

1. No Poverty
2. Zero Hunger
3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
8. Decent Work and Economic Growth
9. Industry, innovation and infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for the Goals



Wellbeing of Future Generations (Wales) Act 2015

Whilst the Sustainability Reporting Standard aligns to the UN Sustainable Development Goals, as a Welsh Housing Association we also consider our contribution towards achieving the 7 Wellbeing Goals identified within the Wellbeing of Future Generation (Wales) Act 2015.

The first of its type in the world, the Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental, and cultural well-being of Wales. The Act was created with the intention of making the public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. To make sure everyone is working towards the same vision, the Act puts in place seven well-being goals.

The work we carry out at Taff will contribute towards achieving these goals be that through our decarbonisation activities to supporting our tenants get access to support services to helping to get people back into employment or training.

The Seven Wellbeing Goals



ENVIRONMENTAL

Theme 1 – Climate Change

C1 – Distribution of EPC ratings of existing homes (those completed before the last financial year).

% of homes rated A	4%
% of homes rated B	27%
% of homes rated C	26%
% of homes rated D	10.%
% of homes rated E or worse	1%
% of homes without EPC rating (unknown)	32%

C2 – Distribution of EPC ratings of new homes (those completed in the last financial year).

% of homes rated A	100.00%
% of homes rated B	0.00%
% 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? If so, what is it and when does the housing provider intend to be Net Zero by?

Yes, this is part of our Asset Management strategy which aims to ensure all homes have an EPC C or above by 2030 and to have a planned pathway to EPC A by 2050.

C4 – What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

In the last 12 months Taff has invested £2.4m in its housing stock to ensure existing homes remain safe, comfortable and energy efficient. Optimised Retrofit Funding has enabled us to enhance energy performance, reducing carbon emissions, and help to lower household utility bills. 134 homes have benefitted from energy improvement measures including Solar PV & Battery Installation, External Wall Insulation & Environmental Sensors. Our programme this year *aims to target 75 homes with the installation of solar PV and battery storage alongside 120 homes benefitting from fabric improvement measure through our window and door upgrade programme. We have a target to retrofit all existing homes to EPC C by 2030.*

C5 – Scope 1, Scope 2 and Scope 3 Green House Gas emissions

Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home.

If unable to report emissions data, please state when the housing provider is expected to be able to do so.

We last collected emissions data in 2023 and it is our intention to revisit this work and collect further data for the financial year 2025-26.

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?

All new homes are built with integrated sustainable drainage features including rain gardens and green roofs; these features help to mitigate surface water flooding by holding rain water on site by mimicking a more natural system. New homes have mechanical ventilation heating systems as part of the design to provide a continual supply of clean fresh air. Our flats schemes are designed to provide cross ventilation and reduce the impact of overheating from solar gain. We are installing environmental sensors to monitor internal temperatures in our homes to ensure that thermal efficiency measures are not creating overheating risks. Where these are identified mitigation measures will be taken.

Theme 2 – Ecology

C7 – Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?

This is currently being reviewed for existing properties with plans under consideration to create resident food growing opportunities and enhance the greenery of urban flats schemes where there is significant hard landscaping, to develop habitats that support wildlife. For new homes in the design stage, biophilic design and urban greening are included in the design development, with options such as green roofs, green walls, and the use of naturalized planting incorporating native species to support pollinators. The sustainable drainage system (SUDS) within these developments also provides habitats to support biodiversity.

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?

No, however, for new homes, the schemes sustainable drainage systems (SUDS) are included which play an active role in filtering rainwater to remove pollutants before they enter the hydrological cycle.

Theme 3 – Resource Management

C9 – Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?

No, however, we currently require contractors on new build sites to work with the local supply chain when procuring materials. We also require all timber on new development to have FSC certification.

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?

No, however, on new build schemes we are working with contractors to become part of the Considerate Constructors scheme, and we have a contract requirement for waste management. As part of our major works and new build development programme we are looking to move to a circular economy approach to reduce waste and pollution and reuse materials where possible. On a small scale we are currently reusing the wood from roofs in our loft conversion project to build planters on schemes for a residents gardening scheme.

C11 – Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?

No, however, on new developments and kitchen and bathroom replacements on existing properties, we install water saving taps, toilets and showers. We also install water butts in new houses and any new lets to gather rain water for use in the garden as per WHQS.

Theme 4 – Affordability and Security

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 or 2) Rent compared to the relevant Local Housing Allowance (LHA)

% of PRS rent (e.g. 80%)	55%
% of LHA rent (e.g. 90%)	71%

C13 – Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to:

general needs (social rent), intermediate rent, affordable rent, supported Housing, housing for older people, low-cost home ownership, care homes, Private Rented Sector or other

# of General Needs (social rent) units	1103
# of Intermediate Rent units	213
# of Affordable Rent units	0
# of Supported Housing units	207
# of Housing for Older People units	31
# of Low-cost Home Ownership units	0
# of Care Home units	0
# of Private Rented Sector units	0
# of Other units	0

C14 – Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to: general needs (social rent), intermediate rent, affordable rent, supported Housing, housing for older people, low-cost home ownership, care homes, Private Rented Sector or other

# of Affordable Rent units	49
# of Supported Housing units	15.00
# of Housing for Older People units	0.00
# of Low-cost Home Ownership units	0.00
# 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?

In the last 12 months Taff has invested £2.4m in its housing stock to ensure existing homes remain safe, comfortable and energy efficient. Optimised Retrofit Funding has enabled us to enhance energy performance, reducing carbon emissions, and help to lower household utility bills. 134 homes have benefitted from energy improvement measures including Solar PV & Battery Installation, External Wall Insulation & Environmental Sensors. Our programme this year aims to target 75 homes with the installation of solar PV and battery storage alongside 120 homes benefitting from fabric improvement measure through our window and door upgrade programme. We have a target to retrofit all existing homes to EPC C by 2030. Taff has a money advice service in place to help tenants in financial difficulties.

C16 – How does the housing provider provide security of tenure for residents?

Taff is governed by the Renting Homes Act Wales (2016) and has an overarching aim as an organisation to provide security of tenure to residents. All general needs residents are under Secure Occupation Contracts, and the vast majority of supported housing residents hold Standard Supported Contracts, none of which have fixed periods or end dates. The contracts are only brought to an end either by the occupant, through abandonment or via legal action

from Taff. Taff operates under the Welsh Government's aim of ending evictions into homelessness and rarely evicts. To put this into context, only 2 evictions have been carried out in the last 5 years and were both for serious anti-social behaviour and criminal activity.

Theme 5 – Building Safety and Quality

C17 – Describe the condition of the housing provider's portfolio, with reference to:

% of homes for which all required gas safety checks have been carried out.

% of homes for which all required fire risk assessments have been carried out.

% of homes for which all required electrical safety checks have been carried out.

% of homes (with gas safety checks)	99.1%
% of homes (with fire risk assessments)	99.4%
% of homes (with electrical safety checks)	99.9%

C18 – What % of homes meet the national housing quality standard? Of those which fail, what is the housing provider doing to address these failings?

100%

C19 – How do you manage and mitigate the risk of damp and mould for your residents?

We have implemented a Damp and Mould Management Plan and associated risk assessment toolkit to help us deal with damp and mould appropriately. We have set strict timeframes on the management of hazard and assessment of the underlying causes and track open cases of damp and mould. Our next steps in the management of damp and mould focuses on moving to a more proactive approach, focusing on prevention of damp and mould occurring rather than reactive handling of the issue once it has occurred. We continue to regularly and appropriately communicate with tenants and colleagues around the importance of damp and mould and our responsibility to act swiftly. We do this via text message, social media, newsletters, and face to face contact. Ahead of this winter we have in place Damp & Mould case management software to ensure cases are tracked through to completion in a timely manner and we are satisfied measures we implement have resolved the issues. Environmental sensors that are installed are also alerting us to high risk properties so that early intervention can be taken to address concerns prior to them being reported.

Theme 6 – Resident Voice

C20 – What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?

72%

We are keen to drive a culture that is receptive to feedback from our tenants and service users about their customer experience. The Tenant Satisfaction surveys provide us with valuable feedback on our services and performance. Ensuring we listen to the voices of our tenants, allowing us to identify areas for improvement and learn from their experiences. By gathering this data, we drive continuous improvement, ensuring that the needs of our tenants and communities are met. We are committed to making sure all voices are heard, with tenants playing a central role in shaping the services we deliver.

C21 – What arrangements are in place to enable residents to hold management to account for the provision of services?

A Customer Engagement Team is in place with a dedicated team of two including a Customer Experience Partner. Taff use a number of engagement process from formal direct engagement(Have Your Say, Strategic Panel both of which make recommendations on service improvements to the Board and where needed ad hoc groups) informal direct engagement (community pop ups , community events and activities, special interest groups) which provides further opportunities for tenants to engage and give feedback on services and community issues, and service based engagement(surveys, complaints, sentiment and segmentation analysis) which provides us with opportunities to review current data , identify gaps , provide key customer information to our operational teams, so they can offer a personal and tailored service.

Taff has an ombudsman approved complaints policy. This provides us with an opportunity to improve our services and the information is a one of the key pillars of our customer engagement structure.

C22 – In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

0

How have these complaints (or others) resulted in change of practice within the housing provider?

Complaints policy and process has been approved by Ombudsmen. There was a full roll out of training from the Ombudsman team across the organisation and this training continues to be delivered to all new employees along with any employees who want refresher training. Taff take all complaints seriously and treat them as an opportunity to learn and improve where we have not met our tenants' expectations. We report to Board annually on complaints.

Theme 7 – Resident Support

C23 – What are the key support services that the housing provider offers to its residents? How successful are these services in improving outcomes?

We provide general tenancy support through our Neighbourhood team, we also offer Financial Inclusion support. There has been significant increase in demand for this service over recent years with positive outcomes for those who engage with us.

In our two young women's hostels and outreach provision, support is available on a 24/7 basis. In these hostels, the focused outcomes are independence, life skills and maintained tenancies, using a strengths-based approach and delivering trauma informed practice we work in line with the HSG outcomes framework.

The success of these projects is evidenced in the number of service users that go on to secure and maintain their own tenancies. Our outreach projects allow residents to move closer to independence whilst still accessing support when needed.

We deliver a hostel for residents with complex needs in the Vale of Glamorgan Local Authority. The hostel offers a temporary home to 10 adults with complex needs. These residents will have experienced street homelessness and will have been exposed to substance misuse and exploitation. In line with the HSG outcomes, colleagues at the hostel will support the residents to make positive changes to their lifestyle's and use a strength based and psychologically informed approach.

The aim for all of the residents at our hostels is to move on and into settled accommodation.

We provide floating support to elders in the BAME community in our supported accommodation scheme enabling them to remain independent in their own home, we support asylum seekers who have been granted the right to remain in the UK in managed accommodation properties, these residents are supported to access education, training or employment that increases their chances of successful resettlement in the UK. We also manage accommodation property that offers floating support in partnership with Social Services to unaccompanied asylum-seeking children. We have three managed accommodation properties for refugees with support provided.

Our floating support projects deliver a variety of interventions to service users in their homes or within their communities. These services are typically provided during office hours on weekdays, with flexibility to accommodate individual needs. Staff delivering these services are based centrally in the areas where their service users reside, ensuring accessible and responsive support.

Financial Advice and Tenancy Support

We also provide money advice compliant with the FCA guidelines to tenants ensuring that they can maintain their tenancies, this reduces the likelihood of eviction for rent arrears.

Theme 8 – Placemaking

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.

The Community Inclusion Team leverages funding from both internal sources and community benefit clauses within new build programme contracts. Over the past five years, £30,000 in community benefits income has been raised from development contracts and allocated within the local community to provide a variety of support services. An additional Community Inclusion Coach has been funded through Community Benefits sums from development sites to assist residents in accessing grants and energy support.

Beyond funds derived from new build contracts, the Community Inclusion Team secured £112,886.62 in additional support for residents in vulnerable tenancies, resulting in zero evictions. The team has utilized community benefits to organize three major events that have offered support to over 400 residents, providing advice from 11 external partner organizations and managing the Winter Wellbeing Club. This club provided 248 hot meals and distributed 300 Winter support packs to residents, with an additional 125 Winter warm packs funded by a £10,000 grant from National Grid’s Community Matter Fund.

Community benefits from development schemes have also funded 236 food vouchers for local residents. In 2023, our Community Inclusion Coaches supported 229 tenants with energy advice and DAF grants, while our Money Advice Service assisted 231 residents in securing £75,000 in additional income. The Little Wish Campaign, funded through Community Benefits and additional donations from contractors, provided over 200 gifts to children during Christmas and Eid.

In addition to the above, we have run 7 Community pop ups providing support to residents on community issues. Through our Support Services, 116 young female homeless individuals and 44 homeless mothers and babies have been supported via two hostels. We have provided specialist support via our Bridging Accommodation Project supporting Afghan families and further 12 families with permanent accommodation in the UK and our Lighthouse Project supported 180 clients in the local community with housing related support.

Taff is currently progressing two redevelopment schemes on Cowbridge Road in Canton, both of which involve long-vacant sites. These projects will deliver 43 new flats and a commercial unit, helping to revitalise an area that has been considered an eyesore for several years. Over the past 12 months, we have also completed an infill development on the site of a former vacant shop on Canton’s main high street. This scheme has enhanced the street scene and overall appearance of the area, providing 10 new homes alongside a commercial unit.

In addition, we are continuing work on the next phase of a major refurbishment project on Tudor Street in Cardiff. This area has experienced persistent issues with anti-social behaviour over the years, and it is hoped that the improvements will positively impact the local community and enhance safety for residents.

Taff has also supported a number of Get Into Housing work placements for young BAME residents.

Theme 9 – Structure and Governance

C25 – Is the housing provider registered with the national regulator of social housing?

Yes

C26 – What is the housing provider's most recent regulatory grading/status?

Governance and Tenant Services – Green

The Association meets the regulatory standards and will receive routine regulatory oversight.

Financial Viability – Green

The Association meets the regulatory standards and will receive routine regulatory oversight.

C27 – Which Code of Governance does the housing provider follow, if any?

Community Housing Cymru (CHC) Code of Governance

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

C29 – Explain how the housing provider's board manages ESG risks.

Taff are an early adopter of ESG reporting and during the year signed up to “Sustainability for Housing” with information shared on our website. It is a theme that flows through our Corporate plan and links as appropriate to Strategies – for example during the year we approved new Procurement and Value for Money Strategies which were supported by the requirements of the Well-being of Future Generations (Wales) Act 2015.

We have 12 Strategic risks agreed by Board and ESG considerations are a theme running through how they are managed. All risks are managed on an online live portal with operational risks, controls and mitigations linked and scored. A risk management framework is in place which articulates how risk is managed in the organisation; risk appetite is set by Board and actions identified where the Risk is not in line with our appetite. There is scrutiny at the Audit and Risk Committee with updated reports approved by Board. Sessions are held with Board on Horizon scanning, risk maturity and the effectiveness of Risk management too. Risk impact is considered in each Board paper. There is further scrutiny of risk by external auditors and internal auditors.

Are ESG risks incorporated into the housing provider's risk register?

Yes

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?

No

Theme 10 – Board and Trustees

C31 – How does the housing provider ensure it gets input from a diverse range of people into the 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?

We always look to strengthen and improve in this area and the latest Governance review in 2024 noted Equality, Diversity, and Inclusion “has been a real area of focus for Taff”.

Recommendations from the Governance review have all been implemented. During the year the Board approved a new Equity, Diversity and Inclusion Strategy

The Board membership policy notes that the Board “maintains a Board with a mixture of different skills, knowledge and experience” and is “pro-active in looking to reflect the community we serve”.

The Board Skills matrix was updated during the year to reflect the ambitions of the new Strategic Plan. Vacancies are advertised widely and targeted and tailored to attract applications from people with specific skills and from particular backgrounds. We are proactive partners in the “Pathway to Board” which provides experience for underrepresented Groups to have experience of observing Board meetings.

Each Board meeting has an insight article which shares information on real life recent examples of the experiences of colleagues and customers on a broad range of topics.

Our colleague recruitment encourages representation of the community we serve in addition to having the right skills, knowledge and in line with our values.

Feedback from tenants is always welcomed and encouraged. As well as seeking the different voices and experience at Board, a Strategic Panel is in place to ensure tenants influence the strategic decisions of the organisation and considers tenant feedback received from different sources. The “Have your Say Group” meets bi-monthly and provides feedback on specific Policies and areas being reviewed. This is in addition to providing opportunities to engage and feedback on services and community issues from a wide and deep range of sources, for example community pop ups, surveys or learning from complaints . This is all supported and coordinated by the Customer Engagement Team and feedback from these sources is included as part of Board Agenda items at the appropriate time

% of board that are women	36%
% of board that are BAME	14%
% of board that are residents	7%
% of board that have a disability	0%
Average age of board members (years)	50.0
Average board tenure (years)	2.5

C32 – What % of the housing provider’s Board have turned over in the last two years?

14%

What % of the housing provider’s Senior Management Team have turned over in the last two years?

19%

C33 – Number of board members on the housing provider’s Audit Committee with recent and relevant financial experience.

3

2 - Chief Finance Officer/Finance Director, 1 - Banking sector, 1 - general housing financial experience

C34 – What % of the housing provider’s board are non-executive directors?

100%

C35 – Has a succession plan been provided to the housing provider’s board in the last 12 months?

No.

C36 – For how many years has the housing provider’s current external audit partner been responsible for auditing the accounts?

3

C37 – When was the last independently-run, board-effectiveness review?

01/05/2024

C38 – How does the housing provider handle conflicts of interest at the board?

Taff has a Board Member Code of Conduct policy in place, new recruits and annual declarations of all Board and Executive Team Members, Declarations are a standing item in every board meeting.

Theme 11 – Staff Wellbeing

C39 – Does the housing provider pay the Real Living Wage?

Yes

C40 – What is the housing provider’s median gender pay gap?

1.6%

C41 – What is the housing provider’s CEO:median-worker pay ratio?

4.4

C42 – How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

Taff’s approach to Equality and Diversity seeks to ensure it maintains and promotes equality of opportunity in all its functions and through its values. Taff is committed to ensuring equality and diversity is at the heart of its services, it promotes equality of opportunity for all persons in terms of employment and in the provision of goods and services. Taff strives to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect and no victimisation takes place. Harassment is not tolerated internally or by a third party and has a separate Dignity at Work Policy and a separate Customer Privacy, Dignity and Respect Policy which deals with these

issues. Core training on equality is provided and staff are committed to and expected to abide by our Equality and Diversity Policy.

C43 – How does the housing provider support the physical and mental health of its staff?

Taff has a health and wellbeing policy that includes offering Mental Health First Aiders, several external providers of Mental and Physical support such as online doctors and counselling service and smoking cessation support. Specific support for LGBT+, menopause, diet and fitness is available. There are regular staff pulse surveys to check that this is sufficient and looks for other ideas. We have a Wellbeing Working Group, a Cost of Living Working Group and a Staff Forum.

We run regular events through the Wellbeing Group such as mindfulness, healthy eating, group walks and we have a project to create a staff garden. We have also recently set up lunchtime "lunch-crunch" fitness sessions 3 days a week and after work fitness sessions 2 nights a week, with a variety of content to suit all levels of fitness. Taff have promoted a flexible working arrangements and ensure the real living wage is paid as a minimum. In 2025 Taff has introduced a 9-day fortnight working pattern which the majority of our staff have opted for.

C44 – How does the housing provider support the professional development of its staff?

We provide a wide range of training to our colleagues related to their roles. We also provide an online training library that colleagues can access on a wide range of topics. Colleagues can access any of the resources available.

Theme 12 – Supply Chain

C45 – How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?

In line with our procurement policy and the Well-Being of Future Generations (WALES) Act 2015, we go beyond the price of an individual contract and look at the collective benefit to our community. We have a dedicated in-house resource who works with our contractors to maximise the social value opportunities arising from this contracts and we work with Y Prentis for the provision of apprenticeship positions on new build sites.

We have generated community benefits monies from our new build contracts which are being used to provide support measures in response to the Cost of Living Crisis. The work Taff does in refurbishing and building properties ensures warm, dry, safe, and desirable homes enabling our tenants to build successful lives, fulfil their potential and establish vibrant and supportive communities.

We have adopted the Sustainability Reporting Standard for Social Housing. This is a voluntary reporting framework, covering 48 criteria across Environmental, Social and Governance (ESG) considerations such as affordability, carbon emission and energy efficiency, safety, equality, diversity and inclusion and tenant voice.

We recognise that social value generated from our supply chain will add value to the total social value we secure and help us deliver better value for money.

The actions we will take to achieve this, is by:

- Reporting on our ESG performance setting out the social values of our activities
- Encouraging employment and enterprise opportunities through our externally awarded contracts
- Ensuring we have an up-to-date contract register that sets out social value promises and the monitoring of them.

The key outcomes of this principle are:

- Create opportunities for local skills and employment
- Reduce our impact on the environment
- Increase local supply chains to support local economic growth

- The impact of our social value work is demonstrated and communicated.

This Strategy is evidence based and measured through a number of activities:

- Annual VFM Statement approved and certified by Taff Board and included within Statutory Accounts
- Annual VFM assessments of all key Taff services measured against relevant organisations
- Tenant satisfaction measured against relevant organisations
- Bi-annual progress reports on performance against the VFM objectives, VFM Standards and VFM Metrics.
- Report social value on new build contracts to Welsh Government using the social value measurement tool kit.
- Procurement Plan (activity and outcomes), measured against target set at start of year
- Annual accounts
- The regulatory judgement awarded by the Regulator

As part of our contract monitoring process, we measure the delivery of community benefit and social value commitments and hold contractors to account as we do for all other contractual commitments and obligations. These are reported on annually to the Executive Management Team and to our forums of volunteer tenants.

C46 – How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

Sustainability is a central part of our approach to procurement of goods and services and forms part of our response to meeting the needs of the Future Generations Act. Taff's approach to sustainability is supported by our strategic approach to procurement. Potential suppliers' approach to sustainability is taken into account when evaluating contracts.

We seek to use products and operate our contracts in a way that is environmentally sustainable. This includes:

Considering products with lower embodied energy for inclusion in contracts

Specifying products that can be recycled wherever possible

Evaluate the cost effectiveness of specifying products with longer life expectancies

Evaluate the cost effectiveness of specifying equipment with lower running costs wherever practicable

Design new build housing to achieve an EPC (Energy Performance Certificate) rating of A

Consider tenderers' approach to environmental sustainability issues when procuring contracts.

Require the contractor to provide a site waste management plan and monitor the rate of waste recycling for all construction, and repairs and maintenance contracts over £100K.

In addition, we want the process of delivering works and services to be a catalyst in further developing and sustaining economically and socially strong communities in the areas we work. Taff is an anchor organisation, particularly in Canton, Riverside and Grangetown. Our tenants form a significant part of the population of these areas. We intend to continue to be a major player in developing supportive and sustainable communities.

Central to Taff's procurement policy will be creating opportunities for local businesses, improving employment prospects for disadvantaged individuals and initiatives to support community cohesion. We can do this by:

- Increasing awareness of contract opportunities with Taff for local businesses
- As far as possible, making the bidding process simple and accessible to smaller companies
- Where appropriate, require our larger contractors to make subcontracting opportunities accessible to local organisations/individuals
- Where appropriate, create longer term partnerships to deliver works and services in a way that provides local employment and training
- Seeking to ensure all works will be carried out by organisations who have committed to paying the Real Living

Wage.

Community benefit requirements will be clearly specified within our contracts and managed robustly to ensure any commitments made are delivered upon. Requirements will be clearly set out as a specific set of measurable outcomes. We will report annually to the Board on our performance of making sure community benefits secured through procurement are delivered.

We will encourage contractors to make long-term, sustainable improvements to the social, economic, and cultural wellbeing of the communities we work in and seek opportunities for contractors to contribute towards the Well Being of Future Generations (Wales) Act 2015.

Examples of the community benefits we will want delivered through our procurement process include:

- A specified financial contribution to be invested in our wider community work
- A specified number of Targeted Recruitment and Training (TR&T) opportunities

Our approach to leveraging community benefits from our contracts is to aim for benefits for the community, Taff, and the contractor; a win-win-win approach. It should:

- deliver sustainable benefits to the communities we work within
- strengthen the reputation of Taff within those communities and beyond, and enhance the businesses of our suppliers.

We believe in ethical purchasing. We expect products sourced, either directly or indirectly, to be obtained in a responsible and sustainable way; that the workers involved in making them are safe and treated fairly; and that environmental and social impacts are taken into consideration during the sourcing process.

Where appropriate we will source Fairtrade registered consumable goods and consider what impact our purchasing will have on the environment and the individuals involved in the production.

As appropriate, we will encourage suppliers to have a clear statement and policy of their ethical procurement, manufacture, or production, seek evidence they operate in an ethical manner in all aspects of their business.

This Strategy is evidence based and measured through a number of activities:

- Annual VFM Statement approved and certified by Taff Board and included within Statutory Accounts
- Annual VFM assessments of all key Taff services measured against relevant organisations
- Tenant satisfaction measured against relevant organisations
- Bi-annual progress reports on performance against the VFM objectives, VFM Standards and VFM Metrics.
- Procurement Plan (activity and outcomes), measured against target set at start of year
- Annual accounts
- Annual efficiency savings (cashable and non-cashable) measured against target set at start of year
- The regulatory judgement awarded by the Regulator
- Clear assessment of our Return on Assets - Sustainability index score (Net present value)