

# ENVIRONMENTAL, SOCIAL, GOVERNANCE (ESG) REPORTING 2022/23



# About us

**Alliance Homes is a community based social housing provider operating in the West of England. We own and manage around 6,800 homes, employ 360 colleagues and have an annual turnover of £51 million. We work in partnership with local and national agencies to deliver our services.**

As a housing provider and developer of new homes, we play an important role in ensuring that we offer high quality homes that are affordable to our customers.

Partnership working underpins much of what we do. We provide a range of support services on behalf of North Somerset Council, to enable people to live independent lives.

We also provide repairs services through our Homes Repairs Service, which is a partnership with other registered providers, Brighter Places and Bristol Community Land Trust.



# About ESG reporting

**We recognise the need to cement our commitment to environmental controls, energy efficiency and the wider sustainability of both our homes and business infrastructure.**

Our asset strategy specifically sets our objective to respond to the societal challenges we face now and in future years. We have referred to the policy aims of:

- Clean Growth Strategy (2017)
- Declaration of the UK's Climate Emergency (2019)
- Local climate emergency declarations

In doing so, we will set our focus to plan for a greener future by investing sensibly to reduce our environmental impacts. We will do this by working collaboratively with partners to achieve mutually beneficial outcomes.

Achieving our goals will be driven, in part, by the principles of the Sustainability Reporting

Standard for Social Housing. This crystallises the shared ambition for a more sustainable future, by acknowledging the impact of business processes, operating structures, decision making and asset investment. We also undertook our first assessment against the SHIFT Sustainability Standard in 2022 and aspire to achieve SHIFT Gold by 2027.

Our journey has started and will evolve. We have invested heavily in projects to reduce our environmental impact, with extensive energy efficiency programmes and the installation of Solar PV panels on over a third of our homes to provide our customers with free low carbon electricity. These PV panels

produced enough electricity in 2022/23 to enable a typical electric car to travel 16,506,280 miles, which is equivalent to travelling the circumference of the earth 663 times.

Our Business Plan includes allowances to ensure that all our properties meet EPC C or above by 2030, and we will continue our journey towards Net Zero Carbon by 2050 in line with government targets.

As we develop new understanding, refine our data, and develop operational plans we will build on the achievements to date and embed continuous improvement in our core business practices.



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# Summary of criteria themes

Social		
T1	Affordability and security	This theme seeks to assess the extent to which Alliance Homes provides homes that are genuinely affordable to those on low incomes. The theme is made up of four criteria, including the tenure mix of new and existing properties and security of tenure.
T2	Building safety and quality	This theme seeks to assess how effective Alliance Homes is at meeting its legal responsibilities to protect residents and keep buildings safe. The theme is made up of two criteria, disclosing gas safety checks and fire risk assessments.
T3	Resident voice	This theme seeks to assess how effective Alliance Homes is at listening to and empowering residents. The theme is made up of three themes that cover board scrutiny, complaint handling and resident satisfaction.
T4	Resident support	This theme seeks to assess the effectiveness of the initiatives that Alliance Homes runs to support individual residents. The theme is made up of two criteria that cover: What support is provided? and how successful is it?
T5	Placemaking	This theme seeks to highlight the wider set of activities that Alliance Homes undertakes to create well-designed homes and places that meet local needs and provide great places for people to live and enjoy. This gives examples of our placemaking work.

continued ...

## Environmental

T6	Climate change	This theme seeks to assess how the activities of Alliance Homes are impacting on climate change. This theme considers current practice, as well as the changes being made to improve performance in the future. The theme is made up of eight criteria, including the distribution of EPC ratings and heating sources, emissions data, capacity for renewable energy production, and environmental strategy.
T7	Ecology	This theme seeks to assess how Alliance Homes is protecting the local environment and ecology. The theme considers both policies and performance results in this area. The theme is made up criteria that review different elements that impact the local ecology: sourcing materials, waste management, managing pollutants, water management and biodiversity.
T8	Resource management	This theme looks at how Alliance Homes seeks to reduce waste generation and adopt sustainable practices.

## Governance

T9	Structure and governance	This theme assesses how Alliance Homes develops effective, accountable and transparent institutions at all levels.
T10	Board and trustees	This theme seeks to assess the quality, suitability and performance of the Board of Alliance Homes.
T11	Staff wellbeing	This theme seeks to assess the extent to which Alliance Homes is a good employer to its internal staff. The theme is made up of two criteria – the CEO-worker pay ratio and on being a Living Wage employer.
T12	Supply chain management	This theme looks at how Alliance Homes promotes public procurement practices that are sustainable and in accordance with national policies and priorities.

# Social



# Social

## T1 Affordability and Security

**C1. For properties that are subject to the rent regulation regime, report against rent compared to Local Housing Allowance (LHA)**

Measure	Q4 2022/23
1 Bed	88.25%
2 Bed	88.21%
3 Bed	81.89%
4 Bed	74.90%
5 Bed	74.03%
Overall	84.80%

**C2. C2 - Share, and number, of existing homes (including 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 rental sector.**

Measure	2022/23 Existing (Built pre-1/4/22)
<b>Share, and number, of homes allocated to:</b>	
General needs	5,767 (89%)
Intermediate rent	8 (0.1%)
Affordable rent	600 (9.3%)
Supported housing	47 (0.7%)

**C3. Share, and number, of new homes (including owned and managed) that were completed in the last financial year, allocated to: General needs (social rent), intermediate rent, affordable rent.**

Measure	2022/23 New (Built post-1/4/22)
Share, and number, of homes allocated to:	
General needs	118 (58%)
Intermediate rent	24 (12%)
Affordable rent	62 (30%)

**C4. How is Alliance Homes trying to reduce the effect of fuel poverty on its residents?**

Alliance Homes already has a strong reputation for reducing our customer’s exposure to fuel poverty and have undertaken extensive energy efficiency schemes and installed PV panels on over a third of our rental properties.

We have also introduced newer, more sustainable technologies to our new build programme, and this has also been supported by energy advice from external agencies who offer guidance on how to maximise the heating of the home and how to manage energy use more effectively.

Our asset strategy seeks to improve the energy performance of existing homes to reduce fuel poverty through a range of energy efficiency and renewable energy measures. This will include improving the thermal efficiency of homes through building fabric retrofit programmes, with the objective of achieving optimum levels of performance.

In recognition of the cost-of-living crisis, Alliance has created two new posts to provide our customers with energy efficiency and fuel poverty advice. We are also engaging with local charity the Centre for Sustainable Energy, who are experts in this field to provide training and resources to our staff so we can provide effective support to our customers.

## T2 Building Safety and Quality

### C6. What % of Alliance Homes with a gas appliance have an in-date, accredited gas safety check?

Measure	Q4 2022/23
What % of homes with a gas appliance have an in-date, accredited gas safety check?	99.8%

### C7. What % of buildings have an in-date and compliant Fire Risk Assessment?

Measure	Q4 2022/23
What % of buildings have an in-date and compliant Fire Risk Assessment	100%

### C8. What % of Alliance Homes housing meet the Decent Homes standard?

Measure	Q4 2022/23
What % of homes meet the Decent Homes standard?	98.3%

## T3 Resident voice

### C9. What arrangements are in place to enable the residents to hold management to account for provision of services?

Customers can engage with us and share their views on our services through a number of methods.

HIVE, our online engagement platform, gives customers the opportunity to provide anonymous feedback at a time that suits them. Customers take part in surveys and discussion forums, bringing their voice into the organisation to inform decision making, shape our services and drive improvements.

We also have several transactional surveys in place to help us deliver improvements to our services through customer insight. Following key interactions, we send customers a short survey so they can tell us about their experience. This includes following a home repair or major works; when a customer first moves into their home; following the closure of a complaint or ASB case; and after interactions with our support services.

From April 2023, all social housing providers in England are required to collect data on Tenant Satisfaction Measures (TSMs). These TSMs will give tenants visibility around their landlord's performance, give landlords insight about where they can improve, and provide a source of intelligence to the Regulator of Social Housing about whether landlords are meeting regulatory standards. Alliance Homes has been measuring customer satisfaction on a bi-annual basis for several years and we have adapted our survey questions to bring them in line with the TSMs,

In 2022 we introduced our customer panel, consisting of a group of tenants who work independently, supported by Alliance Homes colleagues, to improve services and performance. Over the past year the panel has looked at different elements of Alliance Homes services, from the customers point of view, including reviewing performance and making recommendations for change. They add customer scrutiny to the services we offer and because they deliver their feedback in person at quarterly board meetings, it means that scrutiny is valued helps to keep the customer at the heart of everything we do.

### **C10. How does Alliance Homes measure resident satisfaction and how has resident satisfaction changed over the last three years?**

Alliance Homes has been measuring customer satisfaction on a bi-annual basis for several years. We have now adapted our survey questions to bring them in line with the Tenant Satisfaction Measures (TSMs), part of a new system developed by the Regulator of Social Housing. The TSMs will give tenants visibility around their landlord's performance, give landlords insight about where they can improve, and provide a source of intelligence to the Regulator of Social Housing. There are 22 TSMs in total, with 12 tenant perception measures collected through satisfaction surveys.

In January 2023 we carried out a pilot survey with the new measures. Customer were invited to take part via an online survey or a telephone interview. We received a strong response rate, with 1379 customers taking part. The overall satisfaction score for Alliance Homes in January 2023 was 75%. This compares to 80% overall satisfaction in July 2021 and 79% in July 2022.



We will be contacting tenants once a year, in either July or January, to invite them to complete the TSMs perception survey. In line with the Regulator's requirements, only one member from each household is permitted to take part in each financial year.

## T4 Resident support

**C11. In the last 12 months, how many complaints about Alliance Homes have been upheld by the Ombudsman.**

**How have these complaints (or others) resulted in change of practice within Alliance Homes?**

In the last 12 months one complaint was upheld by the Housing Ombudsman. We aim to learn from every complaint that is received, and as a result of this result we are reviewing our record keeping practices in relation to repairs.

**C12. What support services does Alliance Homes offer to its residents. How successful are these services in improving outcomes?**

We provide a range of services to support customers and those living in our local communities which include: community investment projects, social prescribing, carers support, financial support, housing related support, a home from hospital service and a dementia day service. In January 2023 we set up a new two year pilot Home Energy Advice service to support customers with energy issues and managing issues with damp and mould. We have also been asked by health to expand the Home from Hospital service to provide a wider service to patients returning home to North Somerset from Bristol hospitals. These services are essential to improving our customers lives, more so now due to cost-of-living pressures.

**In 2022/23 we helped:**



**CUSTOMERS SUPPORTED**

**1,766**



**PATIENTS VIA HOME FROM HOSPITAL**

**820**



**VIA COMMUNITY LINK WORKERS AND SOCIAL PRESCRIBERS**

**603**



**SOCIAL VALUE CONTRIBUTIONS**

**£16,358**



**ADULT CARERS SUPPORTED**

**462**



**COMMUNITY PROJECTS SUPPORTED**

**13**



**YOUNG CARERS SUPPORTED**

**582**



**COMMUNITY GRANTS AWARDED**

**£30,080**



**GROUP EVENTS ATTENDED\***

**1,880**



**COMMUNITY GARDEN EVENTS ATTENDED**

**297**

\*this is incidents rather than individuals and refer to BW only as ONN don't record)

## T5 Placemaking

### C13. Provide examples or case studies of where Alliance Homes has been engaged in placemaking activities.

With partners we have created “Patchwork of Prosperity”, to cultivate pockets of green space, enhancing the environment and promoting biodiversity and community cohesion. We also collaborate with community led groups and have provided funding for a skate park.



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# Environmental



# Environmental

## T6 Climate change

### C14. Distribution of EPC ratings of existing homes (those completed before the last financial year).

Measure	Q4 2022/23
No. homes by EPC band (existing)-	
A	2.5%
B	28%
C	52%
D	13%
E or worse	1.5%
No data	3%

### C15. Distribution of EPC ratings of new homes (those completed in the last financial year).

Measure	Q4 2022/23
A	5%
B	94%
C	1%

### C17. What energy efficiency actions has Alliance Homes undertaken in the last 12 months?

We have started to develop insight about our existing stock. We have analysed our EPC data for all our homes and evaluated the cost estimate of bringing these up to a minimum of EPC C as part of the Government's decarbonisation strategy. This is now embedded as a key objective of our asset strategy.

In the 2022-23 financial year we completed our government funded LAD1B scheme which undertook energy retrofit works on 48 hard to heat homes, receiving grant in the region of £5k per home towards these works through our partnership with North Somerset Council. We also continued to invest in the energy efficiency of our assets and saw the number of homes below EPC C reduce by 65 during the financial year.

We continue to maintain our homes and undertake thermal and heating improvements to tackle fuel poverty where required, whilst also exploring options for carrying out additional energy efficiency work whilst homes are empty before new customers move in.

Alliance have set aside £13.2 million over the next ten years of our business plan to improve the circa 900 homes that are currently below EPC C and we are developing plans for delivering energy retrofit to these homes. We will also continue to explore grant funding opportunities, and in 2022-3 we successfully secured £1.1 million of Social Housing Decarbonisation Fund monies from government to improve the energy efficiency of 135 homes over the next 2 years.



Recognising that energy efficiency isn't just about physical measures, towards the end of 2022-3 we launched our Home Energy Advice Service. This new team aims to help customers use their home in a more energy efficient manner whilst also offering support to those in fuel poverty. We believe this new service will complement the investment we are making in the energy efficiency of our homes and help our customers to reduce their energy consumption and bills.

**C18. How is Alliance Homes mitigating the following climate risks:**

- Increased flood risk
- Increased risk of homes overheating

We operate in an area which is at risk of coastal and fluvial flooding. Much of our stock is either in flood zone 2 or 3 meaning risks are greater than in many other parts of the country.

For existing homes, we need to work to develop strategic flood mitigation plans to ensure that in the event of an extreme flood event, we have appropriate protocols in place, working with the local authority and national agencies as required.

Our new build schemes are subject to prevailing planning legislation and the requirements for flood mitigation as part of the design development process. For example, the inclusion of Sustainable Urban Drainage (SUD) systems, the use of permeable paving, deep piling foundations where there are soft ground conditions and raising site levels.

We are at an early stage in terms of considering our response to the increased risk of overheating and recognise that this is a growing area of concern.

## C19. Does Alliance Homes give residents information about correct ventilation, heating, recycling etc? How is this done?

We have been working on our approach to damp, mould and disrepair as part of our Customer Improvement Project. From this we developed our Damp and Mould Commitments to Customers. These commitments ensure we focus on solving issues quickly and taking a proactive approach to reports of damp and mould in our homes.

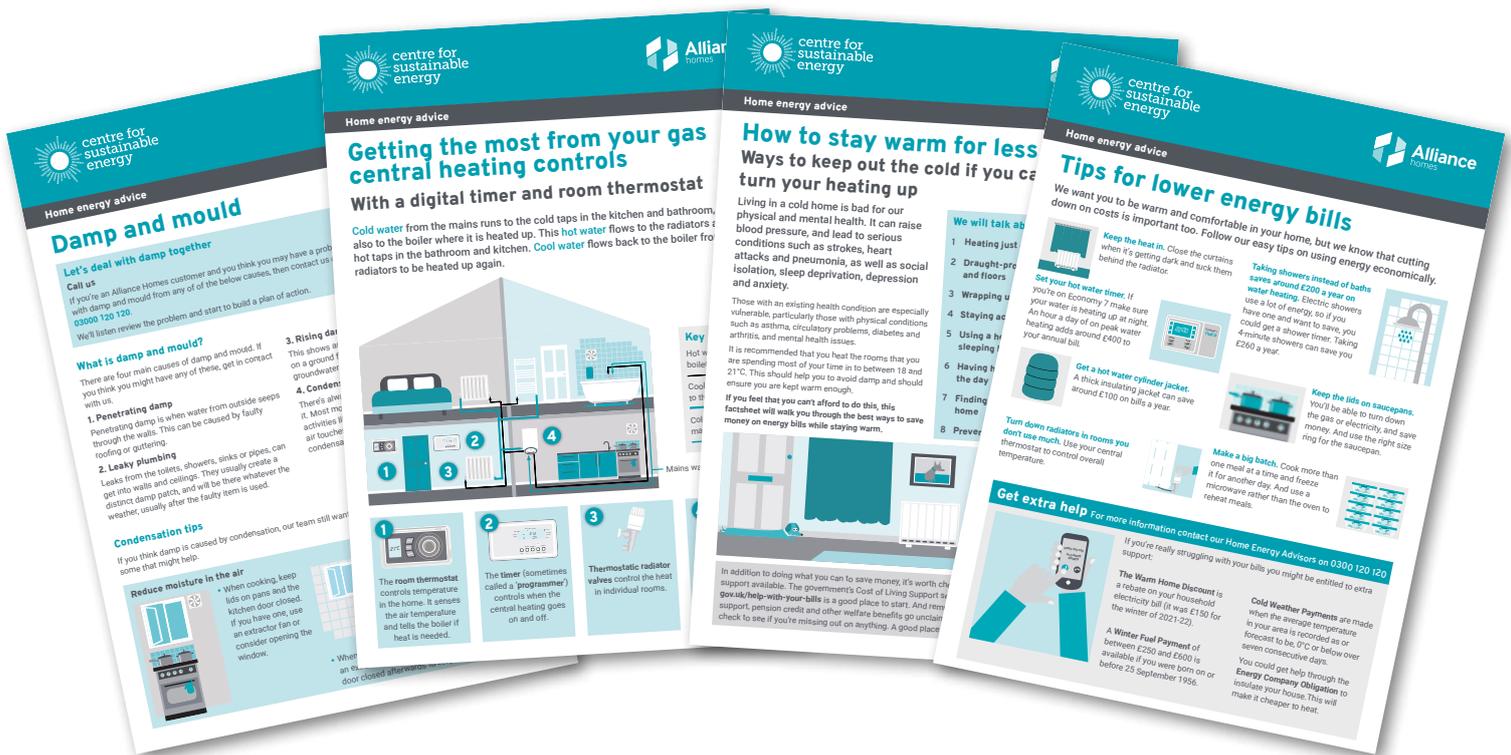
We have used the Spotlight report produced by the Housing Ombudsman to frame our response and ensure we take a 'building first' approach to this, ensuring we do a full inspection of customer's homes to ensure there are no issues with the fabric of the building before we suggest advice around dealing with it.

We worked with the Centre for Sustainable Energy (CSE) to develop a suite of literature that advises how customers can get the most from their heating systems, as well as a range of other energy related issues. The documents are available on our website as well as through our trained team members.

We worked with the Centre for Sustainable Energy to create training for our colleagues, to improve their ability to recognise and deal with such problems.

We created our own Home Energy Service, team members have been trained by the Centre for Sustainable Energy to provide advice to help our customers. Customers can use the service to get energy advice and support and will be helped to make informed decisions which in turn will help to reduce disrepair issues such as damp and mould, and promote better use of domestic energy. Giving customers access to warmer, healthier homes, better living conditions and the ability to manage their energy bills more effectively.

We are also looking to add information to our new customer Welcome Booklet which is currently in development.



## T7 Ecology

### C20. How is the housing provider increasing Green Space and promoting biodiversity on or near homes?

We recognise that access to quality greenspace is essential to providing a place our customers are proud to call home and meeting our wider placemaking objectives. Our asset strategy sets out our commitment to delivering biodiversity and 'neighbourhood greening' investment within locality-based investment plans.

Examples of this strategic commitment in action include the investment in the 'Our Neighbourhood Network' Project within South Ward, Weston-Super-Mare and the 'Patchwork of Prosperity' project throughout North Somerset.

Coleridge Road Community Gardens and Hub in Weston-super-Mare is a thriving community garden, following a period of investment and site infrastructure. The Community Gardens provide opportunities for community members to learn and grow within a safe and welcoming greenspace, throughout the seasons.



*The Community Gardens provide opportunities for community members to learn and grow within a safe and welcoming greenspace, throughout the seasons.*

Drop-in sessions for volunteers throughout each and every week provide community connections, whilst encouraging and supporting our customers to connect with nature. Produce is shared around the volunteers, and surplus produce is given out to community members. The vegetable beds and cut flower gardens are managed organically and are a haven for invertebrates and garden birds.

Coleridge Road Community Gardens is also a place for outdoor gatherings, creative workshops and green social prescribing sessions. A popular weekly NatureTots session invites pre-school children and their adult carers to enjoy nature-based play and exploration in our organic gardens.

A successful Green Social Prescribing funding bid has allowed us to expand our offerings and over the past year we have been delivering gardening workshops to young and adult carers alike, as well as engaging with our customers in gardening workshops at Tamar Court Dementia Day Centre.

As part of the Patchwork of Prosperity project, community members grow and nurture flowers, fruit and vegetable plants at our plant nursery, and these are shared out to residents, so that they are able to create productive gardens at home and within shared spaces. Twice yearly seed swaps at the local library further promote gardening and nature conservative to our customers.

The Community Gardening team worked alongside residents of sheltered housing schemes to make improvements to their outdoor space. This project has meant terraces and gardens are now havens for wildlife, as well as increasing community well-being, through strengthened social connections.

Through the design review process for new homes delivery, we seek to maximise opportunities for increasing greenspace amenity and biodiversity – balancing with planning requirements and the associated service charge costs to ensure that management and maintenance is sustainable in the long term. Bat and bird boxes, together with invertebrate habitats are designed into newly built homes, and flowering and fruiting native tree and shrub species are included in landscape planting plans.

Alliance Homes seek to continually improve our existing assets, through the preparation and delivery of landscape management plans. These management plans are designed to promote biodiversity through appropriate timing of tree works, hedge cutting and other habitat management activities. A feasibility study is planned to identify opportunities for further biodiversity improvements to existing assets, including fitting habitat boxes on to existing housing stock.

## **C21. Does Alliance Homes have a strategy to actively manage and reduce all pollutants?**

### **If so, how does the housing provider target and measure performance?**

Reducing CO2 emissions and improving our carbon footprint is at the heart of our asset strategy, underpinned by a strategic objective to become a 'Green and Ethical Business'. We are developing our roadmap to improve our environmental performance and reduce pollutants associated with our stock and business operations.

## T8 Resource management

### **C22 Does Alliance Homes have strategies for the use of responsibly sourced materials for all building works, waste management incorporating building materials and good water management?**

We promote ethical practices in delivering our investment programmes, including the responsible sourcing of goods and services and the systems in place to manage waste. Through our quality assessment of contractors, we aim to work with those who are accredited under the Considerate Constructors Scheme, which was established in 1997 to improve standards across the construction sector including competent management, efficiency, awareness of environmental issues and above all neighbourliness.

We're currently in the process of reviewing our waste strategy across the business to ensure we are fully compliant, adopting best practise and investigating new areas of ways to recycle our waste. We've developed a waste matrix to identify areas of focus and will be working with a waste consultant to implement new ways of working.

Working with our repairs and maintenance materials provider, we're requesting the use of ethically sourced materials where possible and working together to reduce our carbon footprint with the use of deliveries direct to sites. We're also working together to identify a specific material type on a monthly basis and looking at how we can improve it through innovations or via alternative supply chains.



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# Governance



**Alliance**  
homes

# Governance

## T9 Structure and governance

### **C25. Is Alliance Homes registered with a regulator of social housing?**

Yes.

### **C26. What is the most recent viability and governance regulatory grading?**

G1 V1.

### **C27. Which Code of Governance does Alliance Homes follow, if any?**

We have adopted and are compliant with the NHF 2020 Code of Governance.

### **C28. Is Alliance Homes not-for-profit?**

Yes.

### **C29. Explain how Alliance Homes Board manages organisational risks**

We are committed to effective risk management. We ensure that we monitor our operating environment so that risks and their drivers are continuously assessed and that we respond accordingly.

We proactively identify and address the key risks that threaten the attainment of our Plan A strategic objectives. Risks that may prevent us achieving our objectives are considered and reviewed quarterly by the Strategic Leadership Team, the Audit and Risk Committee, and the Board.

In particular, the Audit and Risk Committee plays a key role in risk management by monitoring and reviewing the Risk and Control framework, including the assessment and management of the risk system, ensuring there is a rigorous process for the identification and classification of risks. The Committee ensures detailed scrutiny and evaluation of risks on behalf of the Board, assisting the Board in the identification and regular review of the individual and combined material risks faced by the organisation and its plans and strategies to mitigate and manage them effectively.

All our risks are assessed in terms of their impact and probability, across their life cycle of inherent, current and target scoring. Amendments to risks, including the identification of new risks are proposed as part of decision making, which are then approved by the Board or Audit and Risk Committee. In addition, reports presented to our Boards and Committees outline the risks involved in the matter under consideration.

An annual review of our management of risk is carried out by an Independent Advisor.

### **C30. Has Alliance Homes been subject to any adverse regulatory findings in the last 12 months (e.g., data protection breaches, bribery, money laundering, HSE breaches or notices) - that resulted in enforcement or other equivalent action?**

No.

## T10 Board and Trustees

### **C31. What are the demographics of the Alliance Homes Board? And how does this compare to the demographics of the housing provider's residents?**

The Board is currently made up of eight Board Members with an equal gender balance, 0% ethnic minority, 0% disability, 0% LGBTQ+. The average age of the Board is 56. Work is ongoing to improve diversity to be reflective of the North Somerset region.

We do not keep demographics of all residents, and only limited information on named tenants, and therefore use census data to compare our demographics. The following figures for are for North Somerset. 4.3% ethnic minority, 18.7% disability, 2.6% LGBTQ+.

We understand that diversity brings strength. Increased diversity will help us make the best decisions for our customers and colleagues, so our aim is to bring together a board team where all voices are heard at the table.

### **C32. What % of the Alliance Board and Strategic Leadership Team have turned over in the last two years?**

The turnover of the board is 36%. On 1 April 2021 six members of the current Board of eight were in office three members of the six in the current Strategic Leadership Team were in office.

### **C33. Is there a maximum tenure for a board member? If so, what is it?**

Yes. We limit Board Member Term to six years (two, three year terms) in line with our adopted Code of Governance.

### **C34. What % of the board are non-executive directors?**

12.5%

Except for the CEO all board members are non-executive directors.

### **C35. Number of board members on the Audit Committee with recent and relevant financial experience?**

Our Audit and Risk Committee has four members and the Chair is a qualified accountant.

### **C36. Are there any current executives on the Remuneration Committee?**

No.

### **C37. Has a succession plan been provided to the board in the last 12 months?**

Yes.

### **C38. For how many years has Alliance's current external audit partner been responsible for auditing the accounts?**

One year.

### **C39. When was the last independently run, board-effectiveness review?**

2021.

### **C40. Are the roles of the Chair of the Board and CEO held by two different people?**

Yes.

### **C41. How does Alliance handle conflicts of interest at the Board?**

Declarations of interest are made on first appointment, annually thereafter and required following any material change of circumstance. In addition, board members are asked to declare any actual or potential conflict or duality of interest at the start of each meeting and at any point during the meeting should the situation require it.

## **T11 Staff and wellbeing**

### **C42. Does Alliance pay the Real Living Wage?**

Alliance Homes is a Living Wage Employer. .

### **C43. What is the median gender pay gap?**

The gender pay gap for Alliance Homes as of 5 April 2023 is 14%, the mean is 10.9%.

### **C44. What is the CEO: median-worker pay ratio?**

Measure	AHL
CEO Pay ratio	
25th percentile pay ratio	6:1
Median pay ratio	5:1
75th percentile pay ratio	4:1

### **C45. How does Alliance Homes support the physical and mental health of their staff?**

Alliance Homes is committed to developing and maintaining a working environment that promotes and protects the health and well-being of all colleagues. We offer a range of wellbeing activities and enhanced benefits.

As part of Alliance's benefit package, we provide a free, 24 hour a day confidential Employee Assistant Programme. We provide access to Medicash Health plan which provides money back for everyday health expenses and treatments. Our Reward House scheme provides access to a Wellbeing Centre which includes supportive tools to help colleagues live a healthier and happier life. We provide all colleagues with access to free 'flu vaccinations annually.

The Alliance Intranet provides information about a range of resources which are available to help safeguard both mental and physical health This includes access to occupational health referrals, creating a carer's passport or wellness action plan, or taking part in the cycle to work scheme, "Make a Difference" volunteering or applying for a career break.

Alliance’s Mental Health First Aiders are a group of colleagues who've been trained to spot the signs and symptoms of mental ill health and are keen to end mental health stigma. They understand the importance of non-judgemental listening and are there to help colleagues who need to speak to someone about their mental health or a colleague they are concerned about.

Alliance’s IT systems allow many colleagues the opportunity for agile working, allowing them to choose whether to work from their home, one of our offices or from a hotspot. This has allowed many colleagues to better manage their work/life balance.

**Alliance Homes offer staff a range of wellbeing activities and enhanced benefits including:**



**MENTAL HEALTH FIRST AIDERS**

colleagues who have been trained to spot the signs and symptoms of mental ill health



**REWARD HOUSE SCHEME**

a Wellbeing Centre which provides supportive tools to help colleagues live a healthier and happier life



**MEDICASH HEALTH PLAN**

providing money back for everyday health expenses and treatments.

**C46. Average number of sick days taken per employee**

In the year 1 April 2022 to 31 March 2023 the average number of sick days per Alliance Homes employee was 8.44 days.

**T12 Supply chain**

**C47. How is social value creation considered when procuring goods and services?**

We’ve firmly embedded social value into all our procurement processes and now have more 70 contractors who want to help our communities. These contributions to Alliance Homes’ Community Investment activity will help to create vibrant, sustainable communities.

Examples of contributions include apprenticeships, work placements, school visits, community labour and cash donations. To get the best value from this process we launched our social value working group which will match our projects with the most appropriate contribution.

We received significant contributions from two key suppliers. This will mean that we are able to progress more substantial projects such as Patchwork of Prosperity. This scheme will help to transform a patchwork of underused green spaces across North Somerset into publicly accessible food-producing gardens.

We hope to encourage community growth by helping local people with resources and skills development.



*Our most recent investment project, which was supported by our contractor commitments, saw the creation of a community fridge in Portishead. We worked with the Co-Op to deliver the space on our land in front of their store.*

Social Value is firmly embedded in our procurement processes. Suppliers make social value commitment as part of the process and we ensure ensures that the process aligns to our customer and community priorities.

Contributions to Alliance Homes's Community Investment team's activities are used to help make our communities vibrant and sustainable. Examples of contributions include apprenticeships, community labour, materials and cash donations

Our most recent investment project, which was supported by our contractor commitments, saw the creation of a community fridge in Portishead. We worked with the Co-Op to deliver the space on our land in front of their store. We then collaborated with our suppliers, Gasworld, the Low Carbon Exchange, Harmony and Bristol Drains to provide over £2,500 between them to pay for the structure. This fridge will now be used to reduce food waste by providing it to those who need it most.

Social value and the achievement of greater opportunities for our customers and communities, is something that is high on the agenda for Alliance Homes and something we intend to build upon, through our developments and procurement activity.

#### **C48. How is environmental impact considered when procuring goods and services?**

Currently, the consideration of environmental impact is not embedded in the procurement of goods and services.

Building environmental considerations into contractual specifications and our tender processes is something that we view as being instrumental in assisting in achieving our wider community investment aims. Having had the results of our first assessment against the SHIFT Sustainability Standard earlier this year, we are now reviewing these to help us determine which environmental aspects we should integrate into our procurement activities over the next twelve months.

We have in the past, had specific instances where this has been considered as part of a procurement process. Examples include the purchase of FSC timber products and the carbon footprint resulting from grounds maintenance services.



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