

Environmental Strategy Monitoring – Action Plan (March 2024)

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
B						
1	We build our new homes to EPC rating A, EIR 92 meeting the WDQR	Head of Development	<p>There are no new homes handed over during the period. Our Technical Specification is that all homes built on behalf of CCHA (less S106) are build to EPC A standard.</p> <p>Longcross now expected to be handed over in Q1 of 2024.</p> <p>Ongoing homes that are not S106 will all meet EPC A/EIR 92 or equivalent.</p>	December 2023	On-going	<p>First Homes December 2023 (Long-cross)</p> <p>Revised Date Life of Strategy</p>
2	We will provide electric vehicle charging positions for future connection	Head of Development	No further update this period although this is in the specification for our new builds.	December 2023	On-going	Revised Date Life of Strategy
3	We will install heating systems that are affordable to run, with no shared heating systems, fossil fuels or other utilities, wherever possible	Head of Development	Our current specification states individual heating systems with no fossil fuels in new homes. The only exception may be homes provided by developers as part of a Section 106 Planning Agreement as they are currently allowed to still use gas.	Immediate	December 2022	Completed

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
4	We will comply with planning ecology and sustainable drainage strategy requirements	Head of Development	These are mandatory requirements on any new development schemes and approvals are required for WG grant.	Immediate	December 2022	Completed
5	We will explore MMC opportunities to include modular and timber to reduce carbon emission on site and procure locally sourced materials	Head of Development and Chief Executive	This is ongoing and is explored on a site by site basis	Life of Strategy	On-going	
C						
1	We will carry out Whole Home Carbon Assessments (PAS 2035 surveys) and produce Target Energy Pathways plans for our homes across our range of archetypes by 2026	Head of Asset Management & Decarbonisation	<p>Whole Home Assessments have been completed on 29 homes as part of ORP 1.2, 2.1 & 2.2.</p> <p>We are currently in the process of completing a further 128 retrofit assessments to install measures under funding received from Welsh Government for ORP 3 and ORP 3 (Year 2). These are targeted towards our worst performing properties in terms of EPC and the assessments are to be completed by CCHAs in house assessor.</p> <p>We have also engaged with Property Tectonics for the completion of retrofit assessments to all archetypes within our portfolio, to assist us in developing TEPs for each. This project is expected to commence toward the end of Q2 2024.</p>	April 2026		On Track

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
2	We will meet the WHQS 2023 part 3 and 8 standards where it is financially possible, within our business plan. If we can not reach Welsh Government fabric first WHQS goals, we still improve our homes to EPC C, where we can through retrofit measures	Head of Asset Management Decarbonisation	<p>We continue to carry out ORP works with the aim of bringing 50 homes up to EPC C standard by the end of March 2024, in ORP 2.2.</p> <p>ORP 2.2 Tremorfa Cwtch work began in May 2023 – undertaken by Joyner Group, supported by designers Michael Dyson. These 29 homes will have a fabric first approach. These are expected to be completed by end of March 2024.</p> <p>We expect ORP 3.0 to commence early in Q1 of 2024, through Joyner Group.</p> <p>We submitted an application for continued funding under ORP 3.1 in September 2023 and have received confirmation of the grant award.</p> <p>WHQS 2023 standards were released in October 2023.</p> <p>We are required to produce a written plan to WG (within 3 years - 2027) of how we will decarbonise our homes to the highest EPC rating possible.</p> <p>We expect to meet the target of EPC C at all homes (where it is possible) by 2029.</p>	August 2028		On Track
3	We will utilise Optimised Retrofit Funding to improve our homes from EPC F & EPC E to EPC C and we will not use any ORP funding for R&D projects	Head of Asset Management & Decarbonisation	<p>ORP 2.2 Tremorfa Cwtch work commenced in May 2023 – undertaken by Joyner Group, supported by designers Michael Dyson. These 29 homes have received a fabric first approach.</p> <p>We have received all funding for ORP 2.2 (£1.1M) and 3.0 (£1.16M) to carry out works, with nothing being committed to R&D projects.</p> <p>We have confirmation that we will receive a further £1.2M for ORP 3.1 (yet to be named) following our application in September 2023, with nothing being committed to R&D projects.</p>	August 2024		On Track

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
4	We will not dispose of homes that can't meet WG' challenging WHQS targets - instead we improve them to EPC C (if we can);	Head of Asset Management & Decarbonisation	<p>We do not dispose of CCHA homes unless necessary.</p> <p>We have utilised funding from TACP in 2022/2023 and 2023/2024 to regenerate 3 existing empty homes to date, with a further two homes in progress expected to be complete in March 2024.</p> <p>We have confirmation of further funding to refurbish 9 further empty homes, currently being held as strategic voids on a 80:20 matched funding arrangement.</p> <p>In addition to this, we have acquired 6 homes through the TACP acquisition scheme, receiving grant funding in excess of £1.5M for purchase and construction costs.</p> <p>We have a further 4 homes being held as strategic voids in anticipation of TACP Funding in 2024/2025.</p>	Life of Strategy		
5	We will install environmental sensors in our residents homes to understand the changes that retrofit measures make to living conditions are thermally comfortable and if they need further support	Head of Asset Management & Decarbonisation	<p>Intelligent Energy System (IES) have been installed in the following homes:-</p> <p>ORP 1.2 – 4 homes (unable to gain access to 6)</p> <p>ORP 2.1 – 10 homes (all homes)</p> <p>ORP 2.2 – 2 out of 28 (with further installs expected shortly)</p> <p>IES systems are to be installed within the DEF Peppered ORP 3.0 in 2024. We are currently appraising an alternative to our existing IES, such as the AICO Environmental Sensors and Gateway.</p> <p>The information captured by these systems feeds directly into WG as part of the requirement for ORP funding.</p>	Life of Strategy		
6	We will map flood risk areas, radon gas hotspots and put in place actions to reduce their impact	Head of Asset Management & Decarbonisation H&S Manager	<p>We have mapped the risk areas in Cardiff that are Radon Hotspots. The Radon risk in Cardiff is low, with no basements in the risk areas.</p> <p>A Radon Policy has been put together by the Head of Asset Management and the Health & Safety Manager on how we will manage the Low level of Radon risk across all our homes.</p> <p>Surveys including the installation of Radon Disks are now required across a range of homes across our communities – expected to be completed by April 2024.</p>	June 2023		Extension requested April 2024

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
7	We will conduct a review of all communal heating systems across our stock. The review will include the future options for replacement for more efficient systems, that are not oversized and are specified correctly	Head of Asset Management & Decarbonisation	No Update this period	November 2024		On Track
D						
1	We will put in place environmental awareness training for our people so that they can provide support and for our tenants	Head of People & Organisational Development	Head of Asset Management and Decarb Manager to design and support delivery of the training programmes. Training carried out during staff meeting of 21 st September 2023 and released to staff in CCHA news.	June 2023	September 2022	Completed
2	Board members will receive Carbon Literacy "lite" training and we will achieve Carbon Literacy Gold Accreditation across our business	Head of People & Organisational Development	Board members have received Carbon Literacy Awareness training, with a mop up session to follow to be co-ordinated by Governance Team and L&D. An Environmental Awareness session is to be delivered to the Green Group by Amy Thompson during the July 2024 meeting, in preparation for this being rolled out to the Board once signed off by the group.	December 2023		Revised date of July 2024

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
3	We will put in place sustainable travel incentives such as electric pool cars, electric car leasing options, push and electric bike purchase choices and free electric car charging for our people	Corporate Director of Property Deputy Chief Executive	We have purchased two EV pool cars with 6 charging stations at Tolven Court. We have invested in a electric van to trial for our Community Regeneration Team. We have a cycle to work scheme in place that has been improved to support the purchase of Electric Bikes, with charging points installed at Tolven Court. We have put in place a vehicle leasing options for our people.	Life of Strategy	On-going	
4	We will appoint key positions into the business using core and Welsh Government funding to support our environmental targets, such as Head of Decarbonisation, Decarbonisation Officers and Tenant Liaison Officers	Corporate Director of Property Corporate Director of People & Places	We have appointed a Head of Asset Management & Decarbonisation. Through the ORP applications for 2.2 & 3.0 we have appointed a decarbonisation project officer, decarbonisation retrofit surveyor and community liaison officer to enable us to meet emerging targets within the WHQS 2023 standard.	Life of Strategy	On-going	

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
5	We will align our people incentives and perks with sustainability principles and deliver internal awareness sessions on sustainable lifestyle choices, through our wellbeing at work group	Head of People & Organisational Development	<p>Green group to share the sustainability principles with Head of People and OD.</p> <p>Sessions, talks and resources are shared on a number of Wellbeing topics already that promote healthy living.</p> <p>Green Group to provide guidance to Wellbeing Group and decide best place for ownership. We have ensured we consider green principles when holding wellbeing events – e.g. reducing plastic, recycling decorations.</p> <p>Green group awareness sessions were run on All teams in September 2023.</p>	July 2023	On-going	Revised Date Life of Strategy
6	We will ensure that our people have the ability to discuss and contribute towards energy efficiency decisions across our business by establishing a "Green Group"	Corporate Director of Property	Green group established with new TOR and reporting criteria.	Immediate	December 2022	Completed

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
1	Support tenants with rising energy costs by providing advice on support packages available to reduce household energy bills through our money solutions team	Head of Homes & Communities	<p>Application made to NEA for funding application for project on fuel poverty- this was unsuccessful. (Completed)</p> <p>Further application being considered for external funding for energy advisors/ cost of living .</p> <p>MSOs discuss all aspects of financial wellbeing and signpost where further help can be found. (has been undertaken since April 22)</p> <p>We have supported tenants to apply for initiatives that they are entitled to such as winter fuel allowances.</p> <p>We have regularly communicated about help and support that is available. We have set up a cost of living hub on the website and regularly update this.</p>	Life of Strategy	On-going	

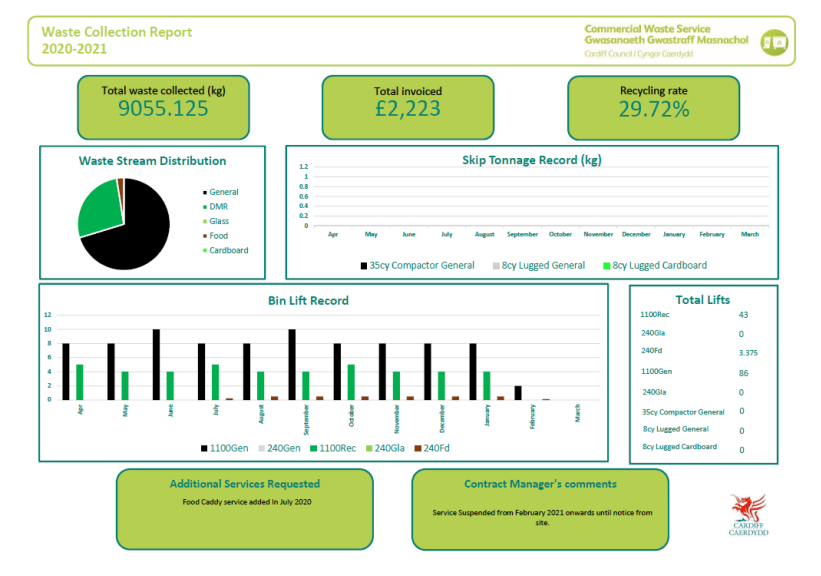
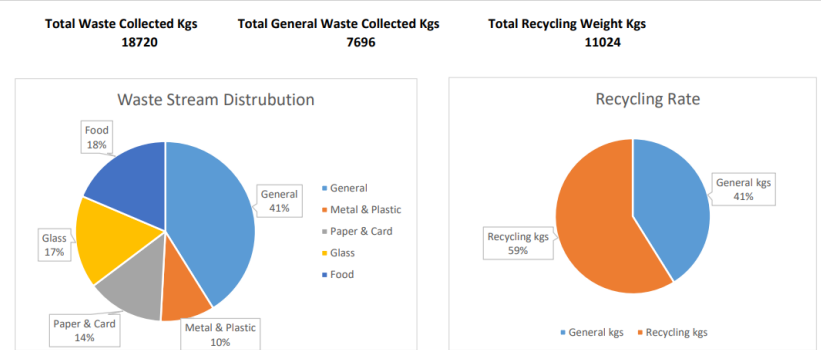
	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
2	Our Neighbourhood Managers and Money Solutions team will work with individual tenants to understand how we can support families in fuel hardship, engaging in hard to reach homes and communities	Head of Homes & Communities	<p>Neighbourhood Managers are utilising the hardship fund where necessary to help those that are struggling to pay for energy costs.</p> <p>We have focussed on cases where tenants have gas capped to help them to access support to clear debts.</p> <p>We have commenced 2 yearly visits to all our homes to engage with all residents and understand how they are impacted and what support they need.</p> <p>We have devised a short term cost of living project and have run sessions in community centres, we will use this project to have conversations with customers and understand more about how they are affected so we can devise strategies to help. We are running cooking on a budget sessions to help with food and fuel poverty and are gifting cheap to run cooking devices eg air fryers</p> <p>We successfully applied and ran 'warm spaces' from our community centres providing a safe and warm space over the winter for those affected by rising costs.</p>	Life of Strategy	Ongoing	

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
3	We will provide low cost communal utilities, secured through responsible procurement until January 2025, where our energy portfolio is reviewed	Corporate Director of Property	<p>In 2020 we secured fixed rates with our broker (NGP) for our domestic and commercial gas/electricity utilities across our estates and commercial offices to be reviewed in June 2025.</p> <p>Rates secured are between 6-8p per kwh for gas and 19-24p for electricity per kwh.</p> <p>A full tender exercise will be commissioned in January 2025, facilitated by the Head of Finance.</p>	Immediate	December 2022	Completed
4	We will embed a community liaison officer to support and provide information to our tenants on the benefit of retrofit energy efficiency improvements in their homes (with no decarbonisation jargon).	Head of Asset Management & Decarbonisation	<p>Through the ORP 2.2 and 3.0 applications, funding has been secured for a community liaison officer to support the retrofit of existing homes.</p> <p>We recently applied for funding for a Net Zero Hwb in Trowbridge Mawr Community Centre to provide advice and support to access to ECO4 grant opportunities. Unfortunately we were not successful, but we will continue to look at opportunities in the future.</p>	Life of Strategy	Ongoing	

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
5	We will ensure that we will incorporate our tenants voice in regards to neighbourhood environmental improvements such as opportunities for food growing and created planted areas	Head of Asset Management & Decarbonisation Customer Experience Manager	<p>Neighbourhood Managers have been working alongside the Estates Team and Communities and Regen Team to support development of community action plans that are driven by tenants, with the support from CCHA.</p> <p>We have reviewed our spend priorities for Community Benefit Money and one of these priorities is around green spaces/ gardening and will allow funds to be spent in our communities for these projects going forward</p> <p>Community Action Plans have been developed by Neighbourhood Managers.</p> <p>Consultation held in Tharsis Close around open space (CCC owned) in September 23</p> <p>Funding provided via Estate Improvement budget for shed for Greenhill Court to assist residents to look after the communal space there.</p>	June 2023		Revised Date April 2024

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
6	We will ensure that our tenants voice is heard and be able to contribute towards energy efficiency decisions across our business by establishing a "Green Group"	Customer Experience Manager Corporate Director of Property	Three residents, Mr Osman, Spencer and Angel have confirmed their membership on the Green Group.	April 2023	January 2024	Complete
F						
1	We will gradually electrify our white fleet, putting in place the infrastructure to support its future expansion	Head of Repairs Transformation	There are no further plans based on current costs of electricity and costs of electric vehicles. If costs reduce on vehicles this will be explored when current lease agreements come to an end.	March 2028		On Track

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
2	We will provide charging facilities at our offices for grey fleet hybrid and all electric vehicles	Head of Asset Management & Decarbonisation	<p>Vehicle Charging Points x 4 provided at our office space for Cars and Vans.</p> <p>Further charging points to be provided in 2025/2026 if fleet is electrified, but there are no further plans based on current costs of electricity and costs of electric vehicles.</p>	December 2023	December 2023	Complete
3	When our head office heating system reaches its end of life we will investigate alternative electrical solutions	Head of Asset Management & Decarbonisation	<p>In March 2023, the PV system was improved to include 30kW of Battery Storage. The system is still not fully commissioned and is expected to be complete by the end of April 2023, with certification and access to electricity monitoring system.</p> <p>The system is expected to be able to generate and store 50% of all CCHA electricity, topping up batteries during night hours at 9ppkwh.</p> <p>The next step is to replace the boiler system with a common ASHP, when the system is due for replacement, this is not due for 5 years+</p>	July 2026		On Track
4	We will maintain and improve the 50kW PV system at Tolven Court to reduce electricity consumption and CCHA's future reliance on fossil fuels	Head of Asset Management & Decarbonisation	<p>In March 2023, the PV system was improved to include 30kW of Battery Storage. The system is still not fully commissioned and is expected to be complete by the end of April 2023, with certification and access to electricity monitoring system.</p> <p>The system is expected to be able to generate and store 50% of all CCHA electricity, topping up batteries during night hours at 9ppkwh.</p> <p>The next step is to replace the boiler system with a common ASHP, when the system is due for replacement.</p> <p>The system has received a service from CWE during the upgrade in March 2023 with a further service scheduled every two years.</p>	June 2023	April 2023	Complete
5	We will mandate use of environmental criteria in new procurement and existing contracts	Head of IT & Procurement	Environmental criteria are included in all new contracts and is embedded throughout the Procurement Strategy agreed with Board in November 2022.	December 2022	December 2022	Completed

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
6	We will establish corporate waste reporting, setting ambitious targets	Office Manager	<p>Data from CCC shows that our recycling rate has improved to 59% in 2022/2023 up from 29.72% in 2020/2021 at Tolven Court.</p> <p>We hope to achieve improvements on our recycling rate year on year and this is our corporate target – to improve on the previous period.</p>  <p>Waste Collection Report 2020-2021</p> <p>Total waste collected (kg): 9055.125</p> <p>Total invoiced: £2,223</p> <p>Recycling rate: 29.72%</p> <p>Waste Stream Distribution: General, DMR, Glass, Food, Cardboard</p> <p>Skip Tonnage Record (kg): 35cy Compactor General, 8cy Lugged General, 8cy Lugged Cardboard</p> <p>Bin Lift Record: 1100Gen, 240Gen, 1100Rec, 240Gla, 240Fd</p> <p>Total Lifts: 1100Rec: 43, 240Gla: 0, 240Fd: 3,375, 1100Gen: 86, 240Gla: 0, 35cy Compactor General: 0, 8cy Lugged General: 0, 8cy Lugged Cardboard: 0</p> <p>Additional Services Requested: Food Caddy service added in July 2020</p> <p>Contract Manager's comments: Service Suspended from February 2021 onwards until notice from site.</p>  <p>Total Waste Collected Kgs: 18720</p> <p>Total General Waste Collected Kgs: 7696</p> <p>Total Recycling Weight Kgs: 11024</p> <p>Waste Stream Distribution: General (41%), Metal & Plastic (10%), Paper & Card (14%), Glass (17%), Food (18%)</p> <p>Recycling Rate: General kgs (41%), Recycling kgs (59%)</p> <p>CCHA Tolven Court April 2022 to March 2023</p>	May 2023		Moved to Life of Strategy

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
7	We will roll out smart meters across all communal areas and consider whether communal electricity supplies can be switched to a 100% renewable supplier, where financially viable	Head of Asset Management & Decarbonisation	<p>We have completed the smart meter roll out programme installing in excess of 50 smart gas and electricity meters to common areas and buildings.</p> <p>There are approximately 2 remaining sites that have been challenging to locate meters and investigations are ongoing with the Estates Manager to locate and replace with Smart Meters.</p> <p>Our energy portfolio is managed by NGP, with TGP the main supplier of gas and energy until June 2025. Part of our SLA is that all power and gas provided to CCHA should come from renewable energy sources wherever possible.</p> <p>This will be stipulated in the tender documentation for new energy providers in June 2025, subject to the cost not significantly impacted our customers.</p>	Life of Strategy		
8	We will explore options to reducing the impact of our IT infrastructure on our carbon footprint	Head of IT & Procurement	Moved servers away from Tolven Court in December 2022. Reducing electricity usage by £5k per year and therefore reducing our overall carbon footprint. Servers are now virtualised in Microsoft data centres.	April 2023	Dec 2022	Complete

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
9	We will explore options to reduce the carbon impact of our Satellite Offices and buildings	Head of Asset Management & Decarbonisation Head of Repairs Transformation	<p>We have installed and improved the 50kW PV system at Tolven Court to include 30kW of battery storage. This supplements vehicle charging points and bike charging points for FOC electricity use at Tolven Court.</p> <p>The PV system is expected to be able to generate and store 50% of all CCHA electricity, topping up batteries during night hours at 9ppkwh. The next step is to replace the boiler system with a common ASHP, when the system is due for replacement and this will be considered when required.</p> <p>In addition to this, the Head of IT has moved the servers at Tolven Court to the cloud, reducing the energy consumption in the evening hours to half of the previous costs. The number of computer desk spaces and monitors has also been reduced from 100+ to 60 usable desk spaces.</p> <p>We will look at options to reduce the cost of lighting (energy costs) for the external building and are actively monitoring electricity costs using the clearwater energy monitoring system, providing by our energy broker (NGP).</p>	Life of Strategy		
G						
1	Our Green Group will monitor and ensure commitments made in the strategy are achieved	Corporate Director of Property	Green group established with new TOR and reporting criteria.	Immediate	December 2022	Completed

	Objective - Action	Who is responsible	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
2	Carry out the SHIFT independent assessment every 2 years, measuring performance against peers	Corporate Director of Property	<p>The SHIFT assessment didn't make it through the STAR chamber held across CLT in 2023. The SHIFT assessment was not seen as a absolute "must have" to demonstrate that we are making headway into our environmental and sustainability commitment, when we have the new strategy in place and have just relaunched the Green Group. It was very likely that if we carried out the assessment in 2023, we would have met the Gold standard, just by having the strategy in place and we don't just want to chase certificates and accolades, without robust arrangements behind such as the governance structure and ESG/SRS reporting.</p> <p>We discussed and agreed as a leadership team that this be completed every other year, with the next assessment taking place in June 2024 for the period of 2023/2024, giving us enough time to collect end of year data. This gave us 18 months of monitoring the strategy, reporting to board members and having the new governance structure in place for signing off and agreeing commitments.</p>	June 2024		On Track
3	ESG and/or SRS information will be provided to CCHA's lenders periodically upon request, utilising SHIFT assessment data	Deputy Chief Executive	<p>We have completed ESG returns for 2 of our lenders in 2022 – M&G and bLEND. Although they both covered similar themes, the data requirements differed between the 2 returns.</p> <p>We utilised the SHIFT assessment data in these returns with the caveat that the SHIFT data was from prior years and we did not have data for the time periods they requested.</p> <p>Furthermore, it highlighted a need for us to keep most of the generic info required in a central location for ESG purposes that is updated periodically. This will then streamline our future ESG reporting ambitions.</p> <p>Next SHIFT Assessment for 2023/2024 in June 2024, with kickoff meeting on the 1st May 2024.</p>	Life of Strategy		