



Accord

Environmental Management System Statement of Results 2018

Performance and target reporting

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New Business and Growth.

1. The Accord Environmental Journey.

Continually Improving

The Accord Group is committed to continually improving our environmental performance we have now managed to improve our properties so that we have had a 20% reduction of CO₂ emissions per property since we began reporting our CO₂ emissions. Our average property has improved from releasing 3.28 tonnes of CO₂ a year into the atmosphere to 2.59 tonnes a year. This is still too much but it is significant progress and does mean that we are on course to achieve the ambitious CO₂ reduction target we originally set.

In the last financial year we have fitted 458 new Central Heating Boilers which will save about 676 tons of CO₂ and £155,720 in fuel bills for our residents (using the Energy Saving Trust figure for average improvements from fitting new A grade Boilers). In addition we installed new windows and doors on 336 properties which will save our residents around £16,800. The benefits to this improvement work will be seen in a reduction of our CO₂ at the point when the property is relet.

By carrying out efficiencies across the Group we have seen a significant reduction in office waste.

PV/Solar

This year also saw a significant increase in the amount of kWhs generated of power from renewable sources which has saved 237 tonnes of Carbon this year alone. This has saved our organisation and our tenants 4,079.87 to date and 1,548.74 this year (excluding Feed In Tarrifs). The Accord Group is committed to generating power in this way. Not only does it help the planet it makes properties more affordable for our residents too. Over the next few years we plan to significantly increase the amount of electricity we generate.

LED Installations

On our Jenner House LED lighting pilot which was installed in 2012 we have saved an average of £3,259 per year which is £16,259 to date. We have installed LED lighting at a number of homes and also at the offices in Rubery Owen. Not only does LED lighting save you money but also the time of having to replace the fluorescent tubes after the 15000hrs rated life. With a claimed 50% energy rating per fitting, LED's are much more sustainable. LED lighting has many benefits, one being they don't contain any harmful toxins such as mercury and are therefore better for the environment. As with all LEDs they produce a lot less heat than other lamps. LED's work in most temperatures unlike the fluorescents which can on occasion not light up if the temperature is too low. The LED lighting installed at Rubery Owen was projected to pay itself back within two years. In the last financial year we have installed LED Lighting to three Care and Support Schemes. As lights need changing we are now converting them to LED.

Big Sister House

The Accord Group have amassed a wealth of knowledge around green building techniques and energy efficiency they have lead the sector promoting reduced running costs for their residents at the forefront of their agenda. Building on this we are a demonstrator home this year which will bring together many technologies not normally associated with the domestic environment, principally we are looking to provide a home that is energy self-sufficient using advanced technologies such as saline battery cells, advanced home monitoring systems, 98% efficient electric heating systems and adaptation technologies to support a home for life.

Simplification and Rationalisation of Offices

The Association choose to have an independent assessment of our office efficiency. As part of a programme of Office Rationalisation we have combined all Group activities in the Birmingham Area into the Moseley Office. This will have a significant impact in improving our environmental footprint, as we will no longer need to heat and power the Fairgate Office. This year we continued this process in Walsall with the rationalisation of our Caldmore and Darlaston offices into a single premise at Ward Street. This has had a significant impact on the organisations environmental footprint.

Total Cost Savings from Environmental Programme this year

Measure	Saving (£)
LED Lighting	13,036
PV / Solar	1,548
Reduced fuel bills for tenants from new boilers	155,720
Saving on Office fuel Bills	7,807
Reduced Car Mileage claims	42,409
Reduced paper consumption	11,835
TOTAL	232,355

2. The following Corporate Objectives have been set.

Objective	Target	What will be done	Resources Required	Who is Responsible	When Complete
Reduce the amount of carbon dioxide we emit.	Reduce carbon dioxide emissions from our properties by 26-32% by 2020 from a base year of 2005/6.	<p>We are currently at 21.6% carrying out any one of the following measures.</p> <p>Fitting 1459 Solar panels (None Planned)</p> <p>50 External wall insulations (none planned)</p> <p>689 New build property with no renewables (we plan to build approx. 200 a year to hit the target by "2020/21</p> <p>539 New build with renewables</p>	Investment in existing homes / Investment in new properties / Research and innovation into new technologies	Group wide responsibility held by Executive Board. Delegated to Designated Directors with Environmental Responsibility to track and implement	We are on course to achieve the target in 2020.
Reduce the primary energy use kWh/m²	To reduce kWh/m ² primary energy use of our properties by 10% by 2020 from the 2015 base position of 282kWh/m ²	<p>Can be achieved by carrying out any one of the following measures.</p> <p>Fitting 1459 Solar panels</p> <p>50 External wall insulations (none planned)</p> <p>689 New build property with no renewables</p> <p>539 New build with renewables</p>	<p>Our target to reduce primary energy can be achieved by carrying out any one of the following measures.</p> <p>Fitting 1459 Solar panels</p> <p>50 External wall insulations (none planned for 2016-17)</p> <p>689 New build property with no renewables</p>	Group wide responsibility held by Executive Board. Delegated to Designated Directors with Environmental Responsibility to track and implement. Director of Assets.	2020

			539 New build with renewables		
	All new properties to be built to perform to a designed primary energy consumption level no greater than 180kWh/m ² .	..\Other\Energy Efficiency matrix Standard.docx	..\Other\Energy Efficiency matrix Standard.docx -	Group wide responsibility held by Executive Board. Delegated to Designated Directors with Environmental Responsibility to track and implement. Regen Team. Indesign. Local homes	2020
To reduce the amount of waste we produce.	Produce digital media where possible and reduce external printing	Tenants annual report produced as a video and placed on line	Tenants annual report produced as a video and placed on line	PR and Comms	ongoing
	Remote input of data, mobile working / Locality model	Locality model delivered	Locality model being rolled out as part of the simplification model	Executive Director of Communities, Director of Assets	March 2018
	Periodic review of waste contractors for data accuracy	Risk and Facilities	Staff time, Facilities and Finance	Business Support EIT internal Audit	2018
	Continue to develop E-Payslips	E payslips to replace the current paper payslips	Pay roll team and IS	Executive Director of Resources	Completed 2018
	Waste reduction campaign	reduce paper usage by 15% over each of the next two years;	IS	Head of IS	Dec 2021
	Waste	Removal of the top 5 paper-	IS	Head of IS	Dec

	reduction campaign	generating processes (including recruitment, Care/Support plans and tenancy signup)			2021
To reduce our reliance on energy consumption in business premises from unsustainable sources.	full mobility of IT and telephone systems for staff, starting immediately and completed by March 2021. All Housing Officers will be mobile by April 2019;	<ul style="list-style-type: none"> full mobility of IT and telephone systems for staff, starting immediately and completed by March 2021. All Housing Officers will be mobile by April 2019; 	IS	Head of IS	Dec 2021
	Increased use of LED Lighting	Install LED lights in three care homes and West Brom Office by March 18	Capital to change light fittings to LED	Head of Assets	Completed April 2018
	Office Consolidation	Reduce the number of offices that we use. Close Darlaston and Caldmore Office as stage two. Fairgate House already decommissioned. T complete May 17	Reduction in the number of offices the group operates from and adoption of the locality model of service delivery	Executive Board	Completed April 2018
	Accord Works	Make Accord Works compliant in all activities with ISO 14001	Insure waste management and environment management principle are applied and consistent improvement is in place.	Simon Williams / David Livesey	Dec 2019

3. Environmental Performance and Data Collection

Environmental performance regarding legal requirements and national or sector environmental targets.

Environmental Performance Data

The core indicators we measure against and our objectives relate to are based upon the following:

- Emissions
- Power Generation
- Making Homes More Affordable
- Energy efficiency
- Material efficiency
- Water
- Waste
- Biodiversity

Objective Reduce the amount of Carbon we emit - EMISSIONS

The main quantifiable emissions produced by the Group are those of CO₂. The quantities of these emissions are derived from different sources; including electricity and gas usage in both the properties and offices that we manage, and also from the fuel used in our vehicles.

Calculation of Group Carbon Footprint from 2005/6 to 2016/17

Group Total Carbon Footprint - Yearly Comparison									
Year	Number of properties	Total Annual Emissions (tonnes)					Annual Difference CO₂ (tonnes)	Average annual CO₂ change (t/property)	% CO₂ change/property since 2006
		CO₂		CO₂e					
		Homes	Homes (per property)	Offices	Vehicles	Total			
2005/6	6,444	21,107	3.28	240	41	21,388	0	0.00	0
2006/7	6,746	22,495	3.33	229	42	22,766	1,378	0.06	1.8
2007/8	6,827	22,905	3.36	223	40	23,168	402	0.08	2.4
2008/9	7,084	23,767	3.36	272	37	24,076	908	0.08	2.4
2009/10	8,329	24,935	2.99	323	119	25,377	1,301	-0.28	-8.6
2010/11	9,018	26,844	2.98	357	123	27,324	1,946	-0.30	-9.1
2011/12	9,812	28,135	2.87	340	188	28,135	812	-0.41	-12.5
2012/13	9,939	28,257	2.84	340	169	28,257	122	-0.43	-13.2
2013/14	10,249	28,878	2.82	329	163	29,370	1,113	-0.46	-14.0
2014/15	11,485	29,839	2.60	164	164	30,167	797	-0.68	-20.7
2015/16	11,755	30,516	2.6	331	180	31,027	662	-0.68	-20.7
2016/17	12,717	32,937	2.59	183	164.3	33,284	2,257.3	-0.69	-20.9
2017/18	12,801	32,899	2.57	170.1	116.9	33,186	-98.73	-0.71	-21.5

Target

Reduce carbon dioxide emissions from our properties by 26-32% by 2020 from a base year of 2005/6.

Homes

We have reduced CO₂ per property by 21.5% since we started measuring our impact. This is the most significant environmental indicator for our environmental work. It demonstrates a significant investment in our stock and green technologies.

Objective - To reduce our reliance on energy consumption in business premises from unsustainable sources.

Offices

Due to our ongoing rationalisation of offices strategy we have seen a significant reduction in the energy use on offices. We have saved 214 MWH of power or 161 tonnes of carbon a year in our offices as a result of this rationalisation processes.

This is an annual saving of £7,807 in fuel bills to the Association against the position of five years ago.

Vehicles

This year we have seen a reduction in carbon emissions due to rationalising offices and increased use of video conferencing, as well as staff efficiency measures. This has seen a reduction of 47.4 tonnes of Carbon. This is a reduction of 117,073 miles in the total mileage this year. This is slightly more than a journey from the West Bromwich Office to Sydney Australia. This equates to a saving of £42,409 (taking a mean average mileage allowance of £0.36) across the organisation. This has been achieved by a greater focus on company mileage across the organisation and the introduction of video conferencing.

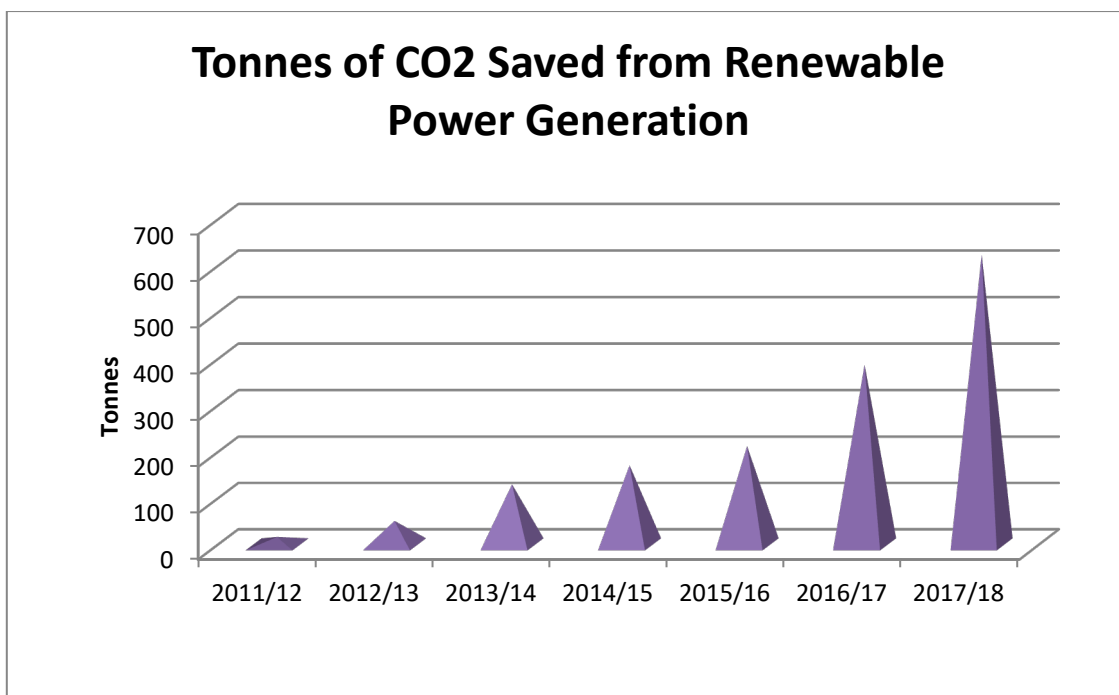
Objective reduce the amount of Carbon energy we use - Power Generation

We have set a target from a base year of 2012 to produce approximately 1.2m kWhs of energy from renewable technology. In the last year we generated 496,289 kWhs. Saving the Association and Residents almost £6 million.

Year	Tonnes of CO₂ saved from renewable power generation on our properties.
2011/12	16.12
2012/13	50.61
2013/14	129.70
2014/15	170.91
2015/16	212.37
2016/17	387.16
2017/18	624.33

Total renewable energy use

In the last 12 months we saved approximately 237 tonnes of CO₂ by using Passive Solar Hot Water systems or PV panels on our properties. Making a cumulative total of 624.33 tonnes of CO₂.



Target - To reduce kWh/m² primary energy use of our properties by 10% by 2020 from the 2015 base position of 282kWh/m².

MAKING HOMES MORE AFFORDABLE TO HEAT & POWER (KWH/M²)

kwhM2 summary		total
Year		
2017/18	properties	4927
	average kwhm2	265.
	Total	1,318,873
2016/17	properties	4505
	average kwhm2	237.2
	Total	1,068,586
2015/16	properties	4119
	average kwhm2	274
	Total	1,128,077
2014/15	properties	4396
	average kwhm2	282
	Total	1,240,378

These are the key indicators, which we use to measure the affordable warmth of our homes. 2014/15 was the first time we measured kWh/M² across our stock. We believe there was an error in the figures for 2016/17 that were stated and the overall figure shows a significantly improving situation.

Target - All new properties to be built to perform to a designed primary energy consumption level no greater than 180kWh/m².

We have carried out a major piece of research into the appropriate target for this area of work and are currently working with SHAP and EnergieSprung to develop a New Build standards. On completion of this work we will incorporate a more challenging target into our Environmental management Programme. All new homes built in the last twelve months exceeded the current target. Our average New Build property is under 90KWHM².

Objective - To reduce our reliance on energy consumption in business premises from unsustainable sources.

ENERGY EFFICIENCY

Energy consumption in our offices

The following table represents the 'total direct annual energy consumption', derived from electricity and gas usage within offices operated by Accord Housing Association.

Total Annual Energy Consumption 2013/2018					
Office	Total direct input (MWh)			Number of employees	Energy Use per employee (MWh)
	Electricity	Gas	Total		
<i>West Bromwich</i>	269.6	237.3	506.9	144	3.52
<i>Darlaston</i>	0	0	0	0	0.00
<i>Fry</i>	15.5	57	72.5	12	6.04
<i>Brookside</i>	11	0	11	1	11.00
<i>Moseley</i>	46	120.8	166.8	44	3.79
<i>Factory</i>	46.8	51.1	97.9	20	4.90
2017/18	388.9	466.2	855.1	221	3.87
2016/17	516.24	399.53	915.77	329	2.78
2015/16	527.01	472.41	999.42	336	2.97
2014/15	517.29	495.47	1,012.75	342	2.96
2013/14	531.54	499.79	1,031.33	314	3.28
2012/13	549.85	519.33	1,069.17	324	3.3
2011/12	495.48	416.27	911.75	312	2.92

The table demonstrates that Electrical usage has slightly reduced overall on a like by like basis. We have however increased the number of sites being monitored.

The table above confirms the quantities of CO₂ (Carbon Dioxide) CH₄ (Methane) and N₂O (Nitrous Oxide) breakdown in relation to our energy use.

Target

- **Full mobility of IT and telephone systems for staff, starting immediately and completed by March 2021. All Housing Officers will be mobile by April 2019;**
- **New target to be reported upon next year**
- **Removal of the top 5 paper-generating processes (including recruitment, Care/Support plans and tenancy signup)**

New targets to be reported upon next year

Objective reduce the amount of waste we produce.

Material Efficiency from Administrative Processes

Reduce paper usage by 15% over each of the next two years;

The table below shows the amount of paper that is used across the group per year.

Paper Consumption 2013-17			
Office	Total Direct Input	Normalisation	
	(tonnes)	Number of employees*	Paper use per employee
2017/18	11.20	221	0.019
2016/17	14.50	313	0.046
2015/16	15.15	356	0.043
2014/15	16.24	398	0.041
2013/14	18.25	392	0.047
2012/13	18.25	406	0.045
2011/12	16.47	398	0.041

Over the last year we have reduced the amount of paper consumed by the Group by another 3.3 tonnes. From our main supplier we have saved £11,835 for our paper purchases.

The roll out of new photocopiers with a personalised code system throughout the Group to minimise the use of unwanted photocopying is almost complete. They are also programmed to print double sided by default in most offices. We have continued our policy of where possible producing digital reports and these measures combined means that we are seeing a steady reduction in paper consumption overall. We have

now moved to targeting the top five waste streams which we will report upon next year.

Target

Produce digital media where possible and reduce external printing	Tenants annual report produced as a video and placed on line	Tenants annual report produced as a video and placed on line	PR and Comms	ongoing
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We continue to produce the tenant's annual report digitally.

WATER

The following table shows the amount of water consumed per employee within the Accord Group. Water consumption has been calculated by using flow rates and capacities provided by Twyford's bathrooms, and have considered the following fittings:

- Toilets and urinals
- Washing hand basins and sinks
- Dishwashers
- Showers

Over the last period the Accord Group has seen an increase in external contracts which has had an effect on our overall water consumption, as this data doesn't relate to employees within the Group but the service requirements of the external contracts.

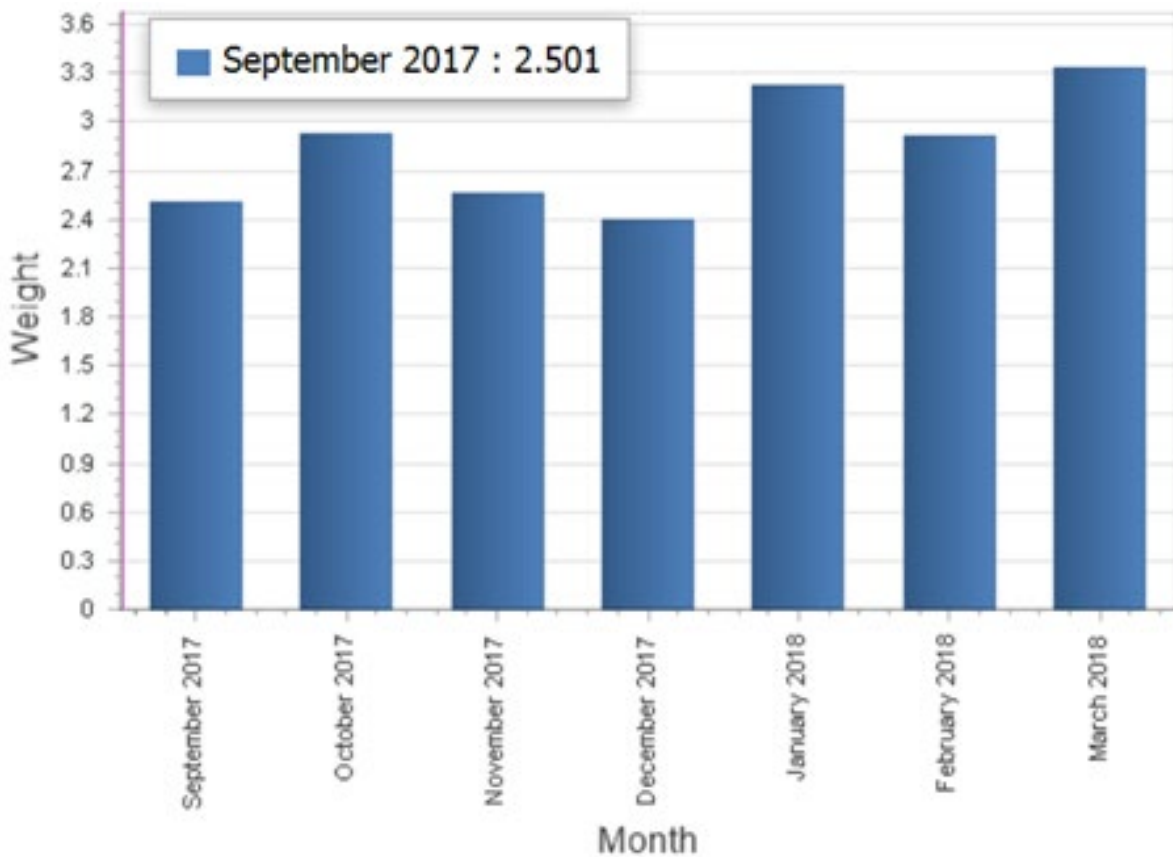
Year	Total water (m ³) used per year	Number of employees	Total water used per employee (m ³)	
			Per year	Per day
2011/2012	3,659	376	9.73	0.039
2012/2013	3,626	381	9.52	0.039
2013/2014	3,143	370	8.49	0.035
2014/2015	5,311	376	14.13	0.057
2015/2016	4,211	336	12.24	0.050
2016/2017	3,234	337	9.30	0.038
2017/2018	3,234	221	14.63	0.059

* Correction applied to employee numbers for previous years
 * Also split out water consumption used for service contracts in 2014/15 going forward.

The rationalisation in our offices has resulted in a significant reduction in the total water consumption used. But this year we maintained the position.

WASTE GENERATION

The following table shows the amount of non-hazardous and hazardous waste produced by employees or operations delivered by the Groups main office locations. Waste collected by Biffa varied according to the following data month by month.



Total Waste Produced for the Group Head Offices per employee

Total Waste Produced for the Group Head Offices per employee

Total Annual Generation of Waste 2017/2018					
Waste Type	Total waste production		Number of employees	Waste production per employee	
	(kilograms)	(tonnes)		(kilograms)	(tonnes)
NON HAZARDOUS					
DMR (dried mixed recycling)	15350	15.4	221	66.33	0.07
General Waste	16210	16.2	221	59.69	0.06
Confidential	16,078	16.08	221	60.90	0.06
TOTAL	48,326	48.33	221	186.92	0.19

Target - Waste reduction campaign

We continue to try to reduce waste and our campaign forms part of a broader Value for Money campaign. We are pleased to see continuing progress in reducing the waste per office staff member.

We continue to improve our reporting mechanisms in regard to waste, in particular to ensure that we capture all waste across the group. This has resulted in a more accurate measurement of waste generated. Our General waste production has reduced by just over 13 tonnes in comparison to our 2014/15 results. We currently recognise there is an issue with many decentralised work stations not having an appropriate waste removal procedure and are working to correct that over the next 12 months.

Accord also endeavours to reduce the amount of waste created by others operating on our behalf by ensuring contractors have or are working towards ISO14001. The design of our properties strives to consider the impacts on the environment throughout the entire procurement process, to include **design, construction** on site and the **end use** by that of our tenants.

Target - Periodic review of waste contractors for data accuracy –

We have introduced a new audit process involving the Risk and Facilities team visiting all sites. As part of audits we are checking Waste Transfer Notes for accuracy. We are still identifying problems with the record keeping and continue to provide support and training to improve the data we hold.

Target - Remote input of data, mobile working / Locality model

We have piloted remote working and a number of staff work now work from home. We have invested in new IT and a revised Citrix programme to facilitate remote working. We have reorganised the Communities into locality's and Pods to facilitate this working model. The reorganisation and change programme is currently ongoing and we are on course to meet this target.

Target - E payslips to replace the current paper payslips

We achieved this target in the last 12 months.

BIODIVERSITY

The Group endeavour on each site to carry out the following works:

- The planting of native species
- The adoption of horticultural good practice (e.g. no, or low, use of residual pesticides)
- The installation of bird, bat and/or insect boxes at appropriate locations on the site (*to date these have been employed on Fairview Court, Marlfield, Walton Close, Old Rectory Gardens Walsall, Bat House at Swadlincote & Hewell Road*)
- Development of a full Biodiversity Management Plans on new developments including avoiding clearance/works at key times of the year (e.g. breeding seasons)
- The proper integration, design and maintenance of SUDs and green roofs, community orchards etc.

Only native floral species or those with a known attraction or benefit to local wildlife can be considered for the purpose of enhancing the ecological value of the site.

4. Contaminated Land

In the development of new housing the Accord Group often purchases land that is contaminated by past activities. On all new sites a detailed site investigation takes place prior to the commencement of any development. This Site Investigation actively seeks to identify land that is contaminated.

A remediation plan is then developed with specialist advice in conjunction with statutory authorities. The remedial work is then carefully monitored, managed and recorded as part of the development process.

An example of this is the site at Beechdale Walsall, where we remediated a former School Site that upon investigation saw historic dumping of opencast mining slag.

With careful engineering solutions, contaminated material was contained on the site avoiding transferring pollutants elsewhere and enabled the site to be developed meeting all current regulatory standards.

5. Other Relevant Environmental Issues

Reporting on existing safety plans where relevant to environment

There are Health and Safety plans in relation to Biological hazards and Asbestos Removal. These ensure that the Accord Group conform to all legal requirements in relation to the environment on these issues.

Precautionary actions/environmental protection activities/preventative measures

Within the aspects and impacts analysis there is a designated area to describe any controls that are in place to reduce the environmental impact. This means that all environmental impacts can be limited and the controls audited to ensure continual compliance.

Complaints, public or community concerns

No complaints on environmental issues have been received.

Description of impacts due to accidents and any other environmental liabilities

There have been no environmental related accidents, incidents or breaches in legislation.