



A REPORT ON OUR

**social,  
environmental,  
and governance  
performance**

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OCTOBER 2023



**BARNSBURY**  
HOUSING ASSOCIATION



# SOCIAL



## \* INTRODUCTION



Board chair  
Sean McLaughlin

Barnsbury Housing Association is one of Islington's smallest housing associations, set up in 1967 to provide affordable homes for households on modest incomes.

This report gives data and commentary on our standards under three headings, social, environmental and governance.

Our standards conform to the new **sustainable reporting standard** for social housing landlords agreed in late 2020.

Barnsbury HA's 299 social rent homes include many restored heritage properties but also well-designed newly built properties on smaller sites or on small estates.

We are an Islington service so one objective is securing more sites in Islington to build new homes.

A more pressing priority is investing more in our older homes to make them more fuel efficient. This is being driven by climate change and the sharply rising cost for our tenants of household power bills.

We hope our report will give you a clear understanding of our purpose and standards and the factors - local and wider - that shape and influence them.

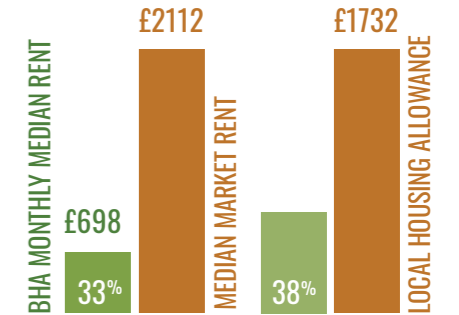
Sean McLaughlin  
Chair, Barnsbury HA board

## \* AFFORDABILITY AND SECURITY

**1** For properties subject to the rent regulation regime, report against one or more affordability metric: rent compared to the median private rental sector (PRS) rent across the local authority or the local housing allowance (LHA)

Barnsbury Housing Association was established in 1967 to help keep a rapidly gentrifying Islington affordable to people on moderate incomes.

That remains our purpose, with Islington one of the most expensive areas of London in which to live. Our median rent is around **33% of market rent** levels and **38% of LHA** levels. **All of our homes are let at social rents.** We do not have any homes let at 'affordable rent'.



**2** Share and number of existing homes (homes completed before the last financial year) allocated to:

general needs (social rent)	99.6%	299
other tenures	-	-
private rented sector	0.3%	1
other	n/a	n/a

Barnsbury HA is deeply committed to providing genuinely affordable homes in what is one of the most expensive areas of London.

Nearly all our homes – **99.6%** (299) – are **general needs** and let at **social rents**. **Just one home**, until recently our office and representing 0.3% of our stock, is let at the **market rent**.

Of our general needs homes, it is our adopted policy to let **bedsit and one-bedroom homes to key workers on low to moderate incomes**. They are currently charged **social rent**.

We also have one housing scheme, Highbury View, which is **housing for older people**.



Almost all of our Islington homes are let at social rents in a borough where the average monthly market rent for a three-bedroom property is £2,400. The Barnsbury HA monthly median rent for a three-bedroom home is £698.

## Building successful communities \* a place to belong, a place to grow

### WE CONNECT

The long-lasting changes we seek will see us:

- ✓ lead our sector in hearing the 'tenant voice'
- ✓ widely seen, known and trusted
- ✓ known as a welcoming and approachable 'community landlord'
- ✓ try out new ideas and approaches
- ✓ as a great team - working as one.

### WE BUILD

- ✓ play our part in tackling homelessness
- ✓ build affordable new homes
- ✓ evolve our service, shaped by tenants' changing needs and a desire to cut inequality
- ✓ build a strong bond of trust with our tenants - a sense of belonging and community.

### WE ANTICIPATE

- ✓ make our homes fit for the future
- ✓ lead our sector with our carbon reduction strategy
- ✓ in tune with the needs and aspirations of tenants we house now and in coming years and designing our services to suit.



Tenants were joined by family and friends from across Islington and neighbouring boroughs for our 45th annual fun day this year.



### 3 Share and number of new homes (completed in the last financial year) allocated to:

- general needs (social rent)
- other tenures

We last built new homes in 2018. We plan to start building **six new general needs social rent homes** in 2024. They will be created by converting under-used undercroft garages on our main estate, transforming 40 garages into six new one- and two-bedroom flats. People needing a **ground floor, accessible home** will get priority over other applicants when the flats are ready to be occupied.

### 4 How is the housing provider trying to reduce the effect of fuel poverty on its residents?

We knew in 2018 that 35% of our tenants were struggling to afford the cost of heating their homes. The current cost of living crisis and rising fuel prices has meant **many more tenants now find it extremely hard to pay their heating bills**. This has in some cases contributed to homes developing damp and mould.

We are able through our **financial inclusion service** to identify which of our tenants are struggling with living costs.

We have good and constructive partnerships with outside agencies that provide **specialist energy advice**, such as tariff switching and energy/water savings devices. We have for some time worked with Shine, which provides energy advice to tenants.

We use our **tenant support fund** to support people struggling to pay their energy bill. Last year we gave **grants totalling £5,785 for help with essential living costs**, including heating bills. We also give our tenants HACT vouchers to help with energy bills.

We do however feel the best way we can support tenants longer term is to **improve the energy efficiency of our homes**. We have successfully bid for over £500,000 in grant from the **Social Housing Decarbonisation Fund**. This will help us **improve around half of our homes now the worst performing for energy efficiency**.

We have an ongoing 'quick wins' programme, installing LED lighting and draughtproofing the windows in our older homes. This **improved 46 of our 300 homes** last year.

We recognise that what will now make the biggest difference to tenants is **insulating** their homes and we have set ambitious targets for this in our sustainability strategy. We have made a good start with the grant secured from the Social Housing Decarbonisation Fund, which we will use to **bring 63 homes up to EPC C** by March 2025.

### 5 What % of rental homes have at least a three-year fixed tenancy agreement?

None. All homes are on long term tenancies.

## \* BUILDING SAFETY AND QUALITY

### 6 What % of homes with a gas appliance have an in-date, accredited gas safety check?

At the end of March 2023, all of our homes had a **valid in-date gas safety check**.

### 7 What % of buildings have an in-date and compliant fire risk assessment?

**100%**. All of our buildings have an **up-to-date fire risk assessment** as of 31 March this year. Of our recent FRAs, there are no outstanding priority 1 actions.

### 8 What % of homes meet the national housing quality standard?

**98%** of our homes meet the **Decent Homes Standard**. Seven homes fell short of the standard at September 2023 because of reasonable state of repair failures. Work is in progress to remedy these seven failures.



## THE BARNSBURY HA HOMES STANDARD

We aim for a standard for our homes that is significantly more demanding than the **Decent Home Standard** our regulator expects us to meet.

We follow this for every empty home before it gets relet and when we replace kitchens or bathrooms. It informs our maintenance and decorating programmes and priorities for investing in our properties.

The **Barnsbury HA Homes Standard** commits us to fitting highly energy-efficient appliances and energy-saving fittings and systems.

Tenants' choices are broad and driven by quality, whether they opt for our materials or choose their own with a subsidy from us.

What each tenant gets is a home that is functional, comfortable, affordable and looks good.

Fire safety works in our Highbury View homes for older people have included making sure all front doors are 'fire-safe', carbon monoxide sensors in all flats, upgraded call systems and more regular fire safety drills. We employ small local firms for much of our repairs and stock investment work.

We are working with tenants of Morland Mews on ways to minimise disturbance once we start converting under-used garages on the estate into new homes. These visuals show the transformation they can expect.



We have successfully bid for over £500,000 in grant from the Social Housing Decarbonisation Fund. This will help us improve around half of our homes now the worst performing for energy efficiency.

\* RESIDENT SUPPORT

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

Our strategic approach to involving and engaging residents is overseen and supported by our **full-time community engagement and communications manager**.

Central to this is our resident group. The **Barnsbury HA resident panel** was set up in 2018 and performs the vital role of scrutinising and improving our policies and strategies.

Our board members also monitor and critique our efforts, with **'customer voice'** consistently one of the first items on every board agenda. This makes sure the board gets regular updates on all engagement activities and customer feedback on our services. **Three of our board members are tenants.**

Staff, board members and tenants jointly undertake **monthly estate walkabouts** to assess and review issues for estate management and repairs.

Estate residents are sent an **update** after each visit telling them what issues we picked up, what we are doing about each issue identified and other improvements we have or will be making.

We publish an **annual report** to tenants detailing our performance standards and satisfaction with our services.

10 How does the housing provider measure resident satisfaction and how has resident satisfaction changed over the last three years?

We measure satisfaction in a number of ways. Our last **STAR survey** in 2019 showed overall satisfaction with our services was 88%. We are now awaiting results of our **October 2023 survey of tenant satisfaction** measured using the new model recommended by the Regulator for Social Housing.

We have also over the past year been setting up systems to give more **immediate customer feedback** on specific services including repairs, antisocial behaviour, new lettings and kitchen and bathroom renewals. This real time data helps us improve processes and standards and is reported to board members on our **customer dashboard** at the start of every board meeting.

11 In the last 12 months, how many complaints have been upheld by the Ombudsman.

Over the last year **no complaint has been upheld** by the Ombudsman. We have had three complaints referred to the Ombudsman.



Organising and running the annual funday is a joint activity, involving staff and tenant volunteers

\* RESIDENT VOICE

12 What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?

Our **tenancy sustainment support**, provides advice and support for tenants at risk of falling back into homelessness. The result is most are **better at keeping to their tenancy conditions and living independently**.

We carry out **pre-tenancy measures** to identify prospective tenants most likely to have problems sustaining their tenancy. We also check **benefit claims** to make sure tenants get the right amount of money and support those making a claim for welfare benefits.

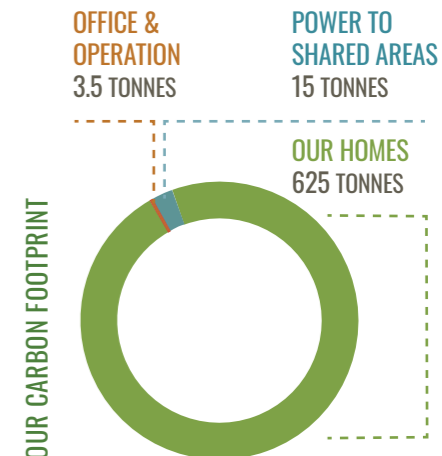
We refer all **tenants in need of support** to organisations like Help on Your Doorstep, a local organisation that can help with welfare benefits and managing debt. This service includes Connect, which coordinates voluntary agencies in Islington to help with **children and family matters, employment and learning, and health and wellbeing**. We signpost residents to agencies appropriate to their needs.

We also work with a **resident support scheme** at Islington Council that gives short-term help with **urgent living costs**, such as essential furniture and household appliances, and emergency gas and electricity top-ups. We have supported applications from five tenants for help through this scheme.

Tenants who need advice on **energy use** are referred to council service Shine (seasonal health intervention hub). Shine's dedicated helpline offers free energy advice and support.

We also refer tenants to iMax, Islington Council's income maximisation team and/or to Islington Citizens Advice Bureau. Both offer free independent and confidential service on **debts, benefits, and budgeting**.

Our own **tenant support fund** in 2022/23 provided 38 grants totalling £6,933 for tenants needing cash help to pay for **essential white goods (appliances) or utility bills**. This accounted for nearly half of the £15,000 we allocated to the fund for 2022/23.



Cutting the cost to tenants of heating their homes by retrofitting insulation will also make the biggest impact on our carbon footprint



Tenants Chris, Janice and Rachel sit on our resident panel. Chris and Janice (top row) are also members of our board of management, as was Fenan (bottom right) until September this year.



Our September funday took place in the park and on the football pitch of our Morland Mews estate. Both are open to and well-used by the local community

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...operating in just one borough we feel a special responsibility to make sure our homes and estates make a positive contribution to the street landscape and to our neighbours.

\* PLACEMAKING

**13** Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

As a small housing association operating in just a small number of neighbourhoods in one borough, we feel it our responsibility to make sure *our homes and estates make a positive contribution* to the street landscape and to our neighbours.

This is indeed how we began: buying slum houses threatened with demolition on Barnsbury Street. By refurbishing the houses we saved *heritage properties* and kept them affordable for people on moderate incomes in a rapidly gentrifying part of inner London.

Today, almost all our homes and buildings are in conservation areas and many are listed.

In keeping with our role as a *‘placemaker’ in Islington* we recently joined community-focused networking group *Placeshapers*.

This fits well with one of our leading targets, making sure our homes and estates are welcoming places that our residents are proud to call home.

Morland Mews, our main estate, has a *football pitch* open to, and well used by, the local community, including local school Thornhill Primary. The pitch also hosts the regular *Arsenal in the Community football coaching sessions*, held during school holidays.

Morland Mews also has a *park and play area* and we take great care to keep both well maintained and open to the local community.

Current plans for Morland Mews include building a *new community centre* where local groups will be able to meet, hold coffee mornings, exercise classes and other activities.

Regular resident get-togethers are also very well attended in the *beautiful garden* at our older people’s scheme, Highbury View.



# ENVIRONMENT



\* CLIMATE CHANGE

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

As of September 2023, 85% of our homes (255) had an EPC. Of these, 53% already meet the government target of EPC C. As of September 2023, the EPC distribution of our homes was:

6%	EPC B
47%	EPC C
41%	EPC D
6%	EPC E

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

We built no new homes in the previous financial year. The last new homes were completed in 2018 and were rated EPC B (SAP 82).

**16** Scope 1, Scope 2 and Scope 3 green house gas emissions

We measured our *organisational carbon footprint* in 2020. Our scope 1 emissions were 3.5 tonnes, scope 2 emissions were 15 tonnes and scope 3 emissions were 625 tonnes.

**17** What energy efficiency actions has the housing provider undertaken in the last 12 months?

Sustainability has long been one of our top priorities. Our board approved our *sustainability strategy* in May 2022 and we are now one of the *most active small housing associations* in this field.

Our achievements include:

setting up the *sustainability group of the G320*, which is made up of London’s smaller housing associations

becoming a member of the *National Housing Federation’s sustainability strategy group*

establishing *baseline energy efficiency data* for our homes, with EPCs for 85%

working with heritage retrofit specialists on a *pilot project* to retrofit a flat in one of our *heritage properties* in Barnsbury Street

undertaking a detailed analysis of work needed to bring *all our housing stock up to EPC C*

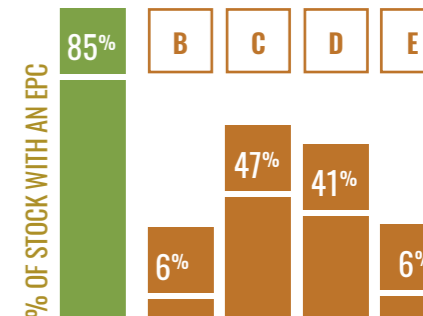
measuring our *organisational carbon footprint*

implementing an energy efficiency programme of *quick wins*, in our office and across our housing stock

securing our *first Green Homes grant to fund* energy efficiency works to our lowest rated homes.

All these make us well placed to take full advantage of government funding for decarbonising our housing stock.

*continued over/...*



Our best insulated homes are, not surprisingly, those we built in 2018. But EPCs we commissioned show we urgently need to invest in retrofitting our ‘heritage’ homes.



Estate services officer Marius and ward councillor Rowena Champion were out knocking on the doors of our Morland Mews estate in the summer, handing out recycling bags and leaflets full of tips on keeping the neighbourhood green and clean.

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We are working closely with Islington Council’s planning team to explore how the ‘dial’ can be shifted towards energy efficiency to facilitate *sensitive retrofits* to older and listed buildings.

**17 .../continued from page 9**

We are match-funding our successful bid for over **£500,000 in SHDF funding**, as part of the North River Alliance consortium. This will enable us to retrofit **63 homes on the Morland Mews estate** now rated below EPC C.

We are working with *specialist consultants Ambue* and hope to start the work in early 2024.

The remainder of our homes will be more of a challenge to improve as we will be working mainly in conservation areas. With one-third of our homes in *listed buildings*, planning is a major constraint.

We are working closely with Islington Council’s planning team to explore how the ‘dial’ can be shifted towards energy efficiency to facilitate *sensitive retrofits* in older and listed buildings.

**18 How is the housing provider mitigating the following climate risks:**

- Increased flood risk
- Increased risk of homes overheating

All of our homes are in Islington, London where flood risk is mitigated by the *Thames Barrier*. On new developments we make sure we have sustainable drainage to mitigate risks of heavy rainfall, as mandated by the London Plan.

As part of our plans for retrofitting, we are looking at the risks of overheating in homes and designing *retrofit plans* for each building to mitigate this risk.

**\* ECOLOGY**

**19 Does the housing provider give residents information about correct ventilation, heating, recycling etc? Please describe how this is done.**

When any new tenant moves into one of our homes our estate services officer gives a *hands-on demonstration* of the home’s heating and ventilation system.

We have also offered tenants *specialist energy advice* through the Green Doctors service.

We take damp and mould very seriously and are taking a proactive approach to every case, including installing new *Positive Input Ventilation* systems into several homes. These have been very successful so far.

We recently *upgraded recycling facilities* on our main estate and plan to do more to encourage tenants to recycle by making it easier and more convenient.

We are also planning to run a *Freecycle service* on our Morland Mews estate so unwanted but good quality furniture can be taken for use by another tenant or local resident.

**20 How is the housing provider increasing green space and promoting biodiversity on or near homes?**

Our inner London location means green space is at a premium. We are lucky to have high quality green space on some of our estates, including a *park and football pitch* on Morland Mews and a beautiful *garden* at Highbury View.

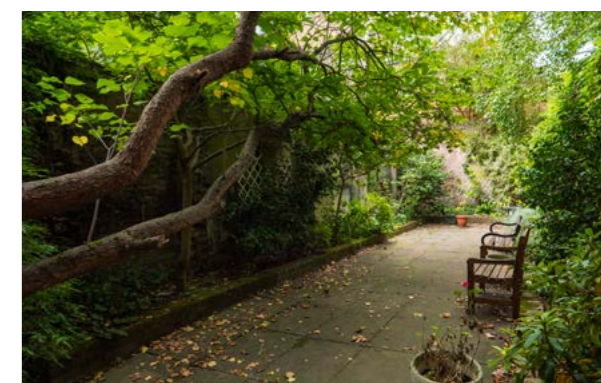
Improving biodiversity is part of our approach to sustainability. Our new sustainability strategy includes specific targets for improving biodiversity and we are drawing up *biodiversity plans* for all of our buildings and estates.

Last year we worked with Islington Council’s park ranger service to install *bat boxes* in the mature trees on Morland Mews.

The rangers also helped us create a new *garden arbour* at Highbury View so tenants there can enjoy the garden in all types of weather.

A successful bid for funding from Islington Council’s *Greener Islington* fund has helped tenants improve an underused courtyard garden at our *Milner Square* scheme. Tenants cleared and designed this now revitalised space.

As part of our garage redevelopment proposal on Morland Mews we are investing in upgraded landscaping to make the estate *more biodiverse* and *wildlife friendly*.



A grant from Islington Council’s *Greener Islington* fund is being used by Milner Square tenants to revitalise their rarely used courtyard, *top*. A new arbour in the beautiful shared garden at Highbury View (*lower picture*) now offers tenants using the garden shelter from rain and wind.



# GOVERNANCE

## \* RESOURCE MANAGEMENT



Eden Grove's living rooms open onto balconies, giving better natural lighting and ventilation and letting tenants enjoy the mature tree that was retained on site

**21** Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?

With the exception of proactively managing **damp and mould**, this isn't an area we now manage.

We do have a COSHH policy and make sure our estate staff limit their use of harsh chemicals and pesticides. We aim to start using eco cleaning products in 2024.

We have an **asbestos policy**, so are carrying out asbestos management surveys on all buildings built before 2000.

Where we find any asbestos that needs to be removed we bring in specialist firms to do this under controlled conditions.

We measure the number of asbestos surveys undertaken as part of our key performance indicators for health and safety.

**22** Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works?

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

Our new sustainability strategy includes targets for **maintenance materials** (for example FSC-certified timber) as well as reducing use of single-use plastics and paper in our **offices**. On new housing developments we specify that **building materials** should be sourced from sustainable sources.

**23** Does the housing provider have a strategy for waste management incorporating building materials?

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

We currently do very little new building so this is not now an area of focus.

**24** Does the housing provider have a strategy for good water management?

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

We have not, so far, reported on water usage. However our new Barnsbury HA **Homes Standard** makes sure we use low water-use fittings in bathrooms when refurbishing homes. Under our **Green Voids Standard** we fit 'hippos' and other water saving devices when upgrading empty properties before they are relet.

## \* STRUCTURE AND GOVERNANCE

**25** Is the housing provider registered with the national regulator of social housing?

Yes, we are registered with the Regulator for Social Housing.

**26** What is the most recent regulatory grading/status?

As we have fewer than 1,000 homes we are not graded by the RSH.

**27** Which code of governance does the housing provider follow, if any?

Our board adopted the **National Housing Federation's** 2020 code of governance in April 2021 and our board monitors compliance with it every year.

**28** Is the housing provider not-for-profit?

If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?

We are a not-for-profit provider.

**29** Explain how the housing provider's board manages organisational risks.

We have a **risk management framework** detailing how risks are identified, measured and controlled. The leadership team is responsible for the strategic risk register and the top 10 risks are presented to each meeting of the finance, audit and risk committee and to our board.

Our risk management framework outlines how risks should be managed and we are establishing three lines of defence for each risk identified.

**Internal auditors** were appointed in 2021 to provide the third line of defence - external assurance for our board and we have an active programme of internal audits.

**30** 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, we have not been subject to any adverse regulatory judgements.



Soft landing: our strategic risk register is the responsibility of our leadership team. We are establishing three lines of defence for every identified risk.



Our new sustainability strategy includes targets for maintenance materials as well as reducing our use of single-use plastics and paper in our offices.

\* BOARD AND TRUSTEES



The demographic mix of our board and staff reflects those of both the inner London borough we work in and the wider locality



At March 2022 our board comprised 30% black or minority ethnic members and 40% female... our board and staff team reflect the demographic mix of the both the local area and wider area we work in.

**31** What are the demographics of the board? And how does this compare to the demographics of the housing providers' residents, and the area they operate in?

We are proud of the diversity of our board. At March 2023, our board comprised **30% BAME** members and **40% female**, with three black or minority ethnic board members and four women.

Three board members are **tenants**, recruited for their lived experience and other relevant skills.

The average age of our board members is 52 years. The average tenure of board members is 4.2 years.

We recently completed the National Housing Federation's **equality and diversity toolkit** for the second year running. This compares the composition of our board and staff team with the local population and showed both are reflective of the local area and the wider area we work in.

**32** What % of the board and management team have turned over in the last two years?

One board member has left in the last 12 months having reached the **end of her nine-year term**. We have since **recruited two new board members**.

We have strengthened our leadership team in the last two years. One member left in 2022/23 and we appointed to replace her a new finance director.

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

We have adopted the recommendations of the National Housing Federation's **2020 code of governance** so have a maximum tenure of six years, with a one-year extension if there is a good business case.

**34** What % of the board are non-executive directors?

0%. We do not have any non-executive members.

**35** Number of board members on the Audit Committee with recent and relevant financial experience

There are now four. New chair Jonathon Bunt is a qualified accountant and was a local government finance director. Chyrel Brown is chief operating officer at One Housing and has extensive experience in housing and neighbourhood management. Annabel Gray is an environmental, housing and regeneration consultant specialising in sustainability. Micah Gold is founder of a consultancy bringing together a broad range of people and interest groups to devise better ways to run, fund and evaluate public and non-profit services.

**36** Are there any current executives on the remuneration committee?

We do not have any executives on the remuneration committee.

**37** Has a succession plan been provided to the board in the last 12 months?

Yes, the board agreed a succession plan in 2021. We used it to recruit two new board members in 2022, one with **sustainability** experience and the other with **community and engagement** skills. **Following a further review of succession we will shortly appoint two new board members.**

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

Auditors Price Bailey have worked with us for two years.

**39** When was the last independently-run, board-effectiveness review?

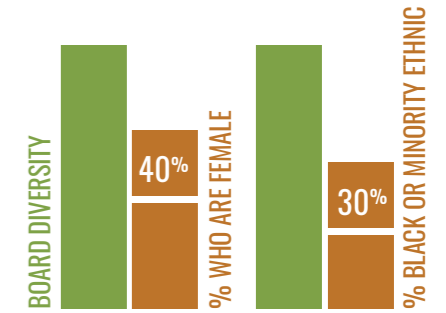
Our last external review was in June 2022.

**40** Are the roles of the chair of the board and CEO held by two different people?

Yes. The chair and chief executive are different roles.

**41** How does the housing provider handle conflicts of interest at the board?

We have a **conflicts of interest policy**. Board members are required to declare any interests at the start of each meeting and are excluded from any decisions where conflict might arise. We also hold a **register of interests**, with members required to declare their interests annually.



Top row: Jonathon Bunt has taken over as chair of our audit, risk and finance committee from Aaron Elliott, who stood down from our board in September 2023. Second row: Jonathon is joined by three more board members with relevant financial experience: Annabel Gray, Chyrel Brown and Micah Gold.





## \* STRUCTURE AND GOVERNANCE



All of our staff team are paid more than the London Living Wage. The ratio of the chief executive's pay to that of the lowest paid employee is 3.9:1.



Our gender pay gap is -32 [which] means the average salary for women is 32% higher than the average salary for men. This reflects the make-up of our leadership team which has three women, including a female chief executive.

### 42 Does the housing provider pay the Real Living Wage?

Yes, we have signed up to be a London Living Wage employer and all of our team are paid at a **higher rate** than the London Living Wage.

### 43 What is the gender pay gap?

The gender pay gap measures the difference in hourly pay between male and female members of staff. We are a small team of 13 staff - eight women and five men.

Our gender pay gap for 2023 is -32, which means the **average salary for women is 32% higher** than the average salary for men. This reflects the make-up of our leadership team which has three women, including a female chief executive.

### 44 What is the CEO-worker pay ratio?

The ratio of the chief executive's salary to the lowest paid employee is **3.9:1**.

### 45 How does the housing provider support the physical and mental health of their staff?

The health and wellbeing of our team is important to us. We have a **wellbeing policy**, have developed our **agile working policy** and are continuing to adapt how we work post-pandemic. We offer our team a free 24-hour confidential **employee assistance programme** as part of our wellbeing offer.

### 46 Average number of sick days taken per employee.

Our average number of sick days per team member in 2022/23 was 2.4 days

## \* SUPPLY CHAIN

### 47 How is social value creation considered when procuring goods and services?

As a small housing association, the social value impact of our procurement activities is limited. We do, however, have a strong track record of **using SMEs for all of our maintenance work** and have strong and enduring relationships with our key contractors. All of these are small businesses.

Over the last two years we have strengthened our links with **local specialist suppliers**, for example window specialists skilled in repairing the windows of heritage properties.

We will be looking to further develop our local procurement in keeping with our sustainability strategy. The social value measures for our building contract for the Morland Mews garage conversions will include use of **local labour**.

### 48 How is environmental impact considered when procuring goods and services?

Our 2022/25 **sustainability strategy** addresses, for the first time, how we will consider **environmental factors** when procuring goods and services.

We will be developing procurement guidelines including specifying FSC-certified timber, low water use fittings, limiting reliance on single-use plastics etc.

We work with a number of small, locally-based SMEs for much of our repairs and stock investment work and will be working with them to build sustainability into **their own supply chains**.



We now have better links to local specialist trades, including firms specialising in repairing windows in heritage properties. Almost all our homes are in conservation areas and many are listed.

Barnsbury Housing Association is registered as a charitable association and governed by a board of volunteers supported by two committees.

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Registered with the Financial Conduct Authority (FCA): 18135R

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Registered with the Regulator for Social Housing (RFSH) L2518  
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photos by Charlie Round-Turner • report designed and edited by Lisa Thompson

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**BARNSBURY**  
HOUSING ASSOCIATION