



MAGENTA
—LIVING—



Magenta Living
ESG REPORT
2023/2024





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WHO WE ARE AND OUR COMMITMENT TO ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Magenta Living is a not-for-profit Housing Association and is the largest provider of affordable housing in Wirral. Owning and managing just under 13,000 homes which accounts for circa 10% of Wirral's population.

While our biggest housing footprint is in Wirral, we also work across the North West, managing and building homes in Cheshire East, Cheshire West, and Halton.

Magenta has a resolute commitment to transparency, accountability, and sustainability. Our ESG report demonstrates the positive social and environmental impact we make towards achieving our purpose, vision and values.

OUR PURPOSE:

Empowering people.

OUR VISION:

Opening doors to homes full of love, communities full of life and a world full of possibilities.

OUR VALUES:

Do the right thing.





ENVIRONMENTAL

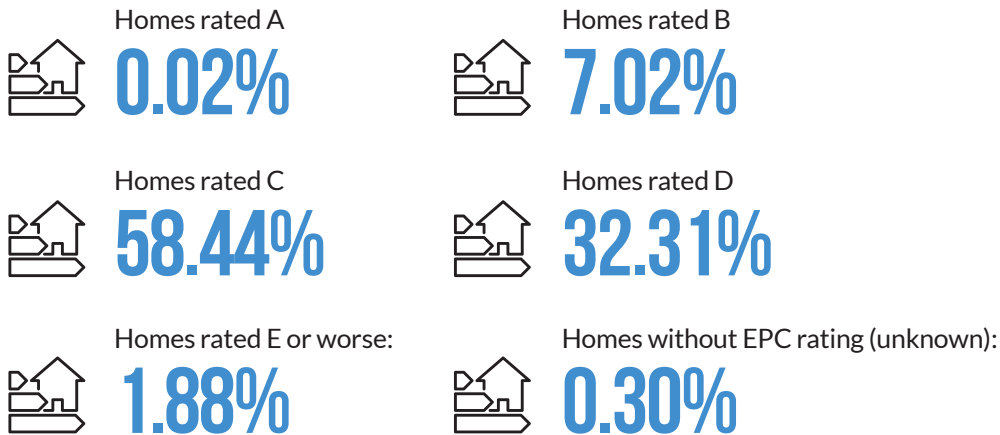




CLIMATE CHANGE

C1. Distribution of EPC ratings of the housing provider's new homes: (those completed in the last financial year).

(completed before the last financial year)



Average SAP rating of existing homes: (completed before the last financial year).

AVERAGE RATING: 71.00

C2. Distribution of EPC ratings of the housing provider's new homes: (those completed in the last financial year).



Average SAP* rating of new homes (those completed in the last financial year)

AVERAGE RATING: 84.00

*SAP, or 'Standard Assessment Procedure' is a way of comparing energy performance of different homes. The higher the SAP rating, the lower the fuel costs and the lower the associated emissions of carbon dioxide.

C3. Does the housing provider have a Net Zero target and strategy?

If so, what is it and when does the housing provider intend to be net zero by?

Yes. Magenta Living, in line with government-set targets, is committed to reaching its goal of becoming a net zero organisation by 2050

Our strategy to achieve this is:

- To ensure that energy used in our customers' homes does not contribute to greenhouse gas emissions. We will accomplish this by eliminating the use of fossil fuels for space and water heating, as well as for cooking
- Over the next 5 years we are committed to building 1,000 homes. These new builds will be energy efficient, with EPC ratings of B and above and will not use gas
- All new homes completed in the last two years have achieved an EPC rating A or B
- To date we have completed three net zero homes and have a further 14 under development, across two developments in Wirral

Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?

Yes

Does the housing provider have a costed net zero transition plan?

Yes



C4. What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?

How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

Magenta Living secured £3.4 million in grant funding from the Government's Social Housing Decarbonisation Fund (SHDF) to deliver sustainable improvements to our properties. Using this funding, External Wall Insulation (EWI) was installed in 98 homes as part of Wave 1 and 40 properties as part of Wave 2.1.

These homes were identified as being in the highest areas of fuel poverty and lowest areas of income. The new EWI creates an insulated building with a balanced ventilation system that retains more heat and reduces the energy required to heat the home. It also reduces carbon emissions.

Building on this success, we have developed a comprehensive retrofit programme. This programme, funded by SHDF, will see the enhancement of an additional 119 properties, with works scheduled to commence in the 2024/2025 financial year. The programme will incorporate a range of measures and installations, including EWI, Cavity Wall Insulation, Air Source Heat Pumps and Solar Photovoltaics.

The work completed within these retrofit programmes has boosted the properties' Energy Performance Certificates (EPC) to at least a C, which aligns with Magenta Living's strategic target of 100% of homes achieving EPC C+ by 2030.

All the measures we have installed, and plan to install, under the new retrofit programme are designed to enhance the energy efficiency of our properties. This, in turn, will improve the comfort of homes and reduce energy costs for our customers, thereby playing a crucial role in reducing fuel poverty.

Number of homes that have been retrofitted in the last financial year.

138

Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit.

3.1%



C5. Green House Gas emissions

Scope 1, Scope 2, and Scope 3 Green House Gas emissions	
Scope 1: Kg CO2 equivalent	741,632.70
Scope 2: Kg CO2 equivalent	145,731.83
Scope 3: Kg CO2 equivalent	25,394,091.08
Scope 1, 2 & 3: Total Kg CO2 equivalent	26,281,455.61
Scope 1, Scope 2, and Scope 3 Green House Gas emissions per home	
Scope 1: Kg CO2 equivalent/home	58.09
Scope 2: Kg CO2 equivalent/home	11.42
Scope 3: Kg CO2 equivalent/home	1989.20
Scope 1, 2 & 3: Total Kg CO2 equivalent/	2058.71

Does the housing provider qualify for SECR (Streamlined Energy and Carbon Reporting) reporting?

Yes

SECR Intensity Ratio for Total Emissions (Scope 1-3) 82991766.00

C6. How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought, and overheating risks?

How is the housing provider mitigating these risks?

Magenta Living has conducted a flood risk analysis of its offices and properties, using information obtained from the Environmental Agency and our Geographic Information System (GIS) software. This information is reviewed annually for the Sustainable Homes Index for Tomorrow (SHIFT) accreditation submission.

The review concludes that Magenta Living's offices and properties are at minimal risk of flooding and overheating. However, we will continue to monitor the information we hold on the GIS software and create actions with mitigations where and when necessary, outside of this annual review.





ECOLOGY

C7. Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?

Magenta Living has a Trees and Grounds Maintenance Policy, which includes a strategy for enhancing green space and promoting biodiversity on or near homes. The policy, approved in 2021, is scheduled for review and is aligned with the Climate Change Strategy for 2024/2025.

Magenta Living has achieved its goal of increasing its tree stock to over 2,700 trees in three years. As a result, our portfolio now holds 3,100 trees, including replacements. We collaborate with the Woodland Trust and Local Authority to align our efforts with community greenspace plans and have utilised the Urban Tree Challenge Fund provided by the Local Authorities. We do this to increase our air quality, ecology, and biodiversity alongside our partners within the Woodland Trust and Local Authorities.

**3,100
TREES PLANTED
IN 3 YEARS**

C8. Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm?

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

Magenta Living has produced a draft Waste Pollution reduction strategy, which will be launched in line with the update of the Climate Change strategy to identify, manage, and reduce pollutants that could cause material harm. At present, we use COSHH to minimise any potential pollutants.

Our van fleet is moving from cat 5 to cat 6 diesel engines, which focuses on reducing Nitrogen Oxide and other air pollutants. The organisation is committed to maintaining a safe and healthy environment for all its stakeholders.



RESOURCE MANAGEMENT

C9. Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?

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

Yes. There is a formal strategy in place, and performance is monitored through regular assessment reports being requested and received from suppliers.

87%
OF MATERIALS FROM RESPONSIBLE SOURCE

C10. Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?

No, but we are planning to develop one. We have contracts in place to monitor recycling and landfill volumes, which are reported monthly. A Contract Management Plan is being finalised to supplement management's regular meetings.

88%
OF MATERIALS THAT ARE RECYCLED AND/OR DIVERTED FROM LANDFILL

C11. Does the housing provider have a strategy for water management?

Yes. Our offices and workplaces are subject to regular inspections and testing to guarantee water safety. We monitor monthly water usage to identify any trends and investigate cases of excessive use. Additionally, we have installed water conservation measures like dual flush toilets and faucet aerators.

Within our domestic portfolio, we have established guidelines for shared water storage inspection and testing, which feature risk assessments and frequent water temperature checks. These procedures are reviewed weekly to maintain safety standards. Additionally, we are commencing legionella risk evaluations in select homes and offer water safety information on our website.

SOCIAL





AFFORDABILITY AND SECURITY

C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric

Affordability for properties subject to the rent regulation regime.

% of PRS rent (e.g. 80%)

80%

% of Local Housing Allowance (LHA) rent (e.g. 90%)

0%



C13. Number, and share, of existing homes (owned and/or managed and completed before the last financial year) allocated to:

# of General Needs (social rent) units	9310
# of Intermediate Rent units	6
# of Affordable Rent units	1447
# of Supported Housing units	163
# of Housing for Older People units	1658
# of Low-cost Home Ownership units	50
# of Care Home units	0
# of Private Rented Sector units	4
# of Other units	30

C14. Number and share of new homes (owned or managed and completed in the last financial year by tenure) allocated to:

# of General Needs (social rent) units	0
# of Intermediate Rent units	13
# of Affordable Rent units	80
# of Supported Housing units	53
# of Housing for Older People units	0
# of Low-cost Home Ownership units	41
# of Care Home units	0
# of Private Rented Sector units	0
# of Other units	0

C15. How is the housing provider trying to reduce the effect of high energy costs on its residents?

Magenta Living is using government and energy company funding, such as SHDF, to implement energy efficiency measures within its existing properties. This includes retrofit and planned works, such as installing energy-efficient boilers, improving insulation systems, installing low carbon heating systems, and utilising smart energy management systems. These measures aim to reduce energy use within the customers' homes, thereby lowering their energy bills. Additionally, these measures also support Magenta Living's strategic goal of achieving EPC C+ in 100% of our existing homes by 2030.

The Magenta Living new build program has committed to building homes with an EPC B+ to further reduce the impact of high energy costs on residents.

Additionally, Magenta Living is providing residents with energy-saving tips, vouchers, and advice through social media channels, face-to-face interactions, and community roadshows to help them lower their energy consumption and reduce costs. The organisation aims to create more sustainable and affordable living environments for its residents.

100%
EPC-C OR ABOVE
BY 2030

C16. How does the housing provider provide security of tenure for its residents?

Over 90% of our customers have assured (lifelong) tenancies. We monitor customer tenancies on a regular basis including property inspections to ensure the allocated properties meet customer needs. We also provide proactive financial inclusion support, including welfare benefits advice to help customers maintain tenancies and maximise their income.

Our Financial Inclusion team also works with external partners including Citizen's Advice, local community groups and energy suppliers to ensure a tailored approach to individual circumstances.

OVER 90%
OF CUSTOMERS
HAVE ASSURED
LIFELONG TENANCIES



AFFORDABILITY AND SECURITY

C17. Describe the condition of the housing provider’s portfolio, with reference to:

% of homes (with gas safety checks)	100.0%	% of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%
% of homes (with fire risk assessments)	100.0%	% of homes for which all required legionella risk assessments have been carried out.	90.5%
% of homes (with electrical safety checks)	100.0%	% of homes for which all required communal passenger lift safety checks have been carried out.	95.7%

100%
OF HOMES WITH
GAS SAFETY CHECKS

100%
OF HOMES WITH FIRE
RISK ASSESSMENTS

100%
OF HOMES WITH ELECTRICAL
SAFETY CHECKS

C18. What % of the housing provider's homes meet the national housing quality standard?

100%

Of those which fail, what is the housing provider doing to address these failings?

To ensure we meet the Decent Homes Standard we annually review the condition of our customers homes to identify any repairs or investment work required.

What is the target date for bringing homes that do not meet the standard into compliance?

31 MARCH ANNUALLY

C19. Does the housing provider manage and mitigate the risk of damp and mould for its residents?

Magenta Living implemented a new Damp, Mould, and Condensation (DMC) case management system in August 2023 supplied by Salesforce software developers. The system is used to record each individual DMC case and monitors its status from notification through to resolution. This end to end tracking enables us to build a picture of common trends and how we can best address them.

All reports of DMC are attended in the first instance, by a competent surveyor who undertakes a robust inspection of the property. Following this, a risk level rating is applied, ranging from slight to severe. Thereafter a schedule of works is specified according to the priority level assigned.

As standard, our inspection guarantees that each visited property benefits from kitchen and bathroom extractor fans which are functional, fit for purpose and compliant with appropriate regulations. Each inspection ensures that loft insulation is adequate, and there are no ongoing leaks or damage to the property which allows water ingress.

Magenta Living pro-actively seeks to address any DMC issue through its: 'See It, Report It.' process. This initiative encourages colleagues to report any DMC issues while present with our customers in their homes. Any DMC concerns can then be assessed in real time by a remote surveyor with the use of Video Remote Assistance (VRA).

Our improvements to the way we manage DMC cases has achieved national recognition through the Housing Technology awards in 2023, and supports our objective for customer centric transformation.

RESIDENT VOICE

C20. What are the results of the housing provider's most recent tenant satisfaction survey?

77%

How has the provider acted on these results?

In 2023 Magenta Living completed our first tenant satisfaction survey in line with the Regulator of Social Housing's Tenant Satisfaction Measures (TSM) standards.

77% of customers stated they were satisfied with Magenta Living and the services it provides.

We conducted the TSM survey as part of a much broader segmentation study. This gave us invaluable insights beyond basic levels of customer satisfaction, by highlighting customers' life experiences, abilities, capabilities, struggles and needs. As a result of which, we have identified six distinct customer segments. The information we have gathered will be used to inform future service design.

In addition to the Tenant Satisfaction Measures, we conduct several transactional surveys covering the following topics:

- Satisfaction with Contact Centre service delivery
- Satisfaction with all aspects of repairs service (responsive, cyclical, and planned maintenance)
- Complaints handling and outcomes
- Anti-social behaviour case management and outcomes
- Older persons and extra care services

Performance is monitored by service managers and any expressions of dissatisfaction are followed up to understand the causes for this. Survey results are reviewed by management to identify lessons to be learned and to inform improvements to services.

C21. What arrangements are in place to enable residents to hold management to account for the provision of services?

Magenta Communities Committee:

The Magenta Communities Committee (MCC) which has a customer majority and Chair, provides Board with assurance that customer-facing services, policies, key performance indicators, customer feedback and social value objectives are aligned with and influenced by customers.

Digital Engagement:

We offer customers the opportunity to engage and influence our services through our Magenta Connect digital platform – www.magentaconnect.org.uk

We create engaging content via digital and printed channels to keep customers informed of opportunities to provide feedback, see how we are performing and take an active role in scrutinising our processes.

We utilise customer contact preferences and accessible formats to ensure our information is inclusive. We also encourage feedback, so we can continually improve how we communicate and engage.

We support customers to learn digital skills to help increase their access to the availability of our own and others' online services.

People Network:

Twice a year the People Network meets to empower customers to come together to share good practice, influence key service provision, collaborate and celebrate success within our communities.

Scrutiny:

We offer opportunities for customers to scrutinise our services and to influence service delivery, through a variety of appropriate channels. Scrutiny projects may be in person events or online to ensure we maximise opportunities for involvement with different customers.

Block and Neighbourhood Champions:

We empower customers on a local level to directly influence and provide real-time feedback on service provision that directly affects them. We work collaboratively and pro-actively with customers so that they can see the positive impact that they contribute to services delivered within their block or neighbourhood.

Customer Feedback:

We utilise customer feedback to shape how we engage and drive content for scrutiny projects. The Customer Experience Team provide insight which informs our approach and pro-actively creates opportunity for service and service delivery improvements.

Wider Engagement:

We offer leadership colleagues customer engagement and consultation that supports specific emerging business priorities and aligns with our wider objectives. We also offer specific support for key priorities such as engagement around High-Risk Building Safety, Damp and Mould and Cost of Living.

C22. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

5 COMPLAINTS

How have these complaints (or others) resulted in change of practice within the housing provider?

When investigating customer complaints, we make every effort to uncover and understand the root cause of any issues identified. This allows us to identify opportunities for change to improve the customer experience and prevent similar complaints occurring in the future. Changes in practice are detailed in section 2 of our annual complaints report which can be found on our website here www.magentaliving.org.uk/feedback







RESIDENT SUPPORT

C23. What are the key support services that the housing provider offers to its residents?

Housing with support to enable customers to live independently. This includes:

- Sheltered housing: Enables older and disabled residents to live independently
- Extra care schemes: Tailored care and support to an individual’s needs. We have three extra care schemes in Ellesmere Port, Pensby and Wallasey
- Specialist Supported Housing: Accommodation for people with specific needs, such as learning disabilities, mental health issues or physical disabilities. We also offer accommodation to young people through our commissioned services at Manor Road, Our House and First Base
- Tenancy Support: Our dedicated sustainability service offers support through Intensive Housing Management to help people set up their new home or sustain their tenancies. We work closely with the voluntary and community sector to signpost to further support and engagement

Community engagement, to support health and wellbeing – To improve mental and physical health, reduce social isolation, and build skills. Some of our projects have included:

- Happy Times Activities provides support for those with additional needs and their carers
- Flourish Community Allotment Project engages customers in gardening activities
- The LENS project is a partnership with a mental health charity that engages customers using creative arts
- Refresh project which recycles furniture from empty properties to customers in need
- Tomorrow’s Women Wirral partnership which provides support to those subject to domestic violence

Financial inclusion services, to reduce poverty and sustain tenancies: We have a dedicated Financial Inclusion Team which works with a number of stakeholders to help customers manage their budgets and maximise their income.



**IN 2023/24 WE HELPED
991 CUSTOMERS SECURE
£2.68M OF ADDITIONAL
BENEFITS AND GRANTS**

PLACEMAKING

C24. Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located.

We are proud of our community investment achievements and committed to investing and working in partnership with customers and stakeholders to develop effective solutions to local issues.

These achievements have been recognised by external stakeholders:

- Travis Perkins Managed Services, our materials supplier, highlighted our excellence in supporting communities at their Better Together Awards
- Magenta's partnership with community organisation, the Friends of Egremont, was awarded the Community Award, beating competition from some of the country's largest social housing providers
- Our social value work was also commended in an independent Customer Engagement Health Check carried out by YD Consultancy (YDC). They summarised: "As a community-based organisation, YDC have found a wider commitment and real strength in the social value work Magenta carries out, improving lives through community investment, events including cost of living roadshows, training such as the Inspiring Dreams programme and the LENS project"

Our community work has also attracted much national interest and has been featured at several conferences including the National Housing Federation, National Communities Resource Centre and Housemark.

Magenta invests in and supports an extensive range of community projects including:

- Employment, Skills, Enterprise, and Education: Including the ground breaking Cradle to Career and Inspiring Dreams projects
- Health and Wellbeing: Smoking cessation help and advice, activities for customers with additional needs and mental health projects
- Customer Support: Refresh furniture recycling; energy advice and support, digital inclusion, and free mobile data
- Community Facilities: Local hubs providing activities for young and older people; food projects and welfare advice
- Neighbourhood and Environmental projects: Improving estate safety, gardening, and the environment

Placemaking in Woodchurch

Working in partnership with customers, local people, the Local Authority and a range of local stakeholders and organisations we have transformed the largest of our estates, Woodchurch. Driven by understanding local needs and supported by data, the estate has undergone selective demolition over the long-term, replaced with much needed new-build housing aligned to local needs.

Demonstrating our commitment to community infrastructure, Hoole Road Hub serves as a meeting place, where advice can be sought on housing, welfare benefits and digital inclusion. The Hub also hosts a social supermarket, several support agencies, and supports customers in crisis. Magenta also supported an asset-transfer of a community centre to the local community organisation.

Our organisation has a clear focus on community cohesion, delivering activities for older people, people with additional needs, and young people including after-school and holiday activities. There are also two community garden projects providing opportunities for local people to grow plants and produce, including beehives producing local honey.

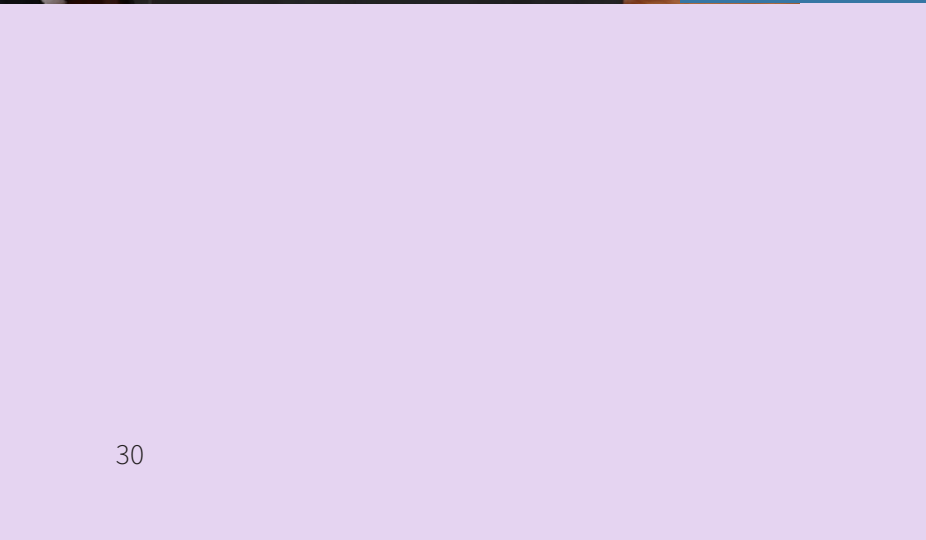
The LENS project, is run in collaboration with local organisations. It uses art to engage local people and enables them to express themselves, build confidence and connections with other people, agencies, and Magenta. The project was a resounding success in Woodchurch and enabled us to improve our reach within the community. LENS has been featured as a model of good practice at national conferences, including the National Housing Federation's Customer Experience and Resident Engagement Conference.

Social Value Calculation

As a place-based social landlord with a strong presence in Wirral, creating sustainable communities is central to bringing alive our purpose, vision, and values. We use the HACT (Housing Associations Charitable Trust) Social Value Bank to measure the social value of Magenta Living's work in neighbourhoods.

During 2023/24 we created a social value of £30,211,138

GOVERNANCE





RESIDENT SUPPORT

C25. Is the housing provider registered with the national regulator of social housing?

YES

C26. What is the housing provider's most recent regulatory grading/status?

G1/V1

C27. Which Code of Governance does the housing provider follow, if any?

NATIONAL HOUSING FEDERATION'S CODE OF GOVERNANCE 2020

C28. Is the housing provider a Not-For-Profit?

YES



C29. Explain how the housing provider's board manages ESG risks.

The Board's approach to managing ESG risk is set out in our Risk Management and Assurance framework. This framework is owned by the Board and reviewed annually to ensure it accurately reflects the Board's risk management and assurance approach, and it continues to reflect best practice.

Our risk management objectives and outcomes include:

- The Board's risk appetite statement (reviewed annually)
- Our risk maturity and desired risk culture that promotes a proactive approach to the management of risk and underpins good business management and governance
- Roles and responsibilities in respect of risk management and internal control
- Risk Registers - we maintain and regularly review our strategic risk register and suite of operational risk registers
- Risk exposure and risk assessment

Responsibility for managing assurance of effective risk management and effective operation of our systems of internal control is in part delegated to our Audit and Risk Committee.

Our strategic risk register is reviewed regularly by management and at least quarterly with the Executive Team prior to review and approval by the Audit and Risk Committee.

Is the housing provider required to report against TCFD?

NO

Are ESG risks incorporated into the housing provider's risk register?

YES

C30. Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) that resulted in enforcement or other equivalent action?

NO



From 1st June 2024
the cost of the craft &
will increase to £2.00 p
week.



BOARD AND TRUSTEES

C31. How does the housing provider ensure it gets input from a diverse range of people into its governance processes?

- Review complaints & compliments
- Conducts Surveys – Including our TSM, Transactional and Magenta Connect surveys
- Community Engagement – Including the range of activities & events carried out by our Property Services and Neighbourhood Teams
- Formal Meetings – Including feedback from Magenta Communities Committee (MCC), Scrutiny Groups, People Panel events & formal consultation meetings
- Customer Interactions – Including thousands of interactions with colleagues every year, mostly with our Contact Centre, Property Services and Neighbourhood Teams

We capture the voice of the customer, and link this information with both the customer data that we hold, and the customer behaviours that we see, so we can generate customer insight.

The varying ways in which we receive insight goes some way to ensure we have the opportunity to hear from a diverse range of people.

Does the housing provider consider resident voice at the board and senior management level?

MCC has a customer majority and is a sub-committee of the Board. The role of MCC is to provide feedback to the Board through the customer Chair and other members.

MCC meetings feature customer scrutiny of performance information as reported to Magenta Board, review all customer facing services and instigate scrutiny deep dives of services.

Members of MCC are represented on Tenant Panels of the National Housing Federation and the Housing Ombudsman.

On our Board we have a Member Responsible for Complaints (MRC), to ensure commentary is provided on customer impact and engagement.

By 2030, Magenta Living aims to redefine the customer experience, leveraging digital technology and innovative solutions, whilst continuing to deliver value for money to meet and exceed customer expectations. We aim to deepen customer engagement, tailoring services to truly support and empower our communities. We define this strategic objective as 'Customer Centric Transformation'.

Does the housing provider have policies that incorporate Equality, Diversity, and Inclusion (EDI) into the recruitment and selection of board members and senior management?

We have a recruitment policy and an EDI policy which applies to all colleagues.

We capture our existing metrics and benchmark these against local and national statistics to understand the diversity of our board. We then consider attainment of full EDI elements in the interview process.

% of board that are women

30%

% of board that are BAME

7%

% of board that have a disability

10%

Average age of board members (years)

55

Average board tenure (years)

3

C32. What % of the housing provider's Board have turned over in the last two years?

54% OF BOARD

C33. Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

The Magenta Living Board includes two members with financial experience:

- One Board member is FCCA qualified (Fellowship of Chartered Certified Accountants)
- One Board member is CPFA qualified (Chartered Public Finance Accountant)

C34. What % of the housing provider's board are non-executive directors?

100%

C35. Has a succession plan been provided to the housing provider's board in the last 12 months?

Yes. The People & Culture Committee received updates regarding Non-Executive Directors and colleague succession during the year April 2023 to March 2024.

C36. For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

5 YEARS

C37. When was the housing provider’s last independently run board effectiveness review?

1 APRIL 2024

C38. How does the housing provider handle conflicts of interest at the board?

A Code of Conduct is in place detailing conflict of interest requirements. Fundamental or material conflicts are determined by the Board on a case-by-case basis. There is a process to declare declarations of interest on induction, with annual checks and in advance of each board meeting.



COLLEAGUE WELLBEING

C39. Does the housing provider pay the Real Living Wage?

YES

C40. What is the housing provider's median gender pay gap?

4.21%

C41. What is the housing provider's CEO: median-worker pay ratio?

5:1%

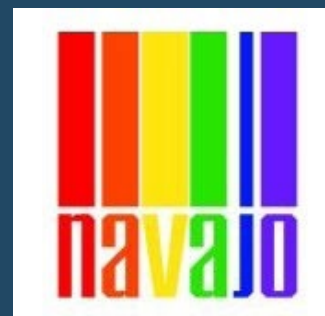
C42. How is the housing provider ensuring equality, diversity, and inclusion (EDI) is promoted across its colleagues?

We have an EDI strategy which aims to create an environment where everyone feels valued, respected, and included. The strategy is split into strands to represent the protected characteristics within the Equality Act (2010).

Senior leaders from across the business are responsible for specific strands. They empower our colleagues to deliver activities, training, and make changes to our processes and policies, to improve our culture. Inclusivity is also integrated into our learning and development offer, through a range of learning opportunities including online courses, speakers, and mentors.

We also offer reverse mentoring, which involves less experienced colleagues mentoring more senior colleagues. This encourages a culture of mutual respect, and collaboration.

We have retained the Navajo Chartermark, which is an equality mark supported by the LGBT+ Community networks across Merseyside and sponsored by In-Trust Merseyside. It signifies good practice and knowledge of issues and barriers specifically faced by LGBT+ people in Merseyside.



C43. How does the housing provider support the physical and mental health of its colleagues?

At Magenta Living, our colleague's wellbeing including physical and mental health is important to us. Our focus on wellbeing helps to create a positive and inclusive work environment where everyone feels empowered. To support this, we offer:

- Dedicated mental Health First Aiders
- Free access to an on-site gym
- Colleague events linking to our ED&I strategy and charitable activities
- Health care plan including counselling service
- Quiet spaces and forums to talk and share
- Dedicated wellbeing hub on our intranet where all support is listed

C44. How does the housing provider support the professional development of its colleagues?

Our colleagues are encouraged to take a proactive approach to professional development. We fund several formal learning opportunities including professional memberships, qualifications, and training. We also offer secondment roles and opportunities to work on projects which provide the opportunity to collaborate with other service areas and learn new skills.





SUPPLY CHAIN

C45. How is social value creation considered when the housing provider is procuring goods and services?

As an anchor organisation in Wirral, we recognise the responsibility we have to local communities and the potential social impact we can achieve through procured projects.

To maximise these opportunities, we ensure that internal policies and procedures do not discriminate against smaller and local potential suppliers including social enterprises, and actively reduce barriers faced by such organisations when responding to procurement opportunities.

Such methods include:

- Consideration of dividing contracts into 'Lots' where it is deemed to provide best value for money
- Use of e-tendering solutions to minimise tendering costs/time and resource in completing responses
- Simplification of procurement documentation and processes to make the process less burdensome and bureaucratic
- Early engagement with SME's and local supply chains
- Advertisement of opportunities through multiple channels
- Requesting proof of value indemnities/ self-certified information such as accounts, SSIP accreditation etc. from the successful bidder only, prior to contract award
- Consider value for money in terms of whole life costs and not simply the initial cost of acquisition

Prior to procuring larger services/works/goods contracts, either directly or via frameworks, and when designing the service requirement, Magenta Living seek to leverage social value and improve the economic, environmental and social wellbeing of the area and the people who live and work there. This is in line with our aim of building sustainable communities.

We seek revenue generating opportunities from contracts in the forms of rebates. Income from these rebates can then be spent on community projects that generate a positive social impact.

We ask our supply chain to provide meaningful employment and or training opportunities as part of the contract conditions.

What measures are in place to monitor the delivery of this Social Value?

We use a tool called the 'UK Social Value Bank', originally developed by the LSE (London School of Economics) and adapted to the work of social housing providers by HACT (Housing Associations' Charitable Trust) and a group of North West registered providers of housing, including Magenta Living.

A bank of values is created using 'wellbeing valuation', which assigns a value to increases in an individual's wellbeing, enabling social impact to be given a monetary, and social value.



C46. How is sustainability considered when the housing provider is procuring goods and services?

We recognise the benefits of integrating environmental and sustainability factors into the procurement processes. We achieve this by minimising the consumption of non-renewable resources, procuring goods and services which are the least harmful to the environment and promoting best practice with regards to procurement and sustainability.

To maximise these opportunities, we:

- Establish policies and guidelines that minimise the use of products or methods with a significant adverse environmental impact
- Seek grant funding to ensure the thermal efficiency of our homes using sustainable materials
- Include environmental considerations in all specifications, where appropriate and proportionate and directly relevant to the contract delivery
- Work with suppliers to improve their environmental performance
- Work with the supply chain when contracts are “in-life” to buy the most sustainable materials
- Learn from and share with others our experiences and best practice regarding sustainable procurement

What measures are in place to monitor the sustainability of the supply chain when procuring goods and services?

- Through our materials supply chain partner, Travis Perkins, we ensure that the materials we source are of the highest quality, highest environmental standard and with as little packaging as possible
- We ask for ISO140001 accreditation in the supply chain where applicable (construction, SHDF, development, ground maintenance, material supply)





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