

# ESG Annual Report

Environmental  
Social  
Governance

*October 2023*



# Welcome...

*"...to the first ESG report by Osprey Housing. It is with great pride we affirm and share our commitment to sustainability, good governance and our social purpose through delivering ESG.*

*At Osprey, we're conscious of the need to build and maintain genuinely affordable homes, as well as working hard to ensure that social purpose is built into everything that we do.*

*We're committed to ensuring our ESG credentials are strong and aligns with our culture by investing in the services we provide and through delivering these in a way that promotes sustainability, enhancing well being, equality and human rights.*

*It is important to Osprey that we make meaningful impact through engaging in the Sustainability Reporting Standard (SRS) and our Strategic Plan is underpinned by each of the three strands of ESG.*

*This report outlines where we are now and what we have achieved to date. We have revised several supporting strategies and deliverable action plans to lead us through our next commitments to ensure we continue to improve performance for the coming years."*

*S Angus*

Chief Executive

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# What is ESG

Much of what we exist for aligns with ESG values. ESG in turn can help us measure, demonstrate and communicate our purpose and impact to the wider world.

**Environmental** - how our organisation impacts on of our natural environment - we're focusing on getting to net zero, minimizing climate change, increasing biodiversity, and effective resource management

**Social** - how Osprey treats its people, concentrating on our tenants' voice, affordability, security, building safety and quality

**Governance** - how we're governed, our internal structure and financial strength, our Board, staff well-being, Equality, Diversity and Inclusion, and our supply chain management.





# About the SRS

**Sustainability Reporting Standard for Social Housing (SRS) – is a standard designed to help the housing sector measure, report and enhance its ESG performance in a transparent, consistent and comparable way.**

The framework covers 48 criteria across ESG considerations such as affordability, carbon emission and energy efficiency, safety, equality, diversity and inclusion and resident voice.

It will enable housing providers to report on their ESG performance in a transparent, consistent and comparable way. This is making it easier for lenders and investors to assess the ESG performance of housing providers, identify ESG risks and pursue opportunities to create positive social and environmental outcomes.

The SRS is a voluntary reporting framework, which Housing providers can adopt to enhance their measurement and impact of ESG.



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# About Osprey : The stats



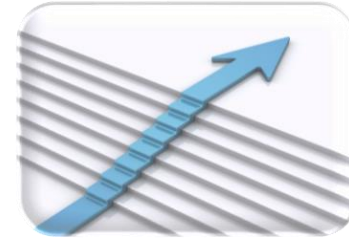
**100% new build properties with EPC of B+**



**Living Wage Employer**



**100% social rented homes - Scottish Secure Tenancies**



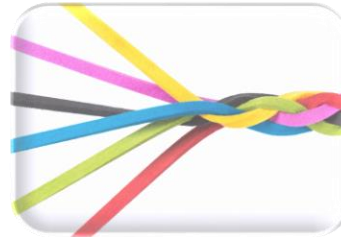
**92.3% overall tenant satisfaction with our service provision**



**1748 property stock portfolio**



**93.05% stock currently EPC C or above**



**37 staff members**



**£161M Value of Assets**



**78 new build homes delivered in year**



**IIP Gold Status**



**Cyber Essentials Plus accreditation**

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# The E Strand - Environmental

The E strand covers the criteria in the reporting framework relating to our sustainability performance and impact on the environment. This relates both operationally as an organisation and of our stock portfolio. Our ES Strategy was reviewed in 2023 to clearly define what we aim to achieve and measure this in a meaningful way.

## EPC PERFORMANCE

- A band = 0 %
- B band = 33 %
- C band = 60 %
- D or below = 7 %

## REDUCING CARBON EMISSIONS

- During this year
  - 132 properties with upgraded Insulation
  - 64 Air source heating systems fitted
  - 76 properties with upgraded windows
- Net Zero Funding from Scottish Government to deliver projects

## PROMOTING POSITIVE ACTION

- Meadow project at two schemes to deliver enhanced biodiversity and best use of green space
- Hybrid working model has reduced our commuting related carbon by 58%
- Over 70% of our staff and Board are certified Carbon Literate, under training and accreditation with Keep Scotland Beautiful

## TENANT ADVICE

- Pilot of Aico environmental sensors to assess property performance and identify damp, mould or ventilation issues
- Tenant information in handbook, tenants online portal and website updated
- Info available for effective use of heating systems

We have a dedicated Environmental Sustainability (ES) working group made up of a mix of staff members, Board members and Leadership team to drive our ES agenda, embed into our culture and deliver the intentions of our ES Strategy. The supporting action plan defines the deliverables under each ES strategic intention.

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The delivery of the S strand is part of our core business as a social landlord. We lead our organisation by our Core Values and a tenant first culture with a clear social ethos.

Osprey have a tenancy sustainment action plan which promotes activities and processes that support our tenants to lead successful tenancies.

Recognising that a safe, secure home is the foundation for wellbeing for individuals and the wider impact on our communities.

# The S Strand - Social

## AFFORDABILITY

- Last 3 year year rent increases – 0%, 0%, and 4% increases promoting commitment to affordability
- 87% satisfaction that rent is good value for money
- Annual review of Affordability framework to inform decision making

## SUPPORT FOR TENANTS

- We have accessed £86k of funding to support tenants in fuel poverty
- Osprey funded Hardship fund to support tenants in need
- Floor covering project
- New tenancy onboarding process

## SECURITY OF TENURE

- 100% social rent
- 100% Scottish Secure Tenancies
- 0 Evictions in 2023-23 year

## HOUSING QUALITY

- 97 % of stock meets SHQS standard
- XX% stock meets EESSH 2025 milestone
- Investment programme of £ during 2022-23 to sustain high quality of property
- 91 % satisfaction with Quality of their home

## TENANT SAFETY

- Gas and electric safety – compliance module implementation
- Fire risk assessments completed for all relevant units

## TENANT VOICE

- Scrutiny Project on reactive repairs
- Consultation on policy changes, service delivery and rent setting
- 92 % feel satisfied re decision making processes and info
- Complaints case studies shared with Board for good practice and transparency

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# The G Strand - Governance

Good governance is part of being a strong, resilient and transparent organisation. Integrity and professionalism is part of the Core Values of Osprey and we embed this into our day to day activities operationally and strategic leadership.

Supporting individuals to reach their potential is a key strategic aim, investing in our people, both staff and board we are enabling them to provide the best outcomes for our tenants whilst being both satisfied and motivated. Diversity of thought is fundamental to good decision making and we recognise our leadership at senior and Board level is reflective of the communities we serve.



## Regulatory status

Scottish Housing Regulator (SHR) Registered Social Landlord

OSCR Registered Scottish Charity

Compliance with SHR Governance standards

Positive Regulatory status and engagement plan with SHR



## The Leadership

% of turnaround in SLT and Board

Voluntary Non Executive Board

Appraisal framework with supporting skills matrix, succession plan and training programme for all staff and Board



## Our Team

Wellbeing and resilience training programme 'Fit Like'

IIP Gold status

Low levels of absence – 1.96%

High levels of staff retention



# Case Study – the E strand



## POSITIVE PARTNERSHIPS

Homemaster provide Osprey with their main housing and finance database. They are a partner organisation committed to reducing their carbon footprint and improving the environment.

### Carbon Emissions:

27.37 tCO<sub>2</sub>e emitted

42.00 tCO<sub>2</sub>e Removed / Reduced

**-14.63 tCO<sub>2</sub>e net emissions**

+274 Trees /Mangroves Planted

They have undertaken an exercise this year supported by Positive Plant to gather the data in relation to their Scope 1, 2 and 3 emissions.

They have then made an internal target to reduce this by 10% each year.

### Carbon Reduction Target:

10% Annual Reduction

-17.00 tCO<sub>2</sub>e By 2030

**Net Zero 2030**

10.37 tCO<sub>2</sub>e To Be Offset

They are achieving this through carbon credits and supporting tree planting and mangroves.



# Case Study – the S Strand



## SUPPORTING OUR TENANTS

Tenants benefitted from Osprey securing funding totalling more than £87,500 made available by the Scottish government to help alleviate financial hardship driven by rising living costs. This fund was managed by the Scottish Federation of Housing Associations and distributed by Osprey, support from the Social Housing Fuel Support Fund and the Winter Hardship Fund was spread across a range of needs.

Through a series of mailshots, personal letters, email and social media posts we were able to contact a wide and diverse range of our tenant base to make them aware of the available funding and how to access it. Through the distribution of these funds we have gained a better understanding of our tenant's particular needs and where we can focus resources in the future, be that through grant funding or internal budgets.

**Fuel Vouchers issues - £57,000**  
**Food vouchers - £25,000**  
**Flooring and household items - £**  
**523 Households supported through the**  
**funding**



# Case Study – the G Strand



## BOARD APPRENTICESHIPS

In Spring of 2023 Osprey appointed two new 'apprentice' board members to help widen diversity and deepen understanding of the communities the social landlord serves. This also strengthens our succession plan for Board members whilst giving young professionals the opportunity for Continual Professional Development.

Osprey recognise there are a lot of great people out there, and we know it's often difficult to gain board experience.

Joining as Osprey's first non-voting boardroom apprentices are Lauren Allan, an assistant technical co-ordinator with Barratt Developments, and University of Aberdeen law graduate Niamh Johnston, a member of Brodies' Aberdeen banking and finance team and recently qualified solicitor.

Both our apprentices have an excellent balance of skills and ambition. Their approach to social impact and sustainability fits well with our own ethos and culture.



# What's next?

## Our commitments and targets

- ✓ **Implement** HACT Social value tool – to measure the social impact of our support services and environmental improvements for our tenants
- ✓ **Invest** in placemaking and community activities by supporting our staff to carry out volunteer projects in our local area
- ✓ **Deliver** 34 new homes all with energy rating of B+
- ✓ **Improve** 160 of our existing properties to increase their EPC rating through window replacement, ASHP installation and upgrading insulation.
- ✓ **Create** a set of measurable KPI's to measure our ambition to reduce our Operational Carbon emissions