

## Foreword

On behalf of the SHIFT Team, we would like to thank you for using the SHIFT Report Framework. This is the perfect first step towards measuring environmental performance in your organisation and creating effective strategies for future improvements. By following this framework, it will help your organisation produce an annual environmental report that can be used to engage with staff, residents, suppliers and potential investors. It will also give you a baseline from which to improve.

## Instructions

Please fill in as much detail about your organisation as you can for each category in this framework. Please use as much numerical data as you can. We also suggest creating a scoring system that combines all the categories into a single “sustainability kpi” so that progress can be monitored over time.

As well as reporting “absolute” impacts (e.g. total carbon dioxide emissions) also record an “intensity” e.g. kg carbon dioxide per home managed. “Absolute” is useful for knowing total impacts, but intensity is useful for monitoring year on year progress towards sustainable levels, even if your organisation expands.

## 1. Leadership and Strategy

A strong sustainability strategy is an essential driver for robust environmental monitoring and performance in any organisation. Some indicators of an effective strategy are:

- Formal adoption of the strategy by Senior Management.
- The use of SMART (specific, measurable, achievable, relevant, and time-based goals) targets to measure progress against.
- Clear responsibilities for those who are accountable for delivering the strategy.
- Cover energy, water, materials, waste, adaptation to climate change and biodiversity

### Your performance:

- Try to devise a scoring system to mark your strategy out of 10

## 2. Existing Homes

Almost all the houses in your current stock will be around in 2050 where the net-zero emission target has been set. Therefore, it is essential to ensure that existing homes have safe levels of environmental impact. Some areas to be improving are:

- Improving the SAP ratings of stock through energy efficiency installations such as cavity wall insulation.
- Water efficiency measures through refurbishments such as low flow taps/showers.
- Offering suitable recycling options in homes through the installation of internal recycle bins.
- Ensuring that opportunities for green spaces within and around your housing stock are taken for the social and biodiversity benefits.

### Your performance:

- Identify metrics that correlate with energy efficiency, water efficiency, flood protection, overheating protection, waste and biodiversity/green spaces over the properties you control
- You may also want to include the level of resident engagement you have and its impact

### 3. Offices

Tackling your office environmental impacts will be beneficial to your organisation's expenditure as it will reduce operational costs and carbon emissions. Some utilities to focus on would be:

- Gas and electricity usage contribute significantly to utility costs but also carbon emitted so changes to lighting, IT infrastructure or heating system could reduce this impact.
- Waste produced in your offices, as there may be opportunities for more/all of it to be diverted from landfill.
- Like your housing stock, water efficiency measures can be installed in office facilities for reduced water usage.

#### Your performance:

- Identify metrics that correlate with energy efficiency, water efficiency, flood protection, overheating protection, waste and responsible sourcing of office consumables

### 4. Supply Chain

Housing providers can influence sustainability beyond their own organisation by engaging with suppliers and using their purchasing power to encourage best practices. Here are some areas you should look to improve:

- Identifying whether waste generated by your contractors is diverted from landfill.
- Ensure that your contractors are using responsibly sourced materials in your projects such as ensuring boiler installation meet a minimum ERP rating of A.
- Survey your suppliers to see if their materials are responsibly sourced as well as other maintenance supplies such as cleaning products and pesticides.

#### Your performance:

- Identify metrics that indicate the environmental impacts of your supply chain e.g. their CO2 emissions attributable to you, their waste management practices and sustainability of the materials they use
- If you have your own in-house maintenance team, consider them as part of the supply chain

### 5. New Build

If you build new homes, it is crucial to take a long-term perspective to ensure they are future-ready for carbon reduction targets and climate change.

- Homes need to be built to a higher SAP score to ensure that they do not need to be retrofitted to meet carbon emission targets.
- Communicate the need for cycle storage, internal recycling bins and so on within new builds to your development team.
- Take opportunities to trial green finance products that offer sustainable business models as well as environmental improvements.

#### Your performance:

- Identify and report on the environmental quality of any new build you have completed in the last year. Metrics such as SAP rating, cycle storage, internal recycling bins, overheating and flooding protection should be considered
- Report of how well you can verify that your eco-design features have made it to the “as built” home

### What's next?

If you have completed the framework – well done! The challenge now is to keep it up to date by reviewing each framework category at least annually so that progress made can be documented and new information stored.

Use the information you have collected here to produce your own environmental report and make it available to the public.

Please feel free to display your SHIFT Framework logo as it shows your organisation's commitment to improving its environmental performance.

If your organisation is ready to accelerate its environmental improvements, consider the various services that Suss Housing provide including SHIFT environmental reports, post occupancy evaluations, environmental road mapping and full environmental assessment and accreditation exercise for your organisation.

Read the table below for further information or contact us at [info@susshousing.co.uk](mailto:info@susshousing.co.uk) or 07718647117

#### SHIFT Framework Logo Digital Use



#### SHIFT Framework Logo Print Use



## How “SHIFT Framework” fits with other SHIFT services

Item	SHIFT Framework (Free)	SHIFT Environment Report (£)	SHIFT Accreditation (£)
Reporting framework	Yes	Yes	Yes
Reporting reminders	Yes	Yes	Yes
Reporting logo	“SHIFT framework”	“SHIFT environment report”	“SHIFT bronze/silver/gold/platinum”
Regular updates	Yes	Yes	Yes
Environment report	Self-declared	Verified	Verified
Calculator tools	No	Yes	Yes
Suss Housing support	No	Yes	Yes
Science based targets and KPI's	No	Yes	Yes
Benchmarking against others	No	No	Yes
Full accreditation	No	No	Yes
Discounts on other Suss Housing events and services	No	No	Yes
Training	No	No	Yes
Online portal	No	No	Yes