

Annual Sustainability Report 2023/24

A Sustainability Report
for Manningham Board and
for public information



manningham
HOUSING ASSOCIATION

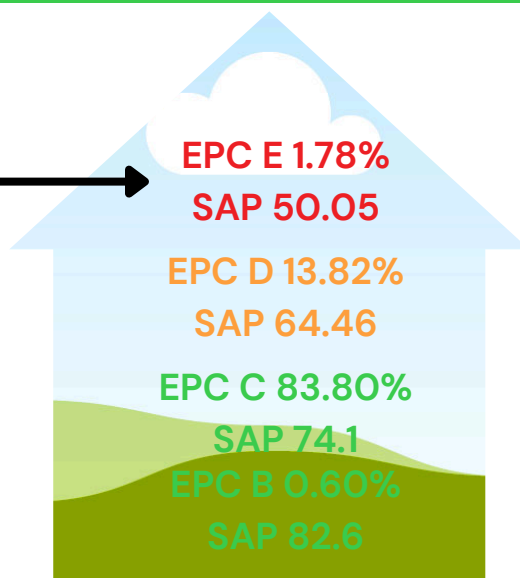
Environmental Climate Change

Energy Performance Certificate (EPC) and average Standard Assessment Procedure (SAP) of MHA Existing Homes.

The EPC is defined by the SAP score.

Score = EPC rating

There have been no completed retrofit activities in the financial year 2023/24



The lower the Kwh/m2/yr figure, the more efficient the energy performance is.

MHA average energy usage over 12 months in MHA existing homes, is 202.50 Kwh/m2/yr

Environmental Ecology

As part of our Community Investment Strategy, we consulted with residents on empty unused sites at Clifton Villas, Bradford and Kinara Close, Keighley.

MHA goal is to transform unused land, that has been left redundant after property construction has completed, into spaces that can be utilised by and for the community.

We plan to allocate a portion of our Community Investment funds to secure additional grants for developing these often neglected areas.

Our vision includes creating green community spaces, featuring a landscaped sensory garden and seating area. This space will be designed to support various species' habitats and include a community food forest.



Clifton Villas Green Space



Clarendon Court Green Space



Social Affordability and Security

MHA acquired **4 / 0.3%** homes and allocated **0.3%** of **existing homes** (owned and/or managed) that were completed in the financial year (2022/23) to: affordable rent

MHA completed 8 disposals in the last financial year (2023/24). These were allocated from
-5/63% General needs
-1/13% Affordable
-2/25% Shared Ownership

MHA acquired 6 / 0.43% of **new homes** (owned and/or managed) that were completed in the last financial year (2023/24). These homes were allocated to: affordable rent

MHA is subject to the rent regulation regime.

MHA reports against an affordability metric; rent compared to median private rental sector (PRS) across our local authority.

Overall MHA rent is 33% less costly than the private rented sector and MHA rent is 24% less costly compared to local housing allowance (LHA).

Assured Shorthold Tenancies (ASTs)/Starter Tenancies

All new MHA tenants are signed up to an AST, which are for a fixed term of 12 months. These tenancies offer less security. However, at the end of the fixed term and provided that all terms of the tenancy agreement are adhered to, the tenancy is converted to an Assured Tenancy giving the resident full protection and rights.

Support is also provided to the new resident for the 12 month period.

MHA provides security of tenure for its residents through tenancy agreements.

Assured Tenancies:

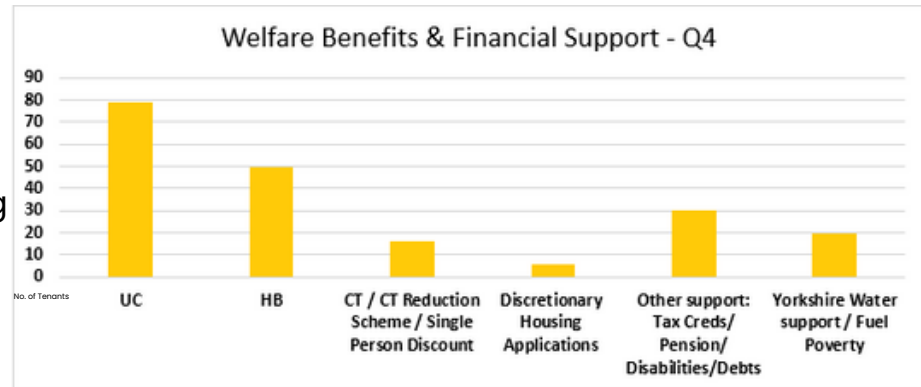
MHA offers assured tenancies, which provide long-term security. These tenancies can only be terminated by the landlord under specific conditions, such as serious breaches of the tenancy agreement or significant rent arrears.

In partnership with HACT, MHA provided fuel vouchers worth over £18K to tenants that were in vulnerable situation during the 2023-24 winter fuel crisis.



Social Resident Support

MHA employs a Welfare and Benefit Support Officer that provides support and guidance to tenants that may be entitled to benefit claims and to tenants that need assistance resolving benefit issues. The Officer assists tenants with accessing financial support to alleviate the financial pressures due to the cost living crises and rising energy bills.



The graph above demonstrates the type of successful support provided to tenants in the last 2023-24 quarter

In collaboration with HACT, MHA successfully secured over £18,000 in energy vouchers to assist our vulnerable tenants with winter energy expenses. Through our retrofitting hub project, we also provided energy efficiency advice to 150 Bradford households that reside in pre build 1919 houses. Additionally, MHA partners with community organisations in Keighley reaching out to tenants offering financial inclusion support in local areas.

Social – Placemaking

Over 1500 children and young people benefited from Jump activities

150 households benefited from the Retrofitting Hub surveys

66 people mainly women and girls benefited from weekend sports sessions

16 people benefited from Badminton sessions improving health and wellbeing

8 people volunteered to learn new skills in housing and community work

7 Tenants obtained Level 3 in Digital Inclusion Training

14 tenants and residents obtained Level 1 qualification in ICT

MHA donates 2% of its annual turnover into community investment funds, which contribute towards the sustainability of community projects



Children participating in Jump activities
Body



Tenants display training certificates

Social Building Safety and Quality

MHA has a new damp and mould process in place, whereby we visit every property that reports damp and mould within 14 days of the initial report. Following the visit we instruct the remedial work required to one of our service providers/contractors and ensure the contractor is on site within 21 days. The date the work is complete is logged along with a 6 week post completion revisit to ensure that the property is free from damp and mould.

All properties are logged on a spreadsheet, that contains a formula that calculates the dates MHA is required to instruct the work and revisit to remain compliant with our process.

MHA has a dedicated surveyor that visits properties which have a log of damp and mould. The surveyor will issues help, advice and an information booklet on damp and mould to the tenant during the visit.

100% of MHA homes have received; gas safety checks, fire risk assessments and electrical safety checks



98.75% of MHA homes meet the housing quality standard. Properties are within the capital improvement programme and/or being addressed as part of a tenant disrepair claim. The target is to address the 1.25% failing is by 31 March 2025

Social – Resident Voice

There is a governance framework and strategies in place which factors in methods for residents to have their voices heard and hold the Association to account for the provision of services.

A Customer Experience Committee consisting of Board members and tenant Board members, scrutinises policies and work of the Association; MHA Board has oversight of the work the committee executes during the financial year.

MHA has a Complaints Learning Forum, consisting of a panel of residents that scrutinise how MHA has handled formal complaints. Learnings from this forum are then shared throughout the organisation.



MHA Customer Panel

MHA also has a Customer Panel made up of a number of residents. The customer panel is formally involved in MHA's complaints process and attends stage two complaints panel hearings.

Tenants are also represented at Board level as MHA has two tenant Board members.

Social Resident Voice

MHA overall tenant satisfaction score from our recent survey is 84%. Surveys are conducted quarterly with 100 tenants surveyed each quarter. Surveys are conducted by telephone with a total of 17 questions. **Tenant Satisfaction Measure TPO1** "Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?" MHA has reported the results to the questions TPO1 to the Regulator. MHA has also instigated five recommendations for improvement.

MHA has received **ZERO** ombudsman determinations in the last 12 months.



Complaints from tenants result in MHA providing additional training to MHA staff, raising any issues with contractors/service partners including our ORCA out of hours staff – ORCA handle MHA out of hours calls when MHA office is closed from 5pm until 9am.

Governance – Staff Wellbeing

MHA workforce supports the professional development of its staff through feedback at one to one and appraisal discussions. MHA provides inhouse training, e-learning training on the in house platform and encourages staff to attend conference and events and request external training for upskilling or to obtain a qualification. MHA also ensures internal opportunities and secondments are circulated to staff.

Over 25% of employees received qualification that are relevant for their professional development, within the last year.

MHA provides staff with the real living wage; The MHA median gender pay gap during 2023/24 is 15.4%; Apprentices have been excluded from this calculation as MHA apprentices are paid the minimum wage. MHA median ethnicity pay gap during 2023/24 is 4.1%. The CEO pay ratio is also Median.

MHA has achieved the global standard for diversity and inclusion in HR management.



EDI Events

EDI is promoted across MHA workforce via; online training is available through our e-learning platforms and staff receive information from a diverse range of speakers at our national inclusion week.

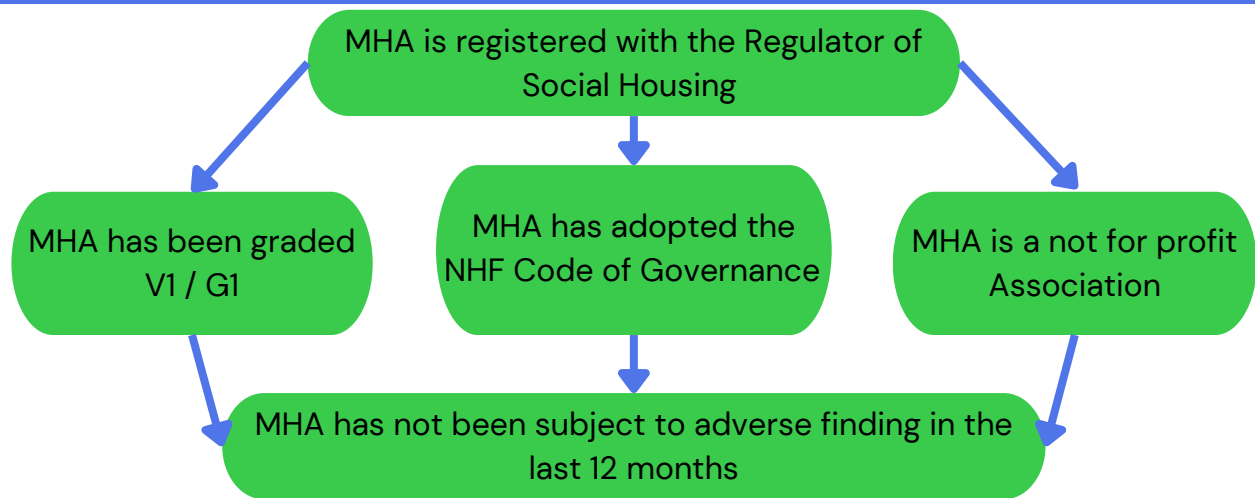


2023/24 Step Challenge Winners

MHA supports the physical and mental health of its workforce by circulating information on mental and physical health awareness, encouraging participation in an annual step challenge event, training two members of staff as mental health first aiders and ensuring our health service offers an employment support line.

MHA has an EDI Policy and Action Plan in place, progress of the Plan is monitored by the HR & Governance Committee.

Governance Structure & Governance



MHA has a Risk Management Policy which sets out the approach to be adopted for the identification, evaluation, control and monitoring of risks.

There are five key risk management framework components, when operating in concert, provide the mechanism for achievement of our policy. They are: Risk Governance, Risk Identification, Risk Management, Risk Mitigation, Risk Reporting & Monitoring.

The Audit and Risk Committee review our Strategic Risk Register (SRR) on a quarterly basis which captures Governance and Asset Management/Net Zero target risks. The Committee also have annual oversight of the Operational Risk Register which captures the risk; Cyber Security. The full Board have annual oversight of the SRR and are updated on an ad-hoc basis should the risks or register drastically change.

Governance – Board

MHA actively recruits Board members with an aim to represent the community we serve. We have recently updated our EDI policy which is publicly available on the MHA website and we always carry out an Equality Impact Assessment when reviewing our MHA policies.

At the close of the 2023/24 financial year; 67% of our Board is BME, 50% of our Board is women, 8% of our Board live with a disability and 25% of our Board are tenants.

We also carry out a skill gap analysis to ensure our Board members have a mix of skills, knowledge and experience to complement each other.



Board members 2023–24

Governance

Board Members

MHA has three Board members with either recent and/or relevant financial experience:

Chair of the Audit & Risk Committee Committee

Group Chief Financial Officer, chartered accountant, previous roles as Financial Director and senior financial positions

Board member

Chartered Tax Advisor, Chartered Accountant, BA Accounting and Financial Management

Board member

Chartered Accountant and senior Financial Director roles at Housing Associations

Board members adhere to our MHA Board Code of Conduct policy. The policy outlines our process and expectations when declaring an interest. Members are expected to complete an annual declaration of interest. Interests are then updated on a register which is made public on the MHA website. Members are also expected to update their declarations should a change occur.

Before commencement of Board or Committee meetings members are asked if they need to declare in interest on any of the items which are to be discussed. Members with conflicts will be asked to either leave the meeting or refrain from input. Should a conflict occur on more than three occasions and is in relation to a significant subject matter, the Board member would be expected to resign from their position.

100% of our Board or non-executive directors

Board Effectiveness Review completed January – February 2024

Succession Planning reviewed Annual by the HR&G Committee Ad hoc by the full Board

Current External Audit Partner has audited MHA accounts for six years

Board terms are six years.
40% of our Board has turned over in the last two years

0% of our senior management team have turned over in the last two years



Several of MHA staff attending a neighbourhood event with members of our Board