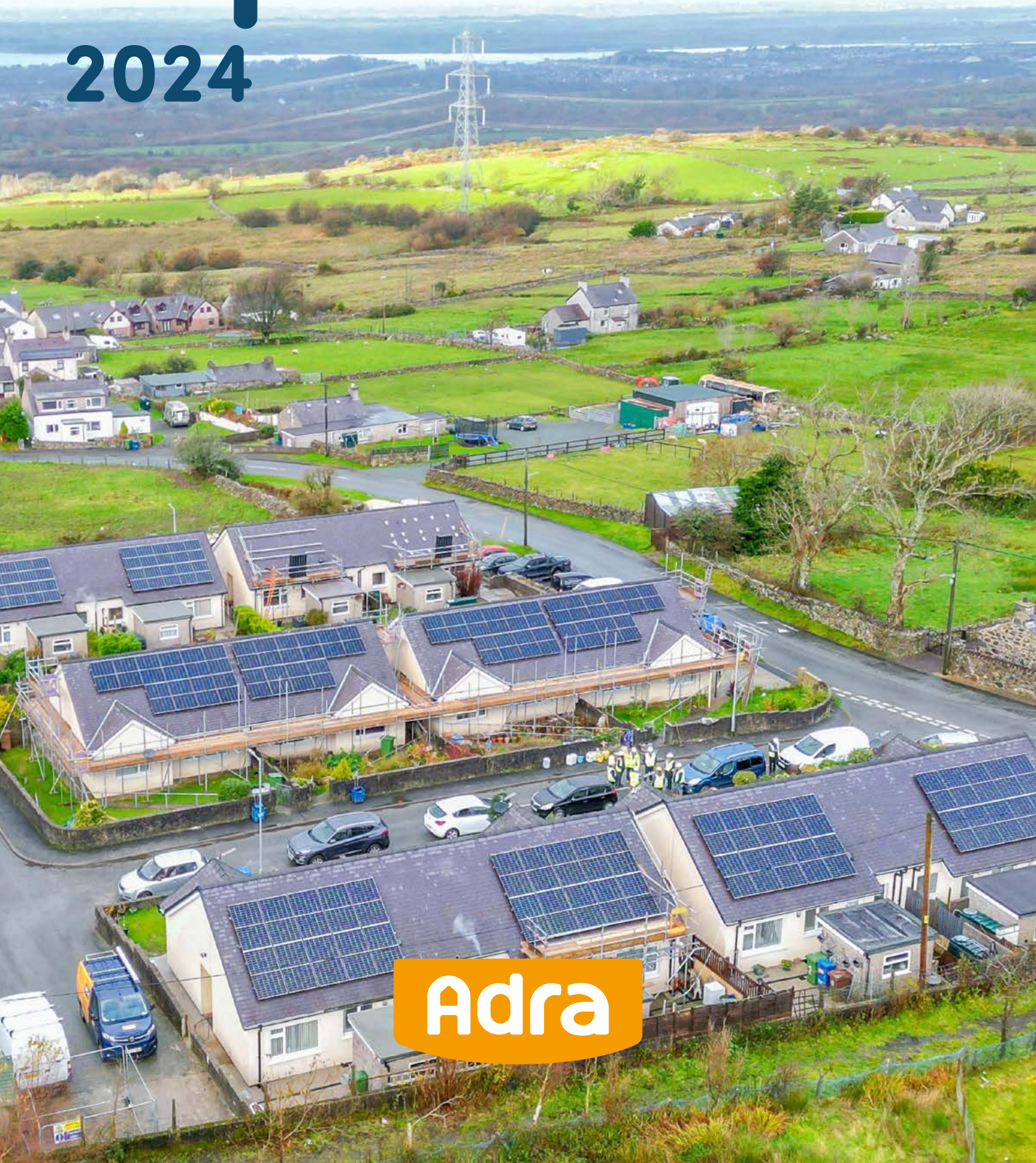


Sustainability Report 2024



Adra

Contents

Introduction 3

UN Sustainable Development Goals 4

Well-being of Future Generations (Wales) Act 2015 5

SOCIAL 7

Theme 1: Affordability and Security 8

Theme 2: Building Safety and Quality 15

Theme 3: Tenants' Voice 17

Theme 4: Resident Support 19

Theme 5: Placemaking 21

ENVIRONMENTAL 23

Theme 6: Climate Change 24

Theme 7: Ecology 29

Theme 8: Resource Management 30

GOVERNANCE 31

Theme 9: Structure 32

Theme 10: Board and Trustees 34

Theme 11: Staff Well-being 35

Theme 12: Supply Chain 37

Introduction

In recent years, the concept of sustainability has transcended its traditional environmental context to include broader considerations of Environmental, Social, and Governance (ESG) factors. Nowhere is this evolution more crucial than in the domain of social housing, where the convergence of environmental responsibility, social equity, and governance transparency holds the key to building resilient and inclusive communities.

At Adra we take our ESG commitments seriously, and as a result have adopted the Sustainability Reporting Standard for Social Housing. Adra became an early adopter of the social housing sector's Sustainability Reporting Standard (SRS) in November 2020, and was one of the first in Wales to do so. Reporting against the Standard aligns to one of our core values of being open with our customers, partners and investors and allows us to report on ESG performance in a transparent, consistent and comparable way.

As part of our commitment, we report annually against the Standard, with this being the fourth report of its kind published by Adra since October 2021.

Our 2022/25 Corporate Plan highlights our commitment to reducing the impact that we have on the environment, with one of our main priorities being the decarbonisation of our homes. This has been supported by efforts to minimise our carbon footprint by seeking alternative delivery models, embracing innovation, and truly demonstrating our green appetite.

We own and manage over 7,100 homes across North Wales and therefore very influential in respect of making a significant positive impact on people's lives and the surrounding environment. We know that we have a role to play in making a significant contribution to the reduction of Welsh carbon emissions, whilst developing alternative and sustainable delivery models for the future.

This report allows us to demonstrate the true extent of our social impact and on the wider environment to a wider audience of stakeholders and investors, through key metrics and case studies/ assessments/ analysis. We also try to demonstrate how our activity places our customers central to all that we do.



UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) adopted by all UN member states in 2015 have become a powerful rallying call and set of common global goals that demand investors (along with governments, business, and civil society) to do more to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

Social housing in Wales contributes significantly to several of the United Nations Sustainable Development Goals (SDGs), playing a vital role in advancing social, economic, and environmental sustainability. Here's how social housing initiatives in Wales align with specific SDGs:



SDG1 No Poverty: Social housing in Wales provides affordable and secure housing options for low-income individuals and families, thereby helping to alleviate poverty and homelessness. By ensuring access to safe and stable housing, social housing initiatives contribute to SDG 1 by addressing one of the root causes of poverty.



SDG3 Good Health and Well-being: Access to adequate housing is closely linked to health outcomes. Social housing in Wales promotes good health and well-being by providing safe and healthy living environments for residents. Additionally, social housing providers often offer support services and community programs that enhance residents' overall well-being.



SDG7 Affordable and Clean Energy: Many social housing projects in Wales prioritise energy efficiency and renewable energy integration. By implementing energy-efficient building designs, installing solar panels, and promoting sustainable energy practices, social housing contributes to SDG 7 by increasing access to affordable and clean energy while reducing carbon emissions.



SDG11 Sustainable Cities and Communities: Social housing plays a crucial role in creating inclusive, safe, resilient, and sustainable communities. By providing affordable housing options in urban areas, social housing initiatives in Wales help to reduce inequalities, promote social cohesion, and enhance the overall quality of life for residents.



SDG 13 Climate Action: Efforts to improve the sustainability of social housing, such as energy-efficient retrofits and renewable energy installations, contribute to mitigating climate change. By reducing energy consumption and greenhouse gas emissions, social housing projects in Wales support SDG 13 by advancing climate action at the local level.



SDG 17 Partnerships for the Goals: Achieving sustainable development requires collaboration and partnership among various stakeholders, including government agencies, housing providers, community organisations, and residents. Social housing initiatives in Wales often involve partnerships between the public and private sectors, as well as community engagement efforts, to address housing challenges and promote sustainable development in alignment with SDG 17.

Well-being of Future Generations (Wales) Act 2015

Whilst the Standard aligns to the UN Sustainable Development Goals, as a Welsh Housing Association we also consider our contribution towards achieving the 7 Well-being Goals identified within the Well-being of Future Generations (Wales) Act 2015. The Act is a pioneering piece of legislation that places a strong emphasis on sustainable development and the well-being of both current and future generations in 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 ensure that everyone is working towards the same vision, the Act puts in place seven well-being goals.



A Prosperous Wales

An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.



A Resilient Wales

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change.



A More Equal Wales

A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic circumstances).



A Healthier Wales

A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.



A Wales of Cohesive Communities

Attractive, safe, viable and well-connected communities.



A Wales of Vibrant Culture and Thriving Welsh Language

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.



A Globally Responsible Wales

A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

Social housing plays a crucial role in fulfilling the objectives of this Act in several ways:

- 1. Promoting Sustainable Development:** The Act requires public bodies, including housing authorities and providers, to work towards achieving the well-being goals outlined in the legislation. Social housing initiatives are integral to sustainable development efforts, as they contribute to creating resilient, inclusive communities while minimising negative environmental impacts.
- 2. Enhancing Social Cohesion and Community Well-being:** Social housing projects often prioritise community engagement, empowerment, and cohesion. By fostering strong social connections and a sense of belonging among residents, social housing contributes to community well-being, which is a key objective of the Well-being of Future Generations (Wales) Act 2015.
- 3. Ensuring Equitable Access to Housing:** The Act emphasises the importance of promoting equality, including equitable access to housing, services, and opportunities for all members of society. Social housing initiatives in Wales strive to provide affordable, quality housing options for individuals and families from diverse backgrounds, thereby addressing inequalities and promoting social justice.
- 4. Supporting Economic Prosperity:** Access to stable, affordable housing is essential for economic stability and prosperity. Social housing provides a safety net for individuals and families facing financial challenges, allowing them to allocate resources towards other necessities and opportunities for education, employment, and entrepreneurship.
- 5. Integrating Long-term Thinking and Decision-making:** The Act encourages public bodies to consider the long-term implications of their decisions and actions on future generations. Social housing projects that prioritise sustainability, resilience, and durability contribute to this objective by ensuring that housing investments meet the needs of present and future residents without compromising the well-being of future generations.
- 6. Collaboration and Partnership Working:** The Act emphasises the importance of collaboration and partnership working across sectors and stakeholders to achieve shared goals. Social housing providers often collaborate with government agencies, community organisations, and other stakeholders to address housing challenges and promote sustainable development in Wales, aligning with the spirit of collaboration encouraged by the Act.

The work we carry out at Adra contributes greatly towards achieving these goals - be that through our decarbonisation activities, supporting our customers to access support services, to helping people get back into employment or training.



SOCIAL

Having a long term, sustainable and positive impact on communities and the people who live in them has always been a priority for Adra. With over 7,100 properties providing a home that is suitable, safe, and affordable for over 16,000 people, we are in a prominent position to be able to have a positive impact and lifelong influence on the lives and well-being of our tenants.

One of our key priorities is to “Support People and Communities to Thrive”, and one way of doing this is by making sure that our tenants have a home that meets their needs today and for the future. Another of our priorities is to “Provide Quality Homes to be Proud Of” which meets our tenants’ needs in terms of quality, safety and affordability.

The support needed by people in 2023/24 changed from dealing with a global pandemic to dealing with part of its aftermath in the cost-of-living crisis faced by many. Coupled with a turbulent UK economy and a very real housing crisis, the challenges we have faced as a company and a society have been diverse in their nature and shape the way in which we work and interact with each other.

Good housing is seen as key to ensuring good, long-term health and well-being of people and to increasing their life chances, with studies showing that households in homes of good quality have lower hospital admissions for cardiovascular, respiratory, and injury emergency problems. Poor quality housing has also been shown to reduce school attendance and knock back educational achievement, while in contrast, good-quality homes can improve education and facilitate learning, and narrowing inequalities in the future. Acknowledging these connections is the key to approaching the question of health on a society-wide scale.

According to the Health Foundation, three critical factors link housing and health:



Quality and condition: relating to non-decent homes and the physical characteristics of homes, such as disrepair (for example, damp is associated with health problems, including respiratory issues); overcrowding and the impact of well-designed accommodation, internal and external space/gardens upon mental health and well-being.



Stability and security: relating to the extent to which people have control over how long they live in their homes, and how secure they feel, maintain community connections and a sense of belonging.



Affordability: relating to the financial pressure caused by housing payments – both for housing itself and for utilities and maintenance, and everyday living expenses.

Theme 1: Affordability and Security

This theme addresses the extent to which Adra provides homes that are affordable to people on low incomes. We will look at Adra's position and performance in many key areas e.g. affordability, different tenure types offered and our efforts in positively impacting on those living in fuel poverty.

We are committed to providing affordable housing for all and helping to reduce the clear housing inequalities that has emerged in society.

On virtually every measure, Wales is in the midst of a housing crisis with over 90,000 people on waiting lists for affordable housing (to purchase or rent) across the country. House prices are out of reach of a growing number of households – in 2022, an average full-time employee in Wales needed to spend 6.2 times their earnings on purchasing a home. This compares with just 3 times average earnings in 1997 and the situation is worsening.

Across Wales, social landlords such as Adra provide around 165,000 homes (all-tenure) and housing-related support to around 10% of the population.

In north Wales, the highest demand is within towns and the most populated areas. Smaller one and two-bedroom houses and flats are desirable for those applicants needing to downsize and for creating sustainable tenancies in our stock. There is historically high demand for three-bedroom family homes in the towns and most populated areas. Meeting this demand whilst ensuring affordability is a key priority.

As well as focusing on providing quality homes that are safe, as a social landlord Adra also provides affordable rents.

£107.34

Average social housing weekly rent in Wales in 2023/24

+6% increase in comparison to 2022/23

£196.38

Average private sector weekly rent in Wales in 2023/24

+4.8% increase in comparison to 2022/23

There continued to be a slight increase (1%) in social housing in Wales with 238,966 social housing units (including bedsits and bed spaces) at 31 March 2024, compared with 237,373 in the previous year.

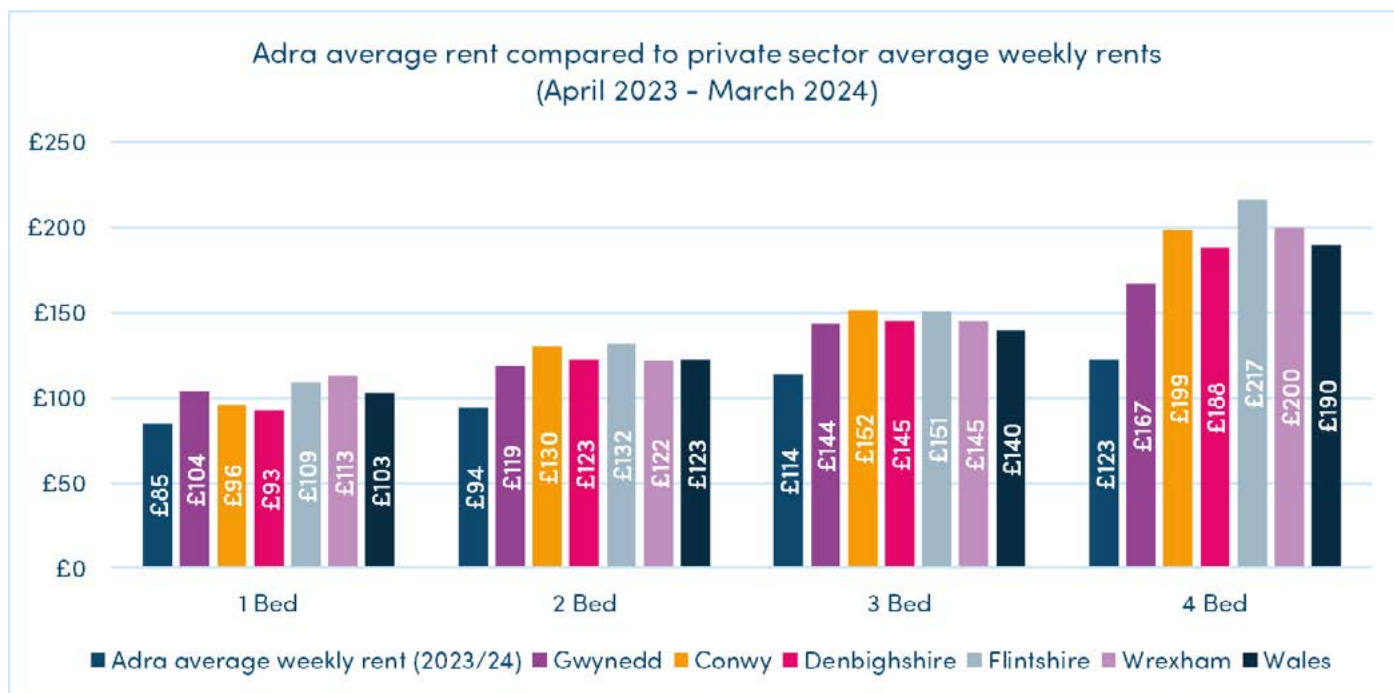
Of these, registered social landlords owned 63% with local authorities owning the remaining 37%. A similar pattern has been seen over several years.



Registered social landlords social housing units
63% (150,437 units)

Local authority social housing units
37% (88,529 units)

During 2023/24 Adra's average weekly rents, whilst increased by 6% in comparison to 2022/23, still compared favourably in comparison to the private rented sector.



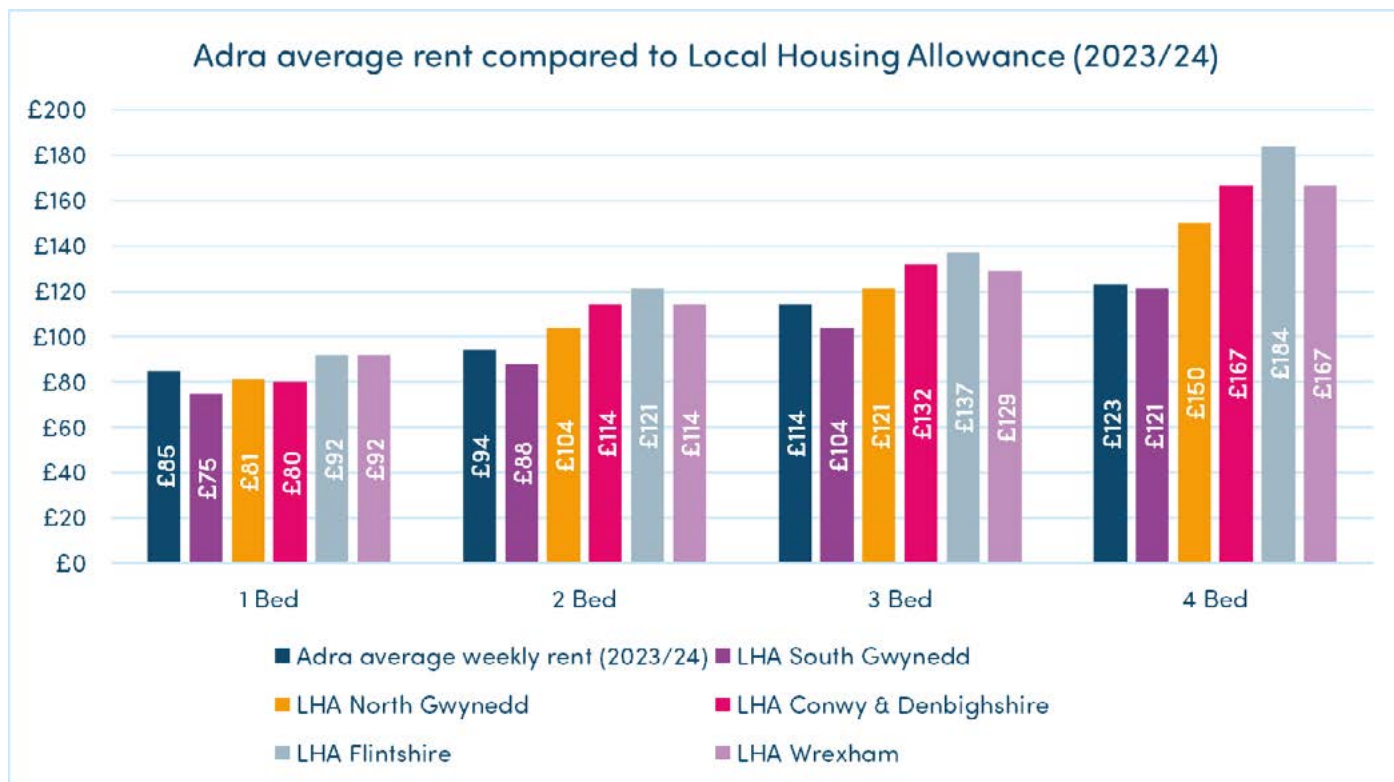
Number of bedrooms	Adra	Gwynedd		Conwy		Denbighshire		Flintshire		Wrexham		Wales	
	Week Rent	Week Rent	+ / -	Week Rent	+ / -	Week Rent	+ / -	Week Rent	+ / -	Week Rent	+ / -	Week Rent	+ / -
1 Bed	£85	£104	-£19	£96	-£11	£93	-£8	£109	-£24	£113	-£28	£103	-£18
2 Bed	£94	£119	-£25	£130	-£36	£123	-£29	£132	-£38	£122	-£28	£123	-£29
3 Bed	£114	£144	-£30	£152	-£38	£145	-£31	£151	-£37	£145	-£31	£140	-£26
4 Bed	£123	£167	-£44	£199	-£76	£188	-£65	£217	-£94	£200	-£77	£290	-£67

On average Adra's weekly social rent is 19% less for 1 bedroom properties, 27% less for 2 bedroom properties, 20% less for 3 bedroom properties, and 43% less for 4 bedroom properties than the private sector across Wales.

At the end of 2023/24 nearly 88% of our customers were satisfied that their rent provided value for money.

Local Housing Allowance (LHA) rates are used to calculate the amount of Housing Benefit (for the housing element of Universal Credit) that can be paid to tenants. The calculation is based on private market rents being paid by tenants in the Broad Rental Market Area (BRMA) and is limited by legislation.

Our homes are spread across most of north Wales and the the LHA varies in each of these counties (Gwynedd, Conwy, Denbighshire, Flintshire, and Wrexham). The table below highlights the difference between Adra average rent to the LHA in the five counties in which we operate across North Wales.



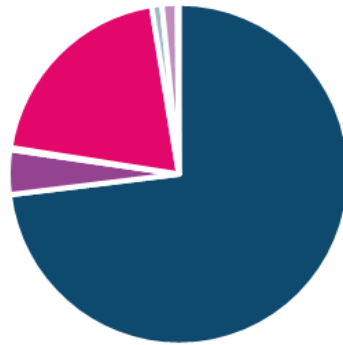
Number of bedrooms	Adra avg. rent	LHA South Gwynedd	LHA North Gwynedd	LHA Conwy & Denbighshire	LHA Flintshire	LHA Wrexham
1 Bed	£85	£75	£81	£80	£92	£92
2 Bed	£94	£88	£104	£114	£121	£114
2 Bed	£114	£104	£121	£132	£137	£129
4 Bed	£123	£121	£150	£167	£184	£167

Adra rents are 93% of the LHA rates for this area for combined social housing stock (1 bed, 2 bed, 3 bed and 4 bed).

Our Homes

As a provider of over 7,100 homes we have a mix of tenure types to meet the differing needs of our customers. At the end of 2023/24 we owned/managed 7,107 homes:

Number and tenure type existing homes (as at March 2024)

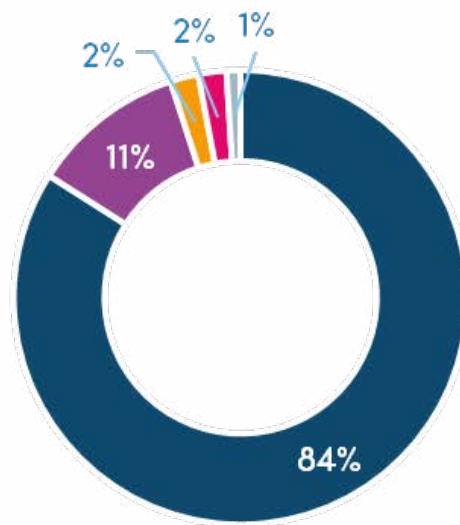


- General needs
- Intermediate rent
- Supported housing
- Housing for older people
- Private rented sector
- Rent to own
- Shared ownership

Housing Type	Number	% of total
General needs	5,193	73.1%
Intermediate rent	301	4.2%
Supported housing	13	0.2%
Housing for older people	1,417	19.9%
Private rented sector	70	1.0%
Rent to own	104	1.5%
Shared ownership	9	0.1%

At the end of March 2024 there were 238,966 designated social housing units in Wales.

Percentage of all social housing units by type as at 31 March 2024



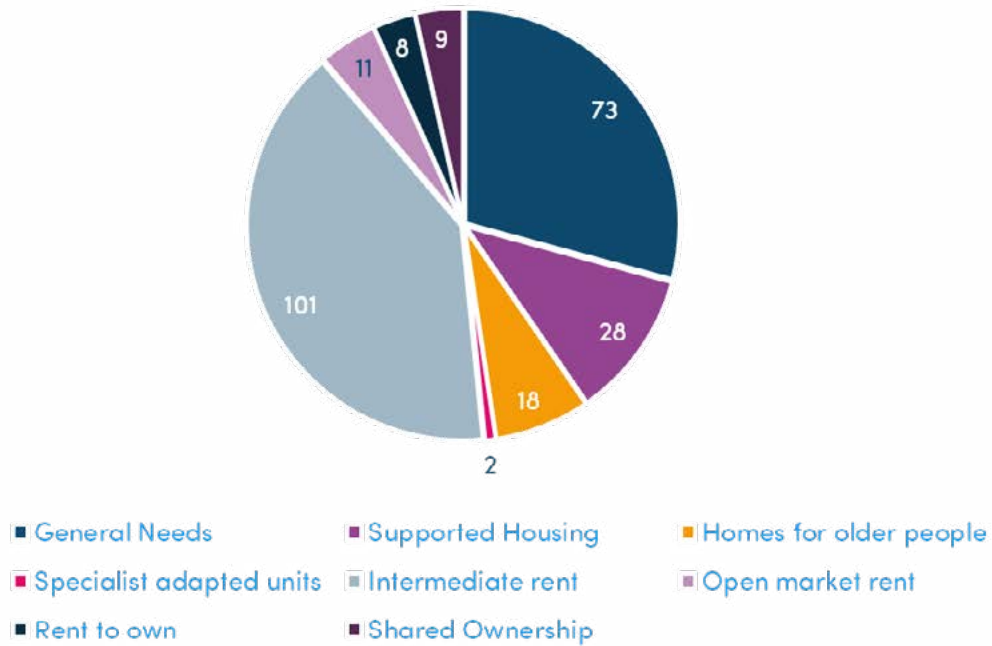
■ General Needs
■ Sheltered
■ Other sheltered
■ Hostels
■ Extra Care

Our 2022/25 Corporate Plan sets out our target to develop over 750 new homes during its three year lifespan, taking our overall stock to over 7,500. We've committed to making sure that our development activity includes new homes across all tenure types. Our development programme takes a balanced approach comprising around 70% affordable tenures (grant funded or section 106) and around 30% market rent or sale. During 2023/24 we invested £47.5m in developing new homes, completing 250 by the end of March 2024.

Our new homes are not only affordable homes, they are completed to a high quality, using modern methods of construction, and we work with local contractors to help minimise our carbon footprint.

Housing type	Number built 2023/24	% of total
General needs	73	29.2%
Supported housing	28	11.2%
Housing for older people	18	7.2%
Specialist adapted units	2	0.8%
Intermediate rent	101	40.4%
Market rent	11	4.4%
Rent to own	8	3.2%
Shared ownership	9	3.6%
Total	250	

New Homes by Tenure Type (2023/24)



Reducing the impact of fuel poverty

In April 2022 – when energy bills sat at an average of £2,000 a year – the Welsh Government estimated that over 600,000 households in Wales were living in fuel poverty. That is 45% of the country. And worryingly, that includes virtually all (98%) of Wales’ lower-income households; of which up to 41% are in serious fuel poverty – this equates to roughly 97,000 households.

We feel that we have an important role in supporting our tenants who are impacted by poverty, a prominent issue during 2023/24 with the continued cost-of-living crisis, increasing interest rates and a volatile inflation rate.

As part of our support package, we provide an energy warden service to our tenants, where advice is given on how to reduce energy use, how to switch to better tariffs and how to use their heating systems effectively. The wardens also provide support to apply for grants and benefits e.g. Warm Home Discount, Winter Fuel Payments, DAF grants and Welsh Water discounts to maximise the household income.



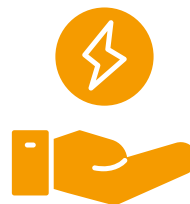
187

individuals received energy advice through our energy warden scheme



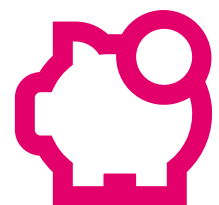
785

Fuelbank vouchers were secured through the Fuelbank Foundation



6

new energy officers (4.1 FTE) employed through Shared Prosperity Funding



£31,815

in support and savings generated for customers through targeted support

- During 2023/24, we provided energy support and advice to 187 individuals through our energy warden scheme, in partnership with Grŵp Cynefin. This included support with fuel voucher applications, DAF and other grant applications, understanding of heating system, meter issues and negotiating customer debts with energy suppliers.
- As the lead partner in the Gwynedd Sero Net Project we secured funding from UK Government's Shared Prosperity Fund, which enabled Adra and its partners to employ a further 6 energy officers (4.1 FTE) to support and give advice to Gwynedd residents across all tenures up to December 2024.
- During the year we registered as a partner with the Fuelbank Foundation and through this partnership, we managed to secure a total of 785 fuelbank vouchers which provided over £32,000 to tenants in 'fuel crisis'.
- We have worked in partnership with Warm Wales in Denbighshire to support the creation and distribution of energy efficiency packs and raise awareness of the effects of fuel poverty and measures to reduce energy consumption. This project runs for a 12 month period from November 2023 until December 2024. To date, they have provided energy advice and issued energy packs to 120 individuals.
- We also secured grant funding in partnership with Datblygu Egni Gwledig (DEG) which enabled us to employ 2 energy officers (1 FTE) through DEG. Over the course of 2023/24, 598 individuals in Gwynedd received CO₂ awareness and general energy advice through this funding.
- The support provided led to a total of 1889 interventions, resulting in an estimated financial saving of £31,815.

Security of tenure is a key differentiator between social housing and the private sector and evidence suggests this security makes a huge difference to people's lives and ability to find work, access informal and formal local support networks and services and build family lives. Good practice in the housing sector is now to offer long term tenancies to general needs residents where possible.

During 2023/24 we had in place 6,584 'Secure Occupation Contracts'; 497 'Standard Occupation Contracts'; and 9 'Shared Ownership Lease'.

Over the past 3 years, 83% of homes have had a fixed tenancy agreement in place (remaining 17% were vacant for a period)

Theme 2: Building Safety and Quality

Keeping our Tenants Safe

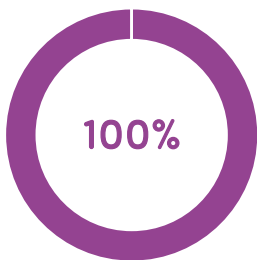
As a provider of quality homes, the safety of our tenants is a key priority and we ensure that we meet our regulatory and compliance obligations and manage all associated risks.

This theme seeks to assess how effective Adra is at meeting its legal responsibilities to protect tenants and keep buildings safe and identifies three areas of performance to assess – gas safety checks, fire risk assessments and compliance against the Decent Homes Standard. However, as a Welsh landlord, Adra reports compliance against the equivalent standard – the Welsh Housing Quality Standard (WHQS).

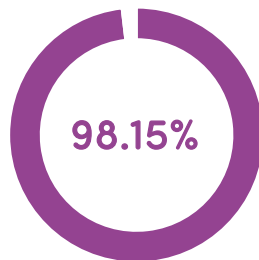
We also expand the safety assessments here to include all the 'Big 6' health and safety areas i.e. gas safety, electrical safety, lift safety, legionella, asbestos, and fire safety.

In addition to the health and safety compliance checks, all our homes are assessed against the Welsh Housing Quality Standard (WHQS) which measures 42 individual elements within seven categories and assesses whether properties:

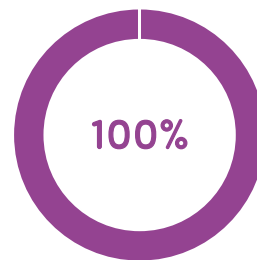
- are in a good state of repair;
- are safe and secure;
- are adequately heated, fuel efficient and well insulated;
- contain up to date kitchens and bathrooms;
- are well managed (for rented housing);
- are in attractive and safe environments;
- as far as possible suit the specific requirement of the household



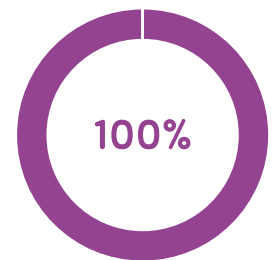
Compliance with the Welsh Housing Quality Standards



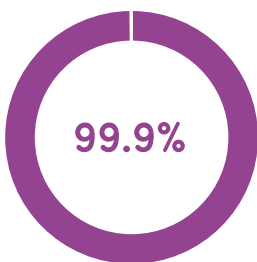
Overall compliance with landlord health and safety requirements for the 'Big Six'



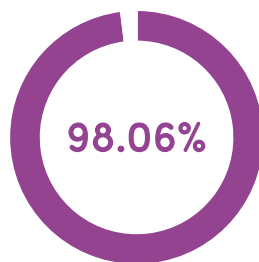
of water hygiene (legionella) testing undertaken within review date



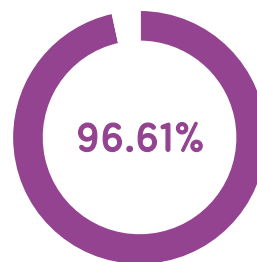
of asbestos safety reviews undertaken within timescale



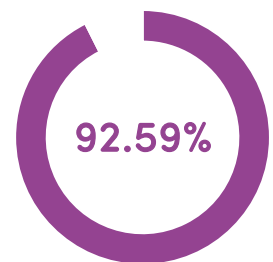
of properties with a valid heating certificate



of properties tested for electrical safety (5-year cycle)



of fire risk assessments (FRAs) completed within timescale



of lifts (communal) that meet the required safety standard

94%

of tenants are satisfied that Adra provides them with a home that is safe and secure.

£15.2m

spent on upgrading and improving the quality of 463 of our homes during 2023/24.

Damp and Mould

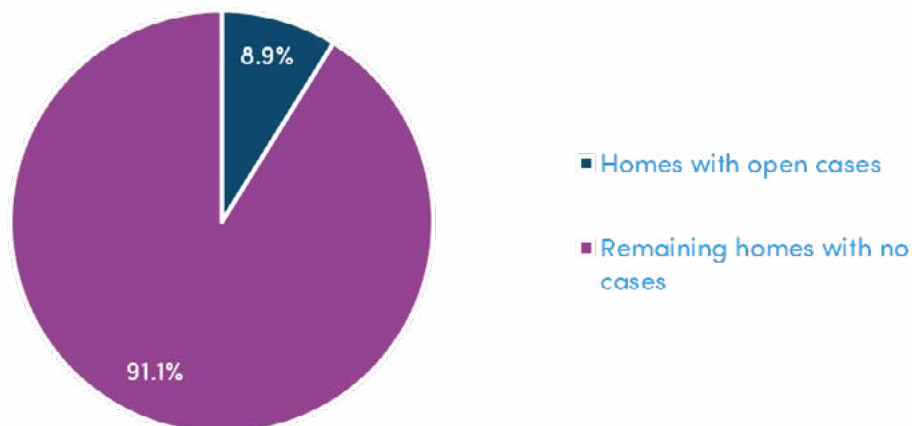
During 2023/24 we adopted a damp and mould policy for the first time, and this document was widely consulted upon with various stakeholders, including tenants. The policy is a document that works alongside our existing ventilation policy, which was adopted during 2022/23 and co-written with our tenant participation group.

The current process has been operational since May 2023 with all reported cases of damp and mould recorded under a specific repairs category and subject to an inspection within a 14 day period from receipt of call prior to any decision on remedial action being made. After the inspection we complete a tailored survey form, and advise the tenant on appropriate steps that they can take to assist the situation with an information pamphlet.

Every stage of the process is closely monitored - with quarterly returns made to the Regulator on how many open cases we have at the quarter end.

During 2023/24 we saw a significant increase in customer calls in relation to damp and mould issues with more publicity and awareness surrounding the issue. At the end of March 2024 we had 631 open cases of damp and mould; however, not all require remedial action and are subject to inspection. With the increased pressure on services to deal with an increase in caseload we have found our resources under significant pressure to meet our 14 day timescale for inspection. Open cases at the end of March 2024 accounted for nearly 9% of all our homes.

Damp and mould cases 2023/24



Theme 3: Tenants' Voice

Listening to our tenants is another key priority and is one of the customer satisfaction performance indicators set by the Welsh Government (housing regulator in Wales).

This theme seeks to assess how effective Adra is at listening and empowering its tenants, and identifies three criteria that cover Board scrutiny, complaint handling and customer satisfaction.

Listening to our tenants and providing them with the level of service they expect is crucial and therefore is one of Adra's five priority areas in the 2022/25 Corporate Plan; this priority is to Provide and Excellent Customer Experience. Our tenants have always been at the heart of what we do – that is why we are here and why we will always look at ways to improve the experience provided to our tenants. One of our core values is that we are 'trusted': providing an excellent customer experience strengthens this and helps retain the trust our tenants place in us. Our ethos is to listen, understand and act on what our tenants tell us.

Holding Management to Account – “Your Voice”

Listening and acting on the views and feedback of our tenants has always been central to Adra's work. This helps ensure that we meet their needs and that we provide quality homes and excellent customer services.

Through tenant participation, we have received valued feedback and ideas which have helped us to design and improve our services. Who better to provide us with insight than those who are living in our homes and communities and are using our services. To make sure that we continue to engage with our tenants in the best way, we launched our new participation framework in April 2023 – Eich Llais / Your Voice. This provides a flexible and inclusive model for tenant engagement.



During 2023/24 over 2,500 different tenants have given us their views on at least one of a range of topics and using a range of different consultation methods.

The methods of consultation used included our customer panel, tenant satisfaction questionnaires, area chats, estate visits, general consultations and task and finish groups which we have used to consult on a variety of subjects. They have included service charges, damp and mould, use of the Welsh language, value for money, annual rent setting, various policies amongst many other things.

To make sure that the tenants' voice is heard by decision makers, we have embedded 'Tenant Participation' as a standing agenda item at both Adra's Board and Customer and Assets Committee meetings, to demonstrate our commitment to this important subject.

Tenant Participation in Wales



Tenants are central to the regulation of housing in Wales and the Welsh Government places clear expectations on housing associations to demonstrate that they involve their tenants in helping to shape and influence the services and decisions taken.

Welsh Government have developed a model for tenant involvement – "The Right Stuff". This model aims to stimulate thinking about what methods should be used to gather tenant feedback for specific circumstances.

As part of Your Voice, we will follow The Right Stuff model when consulting and engaging with our tenants.

Measuring Customer Satisfaction

We want to know how our tenants think we are doing, and we work with a market research agency to ask over 125 tenants each month about their experience with us. We use this feedback to improve our services, e.g. by doing more of what our tenants say we do well, and by working to improve issues where the satisfaction is lower. We also consult and engage with our tenants on specific policy developments and other activities. We use the feedback to deliver services that work for our tenants.

To reflect our commitment to our tenants we are an accredited Customer Service Excellence body, which includes an assessment of our customer feedback processes.

Through our 2022/25 Corporate Plan we have committed, by 2025 to increase our customers' satisfaction with our services.

In the last 12 months, '0' complaints have been investigated by the Ombudsman.



93% tenants satisfied with our front facing services



82% tenants satisfied that they have the opportunity to participate in decision making



78% tenants satisfied that we listen and act on their views



83% tenants satisfied that we give them a say in how services are managed



90% tenants satisfied that we are trustworthy



81% of customers are satisfied with our overall level of service

Theme 4: Resident Support

Adra is in a strong position to support its tenants with improving their life chances.

This theme seeks to assess the effectiveness of our initiatives to support individual tenants and covers the support we provide and how successful it is.

Our 2022/25 Corporate Plan highlights our desire to support our tenants and surrounding communities as key corporate priorities; the plan notes that we want to Support People and Communities to Thrive. Our ultimate target was to support 5,000 people over the three-year period through targeted activity, to improve their quality of life. Some of the key focus areas are to support our tenants to move towards training and / or employment, to promote and improve the health, well-being, and welfare of our tenants and to create communities where tenants feel proud and safe to live in. At the end of March 2024 we have provided support to 7,182 individuals.

Cost of living support

Adra has been running the Gwynedd cost of living group with other partners which include Grŵp Cynefin, North Wales Housing, Cyngor Gwynedd, DWP, CAB and the Money and Pensions Service working on a joint action plan and campaigns to support tenants through the cost of living crisis and to maximise their income.

During 2023/24, 427 tenants were supported through our hardship fund, 81 supported with successful applications to the Discretionary Assistance Fund, 518 fuelbank vouchers issued and 228 supported with a foodbank voucher/referral.

In March 2023/24, we launched a new numeracy project with partners Grŵp Cynefin and North Wales Housing which involved working with tenants to help them understand their income and expenditure and identify any grants or benefits they were entitled to in order to maximise their household income

We have a financial well-being co-ordinator in place to provide support to our tenant. They work closely with other Adra and partner colleagues, to provide information and guidance to help support tenants with all finance related matters making sure that tenants are aware of the financial support, grants and benefits that are available.

This is done through newsletters, information sheets, support guides and through social media and the press.

Our Rents Team are adopters of 'Policy in Practice'. This helps identify the benefits and additional funding that is available to our tenants. We help tenants to apply for benefits, such as Universal Credit, and additional grants they might be eligible for e.g. Discretionary Assistance Fund and Discretionary Housing Payment. We complete income and expenditure forms with all new tenants and have a service level agreement with the Citizens Advice Bureau (CAB) so that tenants can access support and independent advice.

Our service level agreement with the Citizens Advice Bureau, originally set up in 2021, allows us to refer tenants to them if we believed they would benefit from debt, budgeting, or benefit advice.

During 2023/24 124 tenants were referred to the CAB. As a result of support received, a total of £142,407 of debt was written off and £117,264 of additional income gained.



Employment, skills and training

In 2023/24, 231 individuals were supported to improve their skills and employability either with Adra or through Adra contracts delivered by partners and contractors.

These include apprenticeships, traineeships, work placements and work experience. Adra's Academi Adra initiative supported 69 individuals through the provision of accredited training courses, work experience and paid work placements.

Improve physical and mental health

We have worked in partnership with Byw'n Iach (Cyngor Gwynedd's leisure services) to run armchair aerobics sessions for elderly residents. Adra has hosted a mental health and well-being day for young people. We have service level agreements in place with 3 community mental health centres in Gwynedd to provide support/counselling for tenants:

- Tan y Maen, Blaenau Ffestiniog
- Abbey Road, Bangor
- Felin Fach, Pwllheli

During 2023/24 our activities generated an equivalent social value of £9.5m

Theme 5: Placemaking

This theme seeks to highlight the wider set of activities that we undertake to create well designed homes and places that meet local needs and provide great places for people to live and enjoy.

Placemaking is first and foremost about people. A place must work for everyone and when building at scale, that requires homes in a mix of tenures to meet the demand.

Crucially, it also means the delivery of green spaces and access to appropriate infrastructure such as schools, roads, shops, and leisure services enabling tenants to live their lives in their own communities.

We actively seek new partnership opportunities to work together with other organisations and communities to address deep rooted social and economic problems, such as poverty, health inequalities, and climate change.

During the year we have taken part in several community projects to improve the physical environment of our communities. Here are a few examples:

88%
of tenants feel
safe or very
safe in their
communities.

90%
of tenants
are satisfied
with their
neighbourhood
as a place
to live.

Music makers at Miri Melyd



Youngsters at a Meliden playgroup and primary school have been hitting the right notes after receiving a donation of an outdoor musical instrument.

Castle Green Homes donated a free standing cow bell to the Miri Melyd playgroup at Ysgol Melyd near Prestatyn, as part of their social value commitment.

Castle Green Homes were the contractors working on our Plas Newydd Farm development in Prestatyn where 102 brand new homes have been built.



We worked with a range of partners on arranging an information event on the Maesgeirchen estate in Bangor to engage with tenants about poverty.

A number of agencies were there to provide advice and information to families, including North Wales Housing, Welsh Water, Cyngor Gwynedd, Grŵp Cynefin, Cambrian Credit Union, Crimestoppers/Fearless, Youth Services (Cyngor Gwynedd), Gwynedd Digidol, Papyrus, Energy Saving Trust, North Wales Fire and Rescue Service, Tlodi Tanwydd and Warm Wales.

ENVIRONMENTAL

One of the biggest challenges in the climate change emergency is the decarbonisation of our homes.

Climate change has become an increasingly urgent priority for both politicians and the public across the world, and the Welsh Government were one of the first to declare a climate emergency in April 2019. The Environment (Wales) Act 2016 set a target of reducing carbon emissions by at least 80% by 2050; in June 2019, the Welsh Government adopted the upgraded reduction target recommended by the UK Committee on Climate Change (UKCCC) and set out an ambition to achieve net zero carbon by 2050.

We are committed to reducing our carbon footprint and we have highlighted within our 2022/25 Corporate Plan how we view our decarbonisation challenge as a priority.

The climate change challenge means we all need to take action to reduce carbon emissions wherever and whenever we can. As a business we know that most (over 90%) of our carbon emissions are emitted from our homes. It is vital that we target the energy efficiency of the homes we own and manage whilst also focusing on behaviour change within the company itself. This is a longer-term ambition but is seen as a priority for the business to act upon now.

In line with our ambitions to decarbonise our homes, we are also acutely aware that activity to maintain those properties, support people living in them and to continue to grow results in significant carbon emissions and negative impact on the environment as a company. We are therefore also reassessing our focus on what we can practically do to reduce the carbon emissions in how we operate focusing very much on behaviour change and identifying alternative delivery models wherever possible.

Theme 6: Climate Change

This theme seeks to assess how our activities impact climate change. It looks at current practice, together with changes being made to improve future performance. This theme contains five criteria, including the distribution of EPC ratings, emissions data, climate change impact risk and resident information provision.

In February 2021, the Welsh Government set out its legal commitment to achieve net zero carbon emissions by 2050.

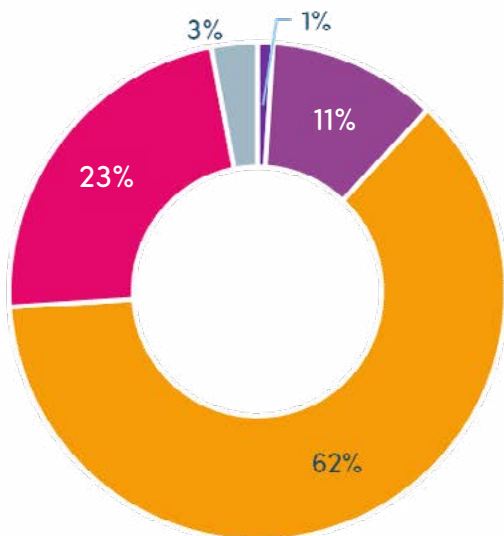
In 2021, it was estimated that carbon emissions released directly from within Wales totalled 36.3 million tonnes of carbon dioxide equivalent (MtCO₂e), an increase of 7% compared to 2020.

New legal targets will force a 63% reduction by 2030 and 89% by 2040, with Wales reaching 'net zero' - effectively a 100% cut - by 2050. The need for everyone to act responsibly towards climate-related issues is now stronger than ever. Currently, the proposed new Welsh Housing Quality Standard states that the Welsh social housing sector would be required to achieve Energy Performance Certificate (EPC) C by 2030. In addition to the initial target of EPC C landlords will need to have assessed each property and by 2034 to have a viable 'affordable warmth and decarbonisation plan' to achieve EPC A. The landlord's plan will require Welsh Government approval.

EPC rating of our homes

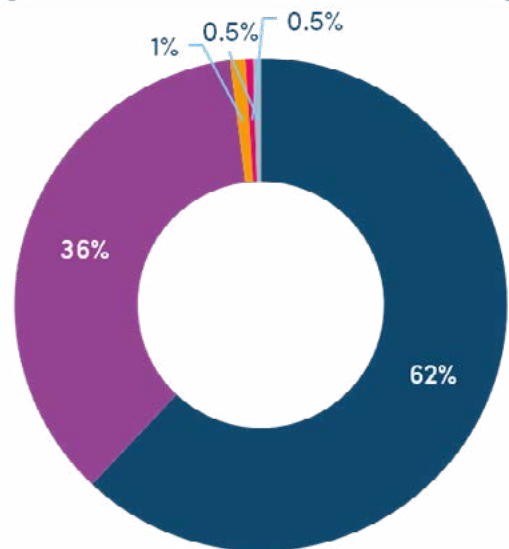
As of 31st March 2024, we had 7,139 homes under management with 74% being EPC C rated or above. During the year, we completed 119 new homes; the EPC rating for these properties were all band A or B.

Current stock EPC rating (%)
[as at 31 March 2024 - 6,886 units]



■ EPC A ■ EPC B ■ EPC C ■ EPC D ■ EPC E

New stock EPC rating (%)
[as at 31 March 2024 - 250 units]



■ EPC A ■ EPC B ■ EPC C ■ EPC D ■ EPC E

*EPC C, D and E were buy-back properties

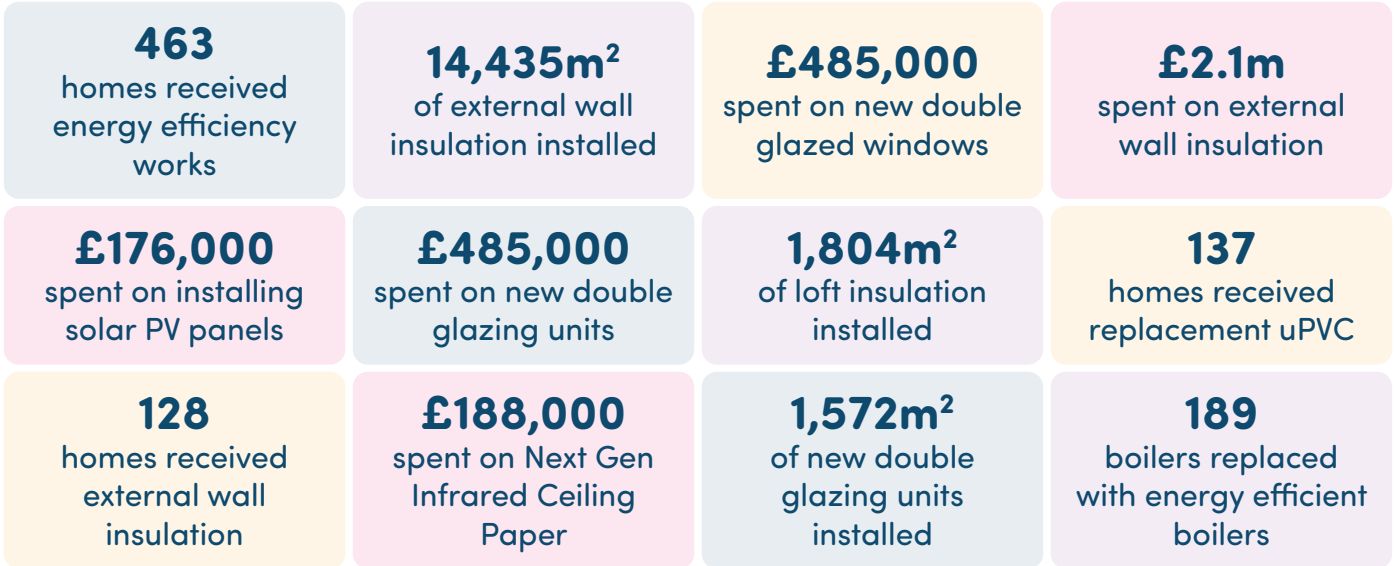
Overall Business Carbon Emissions

As a result of our growth as a business and the expanding geographic spread of our homes (we have homes in 5 of the 6 north Wales counties) as of 31st March 2024, our carbon emissions increased in comparison to the same period in 2022/23 by 249.06 tCO₂e. Our average carbon emissions per property however decreased from 2.61tCO₂e to 2.57tCO₂e.

Aspect	2022/23		2023/24		Variance	
	Usage	Carbon Emissions (tCO ₂ e)	Usage	Carbon Emissions (tCO ₂ e)	Usage	Carbon Emissions (tCO ₂ e)
Electricity consumption	90,682 kWh	18	217,585 kWh	45	+126,903	+27
Natural gas	14,229 kWh	29	18,664 kWh	38	+4,435	+9
Paper	360,537 sheets	0.04	588,249 sheets	0.06	+227,712	+0.02
Water	412 cm ³	0.06	551cm ³	0.1	+139	+0.04
White fleet	1,265,062 miles	563	1,300,788 miles	457	+35,726	-106
Grey fleet	264,485 miles	76	339,173 miles	91	+74,688	+15
Tenanted dwellings	6,993 units	17,195	7,134 units	17,215	+141	+20
Waste	1,173 tonnes	377	1,451 tonnes	462	+278	+85
TOTAL	18268.1 tCO₂e		18308.16 tCO₂e		+40.06 tCO₂e	
Average carbon emissions (per property)	2.611 tCO₂e		2.57 tCO₂e		-0.041 tCO₂e	

We continued to invest and improve the energy efficiency of our existing homes in 2023/24, reducing the environmental impact and reducing the costs for our tenants. To support our decarbonisation ambitions, we have trained our property inspectors to target energy efficiency matters during property inspections. We follow a “fabric first” approach when decarbonising our properties. This helps ensure properties are ready to receive the retrofitting of new technology carbon reducing measures over the next few years.

In 2023/24 we invested £3.9m on improving the energy efficiency of our homes



All tenants receive a 'Home User Guide' and we take time on sign up or viewing to show tenants how to use the new systems in their homes. We are also developing a digital home user guide to share the information. As part of Renting Homes (Wales) Act, tenants receive a copy of the EPC rating of the property and are given an opportunity to be referred to the energy wardens.

Flood risk management

The land management team monitors flood risk areas within our current stock holding. Where incidents occur, we investigate the cause and consequence, and we implement any actions identified internally or via outside agencies. All flood risks are considered during any new development planning.

Adra has a decarbonisation strategy in place, aligning with Welsh Government's targets for net zero by 2050.



Tŷ Gwyrddfai

Our new decarbonisation centre of excellence, Tŷ Gwyrddfai became operational in 2023/24.

The facility has been created by repurposing 120,000 square feet within a disused factory (one of the largest factories in Gwynedd) in Penygroes. The facility is underpinned by an innovative partnership approach, bringing together the social housing sector (Adra), higher education (Grŵp Llandrillo Menai) and further education (Bangor University) providers to deliver a shared vision to meet the challenge of decarbonisation.

Tŷ Gwyrddfai offers a dedicated facility for training in low carbon technologies, upskilling for retrofitting and green technology innovation.

During 2023/24 we were successful in being awarded Shared Prosperity Funding towards Phase 3 of the Ty Gwyrddfai's development i.e. the creation of a 'living lab' facility. The lab, being developed alongside partners from Bangor University's BioComposite Centre, will be complete towards the end of 2024 and will provide opportunities to test materials in simulated internal and external environments. Having this unique facility in north Wales will ensure that we are at the forefront of meeting the decarbonisation agenda, supporting the local and wider circular economy along the way.



Prosiect Sero Net Gwynedd

Another key partnership project, led by Adra, that has been awarded Shared Prosperity Funding is Prosiect Sero Net Gwynedd (Sero Net Gwynedd Project) which was awarded £300k – this follows a previous investment of £784k through the Welsh Government's Community Renewal Fund and Adra match funding.

The project's original aim was to establish a way to meet and manage the decarbonisation challenges of Gwynedd's housing stock. Working with several key partners and community groups to focus on raising awareness of energy conservation within communities, demonstrating the benefits of green technologies, strengthening supply chains through targeted training, and supporting the establishment of Tŷ Gwyrddfai.

Adra lead the project, working closely with Datblygiadau Egni Gwledig, Partneriaeth Ogwen, Grŵp Cynefin, Grŵp Llandrillo Menai and Cyngor Gwynedd and the scope of the project has evolved over time.

Using SPF funding, by December 2024, we aim to:

- engage with 1,500 local people to raise their awareness of decarbonisation, and provide practical solutions and advice to help alleviate fuel poverty
- provide targeted support to 150 people to support them to reduce their energy consumption and minimise fuel poverty e.g. advice and support to change tariffs, access to fuelbank vouchers and practical solutions such as heated blankets
- retrofit 5-8 community buildings to reduce their CO² emissions and use these building as practical exemplars of what's possible
- create 6 fully trained roles within the local energy community i.e. energy advice officers

PROSIECT SERO NET GWYNNEDD



UK Government
Llywodraeth y DU

Theme 7: Ecology



This theme seeks to assess how we protect the local environment and ecology. It includes two criteria that impact the local ecology: managing pollutants and biodiversity.

We actively seek best practice and innovative ways of meeting planning requirements in relation to green spaces and biodiversity. We also strive to minimise the impact of possible pollutants from our work.

Following current planning policy Adra works to provide appropriate public open spaces for the use of the residents of any new development. These public open spaces will usually comprise of grassland to create play areas for children. This is supplemented by landscaping works (planting) as approved by the relevant Planning Department.

All new build schemes involve the appointment of qualified ecologist to advise on the current ecological status of the development and how to mitigate and enhance biodiversity post development. Any existing hedgerows bordering development sites are maintained wherever possible. Tree and shrub planting schemes are completed on each approved development site with all native trees also kept where possible.

The land management team have an objective of reviewing existing green areas and implementing alternative management regimes such as tree planting, wildflowers and reducing management cycles. We also work with community groups to create enhanced spaces and allotments.

All potential environmental risks from work activities are identified in relevant risk assessments with specific control measures such as spill kits implemented, pollution prevention training provided to operatives during induction and emergency planning processes in place. All of the above audited against ISO14001.

Theme 8: Resource Management

This theme seeks to assess how we manage the use of resources. Its three criteria cover sourcing materials, waste management and water management.

Building new homes and retrofitting current stock carries with it the risk of direct and indirect environmental impacts, be it the overall carbon footprint to the unsustainability of the materials used. We are mindful of the impact that our activities have on the wider environment, and we minimise the use of raw materials and production of waste from our building sites.

Adra holds the “Environmental Management Systems” ISO 14001:2015 accreditation through an UKAS certification body. Our environmental policies and procedures are based on meeting our duty of care as a waste producer and following the principles of the waste hierarchy.

The management of our waste is done via our materials supply contract, delivered by a local waste management company. We also have a substantial waste segregation process in place across three sites enabling us to split all our different types of waste. We are supplied with all data on our waste / recycling rates which is incorporated into our carbon footprint calculations, with any identified opportunities to reduce waste incorporated into our environmental action plan.

Our water usage has a minimal environmental impact. We monitor usage monthly to protect against any leaks which we would otherwise be unaware of. We have a 25-year capital investment scheme to renew the watermain infrastructure on our estates.

Building sustainably

Our 2022/25 Corporate Plan outlines our commitment to increase the use of more sustainable materials on our new build schemes, repairs and maintenance, and capital improvement works on our homes.

Our main supplier Travis Perkins is committed to the principles of responsible sourcing. This was a requirement set out in the materials framework contract documents. Travis Perkins share our view that acquiring quality products from approved suppliers is essential to establish resilient and transparent supply chains. Performance on environmental factors are measured through Scope 3 KPIs, whilst sourcing new materials produced under sustainable methods is part of a wider value engineering project on which we receive regular updates. The sustainable ethos is applied to all aspects of the service provided by Travis Perkins, including delivery and how the branches are managed.

64% of the materials we used for our repairs and maintenance during 2023/24 came from sustainable sources.



GOVERNANCE

Good governance is more than a set of rules and processes. Good governance is good business too! Good governance ensures “the right people make the right decisions, at the right time with the right information” and “decision making is evidence based and focused on meeting user needs”.

Governance is the system by which organisations are directed and controlled – specifically, how the aims and values of an organisation are set, rather than the day-to-day operational management of the organisation by its executives.

The foundations of good governance are based on having a balanced and diverse Board that leads effectively and provides strategic direction, whilst also managing risk. Effective governance is however more than just the Board. It is fundamentally about culture and a way of working. If governance is managed well, constantly evaluated, appropriately regulated, and used as a platform for innovation, then service excellence is ensured.

Adra is committed to achieving good governance and to complying with Community Housing Cymru’s Code of Governance.

Theme 9: Structure

This theme seeks to assess the quality, suitability, and performance of the corporate and governance structure. The theme is made up of six criteria including ownership, governance, and risk approaches.

Reporting to Adra's Board are two main sub-committees - the Audit and Assurance Committee and the Customers and Assets Committee. The group structure also has a separate Board to oversee and govern the operation of the commercial subsidiary, Medra.

All Boards and Committees have separate Chairs who are different to the Group's Chief Executive. All Board members are required to sign and adhere to the Code of Conduct for Board Members. Within the Code there are explicit rules on managing and declaring conflicts or potential conflicts of interest. All members must complete an annual declaration of interest form and must make the company secretary aware of any material changes within the year or during a meeting of the Board and its committees. Any significant changes to Adra's Rules must be agreed with the Financial Conduct Authority (FCA).

Adra (Tai) Cyf. is a registered social landlord in Wales and has the legal status as a not-for-profit organisation under the Co-operative and Community Benefit Societies Act 2014.

We are required to submit an annual self-assessment report to the housing regulator against the 9 published Performance Standards. This report, together with regular monitoring information submitted during the year informs the housing regulator's independent judgement on our financial viability and overall governance.

The most recent regulatory judgement received from the Welsh Government in October 2022 confirmed the highest possible classification in both categories. To help ensure good governance, we are a member of Community Housing Cymru (CHC) and our code of governance applies the agreed CHC model.

Neither Adra nor its subsidiary Medra were subject to any adverse regulatory findings during 2023/24.



Governance
(Including tenant services)
GREEN



Financial Viability
GREEN

Risk Management

Our Risk Management Framework outlines our approach to risk, including how we identify risks that could impact our services, business, and customers. The framework is reviewed and adopted annually by the Board.

We have a UKAS accredited ISO Integrated Management System comprising of ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental) and ISO 45001:2018 (Occupational Health and Safety). Our risk management framework supports our commitment to maintaining certification. It also supports our commitment to establishing and embedding a framework of risk management that protects officers, staff, customers, partners, and the public. The framework is reviewed annually to reflect our business position and our Board’s risk appetite.

We operate two corporate level risk registers - a strategic risk register (highlighting risks where the causes are usually external to the business, that if they were to occur, would be serious enough to potentially require a change in strategic direction) and an operational risk register (where the causes

can be internal or external and if they were to occur would impact our ability to deliver the corporate plan or to improve / deliver our day to day services).

We have a central risk management function which advises and supports risk owners when they review allocated risks and update the risk registers and associated action plans. The overall accountability for risk management rests with the Board, with day-to-day operational responsibility managed by the Chief Executive through the Tîm y Cyfarwyddwyr (the Directors' Team) and Tîm y Penaethiaid (the Heads of Service team).

To guide our business activity and the level of risk that we are willing to tolerate, our Board undertakes an annual SWOT and PESTLE review and establishes their agreed risk appetite for the year. This assesses and establishes the risk tolerance levels for a suite of thematic business risk areas including, but not limited to; ‘development and growth’, ‘health and safety’ and ‘financial investments’. These were last reviewed and agreed by the Board in February 2024.

At the end of March 2024, we managed 10 ‘strategic’ and 40 ‘operational’ risks through our respective risk registers. Risks are assessed and scored using a recognised 5x5 matrix with risk categorised as follows:

Likelihood	Definite	5	5	10	15	20	25
	Very likely	4	4	8	12	16	20
	Possible	3	3	6	9	12	15
	Unlikely	2	2	4	6	8	10
	Not expected	1	1	2	3	4	5
			1	2	3	4	5
			Negligible	Minor	Moderate	Major	Critical
			Impact				

Risk Level	Risk Category	Recommended Response
16-25	Extremely High Threat	Unacceptable level of risk exposure which requires immediate corrective action to be taken.
11-15	High Threat	Unacceptable level of risk exposure which requires constant active monitoring and measures to be put in place to reduce exposure
6-10	Medium Threat	Acceptable level of risk subject to regular active monitoring measures
1-5	Low Threat	Acceptable level of risk subject to passive monitoring measures

Theme 10: Board and Trustees

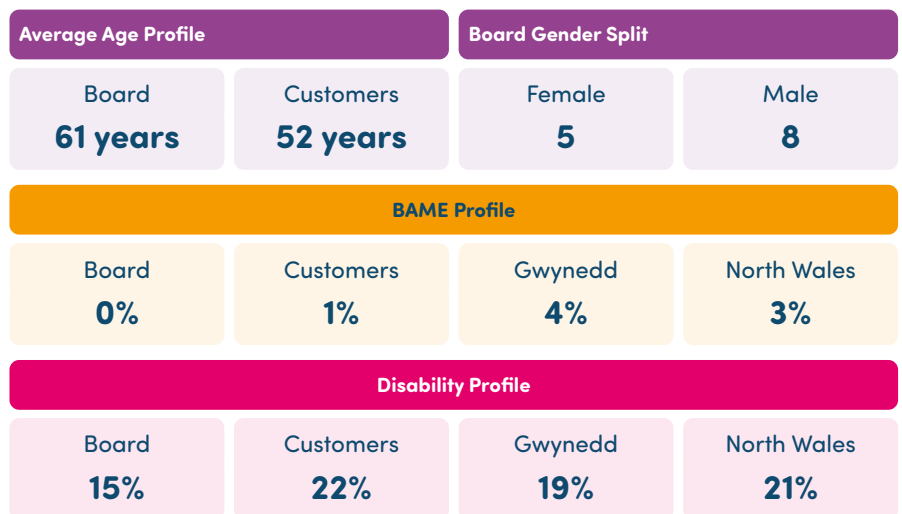
This theme assesses the quality, suitability and performance of the Board and trustees. The theme is made of eleven criteria including board demographics, ownership, experience, and independence of the Board.



All Board Members must sign and adhere to the Code of Conduct for Board Members. Within this Code, there are explicit rules on managing and declaring conflicts of interest (including any potential conflicts). All Members must also complete an annual Declaration of Interest form, and to make the Company Secretary aware of any material changes as they arise.

Adra undertook a comprehensive independently facilitated Board skills appraisal in 2023/24 - the findings presented succession planning considerations. Adra will be progressing the matter via recruitment and a detailed succession plan.

Our Appointment, Remuneration & Disciplinary Panel is made up of Board Members (all of which are non-executive) whilst two Members of the Audit & Assurance Committee have professional financial experience - with one of these being very recent / active professional experience. Additionally, Adra's Chair has professional banking experience, and has the right to exercise ex-officio attendance at this Committee.



Leadership Change Programme

During 2023/24, the previous Chief Executive (Ffrancon Williams) retired, and his successor (Iwan Trefor Jones) was appointed. Following his appointment, the new Chief Executive introduced a new 'leadership change programme' and the Board approved a new Executive / Senior Management structure.

Three new roles were created on the Executive Team (Director of People and Communications; Director of Property and Director of Policy and Delivery) with all appointed during the year.

Theme 11: Staff Well-being

This theme seeks to assess the extent to which we are a good employer and includes two criteria - the Chief Executive Officer-worker pay ratio and a disclosure on being a Living Wage employer.

Staff are our most valuable resource, and the well-being of our staff has never been more important. As a business we are fully committed to providing a healthy working environment and improving the quality of working lives for all staff.

We have an annual health and well-being programme which is designed and tailored around ongoing/previous staff absences and incidents and raises awareness and promotes numerous awareness days/months/initiatives.

We also have a mental health, stress and well-being policy for staff, and confidential counselling is always available to staff by Medra counselling services via self-referral or referral through HR for up to 6 sessions.

Adra provides paid membership to a cash plan by Healthshield (private health cover) which is available to all staff and can help with physical and mental health and well-being costs (e.g. physiotherapy, chiropractors, dentist etc). It also includes access to a mental health app and discounts scheme.

Over the last 12 months we have given staff the access and time to complete several online webinars and training sessions to upskill and provide support on physical and mental health, e.g. first aid, mental health first aid, mental health awareness, working well in a virtual world webinar etc.

An annual staff well-being day is held which includes a variety of online or in-person workshops on how to look after and improve personal health and well-being. Cyngor Gwynedd provide our occupational health service which includes occupational health advisors and a specialist occupational health doctor which we can refer to at any time. The occupational health service also conducts annual health monitoring for staff as required.

As an employer we continue to pay our staff the 'real living wage' as calculated by the Living Wage Foundation. We also make sure that all our suppliers follow suit and offer their staff the 'real living wage' as standard (excluding apprentices).

4.24%

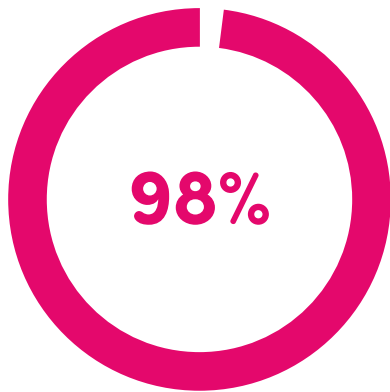
Gender pay gap

4.85:1

CEO to worker pay ratio

Staff Satisfaction Results 2023

Our latest staff satisfaction survey conducted in July 2023 told us that:



98% of staff believe that Adra respects their personal and family commitments



95% of staff believe that someone at work seems to care about them as a person



95% of staff believe that their health and well-being is important to Adra

Project Perthyn

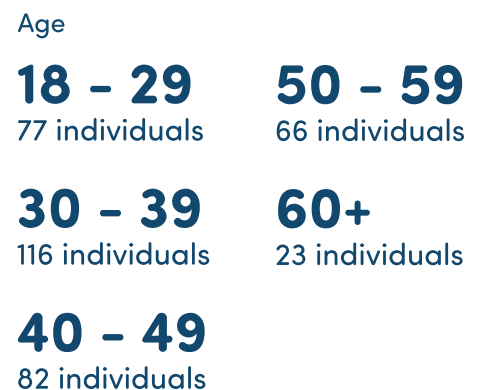
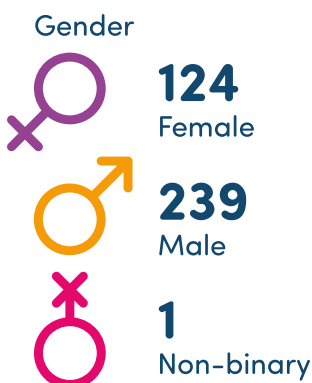
Project Perthyn's aim is to ensure that everyone in Adra feels that they belong in Adra without being prejudiced or discriminated against because of characteristics such as their religion, race, gender, sexuality, economic situation, background, identity and so on.

This is true for our staff and our tenants.

This is why we have set up the project, to communicate and talk about the work we are already doing to achieve this and to do even more to make sure that no one is treated unfairly.

At Adra we want to involve everyone and celebrate the diversity we have and make sure that everyone is aware of equality and diversity and that it's part of the decisions we make as a company every day.

We also want to increase the diversity of our workforce.



Theme 12: Supply Chain

This theme seeks to assess the extent to which the supply chain is used to achieve positive outcomes. The theme is made up of two criteria covering social value and environmental impact in procurement.

Social Value

There has been additional focus in recent years on ensuring that our activity maximises social value and the impact of the investments that we make. This has been driven by the new Social Value Co-ordinator and relevant teams across the company. This culminated in the publication of Adra's first annual report on Social Value in Summer 2023, available on our website.

Social Value is also embedded into our procurement activities and where appropriate, social value accounts for 10% of the evaluation criteria for all contracts over £50,000. Social value tender questions are designed during the planning phase to ensure that corporate priorities are met e.g., supporting tenants and people that live in our communities to gain access to employment & training. The social value co-ordinator has ensured that the excellent work carried out by Adra staff and partners - be that through our investments or our community work, is showcased and shared internally and externally.

Over the last year, we have used what we have learnt over previous years and pushed even harder on our social value goals. There has been clear focus on making sure that our business activity maximises the social value and impact of the investments that we make - driven by the new social value co-ordinator and teams across the business.

2023/24	
Activity	Social Value (£)
Academi Adra	£440,516
Adaptations	£1,030,731
Apprenticeships and traineeships	£99,608
Citizens Advice referral service (CAB)	£1,459,165
Local contracts (assets and new build)	£3,145,269
Women in construction	£17,077
Mental health referrals	£673,244
Preventing homelessness	£164,806
Repairs and maintenance service	£526,112
Resolving anti-social behaviour	£979,260
Environmental days	£7,820
Energy wardens	£507,976
Summer activities	£126,144
TENDRA	£2,846
Tenancy support	£77,672
Supported housing	£324,390
Total	£9,582,636

Innovative procurement framework

Ffrâm24, an innovative all-Wales Framework is set to revolutionise the way organisations buy building materials and associated products.

Ffrâm24 has been set up to offer comprehensive solutions for building materials and associated services. It stands out for its significant social impact, directing investment into Welsh companies and making sure that the social value generated remains within Wales. It will help support local communities and the local economy.

The Framework will support the circular economy by keeping the spend locally. The success of Ffrâm24 will not only help the organisations taking part but also have significant positive social impact.

Ffrâm24 can be accessed by a range of public sector bodies and charities within Wales.



Environmental Impact

When we procure goods, works and services, we require all bidders to certify if they have either of the following Environmental Management Systems in place:

- ISO 14001:2015 (UKAS accredited)
- Green Dragon (Level 4 or above)

In accordance with our decarbonisation strategy, we also work with our supply chain to assess how the environmental impact of our procurement activities can be mitigated. This work includes our successful “Prosiect Sero Net Gwynedd”, with one of the strands of this project being “strengthening supply-chains”.

